



## **NOTICE OF MEETING**

**Environment, Culture and Communities Overview & Scrutiny Panel  
Tuesday 17 March 2015, 7.30 pm  
Council Chamber, Fourth Floor, Easthampstead House, Bracknell**

**To: Environment, Culture and Communities Overview & Scrutiny Panel**

Councillor Finnie (Chairman), Councillor McLean (Vice-Chairman), Councillors Mrs Barnard, Brossard, Ms Brown, Gbadebo, Harrison, Ms Miller and Porter

**cc: Substitute Members of the Panel**

Councillors Allen, Angell, Finch, Mrs McCracken and Mrs Temperton

ALISON SANDERS  
Director of Corporate Services

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Panel  
Tuesday 17 March 2015, 7.30 pm  
Council Chamber, Fourth Floor, Easthampstead House,  
Bracknell**

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**AGENDA**

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**1. APOLOGIES FOR ABSENCE/SUBSTITUTE MEMBERS**

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

**2. MINUTES AND MATTERS ARISING**

To approve as a correct record the minutes of the meeting of the Environment, Culture and Communities Overview and Scrutiny Panel held on 13 January 2015.

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**3. DECLARATIONS OF INTEREST AND PARTY WHIP**

Members are requested to declare any disclosable pecuniary or affected interest, including the existence and nature of the Party Whip, in respect of any matter to be considered at this meeting.

*Any Member with a Disclosable Pecuniary Interest or an Affected Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.*

**4. 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.

**5. PUBLIC PARTICIPATION**

To receive submissions from members of the public which have been submitted in advance in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

## **PERFORMANCE MONITORING**

### **6. QUARTERLY SERVICE REPORT (QSR)**

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSR for the third quarter of 2014/15 (October to December 2014) relating to Environment, Culture and Communities. An overview of the fourth quarter of 2014/15 will also be provided.

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**Please bring the previously circulated Quarterly Service Report to the meeting. The QSR is attached to this agenda if viewed online.**

## **OVERVIEW AND POLICY DEVELOPMENT**

### **7. RESIDENTS' SURVEY**

To receive a briefing in respect of the Residents' Survey 2014 results and to note the communications plan.

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### **8. SCHOOLS ANNUAL ENVIRONMENTAL MANAGEMENT REPORT 2013/14**

The Schools Annual Environmental Management Report 2013/14 is attached for consideration.

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### **9. SOUTH EAST STREET WORKS PERMIT SCHEME**

An update regarding the Council's operation of the South East Permit Scheme is attached.

193 - 196

### **10. REVIEW OF COMMERCIAL SPONSORSHIP TRIAL**

To consider the attached report concerning the outcome of the review of the commercial sponsorship trial and the next steps.

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### **11. BRACKNELL FOREST BOROUGH LOCAL PLAN UPDATE**

To receive a progress update report in respect of the Bracknell Forest Borough Local Plan.

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## **HOLDING THE EXECUTIVE TO ACCOUNT**

### **12. EXECUTIVE KEY AND NON-KEY DECISIONS**

There are no scheduled Executive Key and Non-Key Decisions relating to Environment, Culture and Communities to be considered between March and June 2015.

## **DATE OF NEXT MEETING**

The next meeting of the Environment, Culture and Communities Overview and Scrutiny Panel has been arranged for Tuesday 23 June 2015.

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## **ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW & SCRUTINY PANEL**

**13 JANUARY 2015**

**7.30 - 8.45 PM**



### **Present:**

Councillors McLean (Vice-Chairman), Mrs Barnard, Brossard, Ms Brown, Gbadebo, Harrison and Porter

### **Executive Members:**

Councillors Mrs Hayes

### **Also Present:**

Andrea Carr, Policy Officer (Overview and Scrutiny)

Mark Devon, Chief Officer: Leisure & Culture

Andrew Hunter, Chief Officer: Planning & Transport

Damian James, Head of Performance and Resources

Steve Loudoun, Chief Officer: Environment & Public Protection

Vincent Paliczka, Director of Environment, Culture & Communities

Councillor Ian Leake

### **Apologies for absence were received from:**

Councillors Finnie and Ms Miller

### **30. Minutes and Matters Arising**

**RESOLVED** that the minutes of the meeting of the Panel held on 23 September 2014 be approved as a correct record and signed by the Chairman.

### **31. Declarations of Interest and Party Whip**

There were no declarations of interest or any indications that Members would be participating under the party whip.

### **32. Urgent Items of Business**

There were no items of urgent business.

### **33. Public Participation**

No submissions had been made by members of the public under the Council's Public Participation Scheme for Overview and Scrutiny.

### **34. 2015/16 Draft Budget Proposals**

The Director of Environment, Culture and Communities presented a report on the key themes and priorities for the Environment, Culture and Communities Department as outlined in the Council's Draft Budget Proposals for 2015/16.

Particular attention was drawn to the pressures on the Environment, Culture and Communities budget in the coming year totalling £424,000. This comprised:

- Waste PFI Contract - £160,000 reduced income from recycling
- Concessionary fares - £107,000 increased payments to bus companies
- Development Management Section - £129,000 additional resource required to deal with a significant increase in planning applications and enforcement (offset by increased fee income)
- Bracknell Leisure Centre - £28,000 lower annual rent from new lease

However, budget savings for 2015/16 amounted to £813,000, the most significant of which were £485,000 on the public realm contracts which had been re-let from 1 October 2014 (with no loss of quality) and £129,000 for Development Management increased fee income.

The Capital Programme for 2015/16 for the Directorate totalled £13.852m of which £4.797m was Council funded and £9.055m was externally funded. The outline programme for the two following years was also detailed.

From questions and discussion the following points arose:

- Some large percentage increases had been proposed in relation to some fees and charges for highway licences or consents payable by developers or statutory undertakers. It was requested that an explanation and further detail of these proposed charges and the fee for overrunning work be sent to Panel Members following the meeting and that a report describing how the permit scheme was progressing be submitted to a future meeting of the Panel.
- Capital works on highway network maintenance totalled £1.65m, funded by a Government cash grant, and £200,000 Council funded work on road and footway re-surfacing, in addition to revenue funded work on pothole repairs where no re-surfacing work was programmed.
- Cycle paths were included with roads and inspected three times each year to assess what maintenance was required.
- The Capital Programme contained provision for £2m to be spent in each of the next three years on Town Centre Infrastructure works. The Finance Review Group would be meeting soon to consider the scheduling of work over the period, rolling forward any unspent sums as necessary. In addition there were some transport related improvements funded by Section 106 developer contributions.
- Further traffic signal infrastructure works were programmed. It was requested that the operation of the intelligent transport system now operational at the Twin Bridges roundabout be reviewed since traffic did not appear to be flowing freely.
- The Community Infrastructure Levy (CIL) was due to be implemented from 6 April 2015. CIL contributions would be collected through 2015/16 for allocation in 2016/17.

### 35. **Quarterly Service Report (QSR)**

The Panel considered the latest trends, priorities and pressures in terms of departmental performance as reported in the QSR for the second quarter of 2014/15 (July to September 2014) relating to Environment, Culture and Communities.

The QSR showed a projected underspend of £265,000 against budget but this was expected to reduce to around £100,000 at the year end. The main variances were on:

- Concessionary fares – additional £119k

- Planning policy – additional £105k
- Waste disposal – additional £61k
- Downshire Golf Course – additional £35k
- Waste recycling – reduction of £55k
- Public realm contracts – reduction of £265k

On the Capital Programme, it was anticipated that about 60% of the programme would be spent at the year end, the remainder being carried forward. In particular some £150k on disabled facilities grants and £200k on both maintenance of car parks and car park improvements would be carried forward.

Other points highlighted in the report or arising from questions were as follows:

- Staff turnover was running at a satisfactory 11 to 12% per annum, with an average vacancy rate of 7.4%. Some difficulties in recruiting Planning staff had been experienced and the measures being put in place to overcome these were explained.
- Staff sickness continued to be very low, averaging less than 5 days per employee per year.
- Recruiting volunteers for the Great Holland's Library had been a great success allowing the opening hours to be increased.
- Applications for planning permission had increased by 20 – 25% and while additional resources had been required to deal with the workload, there had been a corresponding increase in fee income.
- Additional pressures were also being created by the high number of planning appeals and challenges to the Council's Sites Allocation Plan. A significant test of this policy was expected from the decision (expected in February 2015) from the Public Inquiry held into the Council's decision to refuse permission for 74 dwellings at Tilehurst Lane, Binfield.
- The Council had in place its five year land supply for housing, which required review at least annually. Efforts were made to ensure there were as few obstacles as possible for developers to progress schemes, using Local Plan policies to secure affordable housing wherever appropriate.
- The Panel was pleased to note that Magistrates had dismissed the appeal by McDonalds against the Council's decision to refuse to allow additional opening (all day) hours at its restaurant in Wildridings. Further detail would be included in the next QSR.
- With regard to complaints, it was requested that some detail be given about complaints that had been upheld.
- For performance indicators, it was suggested these be kept under review to ensure they remained relevant and informative. A request that information be included on the number of agency staff hours bought in would be looked at.
- The Land Registry's proposal to take over provision of the Local Land Charges Register removing this service provision from all local authorities was unlikely to take effect until 2017.

### 36. **Results of Trial Recycling Incentive Scheme**

The Panel considered a report on the results of the Trial Recycling Incentive Scheme carried out with the benefit of a £108k grant from the DEFRA Reward and Recognition fund. The two key objectives of the scheme, (1) to increase households participating in the kerbside recycling service from 75% to 82% within two years, and (2) to reduce contamination (incorrect materials) in collected recycling from 13% to 8% over the same period, had both been achieved. The Executive was due to consider the report along with a recommendation to continue to develop and promote

the scheme as part of its waste management process, and the Panel was invited to comment.

The Panel noted that over 12,000 (almost a quarter of) Bracknell households had joined the scheme and the number was continuing to grow. Uptake of the rewards offered was also growing, along with the range of rewards. SITA was sponsoring the reward scheme which had been particularly successful in benefitting local good causes. The scheme had been successful in decreasing the amount of recyclable materials found in waste by almost 1000 tonnes resulting in a saving of around £90,000 per annum, with potential to save a further £100,000, with little or no further investment.

The Panel was satisfied that the Recycling Incentive Scheme was a valuable service that was well worth continuing and expressed its support for the recommendation to the Executive to continue to develop and promote it.

### 37. **Update on Commercial Sponsorship**

The Panel considered a report requesting that the Commercial Sponsorship Member Reference Group be reconvened in order to assess the trial of the commercial sponsorship currently being undertaken within the Council.

The trial had commenced in August 2013, had realised an income (net of all costs) of £29,000 in the first 15 months of operation, and would continue with the current supplier until October 2015. It was envisaged that the reconvened Member Reference Group would review the working of the contract and provide a steer on whether to procure a new contract.

**RESOLVED** that, subject to the confirmation of the Overview and Scrutiny Commission that this could be accommodated within the work programme, the Commercial Sponsorship Member Reference Group be reconvened in order to assess the trial currently taking place.

### 38. **Bracknell Forest Borough Local Plan Update**

The Panel considered a report on the progress of documents forming part of the Bracknell Forest Borough Local Plan since the previous report in September 2014.

It was noted that the Gypsy and Traveller Local Plan was still at an early stage of development, with more work to be undertaken on collection and assessment of the information required. Although not part of the Development Plan, the introduction of the Community Infrastructure Levy (CIL) would be an important measure in delivery of the infrastructure to support and mitigate planned development. The Council's draft CIL Charging Schedule had been submitted for examination and had been found to be compliant, realistic and consistent with national guidance. The Examiner's report had been submitted as an appendix and indicated that subject to minor modifications to some definitions, the Charging Schedule could be submitted to the Council for final approval, for implementation on 6 April 2015.

Arising from questions, the Panel was informed of the progress of other Berkshire Authorities with regard to the introduction of CIL and how newly adopted Neighbourhood Plans would sit alongside the National Planning Policy Framework and the Bracknell Forest Borough Local Plan.

The Panel noted the report.

39. **Cultural Services Offering Overview and Scrutiny Working Group Report - Executive Response**

The Panel considered a report containing the Executive response to the report of the Overview and Scrutiny review of the Council's Cultural Services Offering undertaken by a working group of the Panel.

The Executive had commended the working group for the review carried out, the report produced and had noted the aspirational approach taken towards future development of cultural services in the Borough. The Executive had made a positive response to the vast majority of the working group's recommendations, but had taken a different view in those cases where it was considered it was necessary to adopt an approach which better reflected the financial parameters within which the Council must work and the national context as a whole.

The Panel agreed to note the Executive response for the time being.

40. **Work Programme 2015/16**

The Panel was invited to suggest topics for inclusion in its proposed Work Programme for 2015/16 which was under development. The current Work Programme and list of topics previously reviewed were provided by way of background information.

The Panel did not suggest any future review topics and noted the report.

41. **Overview and Scrutiny Progress Report**

The Panel received and noted the bi-annual Progress Report of the Assistant Chief Executive on Overview and Scrutiny activity over the period June to November 2014.

42. **Executive Key and Non-Key Decisions**

The Panel received and noted the scheduled Key and Non-Key Executive Decisions relating to Environment, Culture and Communities.

**CHAIRMAN**

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# QUARTERLY SERVICE REPORT

## ENVIRONMENT, CULTURE & COMMUNITIES

Q3 2014 -15

October - December 2014

Portfolio holders:

Councillor Mr Chris Turrell

Councillor Mrs Dorothy Hayes

Councillor Iain McCracken

Director:

Vincent Paliczka

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## Section 1: Director's Commentary

The department continues to deliver an incredibly broad range of services which are considered important to our residents and businesses. The recent resident survey showed that the most frequently used services were recycling (86% of all respondents), open spaces (79%), sports and leisure (50%) and Longshot Lane (46%). In terms of what residents thought best about the borough, parks and open spaces, access to nature, sports and leisure facilities and public transport were the top ranked 4. It is pleasing to note that the hard work of staff and members is recognised by the community.

An interesting 'theme' which can be identified in the updates from the various divisions is that of constant change. It is typical of the Council as a whole that it is constantly changing to ensure appropriate alignment with current challenges and public expectation but there are numerous examples this quarter. We have a new contractor delivering a joint service for landscape and street cleansing; we have introduced, almost seamlessly, a resident's parking scheme around parts of the town centre; a more effective and manageable permit scheme for work on our highways is now in place; a pilot scheme to increase opening hours using volunteers at Great Holland's library has started; the Community Infrastructure Levy has 'passed' its examination and will be introduced in April this year; the Cemetery and Crematorium has improved the Chapel front and introduced an on-line booking system for funeral directors; the library has a new IT system working well now but still in development; Regulatory Services has carried out a 'mini re-structure' to improve its efficiency; detailed planning begins in earnest for the refurbishment of Coral Reef; and new duties relating to Sustainable Urban Drainage Schemes (SUDS) have now been imposed on the Council. While some of these changes are more significant than others, members will hopefully be assured that the underlying culture in the department is one of continuous improvement resulting in better services for residents and businesses.

On a less positive note, members will note the decision by the Local Government Ombudsman to find maladministration against the Council. This is detailed in a comprehensive report by the Chief Executive and Borough Solicitor to the Executive and therefore no additional detail is provided in this QSR other than to take the additional opportunity to bring members attention to it.

## **Highlights of exceptional performance e.g. national awards, top quartile services**

### Environment and Public Protection

- Coordinated internal response to the potential threat of Ebola. Promoted joint working across a range of services and attendance at exercises in a very short timescale.
- Analysis of the results of the 2014 National Highways and Transportation Customer Satisfaction Survey once again place the Borough's highway maintenance service within the top ten of all Unitary Authorities.
- Two new companies CGM Supplies and Trust pilot have signed a Primary Authority agreement with the Council.

### Planning and Transport

- The Traffic Management (Bracknell Forest Borough Council) Permit Scheme Order 2014 came into operation on 5th November 2014 allowing the operation of the South East Permit Scheme (SEPS). All works by Utilities and the Highway Authority now require a permit before they can work on the highway which replaces the previous notification based system.
- The CIL Examination was held on 21st November 2014 and the Examiner's report was received on 16 December 2014 which concluded the Council's draft charging schedule provides an appropriate basis for the collection of the levy in Bracknell Forest. This means that the Council will be able to commence CIL charging in April 2015.

## **Remedial action against under performance**

### Environment and Public Protection

- Following an unsuccessful period of recruitment to vacant posts, two Environmental Health Officers and a Regulatory Services Officer were appointed. Two staff started in December and the third will join us at the beginning of March. To catch up with the backlog of work whilst the new staff arrive and settle in contractors will be retained for a further period of time.
- Regulatory Services has been restructured so as to better reflect and deliver the work that is expected of it. Two new teams, Business & Consumer and Environment & Community, have been created from the previous Trading Standards, Commercial, and Environmental Protection Teams.

### Planning and Transport

- In the previous quarter it was reported that performance had been impacted on in both the determination of planning applications and investigation of enforcement complaints as a result of staff losses, sickness and increased application numbers. This pressure has been added to by a higher than usual number of appeals earlier in the year, including a public inquiry on land in Tilehurst Lane, Binfield and negotiations on major allocated housing sites. In order to address this recruitment to fill vacant posts and bring in new planning officers has been underway. However in the current labour market it has proved difficult to fill all the vacancies and further attempts to recruit will be made in the coming quarter.
- In addition to the appointment of a new Senior Planning Officer who joins the Council in January several interim staff have been appointed and a member of staff who had been on long term sick leave has returned to work, Some progress is being made on reducing the backlog of enforcement investigations and the backlog of planning applications, though performance in terms of speed of decisions

remains at a much lower level than has been consistently achieved over the past decade.

#### Leisure and Culture

- L017 – number of web enabled transactions in libraries - It is pleasing to note that the recorded transactions in Q3 are high at approximately 94,000. However, we have identified that there are still some issues with capturing the full usage data.
- L018 – number of web enabled transactions in leisure – whilst use of the on-line booking system by users is still very high at approximately 20,000 in the first three quarters of the year we are falling short of the new ambitious target figure which we set for this year.

### **Significant changes in risk from departmental risk register**

#### Environment and Public Protection

- None.

#### Planning and Transport

- Spatial Policy: change to reflect risks associated with securing infrastructure funding through CIL.
- Land Charges reports that the Land Registry continues to voice its intention to take over responsibility for the Local Land Charges Register, but as yet the Land Charges Team are unable to confirm the processes and procedures to be followed for any transition. Much opposition is being voiced by the conveyancing industry against these proposals. If the Land Registry succeeds, it has mentioned that it is unlikely the transition will happen prior to 2017, more likely closer to 2020.

### **Highlight of significant customer feedback and inspections**

#### Environment and Public Protection

- An audit of waste collection procedures went well with an overall satisfactory result and significant assurance for the adequacy of all controls. There were a small number of recommendations all with medium or low priority and these have all been addressed.
- The Anti-Social Behaviour Crime and Policing Act 2014 were introduced. This provides for a wider range of powers for the Police and Local Authorities to deal with ASB and Nuisance and officers are receiving training and working with partners to implement the changes.
- A process has started to obtain a Compulsory Purchase Order for an empty home in the borough. Officers have tried unsuccessfully over a number of years to persuade the homeowner to bring it back into use and this option provides the best opportunity to provide a needed new home.
- An appeal against the decision by the Council to allow the McDonalds Wildridings Restaurant to trade until 5am was dismissed in the council favour.
- Two test purchase operations were undertaken. On the first occasion 3 premises sold and they subsequently received a visit from us and Thames Valley Police. A follow up check showed compliance and further checks will be made to verify their improvement in compliance. On the 2<sup>nd</sup> occasion 1 premise sold and the same procedure will be followed.
- Visits were made to a range of businesses with the view to establish if counterfeit tobacco and alcohol was being supplied within the Borough. Three premises were found to be supplying counterfeit or non-duty paid alcohol. A trained sniffer dog was used to locate hidden tobacco and one shop was found with a stock of counterfeit

tobacco. All stock was destroyed and, as required by our Enforcement Policy, warnings issued to the businesses.

- A press release by the Trading Standards Team highlighting the problems of buying a puppy especially at Christmas was very well received by the media with a number of articles published and two radio interviews.

#### Planning and Transport

- Spatial Policy section has commissioned a survey of residents of new housing developments in the Borough to inform future planning policies.

### **Significant changes in service use and associated financial impact**

#### Environment and Public Protection

- The enforcement of the resident parking requirements started November 2014. The scheme has come into effect with relatively few problems.
- New Street Cleansing and Grounds Maintenance contracts with Continental Landscapes Limited commenced on 1 October and there was a very smooth start up with no problems. The new arrangements have helped contribute to the significant savings arising from the procurement of the contracts as has been reported elsewhere. The new CRM Firmstep system was also implemented for both contracts. There has been some learning from this that has helped inform the corporate role out of this project.
- The new online booking facility for cremation and burial services is now in full use by Funeral Directors
- The design of the Chapel frontage, with new planting and new lighting to front and pathways was completed.

#### Planning and Transport

- See comment from Land Charges to risk register above.
- As a result of across the board increases in work loads within the Development management service additional staff are being recruited, it is anticipated much of the cost of this can be borne by an increased fee income.

#### Leisure and Culture

- In response to changing market conditions a new monthly direct debit gym package of £25 for gym and classes solely at Edgbarrow Sports Centre is being trialled as a promotion. Early indications are that it has been well received and if it is deemed successful it is intended to make this new product part of the permanent pricing structure.

## Section 2: Department Indicator Performance

**Note:** The 'Current status' column compares the data for quarter 3 against the target set for quarter 3. The final column in the table compares the quarter 3 performance for 2014/15 against the quarter 3 performance for 2013/14. See key below the table.

Ind Ref	Short Description	Previous Figure Q2 2014/15	Current figure Q3 2014/15	Current Target	Current Status	Comparison with same period in previous year
<b>Environment &amp; Public Protection - Quarterly</b>						
NI191	Residual household waste in kgs per household (Cumulative figure for 13/14 reported quarterly in arrears)	173	359	484		
NI192	Percentage of household waste sent for reuse, recycling and composting (Cumulative figure for 13/14 reported quarterly in arrears)	41.1%	39.5%	42.0%		
NI193	Percentage of municipal waste land filled (Cumulative figure for 13/14 reported quarterly in arrears)	21.07%	21.10%	25.00%		
L128	Number of reported missed collections of waste (Quarterly)	141	54	180		
L146.1	Percentage of borough where environmental cleanliness is above EPA standard - Litter (Quarterly)	100.00%	100.00%	99.00%		
L146.2	Percentage of borough where environmental cleanliness is above EPA standard - Detritus (Quarterly)	100.00%	100.00%	97.00%		
L146.3	Percentage of borough where environmental cleanliness is above EPA standard - Graffiti and Fly posting (Quarterly)	100.00%	100.00%	99.00%		
L147	Percentage of environmental services contract inspections where quality meets the standard (Quarterly)	100.00%	100.00%	98.50%		
L183	Percentage of food establishments in Bracknell Forest rated 4 or above on the food hygiene rating scheme at the end of the quarter (Quarterly)	83.1%	83.8%	80.0%		
L201	Percentage of the Borough's households participating in recycling reward scheme (Quarterly)	22.9%	23.4%	19.0%		N/A
L212	Number of highway defects reported (Quarterly)	837	587	No target set	N/A	N/A
L224	Number of highways service requests (Quarterly)	82	70	No target set	N/A	N/A
L225	Number of highways service requests closed (Quarterly)	77	67	No target set	N/A	N/A
<b>Leisure and Culture - Quarterly</b>						

Ind Ref	Short Description	Previous Figure Q2 2014/15	Current figure Q3 2014/15	Current Target	Current Status	Comparison with same period in previous year
L002	Number of sessions by customers on computers in libraries (Quarterly)	23,350	34,214	37,500		
L003	Number of visits to leisure facilities (Quarterly)	1,192,872	1,670,876	1,500,000		
L015	Number of attendances for junior courses in leisure (Quarterly)	64,377	100,735	98,000		
L016	Number of contacts through the Young People in Sport scheme (Quarterly)	24,800	38,300	41,000		
L017	Number of web enabled transactions in libraries (Quarterly)	50,505	94,002	126,520		
L018	Number of web enabled transactions in leisure (Quarterly)	14,409	19,841	25,000		
L019	Number of items borrowed from library service (Quarterly)	256,314	372,181	381,750		
L020	Number of people enrolled in the Leisure Saver Scheme (Quarterly)	563	568	520		
L035	Income from Leisure Facilities (Quarterly)	5,807,000	7,848,000	7,527,000		
L151	Number of visits to libraries (Quarterly)	191,383	273,583	287,250		
<b>Performance and Resources - Quarterly</b>						
L036	Percentage of e+cards issued within 5 working days of application (Quarterly)	99.9%	100.0%	100.0%		
L187	Percentage of the daily planning, building control and enforcement applications scanned and indexed by the end of the next working day (Quarterly)	100.0%	99.9%	97.0%		
L223	Number of e+ smart cards issued or reissued (Quarterly)	3,374	2,024	N/A	N/A	N/A
<b>Planning and Transport - Quarterly</b>						
NI154	Net additional homes provided (Quarterly)	102	236	572	N/A	
NI157a	Percentage of major applications determined in 13 weeks (Quarterly)	85%	89%	80%		
NI157b	Percentage of minor applications determined in 8 weeks (Quarterly)	83%	72%	80%		
NI157c	Percentage of other applications determined in 8 weeks or within an agreed extension of time period (Quarterly)	89%	77%	90%		
L008	Number of planning applications received to date (Quarterly)	313	224	No target set	N/A	
L009	Number of full search requests received (Quarterly)	374	354	No target set	N/A	

Ind Ref	Short Description	Previous Figure Q2 2014/15	Current figure Q3 2014/15	Current Target	Current Status	Comparison with same period in previous year
L014	Number of people slightly injured in road traffic accidents in the preceding 12 months (percentage change) (Quarterly)	-21.2%	-20.2%	No target set	N/A	
L046	Percentage of full searches answered in 10 working days (Quarterly)	100%	100%	90%		
L175	People killed or seriously injured in road traffic accidents in the preceding 12 months (percentage change) (Quarterly)	-27.8%	-33.3%	No target set	N/A	
L196	Number of planning enforcement cases opened (quarterly)	167	118	No target set	N/A	N/A
L197	Number of planning enforcement cases closed (quarterly)	150	127	No target set	N/A	N/A

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

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

IND REF	Short Description
<b>Environment &amp; Public Protection - Annual</b>	
NI192	Percentage of household waste sent for reuse, recycling and composting (Annually)
NI193	Percentage of municipal waste land filled (Annually)
NI168	Principal roads where maintenance should be considered (Annually)
NI169	Non-principal classified roads where maintenance should be considered (Annually)
NI191	Residual household waste in kgs per household (Annually)
NI196	Improved street and environmental cleanliness -- fly tipping (Annually)
L200	Percentage of the Borough's households participating in recycling (Annual)
L210	Number of regulatory service requests received per annum (Annual)
L211	Percentage of regulatory service requests closed in the year (Annual)
<b>Leisure and Culture - Annual</b>	
NI197	Improved local biodiversity -- proportion of local sites where positive conservation management has been or is being implemented (Annually)
L227	Annual volunteer hours contributed to parks and open spaces (Annually)

IND REF	Short Description
L228	Annual volunteer hours for the library service (Annually)
L230	Number of occasions when users access Wi-Fi in libraries (Annually)
<b>Planning and Transport - Annual</b>	
NI154	Net additional homes provided (Annually)
NI167	Congestion - average journey time per mile during the morning peak (Annually)
L160	Supply of ready to develop housing sites (Annually)
L175	People killed or seriously injured in road traffic accidents in the preceding 12 months (percentage change) (Annually)
L181	Percentage of appeals dismissed (Annually)

## Section 3: Complaints and compliments

### Corporate Complaints received

The number of complaints received in this quarter – 2.

The number of complaints received from quarter 1 to quarter 3 (*year to date*) – 11

**Note:** The following table excludes Stage 1 complaints and those complaints which are dealt with through separate appeals processes. It should also be noted that complaints which move through the different stages are recorded separately at each stage.

Stage	New complaints activity in quarter 3	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	0	2	1 upheld; 1 not upheld
New Stage 3	0	2	2 upheld
New Stage 4	1	3	2 not upheld; 1 partially upheld
Local Government Ombudsman	1	4	3 not upheld; 1 upheld with maladministration

### Nature of complaints/ Actions taken/ Lessons learnt:

Planning application process delays

Staff absence impacting on the delivery of service.

Make changes to written communication in order to remove uncertainty and ensure that all requests for substantial information are made within the pre-planning advice stage.

With the provision of any service ensure that there is adequate resource cover in the event of staff absence to provide continuity of service delivery.

### Compliments received

In the quarter, the department received 41 compliments as follows:

Environment and Public Protection	=	19
Leisure and Culture	=	10
Performance and Resources	=	0
Planning and Transport	=	12

The nature of compliments received in the quarter related to:

- Quality of leisure and culture facilities and praise for staff
- Landscape work and street cleansing
- Officer advice, support and help
- Support provided to a film crew
- Quality and consideration in highway repairs
- Road layout revised for improved safety

Learning points from compliments in the quarter include:

- Courteous and helpful staff responses providing excellent customer service

## Section 4: People

### Staffing Levels

	Staff in Post	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate (DMT plus PA's)	8	8	0	8	0	0.00%
Environment & Public Protection	66	56	10	61.73	4	5.71%
Leisure & Culture	374	152	222	248.70	32	7.88%
Performance & Resources	28	23	5	26.27	3	9.68%
Planning & Transport	88	68	20	81.59	13	12.87%
<b>Department Totals</b>	<b>564</b>	<b>307</b>	<b>257</b>	<b>426.29</b>	<b>52</b>	<b>8.44%</b>

### Staff Turnover

For the quarter ending	31 December 2014	2.38%
For the last four quarters	1 January 2014 – 31 December 2014	10.56%

Total voluntary turnover for BFC, 2012/13: 12.48%  
 Average UK voluntary turnover 2012: 10.6%  
 Average Public Sector voluntary turnover 2012: 8.1%  
 (Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

### Comments:

The vacancy rate has increased from 7.42% last quarter to 8.44% this quarter. This is due to there being 5 more vacancies compared to last quarter (47).

Quarterly staff turnover has decreased this quarter as there are 5 less leavers compared to last quarter.

Annual staff turnover has decreased this quarter as there were fewer leavers in the last four quarters (62) compared to the four quarters ending 30 September 2014 (66).

## Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2014/15 Projected annual average per employee
Directorate	8	4	0.50	0.67
Environment & Public Protection	66	183.5	2.78	7.74
Leisure & Culture	374	668.5	1.79	4.94
Performance & Resources	28	20	0.71	2.33
Planning & Transportation	88	248	2.82	8.54
<b>Department Totals (Q3)</b>	<b>564</b>	<b>1124</b>	<b>1.99</b>	
<b>Totals (14/15)</b>		<b>2531</b>		<b>5.8</b>

Note: Projected average sickness per employee is calculated by adding together the average per person for Q1, Q2 and Q3, dividing by 3 and multiplying by 4.

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 12/13	5.56 days
All local government employers 2012	9.0 days
All South East Employers 2012	8.7 days

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

### Comments:

Sickness this quarter has increased compared to last quarter (880.5 days), which is due to an increase, in both long-term sick (648 days this quarter) compared to last quarter (503 days) and short-term sick (476 days this quarter) compared to last quarter (377.5 days). It should be noted that this quarter's split between short term and long term (42.3%/57.7%) is still in line with normal sickness levels (around 50:50 split). The projected annual average per employee has also increased compared to last quarter (4.8). It should be noted that 10 employees who were on long-term sick this quarter either returned to work or left the Council before the end of this quarter.

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

## 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 Environment, Culture & Communities Service Plan for 2014 – 2015. This contains 66 actions to be completed in support of 9 Medium Term Objectives. Annex A provides detailed information on progress against each of these actions.

Overall 11 actions were completed at the end of Quarter 3 () , while 47 actions are on schedule () and 7 actions were causing concern ( and ). There was also 1 action that could not be reported on ().

The 7 actions that are causing concern are:

Ref	Action		Progress
1.3.2	Work with BRP and other proponents to secure the necessary regulatory approvals to deliver town centre regeneration		A number of conditions still remain outstanding and reserved matters applications for a 'pocket' park and redesign of a retail unit in the NRQ await determination.
1.8.1	Implement repairs to Town Centre car parks		First phase completed, tenders let for phase 2 works but commencement depends on weather. Rewiring and lighting works due to commence in Charles Square in January. Work continues but the scheme is behind schedule.
2.5.1	Prepare and adopt a Local Enforcement Plan which continues to prioritise enforcement action and applying resources available to 'most serious' cases		Not progressed due to continuing staff shortages, however it is likely a Local Enforcement Plan will come forward on Q4
3.2.1	Raise quality standards at seven sites (Newt Reserve, Goddard Way, Farley Copse, The Greenway, Woodland off Warfield Road, Warfield Chase/Bedfordshire Down, Churchill House)		Improvement works are underway at the Newt Reserve, Goddard Way, Farley Copse, The Greenway, Warfield Chase/Bedfordshire Down, and Churchill House. Whilst good progress is being made, it is likely that there will need to be some carry forward to 2015/16; particularly to finalise seasonal dependent improvements such as meadow creation.
3.9.2	Seek to increase the local recycling rate and reduce landfill		Re3 figures are not available for Q3 but as indicated in the last update the trend is that there is an improvement on the previous year. Analysis of waste in Q3 indicates food waste makes up 36% of the residual bins half of which could be composted. Around

Ref	Action		Progress
			5% of the green bin waste could have been recycled in the blue bins.
6.6.2	Assess feasibility of self-service kiosks at Bracknell Leisure Centre		Assessing the feasibility of self-service kiosks at Bracknell Leisure Centre cannot be started due to Windows 7 only having just been rolled out at end of Q3. Additionally there is now a current project to potentially replace the Leisure Management System (LMS). When these items progress then assessing the feasibility of Self - Service can start.
6.8.10	Pilot a public 'health check' scheme at Bracknell Leisure Centre		Project not yet commenced. Ongoing work between BLC and Health team in relation to training, scheme specifics etc.

The action that could not be reported was:

Ref	Action		Progress
3.9.3	Ensure, through planning conditions, all new buildings have space for segregated storage space to allow for separation of recyclable waste from landfill collection		This action can't be enforced without suitable policies in place. To impose conditions relies on a clear policy base otherwise it could be challenged. This is probably something which can be picked up in the emerging DM Local Plan and links also to an awaited announcement from Govt. on Housing standards

## Section 6: Money

### Revenue Budget

The original cash budget for the department was £33.213m. Net transfers of £0.925m have been made bringing the current approved cash budget to £34.138m. A detailed analysis of these budget changes this quarter is available in Annex B Table 1.

The forecast outturn for the department is £34.026m (£0.112m lower than the current approved cash budget). A detailed analysis of this variance for the quarter is available in Annex B Table 2.

The department has identified the following budget which could pose a risk to the Council's overall financial position in this quarter:

The Council, along with its re3 partners, is involved in a contractual dispute in respect of recycle income. After many months of discussion and one successful adjudication hearing it was hoped that a negotiated settlement could be agreed. However, this has not been possible and therefore there was a further adjudication hearing in early July. The result of which was in favour of the Council's. However, FCC has appealed against this decision, which means the case will now go to the High Court. This will inevitably mean there will be a further delay before any decision is known and will result in additional costs. There is currently an income target of £415,000 in the 2014/15 waste budget together with an accrual of £152,000 from 2013/14; this means that income of £567,000 is required to be received in this financial year to achieve the budget.

### Capital Budget

The Committee's capital budget for the year was set at £7,090,000. This included £4,046,000 of externally funded schemes. A carry forward from 2013/2014 of £4,215,400, additional grants of £349,700 for Highway Maintenance and £1,820,700 for Green Deals Community Fund, Section 106 monies of £45,000, £1,000,000 for improvements to the Bus Station, £47,700 for work at Bracknell Rugby Club, a transfer from revenue of £47,200 for purchase of green and blue bins, and £120,000 from Bracknell Forest Homes gives an available spend of £14,735,700.

The department currently anticipates 57.7% 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 Table 3.

## Section 7: Forward Look

### ENVIRONMENT & PUBLIC PROTECTION

#### Emergency Planning & Business Continuity

- The Emergency Planning Assistant post is now vacant and a secondment opportunity is being advertised to support the on call arrangements for emergency planning and business continuity.

#### Environmental Services (Incl. Waste, Street Cleansing and Landscape)

- As expected Continental Landscapes Ltd (CLL) will continue to make changes to how they deliver both the Landscape and Street Cleansing Contract. Officers will monitor the effect of any changes so as to ensure no drop of standards.
- CLL have been cutting back hedges harder than in the past so as to ensure effective and consistent on-going maintenance in future and in some instances to stimulate regeneration of the plant.
- Just over 200 residents have volunteered from Warfield, Winkfield and Bullbrook to participate in the Defra/SITA flexible packaging trial which is due to start on 18 February 2015.

#### Highways Asset Management

- Analyses of this year's road conditions survey results are in progress. The data is used to inform the future years' capital works programmes.
- The Highways Asset Management team will re-locate to the Commercial Centre in January to work alongside their contractor colleagues so as to help deliver the efficiencies expected from the new Contract.

#### Regulatory Services (Trading Standards, Licensing, Environmental Health)

- Two cases are due to be heard in the Crown Court relating to firstly the trading practices of a car trader and secondly those by a mobile phone recycling company.

#### Cemetery & Crematorium

- The programme of minor maintenance works will continue and a replacement Grounds Maintenance Operative will help ensure the facilities are at their prime and ready for spring.

#### Re3

- New arrangements are due to be put in place in respect of Waste Contract Management.

### LEISURE AND CULTURE

#### Leisure

- All senior management vacant posts have been filled and the new Leisure Managers Team will commence work in the New Year
- The marketing and development team will be promoting healthy activity and physical activity in the post-Christmas period.
- All facilities will be fully open following the Christmas and New Year holiday and maintenance closures
- Preparations for the 2015 Bracknell Half Marathon will gather momentum.

## **Libraries**

- Consolidation of the new opening hours for Great Holland's Library as part of the Community Empowerment theme of Good to Great.
- Implementation of Phase 2 of the introduction of the new Library Management System.

## **Parks and Countryside**

### **Community involvement**

Volunteering continues to be of great importance alongside raising awareness of recreational opportunities and environmental quality across the borough. This supports the Good to Great programme and the theme of Community Empowerment. In excess of 1000 hours were contributed by volunteers and probation service in the last quarter; examples of volunteering in the next quarter include:

- Inspection of Public Rights of Way by Volunteer Path Wardens
- Weekly task days every Tuesday with Bracknell Conservation Volunteers (BCVs)

Specific public events planned for this quarter include:

- A 'Take Pride' clean-up at Allsmoor Lane
- Twice-monthly countryside walks with the Parks & Countryside Rangers
- Willow and oak management at Shepherd Meadows
- Twice monthly Edwardian Garden Coffee Mornings (volunteer gardening) at Lily Hill Park
- A Tree Trails and Tales event, a chance to try out gardening and an annual community tree planting event are due to take place at South Hill Park
- An exhibition is due to take place at South Hill Park between 7 February and 5 April, of the shortlisted entries from last year's Parks Photographic Competition, which was themed 'Old and New'.

A programme of visitor counts is underway at 16 sites across the borough. This information will be used to provide up-to-date estimates of use of parks and open spaces.

### **Heritage Parks**

- Work will begin to upgrade litter bins and the palisade retaining wall around the formal flower beds that lead from the main car park at Lily Hill Park.
- Annual maintenance of the reedbed at South Hill Park in partnership with Bracknell Town Council.
- An archaeological and structural investigation is taking place with regards to brickwork discovered underneath the path by the South Lake headwall at South Hill Park.

### **Biodiversity**

Local biodiversity initiatives are being delivered in partnership with other organisations, voluntary groups and local communities on projects to improve and protect Bracknell's wildlife. This forms part of the delivery of the Bracknell Forest Biodiversity Action Plan and includes:

- Installing new swift boxes on homes in Bracknell Forest
- Undertaking Great Crested Newt surveys.

### **Suitable Alternative Natural Green Spaces (SANGs)**

These are open spaces that are being enhanced to attract more visitors by providing an enjoyable natural environment for recreation as an alternative to the Thames Basin Heaths Special Protection Area (SPA). Work in the next quarter includes:

- New fencing around the paddocks at Horseshoe Lake
- New cycle parking facilities at Ambarrow Court and a new path network and installing waymarkers to link Ambarrow Court and Ambarrow Hill.
- Installation of bird and bat boxes at Englemere Pond, Shepherd Meadows, Ambarrow Court and The Cut Countryside Corridor.

The development at Manor Farm includes a small SANG site which will be transferred to the Council. This open space will connect to Garth Meadows (and The Cut Countryside Corridor SANG) via a new footbridge across The Cut river, and to Anneford Place along a new pathway.

### **Raising Quality Standards**

A key priority of the Parks and Open Spaces Strategy is to sustain and raise quality standards of the borough's parks and open spaces. This is being funded using S106 developer contributions.

Working in liaison with Spatial Policy, quality audits are being carried out across the borough. These audits are being used to inform the Local Plan Review and to help prioritise site improvement works.

Implementation of the Quality Improvements Programme (Phase 1, year 2) is underway. This includes:

- Drainage / ditch work and path improvements at Farley Copse in Binfield with Warfield
- Path improvement and tree works at Churchill House / Budham Hill in Old Bracknell ward
- Path surfacing at The Greenway in Owlsmoor
- Creation of a path and new orchard and habitat improvement works at Warfield Chase and creation of a new meadow and installation of new site sign at Goddard Way, both in Warfield Harvest Ride.

Bracknell Town Council and Sandhurst Town Council will be completing quality improvement works at Jocks Lane Recreation Ground and Sandhurst Memorial Park as part of Phase 2.

### **Sports clubs**

Farley Wood:

Facilities for tennis are being upgraded, specifically improvements to the compound area used for storage and to support coaching.

### **Quality Awards**

Work has begun to prepare applications (to be submitted by the end of January) for sites that have retained their Green Flag Award status in 2014. These include Pope's Meadow, Shepherd Meadows & Sandhurst Memorial Park, Lily Hill Park and South Hill Park.

### **Public Rights of Way (ProW)**

Bracknell Forest Council continues to provide support to the Local Countryside Access Forum, an independent group that advises the borough council on the improvement of public access to countryside in Bracknell Forest for the purposes of open-air recreation and the enjoyment of the area. Work continues with the Ramblers Association to identify where accessibility of Public Footpaths can be improved by replacing the older "step over" or "squeeze" stiles with new metal or wooden kissing gates. This meets targets set out in the Bracknell Forest Rights of Way Improvement Plan (ROWIP).

The gates are funded by the RA and installed by BFC. New kissing gates are to be installed along:

- Binfield FP11 (Murrell Hill Road) to be completed in January
- Other key improvement works includes replacing the timber edging along Sandhurst FP2.

### **Trees**

Routine tree inspections have been completed as part of the cyclical regimes. This includes for highway priority routes, amenity open space, Leisure sites (Downshire Golf Complex), with priority works programmed for completion by the end of March. Routine tree surveys have also been carried out for schools participating within the Service Level Agreement.

### **New Sites:**

#### **Jennett's Park**

The lease agreement for the 34 hectare public open space known as Peacock Meadows has yet to be finalised. Work has been taking place to finish the large play area at Jennett's Hill and to install a number of small play areas for younger children distributed around the development.

#### **The Parks**

The Community Centre and Pavilion at The Parks have been completed and the transfer to the Council should take place soon. The car park and underground recycling centre has been laid out and landscaped. The existing tennis courts (from the RAF Staff College facilities) are due to be resurfaced and marked out, and a new multi-use games court is due to be completed, suitable for five-a-side football, basketball and other sports.

#### **Wykery Copse**

This Site of Special Scientific Interest and its buffer zones, together with open space forming a buffer to the A329 have been transferred to the Council. These will be brought into the new maintenance contract during this period. The developer will also be completing the remaining post-transfer remedial works, including replacing dead trees, reinstating path surfaces and making good areas used as a contractor's compound while highway works were completed.

## **PERFORMANCE & RESOURCES**

### **e+ Smartcard**

- The e+ Directory App will be hosted live on SmartCitizen's server enabling participant updates within the yearly cycle
- Work will continue on testing the prepaid system on the new allpay Mastercard/Carta platform & integrating the Mydex personal data store with the e+ account
- Tablets will be developed to give reward points at the March electrical recycling roadshow.

### **Finance**

- In addition to the core functions of accounting, budget monitoring, financial advice and debt control the main tasks in the quarter are to build the budgets ready for updating the general ledger with the 2015/16 capital and revenue budgets and to start preparing for closure of the 2014/15 accounts.

### **Human Resources**

- Work will continue to support corporate initiatives including the new HR/Payroll system, channel migration, Good to Great initiative (releasing talent and performance management), mentoring and health checks for employees.
- Various restructures will take place.
- Deliver network event for managers
- Building new HR team following vacancies and a staff member going on maternity leave
- Coral Reef Project – start first phase with staff

### **Business Systems**

- The GIS & gazetteer team will be starting implementation of a web based solution to meet the EU INSPIRE directive, initiating the review of GIS through presentations to the DMT meetings and an online consultation, continuing to work with Firmstep product development to integrate GIS data into the CRM via web services and completing a range of regular map and data requests to support the work of the department.
- The web team will continue to contribute to the corporate CRM project by creating new processes, improve the accessibility and usability of the website including pdfs and improve online access to travel and transport information.
- Following procurement plan approval for a new Leisure Booking system, procurement will commence to find a new supplier to meet the current and proposed demands of the 4 Leisure Centres (Bracknell, Sandhurst, Edgbarrow & Downshire).
- Work on phase 2 of the library management system project will continue with the roll out of automatic stock ordering and enabling the public to request online books from libraries outside the Borough.
- The integration of the M3PP system and the corporate document management system SmartOffice system will finally be implemented by business support. The central scanning team will then begin scanning documents for regulatory services into SmartOffice. This involves the introduction of new ways of working within the central scanning team.
- A new uniform module for Highways and APC's will go live February/March. Also the team will be assisting the officers with the introduction of SuDs and CILs on Uniform.
- The tree administrator will be working closely with customer services to transfer the tree service customer enquiries to the new CRM system.
- Business support will be leading on a number of IT system upgrades including Public Access used by the public to view planning applications and the land charges IT system TLC. Work will also begin on implementing mobile devices in building control.

## **PLANNING AND TRANSPORT**

### **Building Control**

- We have been fortunate to secure several large projects in the borough and these are likely to start in the early New Year. The team have been very busy in recent months due to covering sickness absence and it is hoped things will return to normal by the time major works start.
- The first steps have been taken to implementing a mobile working solution for site based surveyors and it is hoped this will allow for an efficient mobile workforce who are able to operate fully as defined by their "free" job role.

### **Land Charges**

- The team has been very busy due to illness. A temporary member of staff was used to assist covering workload. Fortunately things are now settling back to normal.
- The Land Registry is continuing with their intentions to provide the Local Land Charges Register. The difficulty faced by local authorities is the lack of information from the Land Registry as to how they intend to interface with us to exchange information. It has

recently been confirmed that any transition to a new service is unlikely to take place prior to 2017, more likely 2020 if they are actually successful.

- There is the possibility that a new CON29 form will come in to place in April 15 however there have been issues getting the proposals agreed and software manufacturers require a 6 month lead in so it is looking unlikely. A time recording exercise will be required to adjust our charges if it does happen.

### **Development Management**

- Whilst the quarter saw a slowing down in the rise in application numbers seen earlier in the year, levels of development activity remain much higher than in the period 2009 to 2013. The period also saw S106 negotiations continuing on a number of large scales allocated housing sites (TRL, Amen Corner (N&S), Warfield) and dealing with condition discharges for Bracknell Town Centre.
- Performance in the section has suffered from staff loses, sickness and recruitment difficulties, this is dealt with in Section 1 of this monitoring report.
- Additional pressures continue to arise through speculative applications seeking to undermine the Council's position regarding its 5 year land supply. During November and December Officers and consultants presented evidence at a Public Inquiry relating to 74 dwellings at Tilehurst Lane, Binfield. .
- Despite Ministerial pronouncements last year that there would not be further changes to the planning system the quarter saw Government announcing that planning authorities would take on the key role in delivering sustainable drainage solutions and further changes in relation to the S106 contributions and Community Infrastructure Levy. .
- The benchmarking activities of the service with other Councils are continuing and in this Council is one of 53 signed up to the Planning Advisory Service's Planning Quality Framework programme to assist in performance comparisons.

### **Highway Network Management**

- Significant Utility and Highway Authority major projects are being planned which require in depth discussions in order to minimise street congestion and resident disruption. These include;
- A329 Berkshire Way abandonment of overhead HV cables – Scottish & Southern Energy
- Opladen Way new large diameter water main – South East Water
- Ringmead, Hanworth new large diameter water main – SEW
- Bagshot Road new gas connection to Hilton Hotel – National Grid Gas
- Broad Lane closure for Railway maintenance and highway works – Network Rail / BFC
- A322 Coral Reef roundabout conversion to signalised junction – BFC
- A329 Jennets Park roundabout signalisation - BFC

### **Spatial Policy**

- The revised CIL charging schedule was subject to Examination in Public on 21st November 2014 and the Examiner's Report was received on 16th December. The report concludes that with minor modifications for clarity the draft schedule is an appropriate basis on which to charge CIL. All the Council's proposed charging rates and zones were accepted.
- Evidence base work has started on a new Development Management Local Plan and a new Gypsy and Traveller Local Plan. This includes a work on a new Gypsy and Traveller Accommodation Assessment; work on the Functional Economic Area and tendering for landscape assessment work. Spatial Policy has also been engaged on the joint commissioning with the other Berkshire authorities of a Strategic Housing Market Assessment.
- Further work has been done on promoting the new energy efficiency project for the existing housing stock through the Green Deal Communities programme with more households signing up for assessments. The government has indicated that the duration

of the scheme may be extended by six months which has been supported by this Council.

- Following consultation on the draft Planning Obligations SPD, and a recent ministerial announcement on the scope of S106, changes are being proposed to the document. It will be put forward for adoption by the Executive in February in tandem with the CIL proposals.

### **Transport Development Section**

- Work will continue on implementation of various Integrated Transport schemes contained in the 2014/15 capital programme, including completion of the Sports Centre Roundabout traffic signalisation scheme.
- Works will continue on the Bus Station Refurbishments until early summer 2015.
- Detailed design and programming will continue for the Coral Reef roundabout improvement scheme. The project, which is due to start in March 2015, will involve conversion of the roundabout to a signalised crossroads junction.
- Detailed design work and programming of the Jennett's Park roundabout traffic signal scheme, planned for 2015 -16, will continue.
- Town Centre Regeneration off-site highway works will continue with the diversion of Statutory Undertakers equipment.
- Work is due to start in February on the refurbishments of the traffic signals at the Broad Lane railway bridge.
- Work will be undertaken to identify the 2015/16 Local Safety Scheme programme of works (based on most recent accident records).
- The Road Safety Education Training and Publicity Team will continue with their programme of delivery to schools, colleges, businesses and the general public.
- Work will be complete on the refreshed Transport Model providing a new 2013 base year and 2026 forecast models used to assess the impacts of future changes to the road network.
- Work will continue with developers of Warfield, TRL and Amen Corner sites to confirm their transport requirements under S106 agreement. Partnership working will continue on delivery of the Warfield development link road secured as part of the local Growth Fund.
- New contracts will be awarded for the revised supported Bus Network due for implementation on 1st August 2015
- A new real time passenger information system (for bus users) will be launched and provide predicted bus arrival times at key locations and via the internet/mobile phones.
- 2015/16 Integrated Transport Capital Programme will be submitted for approval.

## Annex A: Progress on Key Actions

Sub-Action	Due Date	Owner	Status	Comments
<b>MTO 1: Re-generate Bracknell Town Centre</b>				
<b>1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.</b>				
1.3.2 Work with BRP and other proponents to secure the necessary regulatory approvals to deliver town centre regeneration	31/03/2015	ECC		A number of conditions still remain outstanding and reserved matters applications for a 'pocket' park and redesign of a retail unit in the NRQ await determination.
<b>1.5 undertake highway improvement works including work at Twin Bridges to enhance accessibility to the town centre.</b>				
1.5.1 Implement modelling work to support the development of a transport network to accommodate planned growth	31/03/2015	ECC		The overall refresh project for the Bracknell Multi-modal Transport Model is now nearing completion.
1.5.2 Design improvements to Bracknell Bus Station, and commence construction	31/03/2015	ECC		Works being implemented
1.5.3 Complete improvement works at Twin Bridges	31/03/2015	ECC		Scheme completed in August 2014.
1.5.4 Design and implement further town centre related junction improvements	31/03/2015	ECC		Twin Bridges complete and operational. Design being undertaken for other junctions
1.5.5 Design and implement town centre public realm improvements	31/03/2015	ECC		Design work continuing in collaboration with Town Centre partners
<b>1.8 Deliver high quality public realm and public spaces.</b>				
1.8.1 Implement repairs to Town Centre car parks	31/03/2015	ECC		First phase completed, tenders let for phase 2 works but commencement depends on weather. Rewiring and lighting works due to commence in Charles Square in January. Works continue but are behind schedule.
1.8.2 Develop a new master plan for Bracknell Town Centre Southern gateway	31/03/2015	ECC		Bus Station going ahead, plans being developed for Pocket Park
1.8.3 Work with BRP to deliver the New Jubilee Park on land to north of the Goose Public House	31/03/2015	ECC		Ridge are working up design for new park based on contamination info and BFC advice.
1.8.5 Implement the pilot Resident's Parking Scheme	31/03/2015	ECC		The scheme is now implemented with no issues to date.
<b>1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.</b>				
1.9.5 Relocate ECC to final positions in Time Square	31/05/2014	ECC		Final moves were completed in May.
<b>MTO 2: Protect communities by strong planning policies</b>				
Sub-Action	Due Date	Owner	Status	Comments

Sub-Action	Due Date	Owner	Status	Comments
<b>2.1 Deliver the Local Development Scheme, including agreeing the Site Allocations Development Plan Document (SADPD) as soon as possible and completing a review of the Core Strategy (expected to run from 2016-2031).</b>				
2.1.1 Secure the production of Master plans for the five major sites identified in the SALP - South Warfield, Amen Corner North and South, TRL and Blue Mountain	31/03/2015	ECC		TRL, Amen Corner S and Amen Corner N have outline consent (subject to S106 agreements). Warfield Area 2 has outline consent. Warfield Area 1 Master plan has been consulted on and outcome of consultation is awaited from Barton Willmore. Blue Mountain master planning being progressed by site owners and BFC education.
2.1.2 Make progress on Gypsy and Traveller Local Plan	31/03/2015	ECC		Work continues on GTAA - survey work mostly completed.
2.1.3 Make progress on Development Management Local Plan	31/03/2015	ECC		Work under way on Functional Economic Area and consultants appointed to carry out landscape work.
2.1.4 Support neighbourhood planning and secure grant funding	31/03/2015	ECC		Warfield Area now designated and all available grant funding secured from DCLG.
2.1.5 Complete parking standards survey evidence base and review	31/03/2015	ECC		Residents survey completed, draft Parking Strategy being prepared.
2.1.6 Complete landscape assessment for settlements in green belt	31/03/2015	ECC		Consultants have been appointed to carry out landscape assessment work.
<b>2.2 Develop robust evidence to ensure new development delivers the infrastructure priorities for the Borough.</b>				
2.2.1 Secure Planning Inspectorate approval for, and implement, the Borough wide community infrastructure levy	31/03/2015	ECC		Examination held November 2014. Examiner endorsed all charging rates and zones. Preparing for commencement in April 2015.
<b>2.3 Ensure infrastructure is delivered alongside new development to the benefit of the whole community, by introducing Infrastructure Delivery Plans, which residents contribute to, in support of any approved planning policy document.</b>				
2.3.1 Implement the Infrastructure Delivery Plan developed as part of SALP	31/03/2015	ECC		Infrastructure provision being secured on various sites via S106, LEP/Growth Fund and through progress on CIL
2.3.2 Negotiate s106 agreements on appropriate sites	31/03/2015	ECC		S106 completed for Berkeley's / Warfield. Nearing completion on TRL and Amen Corner South and North.
<b>2.4 Continue to protect our green belt and avoid coalescence of existing communities consistent with the NPFF.</b>				
2.4.1 Implement policies to protect the green belt and monitor their effectiveness	31/03/2015	ECC		Review of green belt policies being undertaken as part of Development Management Local Plan.

Sub-Action	Due Date	Owner	Status	Comments
<b>2.5 Take strong enforcement action against those that do not comply with planning law.</b>				
2.5.1 Prepare and adopt a Local Enforcement Plan which continues to prioritise enforcement action and applying resources available to 'most serious' cases	31/03/2015	ECC		Not progressed due to continuing staff shortages, however it is likely a Local Enforcement Plan will come forward on Q4
<b>MTO 3: Keep Bracknell Forest clean and green</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>3.1 Maintain our open spaces to a high standard.</b>				
3.1.1 Maintain our green flag status on four existing sites.	31/03/2015	ECC		Green Flag Awards achieved for Lily Hill Park, South Hill Park, Shepherd Meadows (jointly with Sandhurst Memorial Park) and Popes Meadows
3.1.2 Take appropriate action against those that do not comply with environmental legislation, e.g. fly tipping, scrap metal dealers	31/03/2015	ECC		3 notices were served in relation to rubbish found on land. There were a further 24 complaints received and investigated relating to rubbish dumped upon private land.
3.1.3 Maintain environmental amenity land across the whole of the borough according to contract specification	31/03/2015	ECC		New contracts for Street Cleansing and Grounds Maintenance commenced 1 October with Continental Landscapes Limited, however quality has remained as high as it was previously and all streets and amenity areas inspected are meeting EPA and contractual standards
3.1.4 Implement new Public Realm Contract for highways and street lighting	31/03/2015	ECC		Mobilisation is complete and the contract is now fully operational.
3.1.5 Implement new Public Realm Contract for grounds maintenance	31/03/2015	ECC		New contract in place
3.1.6 Implement new Public Realm contract for street cleansing	31/03/2015	ECC		New contract in place
<b>3.2 Implement Parks Quality Improvement Programme.</b>				
3.2.1 Raise quality standards at seven sites (Newt Reserve, Goddard Way, Farley Copse, The Greenway, Woodland off Warfield Road, Warfield Chase/Bedfordshire Down, Churchill House)	31/03/2015	ECC		Improvement works are underway at the Newt Reserve, Goddard Way, Farley Copse, The Greenway, Warfield Chase/Bedfordshire Down, and Churchill House. Whilst good progress is being made, it is likely that there will need to be some carry forward to 2015/16; particularly to finalise seasonal dependent improvements such as meadow creation.

Sub-Action	Due Date	Owner	Status	Comments
3.2.2 Deliver the Parks and Open Spaces Strategy	31/03/2015	ECC		Key actions are being delivered in accordance with the approved plan
3.2.3 Implement improvement works to SANGS in accordance with the agreed work programme	31/03/2015	ECC		Site improvements are being carried out in accordance with approved plans. This is funded through allocation of s106 monies linked to planning approvals for residential development.
<b>3.3 Increase the amount of green space that is accessible to residents.</b>				
3.3.1 Transfer land into public ownership including Jennet's Park, Wykery Copse and The Parks	31/03/2015	ECC		Transfer of the public open space at Wykery Copse has been completed. This includes receipt of a commuted sum towards annual maintenance costs.
<b>3.4 Reduce energy consumption in the Borough.</b>				
3.4.1 Replace Combined Heat and Power (CHP) units at Bracknell Leisure Centre and/or Coral Reef	31/03/2015	ECC		Coral Reef CHP installed & operational Q1 2014. Bracknell Leisure Centre CHP installed & operational Q3 2014.
3.4.2 Work with partner agencies to improve energy efficiency in existing homes	31/03/2015	ECC		External wall insulation in 242 private sector homes with ECO/Green Deal subsidy in progress for completion end 2014. BFH contract for external wall insulation in 248 social homes in progress for completion end 2014. £1.8m Green Deal Communities project underway with 25 installations completed in Q3.
3.4.3 Install LED street lighting where appropriate	31/03/2015	ECC		Works to install LED street lighting systems are planned to commence this quarter as life-expired concrete street lighting columns are replaced.
<b>3.6 Help people improve the energy efficiency of their homes.</b>				
3.6.1 Support the Green Deal and Energy Company Obligation	31/03/2015	ECC		Green Deal Home Improvement Fund replaced Green Deal Cashback scheme from June 2014. BFC supported take-up of GDHIF by residents until scheme was oversubscribed and closed on 24th July 2014. BFC Green Deal Communities scheme became viable on closure of GDHIF and has been promoted to residents during Q2 & Q3.
<b>3.7 Help people to get their energy from sustainable sources.</b>				
3.7.1 Promote renewable energy and low carbon energy systems to local residents	31/03/2015	ECC		44 domestic solar PV installations registered in Q3 2014
<b>3.8 Monitor and respond to the impact of severe weather conditions.</b>				
3.8.1 Monitor and respond to the impact of severe weather	31/03/2015	ECC		N/A No impact from severe weather conditions

Sub-Action	Due Date	Owner	Status	Comments
conditions				
<b>3.9 Reduce waste to landfill.</b>				
3.9.1 Promote and develop the recycling reward second year trial scheme	31/03/2015	ECC		11,200 residents now signed up. 3 new good causes chosen. Some good publicity in the quarter for the 10,000th resident to sign up and for the donations to good causes.
3.9.2 Seek to increase the local recycling rate and reduce landfill	31/03/2015	ECC		Re3 figures not available for Q3 but as indicated in the last update the trend are that there is an improvement on the previous year. Analysis of waste in Q3 indicates food waste makes up 36% of the residual bins half of which could be composted. Around 5% of the green bin waste could have been recycled in the blue bins
3.9.3 Ensure, through planning conditions, all new buildings have space for segregated storage space to allow for separation of recyclable waste from landfill collection	31/03/2015	ECC		This action can't be enforced without suitable policies in place. To impose conditions relies on a clear policy base otherwise it could be challenged. This is probably something which can be picked up in the emerging DM Local Plan and links also to an awaited announcement from Govt. on Housing standards
<b>MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>5.11 Ensure systems in place for effective pupil and school place planning.</b>				
5.11.5 Provide advice and support in relation to the Blue Mountain project for the provision of a secondary school, a 2 form entry primary school and a nursery provision	31/03/2015	ECC		Planning advice continues to be given and reviewed by CMT
<b>MTO 6: Support Opportunities for Health and Wellbeing</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough.</b>				
6.2.4 Develop clarity in the respective roles of partners within the Health and Well Being Board	31/03/2015	ECC		The Departmental Management Team have had 2 briefings with colleagues from Public Health to ensure opportunities for cooperation and collaboration are maximised
<b>6.6 Support sports activities and facilities within the borough.</b>				
6.6.1 Replace artificial turf pitches at Bracknell Leisure Centre and Edgbarrow Sports	31/08/2014	ECC		The artificial turf pitches at The Bracknell Leisure Centre and Edgbarrow Sports Centre have

Sub-Action	Due Date	Owner	Status	Comments
Centre				now been completed
6.6.2 Assess feasibility of self-service kiosks at Bracknell Leisure Centre	31/03/2015	ECC		Assessing the feasibility of self-service kiosks at Bracknell Leisure Centre cannot be started due to Windows 7 only having just been rolled out at end of Q3. Additionally there is now a current project to potentially replace the Leisure Management System (LMS). When these items progress then assessing the feasibility of Self - Service can start.
<b>6.7 Recognise the value libraries play in our communities.</b>				
6.7.2 Improve Great Hollands Library	31/03/2015	ECC		
<b>6.8 Support health and wellbeing through Public Health.</b>				
6.8.10 Pilot a public 'health check' scheme at Bracknell Leisure Centre	31/03/2015	ECC		Project not yet commenced. Ongoing work between BLC and Health team in relation to training, scheme specifics etc.
6.8.7 Monitor and report air quality in the borough with particular reference to the implementation of the two current Air Quality Management Area action plans	31/03/2015	ECC		The Air Quality Action Plan is in place and the air quality monitoring across the Borough continues in line with DEFRA guidance
6.8.8 Reduce the opportunity for the purchase of age restricted products by undertaking a programme of test purchasing and educational visits	31/03/2015	ECC		18 premises were visited in 2 operations relating to alcohol. Sales took place to our volunteers in 4 premises. Formal meetings have been undertaken with all businesses so as to improve compliance going forward. They will be revisited in the future to ensure that commitments made are being delivered.
<b>MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>8.5 Improve the safety of our roads by improvements to the infrastructure and, where appropriate, by thorough speed enforcement.</b>				
8.5.1 Continue to work in partnership with neighbouring authorities through groups like Safer Roads Berkshire to maximise the impact of road safety programmes and initiatives.	31/03/2015	ECC		Joint working and co-ordinated ETP programming continues. The Berkshire Authorities have received an International Road Safety Award for innovative joint working on Road Safety Education.
8.5.2 Work with Thames Valley Police to manage effective speed enforcement	31/03/2015	ECC		Quarterly 'Operations Meeting' now held with TVP Roads Policing Department to co-ordinate all enforcement matters.

Sub-Action	Due Date	Owner	Status	Comments
8.5.3 Install traffic light violation cameras on Bagshot Road/ Hilton Roundabout	31/03/2015	ECC		Installation complete.
<b>MTO 9: Sustain the economic prosperity of the Borough</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>9.2 support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy.</b>				
9.2.10 Deliver the Highways Capital Programme to support the local economy	31/03/2015	ECC		Major highway maintenance programmes were completed during the summer months. Further smaller projects are planned to follow in February and March - weather permitting.
9.2.11 Identify external funding opportunities (Government led funding streams) to deliver major transport infrastructure	31/03/2015	ECC		Preparation for the delivery of 2015/16 LEP funded schemes continues. Further LEP submissions for potential LGF (2) funding have been made.
9.2.12 Develop and implement strategies that identify schemes which significantly contribute to the transport system e.g. A329/322 initiative	31/03/2015	ECC		A322 corridor strategy implementation underway: A322 Sports Centre Rbt improvement scheme due to be commissioned January 2015. A322 Coral Reef Rbt scheme due to start March 2015. Jennetts Park Rbt improvement proposed for summer 2015. Work on the A329 strategy continues.
9.2.16 Develop and implement a street works permit scheme	31/12/2014	ECC		The Traffic Management (Bracknell Forest Borough Council) Permit Scheme Order 2014 came into force on 5th November 2014. The Council's term maintenance contractor Ringway commenced applying for permits just in time for the scheme start date due to system and training issues. Charging commenced for Utilities on 5th December with the first invoice run in January 2015 and KPI's for Ringway will count from 1st January 2015.
9.2.9 Continue to promote and support the Primary Authority Partnership and by working with local businesses, enable their compliance with legislative requirements	31/03/2015	ECC		The two companies identified in the previous quarter Trustmark and CGM Supplies Uk have now both signed a partnership agreement with the Council
<b>MTO 10: Encourage the provision of a range of appropriate housing</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>10.1 Ensure a supply of affordable homes.</b>				

Sub-Action	Due Date	Owner	Status	Comments
10.1.1 Provide for appropriate needs through the Disabled Facilities Grants scheme	31/03/2015	ECC		17 Homes were adapted through the provision of a disabled facilities grant. The number of completions is lower than expected but a significant number are in the pipeline for completion. All new applications are processed and approved well within the statutory period
10.1.3 Promote and develop flexible Home Improvement Loan Schemes	31/03/2015	ECC		One home had improvements made to the heating system due to a loan made under the scheme – 7 home loans have been completed since the start of the year
10.1.5 Ensure appropriate standards of accommodation in the private rented sector through appropriate enforcement and support to landlords.	31/03/2015	ECC		3 formal notices were served which required works to 3 separate rented properties.
10.1.6 Undertake housing needs survey to ensure provision of a range of appropriate housing (including gypsy sites)	31/03/2015	ECC		GTAA is under way and BFC are commissioning a Berks-wide Strategic Housing Market Assessment jointly with the other Berks authorities and the LEP.
10.1.7 Establish the housing market area and sub-areas and the methodology for a Strategic Housing Market Assessment in liaison with other Berkshire authorities	31/03/2015	ECC		Tender bids for the joint SHMA submitted in December, consultant to be appointed early January.

**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
<b>11.8 implement a programme of economies to reduce expenditure</b>				
11.8.10 Enhance and extend document scanning	31/03/2015	ECC		The central scanning team have continued with preparations for new service areas in January 2015, including obtaining funding of upgrades for scanning equipment, as well as completing interim scanning for Licensing. 'Idox Document Naming Guides' have now been written and approved for Enforcement and Building Control and these will be implemented during Q4.
11.8.4 Develop proposals to help the Council produce a balanced budget in 2015/16	31/03/2015	ECC		Proposals presented to the Executive and agreed.
11.8.8 Implement and realise savings following commencement of Public Realm contracts	31/03/2015	ECC		Work continues to identify and implement opportunities for cost savings.

Sub-Action	Due Date	Owner	Status	Comments
11.8.9 Expand the use of incentives for residents using the e+ scheme	31/03/2015	ECC		Recycling reward points can now be transferred from cards of scheme members to their family and friends or to local good causes

## Annex B: Financial Information

Table 1 – Budget

ENVIRONMENT, CULTURE & COMMUNITIES BUDGET MONITORING 2014/15						
	Net Original Budget	Virements & Budget C/fwds	Current Approved Budget	Departments Projected Outturn	Variance Over/(Under) Spend	Variance This Period
2014/15						ASST
	£000	£000	£000	£000	£000	£000
<b>Director of Environment, Culture &amp; Communities</b>						
Director and Support	243	-21	222	222	0	
Training, Marketing, Research & Development	19	0	19	19	0	
	262	-21	241	241	0	0
<b>Chief Officer Leisure &amp; Culture</b>						
Archives	111	0	111	111	0	
South Hill Park	452	0	452	452	0	
Community Arts & Cultural Services	2	5	7	7	0	
Parks, Open Spaces & Countryside	1,205	112	1,317	1,317	0	
Sports Development & Community Recreation	79	0	79	79	0	
The Look Out	-35	8	-27	-92	-65	-45
Edgbarrow / Sandhurst Sports Centres	157	6	163	163	0	
Bracknell Leisure Centre / Coral Reef	539	468	1,007	1,007	0	
Hamanswater Swimming Pool	6	0	6	6	0	
Easthampstead Park Conference Centre	170	23	193	193	0	
Horseshoelake Water Sports	25	-1	24	24	0	
Downshire Golf Complex	-19	17	-2	33	35	35
Libraries	1,618	25	1,643	1,643	0	
	4,310	663	4,973	4,943	-30	-10
<b>Chief Officer Environment &amp; Public Protection</b>						
Waste Management	6,538	1	6,539	6,545	6	-55
Street Cleaning	1,301	-93	1,208	1,023	-185	-185
Highway Maintenance (Including Street Lighting)	4,531	78	4,609	4,592	-17	-17
On/Off Street Parking	4	-10	-6	-6	0	
Easthampstead Park Cemetry and Crematorium	-958	2	-956	-956	0	
Regulatory Services (Including Licensing)	1,022	14	1,036	1,054	18	18
Emergency Planning	81	-4	77	77	0	
Landscape Holding Account	-293	0	-293	-293	0	
Parks, Open Spaces & Countryside	899	-34	865	737	-128	-128
Other	170	-1	169	169	0	
	13,295	-47	13,248	12,942	-306	-367
<b>Chief Officer Planning &amp; Transport</b>						
Transport Policy, Planning and Strategy	486	17	503	503	0	
Traffic Management and Road Safety	828	-67	761	761	0	
Public Transport Subsidy including Concessionary Fares	1,474	76	1,550	1,669	119	
Building Control	2	8	10	10	0	
Development Control	227	-88	139	139	0	
Planning Policy (Including Local Transport Plan)	474	310	784	889	105	
Local Land Charges	-87	4	-83	-83	0	
Environmental Initiatives	229	-85	144	144	0	
Other	139	126	265	265	0	
	3,772	301	4,073	4,297	224	0
<b>Chief Officer Performance &amp; Resources</b>						
Departmental Management	487	-2	485	485	0	
Departmental Support Services	989	36	1,025	1,025	0	
Departmental Personnel Running Expenses	52	0	52	52	0	
Departmental Office Services Running Expenses	133	-5	128	128	0	
Departmental IT Running Expenses	254	0	254	254	0	
Smartcard	200	0	200	200	0	
	2,115	29	2,144	2,144	0	0
In Year Savings		0	0	0	0	
<b>Total Cash Budgets</b>	<b>23,754</b>	<b>925</b>	<b>24,679</b>	<b>24,567</b>	<b>-112</b>	<b>-377</b>
<b>Non Cash Budgets</b>						
IAS19	955	0	955	955		
Corporate / Departmental Recharges	3,072	0	3,072	3,072	0	
Capital Charges	5,432	0	5,432	5,432		
	9,459	0	9,459	9,459	0	0
<b>TOTAL ENVIRONMENT &amp; LEISURE SERVICES</b>	<b>33,213</b>	<b>925</b>	<b>34,138</b>	<b>34,026</b>	<b>-112</b>	<b>-377</b>

**Table 2 – Virements and Variances**

<b>£'000</b>	
<b>421</b>	<b>Virements Previously Reported</b>
<b>5</b>	<b>WW1 100th Anniversary</b> - A virement of £30,000 was approved in 2013/14 from the contingency fund to commemorate the 100th anniversary of the start of World War 1. It was not been possible to complete all this work by the end of March and therefore £5,000 of the monies has been spent in this financial year. A virement from the contingency fund has now been approved for this sum.
<b>32</b>	<b>Leisure Sites</b> - As a result of the Council's decision to pay a Bracknell enhancement to increase the minimum hourly rate of pay to £7.65 a sum to cover the additional cost in ECC of £31,520 has been approved to be funded from contingency.
<b>430</b>	<b>Coral Reef</b> - Although the scheme to replace the roof at Coral Reef has yet to be approved survey work and some design work is currently taking place on this scheme. It is estimated that consultant's fees in respect of this work up until February 2015, when the scheme should be formally approved, will be in the order of £430,000. It has been approved to fund these costs from the contingency fund.
<b>-20</b>	<b>Street Cleansing &amp; Highways</b> - There is currently a charge made to Street Cleansing and Highways for rent of those parts of the Commercial Centre that are used by the contractors providing those services. In order to be consistent these charges will now be included in the Corporate Recharges and therefore a virement is required in the sum of £19,810 to Corporate Services.
<b>20</b>	<b>Planning Policy</b> - It was agreed that an additional post of Major Sites Implementation Manager would be funded from the Economic Development Reserve to carry out project management, master planning and implementation, the cost in this financial year will be £19,870.
<b>23</b>	<b>Transport Policy</b> - As part of the Council's bid for £3.5 million from LEP funds towards the Warfield Link Road, we need to submit a business case by the end of October in order to get final approval. Due to the complexities of the scheme we are going to need consultancy advice to complete this work, the cost of which is £22,900. It has been approved to fund this from the contingency fund.
<b>14</b>	<b>Development Control</b> - The Council has asked for indemnity insurance in respect of a section 106 agreement for the development in Warfield by Berkeley's, it has been agreed that the Council will pay 50% of this premium. It has been approved to fund this from the contingency.
<b>925</b>	

**Public Realm** - New contracts were let covering Landscape, Street Cleansing and Highway Maintenance services which came into effect on 1st October 2014. The estimated savings after allowing for additional one off costs for IT, training and accommodation in the current financial year is now estimated to be £330,000, compared to the £265,000 previously reported. The costs associated with the previous in house landscape operation were significantly less in the six months to September compared to the value of work carried out in that period and the amount allowed for changes to the inventories in all the contracts has been less than anticipated.

<b>Reported Variance</b>	<b>Explanation</b>
<b>£'000</b>	
<b>265</b>	<b>Variances Previously Reported</b>
<b>35</b>	<b>Downshire Golf Course</b> - Roundage on the course, pitch & putt and driving range have all been marginally lower than last year in the first six months of the year, the target income for 2014/15 is also higher than that achieved last year. It is estimated the shortfall in income for the year will be £35,000; however, this is dependent on the usage in the last six months being similar to 2013/14.
<b>-55</b>	<b>Waste Income</b> - Income from the emptying of brown bins, for garden refuse, for the sale of plastic sacks and textiles has been greater than that anticipated; the additional income for the year is estimated at £55,000.
<b>-330</b>	<b>Public Realm</b> - New contracts have been let covering Landscape, Street Cleansing and Highway Maintenance services which came into effect on 1st October 2014. The estimated savings allowing for additional one off costs for IT, training and accommodation in the current financial year is £330,000. The costs associated with the previous in house landscape operation were significantly less in the six months to September compared to the value of work carried out in that period. Also the amount allowed for changes to the inventories in the contracts has been less than anticipated.
<b>18</b>	<b>Regulatory Services</b> - The number of licenses applied for in this financial year has been lower than last year; income is estimated to be £10,000 below that budgeted for. Pest Control income is estimated to be £8,000 below that budgeted for as a result of the lower demand to clear wasp nests this summer.
<b>-45</b>	<b>The Look Out</b> - Visitor numbers to the science exhibition have continued to exceed the numbers originally estimated, the resulting additional income for the year is now estimated to be £65,000 compared to the £20,000 previously reported.
<b>-112</b>	<b>Total</b>

**Table 3 – Capital Monitoring 2014/15**

Cost Centre	Cost Centre Description	2013/14 Brought Forward	2014/15 Budget	Total Virements	Approved Budget	Cash Budget 2014/15	Expenditure to Date	Current Comm'n's	Estimated Outturn 2014/15	Carry Forward 2015/16	(Under) / Over Spend	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's		
YH016	Disabled Facilities Grant	293.8	409.0	0.0	702.8	482.8	262.3	0.0	482.8	220.0		Mar-15	The spend to date is £262K with £121K approved and £164K in possible jobs not yet approved
YL009	Minor Works Programme	1.8	68.0	0.0	69.8	69.8	50.8	2.7	69.8			Mar-15	Schemes largely completed
YL011	Parks & Open Spaces S106 Budget Only		75.0	-74.3	0.7	0.7		0.0	0.7			Mar-15	Complete - Funding allocated for schemes at Jocks Lane Park and Sandhurst Memorial Park
YL152	Grass Cutting Equipment	0.0	35.0	0.0	35.0	35.0	26.0	0.0	35.0			Mar-15	Main equipment in place.
YL255	Minor Works/Improvements	0.0	82.0	0.0	82.0	82.0	54.6	2.6	82.0			Mar-15	Works completed at EPCC. Work completed at ESSC. TLO items will progress in Jan 15.
YL265	SPA Mitigation Strategy (S106)	27.1	75.0	0.0	102.1	102.1	77.6	47.5	102.1			Mar-15	Implementation of project works is subject to planning approvals for new housing and associated s106 agreements (re. The Thames Basin Heaths SPA). Progress and priorities are reviewed monthly in liaison with Spatial Policy and Finance.
YM007	Capitalisation of Revenue (Highways)	7.0	200.0	0.0	207.0	207.0	-32.8	0.0	207.0			Mar-15	Further works programmed for Feb/March 2015
YP001	Sustainable Modes of Travel to School (SMOTTS)	32.4	200.0	0.0	232.4	232.4	18.9	2.6	232.4			Mar-15	Design and consultation work in progress on a number of SMOTTS initiatives. May not spend all of budget this year
YP002	Bus Stop Improvements - Northern Parishes	8.7	0.0	0.0	8.7	8.7	1.9	0.0	1.9		-6.8	Mar-15	Works ongoing throughout the year
YP003	Mobility Schemes	17.5	70.0	0.0	87.5	87.5	40.0	0.0	87.5			Mar-15	Works ongoing throughout the year. Possible that not all budget will be spent this year.
YP006	Local Safety Schemes	87.2	100.0	0.0	187.2	187.2	89.5	33.9	187.2			Mar-15	All schemes complete, awaiting final measures and invoice
YP007	Maintenance (Street Lighting)	0.0	350.0	0.0	350.0	350.0	1.9	0.0	350.0			Mar-15	Works programmed for post October 2014 target costs requested
YP009	Structural Maintenance of Bridges	84.9	165.1	0.0	250.0	250.0	31.7	0.0	250.0			Mar-15	Design work in progress - further works to follow as road space permits
YP013	Land Drainage	12.3	160.0	0.0	172.3	172.3		0.0	172.3			Mar-15	Works to be programmed
YP113	Road Surface Treatments	41.7	965.9	0.0	1,007.6	1,007.6	863.8	2.0	1,007.6			Mar-15	Further works programmed for Feb/March 2015
YP118	GIS Upgrade	5.4	0.0	0.0	5.4	5.4		0.0	5.4			Mar-15	Project nearing completion.
YP162	Traffic Management Schemes	0.0	181.0	0.0	181.0	171.0	-5.0	0.0	171.0	10.0		Mar-15	Residents parking complete. Winkfield Lane speed management scheme ordered. Sunninghill road and Lower broadmoor road programmed for Feb 2015.
YP225	Traffic Modelling	17.9	0.0	0.0	17.9	17.9	0.0	0.0	17.9			Mar-15	Model refresh on going
YP235	Asset Management Plan	4.3	0.0	0.0	4.3	4.3	7.2	0.0	4.3			Mar-15	Bridges/structures whole-life costing study complete
YP247	Bracknell Railway Station Enhancements (Public Art)	49.8	0.0	0.0	49.8	4.8		0.0	4.8	45.0		Mar-15	Scheme on hold pending TC progress. C/F reqd
YP258	SANGS - Enhancement Works	167.9	0.0	0.0	167.9	0.0		0.0	0.0	167.9		Mar-15	Budget required for pump priming work for SANGS, potential works arising from Regulation 63 of Habitat Regulations.
YP269	Residential Street Parking	0.0	220.0	0.0	220.0	220.0	67.1	0.0	220.0			Mar-15	Preliminary designs and pre-apps submitted on a number of schemes. Works in progress on a number of BFH schemes. Possibility that budget will not be fully spent this year.
YP306	Maintenance of Car Parks	658.8	190.0	0.0	848.8	200.0	130.5	0.0	200.0	648.8		Mar-15	First phase completed, tenders let for phase 2 works but commencement depends on weather.

YP327	Forest Road Footway (Stag and Hounds PH to Garden Centre)	11.3	0.0	0.0	11.3	11.3		0.0	0.0		-11.3	Mar-15	Works complete
YP349	Green & Blue Waste Bins	0.0	0.0	47.2	47.2	47.2	48.5	0.0	47.2			Mar-15	Transfer from Revenue. Blue bins consignment received
YP350	Skimped Hill/Market Street Accessibility Improvements Town Centre to Peel Centre	134.3	100.0	0.0	234.3	234.3	133.4	0.4	220.0		-14.3	Mar-15	Works complete
YP353	Cycle Parking	28.0	20.0	0.0	48.0	48.0		0.0	48.0			Mar-15	Cycle parking shelters due to be installed in 3 schools this year. Possible that not all the budget will be spent this year
YP355	Town Centre Highway Works (including Twin Bridges)	1,420.6	1,625.0	0.0	3,045.6	1,020.6	963.1	0.0	1,020.6	2,025.0		Mar-15	Twin Bridges complete. C/F required to fund future TC works
YP359	Play Area Rolling Programme	6.2	50.0	0.0	56.2	56.2	0.4	48.5	56.2			Mar-15	Works complete at Bog Lane Play Area
YP360	Minor Works - Libraries	0.0	28.0	0.0	28.0	28.0	27.0	2.1	28.0			Mar-15	Completed. Library reopened 230714.
YP362	The Look Out/Coral Reef - Car Park Controls	4.0	0.0	0.0	4.0	4.0	3.7	0.0	4.0			Mar-15	Scheme complete.
YP363	Uniform System Upgrade	1.0	0.0	0.0	1.0	1.0	-1.5	0.0	1.0			Mar-15	Upgrade of test planned early January
YP364	Westmorland Park Quality Improvements	33.1	0.0	0.0	33.1	33.1	13.7	0.0	33.1			Mar-15	Soft landscaping works completed on site. Project to be completed this winter
YP367	EDRMS	36.8	0.0	0.0	36.8	36.8	5.3	0.0	36.8			Mar-15	Live environment being built in December. Go live planned for early January
YP368	Real Time Passenger Information	55.5	0.0	0.0	55.5	55.5	49.4	0.0	55.5			Mar-15	Works in progress
YP369	Local Sustainable Transport Fund	8.5	21.0	0.0	29.5	29.5	52.3	0.0	29.5			Mar-15	Works in progress
YP370	Recycling Incentive Scheme	8.9	0.0	0.0	8.9	8.9		0.0	8.9			Mar-15	Money likely to be spent on brown bin scheme as some new equipment needed for the vehicles.
YP374	Snaprails Improvements	10.2	0.0	0.0	10.2	10.2	8.6	0.0	10.2			Mar-15	Completion due this winter
YP418	Cemetery & Crematorium Improvements	0.0	75.0	0.0	75.0	75.0	60.5	17.2	75.0			Mar-15	Works underway, partially completed end of October/November full completion March 2015.
YP420	Replacement Library Management System	66.2	0.0	0.0	66.2	66.2	48.5	0.0	66.2			Mar-15	Work progressing. Completion due end of January 15
YP421	Replace Existing Combined Heat & Power Units	348.0	0.0	0.0	348.0	348.0	272.9	0.0	272.9		-75.1	Mar-15	Both schemes have now been completed and are operational.
YP422	Upgrade Leisure Management System	73.0	0.0	0.0	73.0	0.0		0.0	0.0	73.0		Mar-15	Procurement plan being reviewed by service efficiency group
YP423	Linking Confirm to Corporate ERDMS - Smart Office	90.0	58.0	0.0	148.0	33.0	13.8	0.0	33.0	115.0		Mar-15	Project board agreed that business case should be reviewed in light of impact of technical solution on mobile working.
YP425	Shoulder of Mutton	195.3	0.0	-92.0	103.3	103.3	2.6	13.5	103.3			Mar-15	CCTV camera works to be undertaken this year.
YP426	Crossing Facilities - Peacock Lane	28.0	0.0	-28.0	0.0	0.0		0.0	0.0			Mar-15	Scheme withdrawn until land transfer completed through Wykery Copse S38/S278 works
YP427	Wokingham Road Puffin Crossing	60.0	0.0	0.0	60.0	60.0	46.6	0.0	46.6		-13.4	Mar-15	Works complete,

YP428	S106 Parks & Open Spaces Improvements Programme	78.0	245.0	0.0	323.0	251.0	66.4	55.5	211.0	72.0	-40.0	Mar-15	Yr 1 works are predominantly complete on site. The majority of Yr 2 works have been specified, quotes obtained, with site works underway. There is delay in completion this financial year due to a combination of i) project development / management staff resource re-directed to town centre pocket park; ii) delays in advice from legal services re. creation of a new bridleway in Winkfield; iii) contractor availability. A carry forward request of £72,000 is currently estimated. Added to this, £40,048 of the budget was previously allocated to deliver the Snaprails Park project (YP374) and so needs to be deducted from the budget.
YP439	Urban Traffic Management Control		150.0	0.0	150.0	150.0	91.3	0.0	150.0			Mar-15	Majority of works complete, Bluetooth equipment and back office to be purchased
YP442	Coral Reef Roof Replacement				0.0	0.0	55.5	401.8				Mar-15	Scheme awaiting approval.
YP443	Bus Station Improvements	0.0	1,300.0	0.0	1,300.0	800.0	386.2	0.4	800.0	500.0		Mar-15	Works progressing to programme on site. C/F reqd to complete scheme
YP445	Binfield Cricket Club Grant	0.0	45.0	0.0	45.0	45.0	45.0		45.0			Mar-15	Grant paid to Binfield Parish Council
YP446	Access to Employment Areas	0.0	60.0	0.0	60.0	60.0			60.0			Mar-15	Designs underway to improve lighting and signing on various routes from the Southern Business Area into town.
YP447	Development Highway Capacity & Road space Schemes	0.0	20.0	0.0	20.0	20.0			20.0			Mar-15	Development and traffic modelling work in progress
YP448	Coppid Beech - Local Pinch Point Programme	0.0	165.0	0.0	165.0	165.0	165.8		165.0			Mar-15	BFC Contribution to junction Imp paid
YP449	Sports Centre Phase 3	0.0	100.0	100.0	200.0	200.0	1.1		200.0			Mar-15	Work in progress on site
YP450	Downshire Way Widening	0.0	80.0	80.0	160.0	160.0	6.0		160.0			Mar-15	Detailed design complete and stats diversions underway. Main construction works start Jan 15.
YP451	Car Park Improvement / Refurbishment	0.0	200.0	0.0	200.0	0.0			0.0	200.0		Mar-15	Schemes being worked up as part of the Town Centre regeneration.
YP452	Car Park Lighting High Street	0.0	200.0	0.0	200.0	0.0			0.0	200.0		Mar-15	Seeking Tenders Jan 2015 with work commencing Apr/May 2015
YP453	Coral Reef Roundabout Signalisation	0.0	100.0	0.0	100.0	100.0	25.3		100.0			Mar-15	Design work commissioned and well under way. Site works to remove trees commences in march with civils to follow April 2015
YP454	A329 Jennetts Park Roundabout	0.0	100.0	0.0	100.0	53.0			53.0	47.0		Mar-15	Signal designs ordered. Works to follow next financial year after Coppid Beech Rbt works have been completed by WBC
YP455	The Ring Crossing Improvements	0.0	60.0	-60.0	0.0	0.0			0.0			Mar-15	Works on hold pending progress for the s278 works in the same location.
YP456	Update Traffic Signal Infrastructure	0.0	50.0	0.0	50.0	50.0	8.5		50.0			Mar-15	Signals at Swinley Bottom complete, Dukes Ride and Broad Lane on programme for march and Feb 2015 respectively
YP457	Green Deals Community Fund - Home Insulation		0.0	1,820.7	1,820.7	70.7	29.6		70.7	1,750.0		Mar-15	Project underway, grant payments to commence October 2014. DE&CC have now agreed that funding can be carried forward until 30th September 2015.
YP458	Road Surfacing - Pot Hole Fund		0.0	206.7	206.7	206.7			206.7			Mar-15	Works in progress on site - further programmes under development
YP459	Improvements Lily Hill Park - Bracknell Rugby Club			47.7	47.7	47.7			47.7			Mar-15	Phase 1 work complete.
YP460	Jocks Lane Recreation Ground - Improvements			44.3	44.3	44.3	44.3		44.3			Mar-15	Grant paid to Bracknell Town Council.
YP461	Sandhurst Memorial Park - Improvements			30.0	30.0	30.0			30.0			Mar-15	Works on site has started monies to be paid to Sandhurst Town Council.

		4,215.4	8,398.0	2,122.3	14,735.7	8,662.0	4,359.8	630.7	8,501.1	6,073.7	-160.9		
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**TO: ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL  
17 MARCH 2015**

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**RESIDENTS SURVEY 2014 RESULTS  
Director of Environment, Culture & Communities**

**1 PURPOSE OF REPORT**

- 1.1 To brief the Environment, Culture & Communities Overview and Scrutiny Panel on the Residents Survey 2014 results and note the communications plan.

**2 RECOMMENDATIONS**

- 2.1 **That the Panel focus on responses relating to the work of Environment, Culture and Communities and comment accordingly.**

- 2.2 **That the Panel note the Resident Survey 2014 results report at Annex One, the statistical comparison table at Annex Two and the communications plan at Annex Three**

**3 REASONS FOR RECOMMENDATIONS**

- 3.1 To provide the Environment, Culture & Communities Overview and Scrutiny Panel with the results of the Residents Survey 2014, to ensure that these are communicated effectively and that the Council acts on residents' views to continually improve the way it operates.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 Not applicable.

**5 SUPPORTING INFORMATION**

**Introduction**

- 5.1 As an outcome of the 2011 Neighbourhood Engagement Review the Executive agreed that the Council would conduct a biennial residents' survey of all households to ensure that adult residents' views continue to shape the Council's strategy and that the Council remains informed of residents' perceptions of its services. Surveys of younger residents are undertaken separately by Children, Young People and Learning with the latest research having been conducted by The Children's Society in 2013. The results can be found at: <http://www.bracknell-forest.gov.uk/bracknellforestchildrenandyoungpeoplespartnership>. This report outlines the findings of the 2014 Residents Survey conducted by QA Research, the Council's provider of independent consultation and engagement services. The aim of the survey was to gather the views of a representative number of Bracknell Forest residents on a variety of issues relating to the Council as well as attitudes towards Bracknell Forest as a place to live and work.
- 5.2 The Council has previously conducted a number of residents' surveys. These include neighbourhood surveys undertaken in 2007, 2008 and 2009 in partnership with Thames Valley Police to inform the work of the Neighbourhood Action Groups. The Place Survey was also conducted in 2008, with a central Government designed

methodology and set of questions. The Council's 2014 Survey was based upon the 2012 Residents Survey which incorporated some questions from both the Place Survey and the Council's neighbourhood surveys so comparisons could be made and trends tracked over time.

### **Methodology**

- 5.3 Previously in 2012, QA Research undertook a large scale postal survey, distributed to approximately 48,000 households. Although the survey achieved a high participation rate the method offered no guarantee of a representative sample as self-completion surveys are self-selecting. In 2012 respondents aged over 55 were over-represented whilst those aged 16-24 were underrepresented.
- 5.4 In 2014 QA Research undertook a sample survey of 1,800 residents carried out as a telephone survey using a CATI (Computer Aided Telephone Interviewing) approach. The interviewing period ran from 24 September to 4 November 2014, and CATI calls were made from QA's in-house contact centre in York. QA purchased a database of random telephone numbers in Bracknell Forest with which to make the calls, as well as a targeted database of younger and BME respondents in order to boost the response from these demographic groups. Quotas were set on ward, age, gender, and ethnicity to ensure the final sample was representative and reflected the demographic profile of the borough.
- 5.5 As the CATI calls progressed it became clear that BME groups were underrepresented in the sample and in order to ensure a better response rate from this demographic group, several days of face-to-face interviewing took place on-street at various locations through the borough to boost the number of completions from BME respondents.
- 5.6 At end of the fieldwork period a total of 1,811 surveys had been completed, of which 1,699 were CATI interviews and 112 face-to-face interviews. Telephone and face-to-face surveys were combined into a single data set for analysis and all are included in QA's report at Annex One. QA Research have analysed the differences in responses between residents from different demographic groups and wards, as well as understanding the changes in residents' perceptions over time where relevant.

### **Key findings**

- 5.7 A copy of the QA Research results report is attached at Annex One and it includes a copy of the survey as an appendix. Attached at Annex Two is a statistical comparisons table which compares the 2014 Residents Survey results for key Council performance indicators to those of 2012. Due to differences in question ordering and overall questions content comparisons between surveys should be taken as indicative only.

## Unrestricted

The headline results are as follows:

Summarised responses	2008 or 2009	2012	2014
Can influence decisions in their locality	28%	30%	49%
Participate in regular volunteering (monthly)	21%	28%	20%
Satisfied with local area as place to live	83%	85%	87%
Like best – parks and open spaces	61%	58%	42%
Like best – access to nature	63%	50%	30%
Like best – sports and leisure facilities		23%	16%
Believe people from different backgrounds get on well together	82%	87%	94%
People in the area not treating one another with respect and consideration is a problem	30%	14%	13%
Satisfied with the way the Council runs things	50%	60%	65%
Council offers value for money	35%	55%	59%
Very well or fairly well informed by the Council	39%	64%	64%

Due to differences in question ordering and overall questions content comparisons between surveys should be taken as indicative only.

### Demographic Profile of respondents

- 5.8 The report at Annex One provides a full breakdown of the respondents by demographic profile and ward area in section 5.1. In comparison to the 2011 Census data the respondent profile more representative of the profile of Bracknell Forest than previous surveys – one of the key aims for the change in methodology.

### Involvement and Influence over local decisions

- 5.9 Residents were asked a question about whether they felt they could influence decisions in their local area. 49% of respondents agreed they could influence decisions in their local area, compared with 30% in 2012 and 28% who agreed with this statement in the Place Survey in 2008. White respondents were more likely to disagree that they could influence decision compared to BME respondents. BME respondents were more likely to respond that they 'don't know' suggesting a continued lack of awareness amongst this group about how they can influence decisions that affect their local area. Respondents aged 35 and over were significantly more likely to disagree that they could influence decisions which stands in contrast to 2012. A lower proportion of respondents indicated that they 'don't know' how to influence decisions since 2012 (10% vs. 17%) but of these the highest proportion were aged under 34. Follow up work to raise awareness of how to get involved in decision making could be needed with young people and those from BME groups.
- 5.10 Residents were asked to state if they regularly participated in 'formal' volunteering; 20% indicated that they give unpaid help at least once a month, this compares to 28% in the 2012 Residents' Survey. The Community of Life Survey found that 29% of respondents undertook formal volunteering in 2012-13 and 27% in 2013-14 suggesting that the rate of formal volunteering is declining nationally. This data shows a significant decrease in volunteering since 2012 in Bracknell Forest.

However older people were overrepresented in the 2012 survey respondents which may have overinflated the volunteering figure as older age groups are significantly more likely to volunteer at least once a month than younger age groups. The proportion of respondents volunteering has decreased across all age groups.

#### Residents' attitudes towards their local area

- 5.11 The majority of residents 87% indicated they were satisfied with the local area as a place to live, with just 5% indicating they were dissatisfied. This is a slight increase on the 2012 Residents' Survey result where 85% of residents indicated that they were satisfied with the local area as a place to live. There was a large level of association between satisfaction with the local area as a place to live and with agreement by respondents that:
- they were able to influence decisions
  - their local area was a place where people from different backgrounds get on well together
  - the Council provided value for money
  - they were satisfied with the way that the Council runs things.
- 5.12 Satisfaction was slightly higher amongst those aged 35 – 44 when compared to other age groups. Satisfaction with the local area as a place to live was highest among residents in Winkfield and Cranbourne, Ascot, Central Sandhurst, Warfield Harvest Ride and Crowthorne. It was lowest in Wildridings and Central and Great Hollands South.
- 5.13 Respondents were asked to state the three things they liked best about living in the borough; the top answers were 'parks and open spaces' (42%), 'access to nature' (30%) and the 'sports and leisure facilities' (16%). These responses are similar to those in the 2012 Residents' Survey when 'parks and open spaces' (58%), 'access to nature' (50%), 'low level of crime' (34%) were also ranked most highly. Respondents in 2012 were prompted by a list of possible answers whereas the 2014 telephone interview including no prompting. There were a wide range of aspects mentioned by just over one-in-ten residents to this unprompted question indicating there are many aspects of living in the borough that residents are pleased with including local infrastructure and environmental factors. The full list can be seen at section 5.3.2 of Annex One.
- 5.14 The survey demonstrates that levels of community cohesion remain high in the borough. In 2012 87% of respondents to the Residents' Survey felt that people from different backgrounds got on well together in the borough. In 2014 this has increased to 94%. One difference in the profile of 2014 and 2012 respondents is that the age profile of the 2014 sample is more representative of the borough, while the 2012 age profile was skewed towards older residents, reflecting the methodology. Consequently, differences in agreement for this measure by age and specifically a greater level of agreement amongst younger respondents might explain the higher level of agreement recorded in 2014. No such pattern is evident, confirming that this year-on-year increase in agreement is likely to be a true increase and not reflective of the change in methodology.
- 5.15 BME respondents were more likely than White British respondents to disagree that their local area is a place where people from different backgrounds get on well with one another (9% vs. 4%). This is in contrast to the findings in 2012, where they were more likely to agree. Further analysis was undertaken and agreement that 'people

from different backgrounds get on well together' was consistent regardless of the proportion of White British and BME residents in the ward.

- 5.16 The majority of residents (85%) felt that there was little problem with people not treating each other with respect within their local area; a minority of residents (13%) considering this to be a problem. This is a slight improvement on the 2012 Residents' Survey where 14% found it to be a problem.

#### Use of and satisfaction with specific council services

- 5.17 The most frequently used Council services by respondents were 'recycling facilities' (86%) followed by 'parks and open spaces' (79%) and 'sport/leisure facilities' (50%). Age, and linked to this, life stage were important determinants of the services used by respondents. There were a number of differences in the services used by gender and age. There were minor variations between wards although the top three services used at least monthly for all wards came from just four service areas including those listed above and 'Longshot Lane household waste recycling centre'; see section 5.4.1 of Annex One.
- 5.18 Respondents were asked to give their satisfaction levels with the services provided by the Council. Satisfaction levels were highest for 'parks and open spaces' (86%), 'kerbside recycling' (74%), 'Longshot Lane household waste recycling centre' (73%) and 'Refuse collection' (73%). There were a high number of 'don't knows' for a number of these services. The high proportions of 'don't knows' relate to targeted services with relatively low usage figures such as 'childcare services' (82%), 'housing advice' (79%) and 'youth services' (78%).
- 5.19 Figure 23 in section 5.4.2 of Annex One illustrates the satisfaction levels with services once the 'don't knows' are excluded. The highest rated services remain similar but services such as 'planning' and 'road maintenance' appear lower down the chart. 32% of respondents expressing a rating for 'road maintenance' stated they were 'dissatisfied' with the service, 24% were dissatisfied with 'housing advice' and 19% were dissatisfied with the 'planning service'. Positively the level of satisfaction (excluding 'don't know') for the majority of services has significantly increased since 2012. Section 5.4.2 shows interesting variations in satisfaction levels by gender, age, ethnicity, religion and ward. The most frequently used services are also those that report the highest levels of satisfaction.

#### Perceptions of the Council overall

- 5.20 The satisfaction of residents with the Council was measured by a number of questions including overall satisfaction with the Council, perceptions of value for money offered by the Council and improvements the Council could make with the services it provides. Two thirds of respondents (65%) are satisfied with the way in which the Council is running things, with 15% indicating they were 'very satisfied'. Those that are dissatisfied are in the minority (11%), although more than a fifth (22%) were neither satisfied or dissatisfied. This is a significant increase since 2012 when 60% of residents indicated they were satisfied with the way the Council runs things and shows a reduction in the proportion of respondents that are dissatisfied with the way the Council runs things from 14% in 2012.
- 5.21 Overall satisfaction was significantly linked to belief that the Council offers good value for money therefore demonstrating value is crucial to continuing the improvement in satisfaction levels. Levels of satisfaction with the Council were also linked with other

key indicators such as satisfaction with local area as a place to live, how the Council runs things and their ability to influence decisions.

- 5.22 With regard to the value for money offered by the Council; 59% of residents indicated that they thought the Council offers value for money, 10% disagree and a quarter (25%) neither agreed nor disagreed. This is a significant increase in the proportion that agreed that the Council offers value for money since 2012 when 52% agreed and more specifically the proportion indicating they 'strongly agree' also increased significantly from 8% in 2012 to 12% in 2014. Those who felt that they could influence decisions within their local area were also significantly more likely to agree that the Council provides value for money than those disagreeing (74% compared to 48%).
- 5.23 Residents were asked what if anything the Council could do differently that would have a positive impact within Bracknell Forest. The single issue mentioned most frequently by respondents was the need to focus on improving or changing road maintenance or infrastructure, mentioned by just under a fifth (19%). Improving or changing mechanisms for communicating with residents and acting on residents concerns (15%) and the need to focus on the regeneration of the town centre (14%) and return to weekly refuse collections (8%) were the next most popular answers as figure 32 in section 5.5.3 illustrates.
- 5.24 The most important areas residents wanted the Council to focus on was the need to improve or change road maintenance or infrastructure (19%), improve communication with residents and acting on residents' concerns (15%) and to focus on the regeneration of the town centre (14%).

#### Communication with the Council

- 5.25 Residents were asked to indicate the extent to which they felt informed about the Council and the services and benefits it provides. Just under two thirds (64%) of respondents felt at least 'fairly well informed' by the Council, with just under a third (31%) indicating they felt 'not very well informed' and one-in-ten respondents (9%) indicated they felt 'not well informed at all'. There has been no significant change since 2012 when 64% also felt at least 'fairly well informed' and 29% felt they were 'not informed' about local public services. There appears to be a polarisation of respondents with a significantly greater proportion feeling 'very well informed' in 2014 (16%) compared to 2012 (10%) but also a higher proportion feeling 'not well informed at all' (2014: 9%, 2012: 6%). Male respondents were more likely to feel well informed (67%) than female (62%) but unlike in 2012 there were no significant differences between demographic groups.
- 5.26 The most commonly used method for accessing information about the Council and its partners were leaflets and partnership publications through the post (56%), the Town and Country newsletter (47%) and local newspapers and radio (45%). Online was the fourth most common method for receiving information (35%); however it was the second most popular method for receiving information (37%). Social media's popularity as a method of communication with the Council also outstrips its current usage. Unsurprisingly these responses demonstrate a shift from traditional communication methods to an increased popularity of 'online' and 'social media' channels. This could also be linked to a greater proportion of younger respondents in the 2014 sample compared to 2012.
- 5.27 Both usage and preference for 'Town and Country newsletter' increased with age with the inverse the case for 'social media'. The youngest age group were almost

five times more likely to use social media compared to the oldest age group (24% vs. 5%). The youngest age groups' preference for social media was eleven times the level of preference amongst the oldest age group (33% vs. 3%). Those in the 65+ age range continue to be reliant on hard copy forms of information such as 'Town and Country the Council newsletter' (65%) and 'leaflets/partnership newsletters by post' (64%) compared to accessing information via digital means such as 'online' 28% and 'social media' 5%. The data suggests that online methods currently do not engage with the 16-24 age group as they had the greatest difference in levels of preference over usage.

- 5.28 White British respondents were shown to access significantly more sources of information on average than BME respondents. BME respondents also showed a significantly greater preference for 'local newspapers/radio' and 'face-to-face' compared to White British respondents but there was no significant difference in levels of usage by ethnicity. This indicates that there may be barriers to BMEs accessing information using these methods.
- 5.29 Residents were asked to indicate whether they had access to broadband internet at their home. The vast majority (94%) indicated that they did and only one-in-seventeen (6%) did not. This has increased since 2012 when 83% had broadband connection. This increase may be due to a more representative sample in 2014 as those aged 65 and over were significantly less likely to have broadband access so may have artificially decreased the 2012 figure. Access analysed by Ward mirrors the findings in 2012 with Priestwood and Garth having the lowest proportion of respondents with home broadband access (72%) and Warfield Harvest Ride remaining the highest (93%).

#### Contact with and awareness of Parish and Town Councils

- 5.30 Residents were asked if they had contacted their Town and Parish Council during the past year and if they were aware of the services provided by their Town and Parish Council. Only 18% of respondents had contacted their Parish or Town Council in the last year which is a significant decrease from 2012 when almost a third (30%) reported contact. Some of this decrease could be accounted for by the lower proportion of older respondents in the 2014 sample as respondents aged 35 and over are more likely to have contacted their Parish or Town Council. However a decline was recorded in comparison to 2012 amongst all age groups.
- 5.31 A wide range of differing reasons were offered for contacting a Town or Parish Council with no single over-riding issue driving contact. Two thirds (63%) of respondents indicated that their enquiry had been dealt with adequately. However one-in-three (33%) enquires had not been dealt with adequately with the respondent considering that the Parish or Town Council did not act to deal with the cause of the enquiry, either due to being 'unable to act' (16%) or 'refusing to act' (10%).
- 5.32 Nearly two thirds of respondents (62%) were not aware of the services provided by their Parish and Town Council which is a significant increase since 2012 where it was just over half (56%). The proportion of people who have contacted their Parish or Town Council has decreased and awareness of the services they provide has also decreased.
- 5.33 Of those that were aware of the services provided by Parish or Town Councils the majority (84%) were satisfied with a negligible proportion (3%) being dissatisfied.

- 5.34 Of those that were aware of the services provided by Parish and Town Councils, when asked about satisfaction with those services 'parks and open spaces' (33%), 'environmental maintenance' (14%) and 'leisure and sports facilities' (9%) were particularly good or valued services. There continues to be confusion amongst respondents about who is providing services as responses included services that were the responsibility of the borough whether in terms of satisfaction or areas for improvement. When asked over half of respondents (55%) did not name any Parish or Town Council services that required improvement. The list of suggestions can be found at Figure 47 in section 5.7.2 of Annex One.
- 5.35 Respondents were asked about their interest in contributing to a Neighbourhood Plan and if so, what they felt they could offer. Only a minority of respondents (27%) indicated they would be interested in participating. Respondents from Winkfield and Cranbourne (35%), Binfield with Warfield (34%), Crown Wood (34%) and Ascot (33%) had the highest level of interest in this activity. The wards where interest was lowest were Central Sandhurst (18%) and Old Bracknell (18%). The most common means of contributing was a 'keenness to share views and opinions' (32%).

### Conclusions

- 5.36 Some care needs to be taken in interpreting the results of the survey and comparing them to those of previous surveys due to the differences in the survey methodology. However, overall the survey's results demonstrate there have been a number of significant positive changes since the last survey in 2012:
- **The change in methodology has provided a more representative sample and findings that are more reflective of the views of the borough.** The change from a postal survey, whereby respondents are entirely self-selecting, to a telephone survey designed to ensure a sample of respondents that better reflects the views of all demographic groups in the borough has been achieved.
  - **Residents continue to feel that Bracknell Forest is a good place to live and is getting better.** The majority of respondents 87% were satisfied with their local area as a place to live and there was a slight increase since 2012. Access to nature and green spaces were once again cited as the most valued features of living in Bracknell Forest and usage levels and satisfaction levels for parks and open spaces in particular remain comparatively high.
  - Residents agreed that there was strong community cohesion in their local area, and the proportion agreeing that people from different backgrounds get on well together where they live has increased significantly since 2012 (87% to 94%). There was also a low level of disagreement that people in the respondents' local area treated each other with respect and consideration, a slight decrease from 2012 (14% to 13%). These two measures were positively correlated with satisfaction with the local area, and these metrics are clearly linked.
  - **Around two-thirds expressed satisfaction with Bracknell Forest Council and the majority consider it provides value for money, with improvement in both measures recorded since 2012.** There was a strong correlation between residents' feelings of being informed and able to influence decisions and satisfaction with Council services. There has been little overall change since 2012. Effective community engagement, ensuring residents are able to influence decisions and feel informed about services drives up satisfaction.
  - **The services provided or supported by Bracknell Forest Council generate high levels of satisfaction overall, although there is the potential to improve some areas of service.** Positively the level of satisfaction (excluding 'don't know') for the majority of services has significantly increased since 2012. The most frequently used

services are also those that report the highest levels of satisfaction. The top options remain largely the same, with 'parks and open spaces' (86%) at the top and 'kerbside recycling' (74%), 'Longshot Lane household waste recycling centre' (73%) and 'Refuse collection' (73%) still highly rated.

- **The majority of residents continue to feel they at least fairly well informed about Council services, although there has been no improvement since 2012.** The most common methods of receiving information from the Council continue to be leaflets or partnership publications by post, the Town and County newsletter, and local newspapers or radio; however, the proportion using these has decreased significantly since 2012. In contrast, the proportion using and receiving information online and via social media has increased, and although preference for online communication continues to outstrip usage (suggesting improvements could be made) this gap has narrowed since 2012.
- **Contact with Parish or Town Councils has fallen since 2012 (30% to 18%).**
- **Although those who were aware of the services provided by Parish and Town Councils were satisfied with them, awareness remains low and is possibly decreasing.** Only one third of all respondents indicating that they were aware of what these services actually were.
- Interest in being involved in a formal Neighbourhood Plan was low, suggesting that residents may not want the level of involvement that helping to shape a Neighbourhood Plan would require.

5.37 A communications plan has been developed at Annex Three to feed back the results of the survey to residents, partners and the Council's elected members and staff. Feeding back to residents using the strap line 'you said: we did' will help demonstrate the Council's commitment to acting on the results of the survey and increase the likelihood of maintaining a high response rate when the next survey is conducted in 2016.

5.38 The survey results data has been summarised at ward level and circulated to Elected Members.

## 6 **ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

6.1 Nothing to add to the report.

### Borough Treasurer

6.2 There are no financial implications arising directly from the recommendations in this report.

### Equalities Impact Assessment

6.3 The change in methodology from a self-selecting postal survey to a sample survey of 1,800 representative respondents conducted over the telephone and face to face has provided a more representative sample and findings that are more reflective of all the views of the borough's residents.

Strategic Risk Management Issues

- 6.4 Conducting a biennial resident survey enables the Council to manage risk 9.6 in the Council's Strategic Risk Register 'Pressure from stakeholders /residents to have local power/involvement'.

**7 CONSULTATION**

Principal Groups Consulted

- 7.1 The Corporate Management Team, Finance PRG, the Executive and Overview and Scrutiny.

Method of Consultation

- 7.2 Meetings in December and January.

Representations Received

- 7.3 Incorporated into this paper.

Background Papers

Bracknell Forest Residents Survey 2014 – QA Research Results Report

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# Bracknell Forest Residents' Survey 2014

Bracknell Forest Council

05 December 2014



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This research has been carried out in compliance with the International standard ISO 20252, (the International Standard for Market and Social research), The Market Research Society's Code of Conduct and UK Data Protection law

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## I. Executive Summary

- Qa Research conducted 1,811 interviews via telephone and face-to-face interviewing between 24 September and 4 November 2014 on behalf of Bracknell Forest Council for the 2014 Bracknell Forest Residents' Survey.
- The resulting data was representative of the profile of Bracknell Forest and has been compared to that of the 2012 residents survey (also conducted by Qa) to examine trends over time. At the 95% confidence level, findings are accurate to within +/- 2.3%.

### Involvement and influence over local decisions

Respondents were asked how far they agreed or disagreed that they could influence decisions that affected their local area;

- Only two fifths (41%) agreed that they could influence decisions affecting their local area, an increase from 2012 (30%); half (49%) disagreed however
  - There was only minor variation by demographic subgroups and there is a general lack of agreement across the sample. Agreement was especially low in the wards of Binfield with Warfield (29%) and Wildridings and Central (27%).

Respondents were also asked about how often they gave unpaid help to groups, clubs or organisations over the past 21 months;

- The majority (72%) of respondents had not given any formal voluntary help over the last 12 months, and only one fifth (20%) participated in formal volunteering at least once a month. Although this is a significant decrease since 2012 (28% at least once a month), this is likely to be driven by a more representative sample in 2014, and the lower proportion of older respondents.

### Residents' attitudes towards their local area

Respondents were asked to rate their level of satisfaction with their local area as a place to live;

- The majority (87%) of respondents indicated that they were satisfied with their local area as a place to live, and only one-in-twenty (5%) indicated any degree of dissatisfaction. This has not changed since 2012.
- Respondents were more likely to feel satisfied with their local area if they...
  - ...agreed (93%) that they could influence decisions affecting their local area (disagreed: 81%).
  - ...agreed (91%) that their local area was a place where people from different backgrounds get on well together (disagreed: 73%).
  - ...agreed (93%) that the Council provides value for money (disagreed: 65%).
  - ...were satisfied (93%) with the way the Council runs things (dissatisfied: 64%).
- The most frequently mentioned best aspects that respondents said they liked about the borough continue to relate to access to green spaces (parks and open spaces (42%) and access to nature (30%)). Sports and leisure facilities were the third most mentioned aspects (16%)

Respondents also indicated the extent to which people from different backgrounds get on together, and to which people in their local area treat each other with respect and consideration;

- The majority (94%) of respondents agreed that their local area was a place where people from different backgrounds get on well together, and this has risen since 2012 (87%) and 2008 (82%)
  - The level of agreement was highest amongst those in the wards of Crowthorne (99%) and Crown Wood (99%).
- Only a small proportion (13%) of respondents indicated that the way people in their local area treated each other with respect and consideration was a problem, although this figure is essentially unchanged since 2012 (14%).
  - Around a fifth of respondents from Wildridings and Central (23%), Priestwood and Garth (22%), Great Hollands North (19%) and Great Hollands South (20%) felt that there was a problem with how people treated each other.

### **Use of and satisfaction with specific Council services**

Respondents were asked to indicate how often they used specific council services and rate their level of satisfaction with those services;

- The services most frequently used on a monthly basis continue to be recycling facilities (86%) and parks and open spaces (79%).
  - These were the top two most used services in every ward, with sport/ leisure facilities or Longshot Lane household waste recycling centre being third.
- Amongst those who gave a satisfaction rating, the services that the highest proportion of respondents were satisfied with were parks and open spaces (89%) and Longshot Lane household waste recycling centre (87%).
  - Satisfaction with services tended to be higher amongst female respondents, BME respondents, and older respondents.
- Satisfaction in almost all services had increased significantly since 2012.
  - The increase in satisfaction was greatest for youth services (20% to 49%), childcare services (32% to 52%), and social care services (37% to 53%). To some degree, this will reflected the higher proportion of younger respondents in the 2014 research.

### **Perceptions of the Council overall**

Respondents were asked to rate their satisfaction with the way that Bracknell Forest Council runs things;

- In total, almost two-thirds (65%) indicated that they were satisfied with the way the Council runs things, and only one-in-ten indicated that they were dissatisfied (11%). Satisfaction has increased significantly since 2012 (60%).
- Respondents were more likely to feel satisfied with the way the Council runs things if they...
  - agreed rather than disagreed that the Council provides value for money (87% vs. 16%)
  - agreed rather than disagreed that they can influence decisions affecting their area (81% vs. 52%)

Respondents then indicated how far they agreed that the Council provided value for money;

- The majority (59%) of respondents agreed that the Council provides value for money, and only one-in-ten (10%) disagreed. Agreement has increased significantly since 2012 (59% vs. 52%).

Respondents were then asked what they felt the Council could do differently which would have a positive impact within Bracknell Forest;

- In total, 72% suggested an improvement and the types of issues mentioned were in line with those mentioned in 2012.
- Respondents were most likely to make suggestions relating to the need to improve or change road maintenance or infrastructure (19%), and this has increased since 2012 (14%).
- Other frequently mentioned suggestions included improving communication with residents and acting on residents' concerns (15%) and to focus on regeneration of town centre (14%).

### **Communication with the Council**

Respondents indicated the extent to which they felt informed about the services and benefits the Council provides and the methods used to communicate with the Council;

- Two thirds (64%) of respondents felt well informed, and just under one third (31%) felt not informed; this is essentially unchanged since 2012.
- The three most common methods for accessing information about services provided by the Council and its partners were leaflets / partnership publications by post (56%), the Town and Country newsletter (47%) and local newspapers / radio (45%). Usage of these methods has decreased since 2012.
- Preference for receiving council communication online still outstrips usage, although usage has increased since 2012. Those aged 16-24 had the second lowest usage of online information services despite having by far the highest usage and preference for social media, suggesting that online methods currently used may not engage with this age group.

### **Contact and satisfaction with Town and Parish Councils**

Respondents were also asked about their contact with their Town and Parish Council, along with their awareness of the services they provide locally;

- The majority (80%) of respondents had not contacted their Parish or Town Council in the past 12 months; only just less than one fifth (18%) has done so. The level of contact has decreased since 2012, which may reflect the younger profile of respondents.
- A wide range of reasons led to contacting a Town or Parish Council and there was no single over-riding issue which drives contact.
- Where enquires were made, two thirds (63%) of respondents indicated that they were dealt with adequately. For the third (33%) whose enquires were not dealt with adequately this was generally due to the Council not acting to deal with the cause of the enquiry.
- Just over a third of respondents (35%) were aware of the local services provided by their Parish or Town Council, however the majority were still not aware (62%).

- The majority (84%) of respondents were satisfied with the services provided by their Parish or Town Council, and only a negligible proportion (3%) were dissatisfied. Sandhurst Town reported the highest satisfaction (89%) and Crowthorne Parish the lowest (77%).

Respondents were also asked about their interest in contributing to a Neighbourhood Plan;

- Only a minority of respondents (27%) indicated that they would be interested in the opportunity to participate in drawing up a Neighbourhood Plan in their area.
  - Male respondents (30%) and respondents aged 35-64 (35-44: 31%, 45-54: 31%, 55-64: 31%) were the most likely to be interested.
  - Respondents from Winkfield and Cranbourne (35%), Binfield with Warfield (34%), Crown Wood (34%) and Ascot (33%) had the highest level of interest in participating in drawing up a Neighbourhood Plan.

## Conclusions

1. The change in methodology has provided a more representative sample and findings that are more reflective of the views of the borough.
2. Residents continue to feel that Bracknell Forest is a good place to live and is getting better.
3. Around two-thirds expressed satisfaction with Bracknell Forest Council and the majority consider it provides value for money, with improvement in both measures recorded since 2012.
4. The services provided or supported by Bracknell Forest Council generate high levels of satisfaction overall, although there is the potential to improve some areas of service.
5. The majority of residents continue to feel at least fairly well informed about Council services, although there has been no improvement since 2012.
6. Contact with Parish or Town Councils continues to be minimal and has actually fallen since 2012.
7. Although those who were aware of the services provided by Parish and Town Councils were satisfied with them, awareness remains low and is possibly decreasing.

## 2. Introduction

The following report summarises and analyses the findings of the 2014 Bracknell Forest Residents' Survey. This survey was conducted by Qa Research (Qa) and undertaken between September and November 2014. It sought to provide data on residents' quality of life and their attitudes towards local public services, including the Council.

The report details the aims and objectives of the research, the methodology utilised to collect the data, and the key findings arising from the survey.

Bracknell Forest Council regularly undertakes consultation with residents to understand views on specific local services and priorities for the local area. This iteration of the Residents' Survey follows the 2012 survey (also conducted by Qa), and where appropriate comparisons are made between the findings in 2014 and those in 2012. Note that comparisons between the 2014 data and data collected prior to 2012 have not been made in this report due to a methodological change, which is outlined in Section 4 below.

## 3. Aims and objectives

The survey was designed to gather the views of a representative sample of Bracknell Forest residents on a variety of issues relating to the Council, as well as attitudes towards Bracknell Forest as a place to live and work.

It was also intended to provide data that was, as far as possible, comparable to that collected in previous years so that comparisons could be made.

The main objectives of the research were therefore;

- To carry out a survey amongst a representative sample of Bracknell Forest residents, that provides robust data that can be compared over time
- To provide a methodology which encourages residents from all demographic groups to give their views in a cost-effective way
- To provide a robust sample of respondents from each of the 18 wards in Bracknell Forest.

In addition, one of the main objectives of the 2014 survey was as follows;

- To migrate the research from a postal based survey made available to all households in the borough, to a sample survey undertaken over the telephone, while at the same time ensuring that data are comparable year-on-year.

This report details findings from the 2014 research.

## 4. Methodology

Qa Research (Qa) was commissioned to undertake the 2014 Bracknell Forest Residents' Survey, and it was decided early on that there were two potential options for the data collection methodology. These were;

- A large scale postal survey, distributed to approximately 48,000 households in line with the method used to undertake the 2012 survey
- A sample survey of 1,800 respondents conducted over the telephone, with quotas to ensure a representative sample.

There were advantages to using both methods. The postal survey would give a larger overall sample and greater potential scope for analysis by sub-group. It would also allow maximum comparability with the data from 2012 as the method would be the same. However, this method offers no guarantee of a representative sample as self-completion surveys of this type are inherently self-selecting. This can be seen in the 2012 survey, where respondents aged over 55 were overrepresented and those aged 16-24 were underrepresented.

In contrast, a sample survey would provide a more representative sample at the overall level, by the use of quotas applied throughout the fieldwork process in order to ensure the achieved sample reflects the demographic profile of the borough. Crucially, a sample survey would allow the collection of much more descriptive and robust data despite the smaller sample size.

Consequently, a sample survey methodology was ultimately chosen for the 2014 survey, and this was carried out as a telephone survey using a CATI (Computer Aided Telephone Interviewing) approach.

The questionnaire used was based largely on the 2012 survey, albeit with some additional questions added and the language of some questions changed to be better communicated over the telephone. The questionnaire is provided as an annexe to this report.

The majority of questions within the survey were of a closed format; however there were a number of open questions. Verbatim responses to the open questions were 'coded' into various themes and groups of a similar nature, and subsequently reported upon in an aggregated format. Where this has occurred in the following report it has been highlighted.

The interviewing period ran from 24 September to 4 November 2014, and CATI calls were made from Qa's in-house contact centre in York. Qa purchased a database of random telephone numbers in Bracknell Forest with which to make the calls, as well as a targeted database of younger and BME respondents in order to boost the response from these demographic groups. Quotas were set on ward, age, gender, and ethnicity to ensure the final sample was representative.

As the CATI calls progressed it became clear that BME groups were underrepresented in the sample and that recruiting these respondents over the telephone was more challenging than anticipated. In order to ensure a better response rate from this demographic group, several days of face-to-face interviewing took place on-street at various locations through the borough to boost the number of completions from BME respondents.

At end of the fieldwork period a total of 1,811 surveys had been completed, of which 1,699 were CATI interviews and 112 face-to-face interviews. Telephone and face-to-face surveys have been combined into a single data set for analysis and all are included in this report.

Corrective weighting was applied to the data in order to ensure it was representative of the profile of Bracknell Forest. The weighting was applied to achieve the following;

- To re-align the proportion of interviews undertaken in each ward to the correct proportions – this was in response to the deliberate over and under-sampling of each ward which was designed to achieve around 100 interviews in each
- The demographic profile of each ward was weighted by age (16-29, 30-59, 60+), gender and ethnicity (White: English/Welsh/Scottish/Northern Irish/British, BME) to ensure it matched the profile outlined in the 2011 Census
- The overall profile was weighted again by age (16-29, 30-59, 60+), gender and ethnicity (White: English/Welsh/Scottish/Northern Irish/British, BME) to ensure it matched the profile outlined in the 2011 Census.

The data was analysed as overall (frequency) results and a series of cross tabulations created to explore any relationship between responses and age, gender, employment status, location and other factors. We have reported throughout where any significant statistical differences appear from our analysis of the data by various cross-tabulations. The key findings presented are statistically significant unless indicated otherwise. Using statistical rules, we can be 95% confident that our research findings have a potential variance of no more than plus or minus 2.3% from the figure shown. These standards specifically apply to 'confidence levels'. An explanation is provided below:

#### **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 put more simply– 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.

The results are highlighted using a combination of charts and tables. In some instances responses to ordinal questions (such as satisfaction scales) have been combined to aid interpretation. Where this has occurred it has been highlighted within the report. Similarly, on some occasions responses have been converted into average (mean) scores.

#### **Year-on-year comparisons;**

Throughout this report comparisons are made between the data from the 2014 Residents' Survey and the 2012 iteration of the survey. These are highlighted in a blue box.

As previously outlined, there are key methodological differences between the 2014 and 2012 surveys and indeed between the 2014 survey and previous Residents' Surveys such as the Neighbourhood Survey and the Place Survey. Specifically, due to the self-selecting nature of a postal survey the data from 2012 is not representative of the demographic profile of the borough, with older respondents and female respondents being overrepresented at the expense of younger and male respondents. In contrast, the 2014 data provides a more representative sample of the borough's residents, despite the smaller overall sample size.

Therefore, year-on-year comparisons in this report have been limited to comparing 2014 data with 2012 data and where comparisons are made, the report details how any differences can be explained by differences in the respective sample profiles of the two surveys.

## 5. Key findings

### 5.1 Demographic profile of respondents

The following table breaks down the profile of respondents by age, gender, ethnicity and ward. The profile is compared to the most recent Census data for adults (aged 16 years and above) alongside the demographic profile of respondents to the 2012 survey.

As described in the methodology section (Section 4), the 2014 data has been weighted to ensure it is representative of the demographic profile of Bracknell Forest. Throughout this report, percentages and means reported from the 2014 data are based on the weighted data.

**Figure 1. Profile of respondents by age, gender, ethnicity, and ward**

	Census profile 2011 (16+ population only)		Respondent profile 2014 (Unweighted)		Respondent profile 2014 (Weighted)		Respondent profile 2012	
	Count	%	Count	%	Count	%	Count	%
<b>Age</b>								
16-24	11,972	13%	188	10%	233	13%	41	1%
25-44	34,352	38%	468	26%	484	27%	1,162	21%
45-54	17,092	19%	461	25%	439	24%	943	17%
55-64	12,180	14%	397	22%	377	21%	1,060	19%
65+	14,147	16%	297	16%	278	15%	1,950	36%
Missing	-	-	-	-	-	-	290	5%
<b>Gender</b>								
Male	44,092	49%	880	49%	890	49%	2,292	42%
Female	45,651	51%	931	51%	921	51%	3,001	55%
Missing	-	-	-	-	-	-	153	3%
<b>Ethnicity</b>								
White	76,853	85%	1588	88%	1539	85%	4,590	84%
Black and minority ethnic	12,890	14%	209	12%	258	14%	183	3%
Missing	-	-	14	1%	14	1%	673	12%
<b>Ward</b>								
Ascot	4,435	5%	100	6%	89	5%	344	6%
Binfield with Warfield	6,881	8%	104	6%	139	8%	352	6%
Bullbrook	4,774	5%	104	6%	96	5%	225	4%
Central Sandhurst	4,061	5%	90	5%	82	5%	188	3%
College Town	5,090	6%	100	6%	103	6%	157	3%
Crown Wood	6,280	7%	99	5%	127	7%	318	6%
Crowthorne	4,247	5%	100	6%	86	5%	200	4%
Great Hollands North	4,335	5%	95	5%	87	5%	213	4%
Great Hollands South	3,992	4%	100	6%	81	4%	250	5%
Hanworth	6,489	7%	102	6%	131	7%	382	7%
Harmans Water	6,288	7%	105	6%	127	7%	314	6%
Little Sandhurst & Wellington	4,532	5%	96	5%	91	5%	204	4%
Old Bracknell	4,402	5%	97	5%	89	5%	204	4%
Owlsmoor	4,081	5%	100	6%	82	5%	170	3%
Priestwood & Garth	6,054	7%	103	6%	122	7%	247	5%
Warfield Harvest Ride	6,053	7%	118	7%	122	7%	301	6%
Wildridings & Central	3,764	4%	101	6%	76	4%	176	3%
Winkfield & Cranbourne	3,985	4%	97	5%	80	4%	151	3%
Missing	-	-	-	-	-	-	1,050	19%
<b>Total</b>	<b>89,743</b>		<b>1,811</b>		<b>1,811</b>		<b>5,446</b>	

All 2011 census figures are based on the adult (aged 16 and over) population only

Unlike the data from 2012, in which females, white, and older respondents are overrepresented, the 2014 data is much closer to the profile of Bracknell Forest – one of the key aims for the change of methodology.

There has been a particular rise in representation of the youngest age group (16-24) and Black and minority ethnic (BME) respondents, even before the weighting of the data increased the proportion of those groups in the sample.

The table below shows the profile of respondents by religious beliefs.

**Figure 2. Profile of respondents by religion**

	Census profile 2011 (16+ population only)		Respondent profile 2014 (Unweighted)		Respondent profile 2014 (Weighted)		Respondent profile 2012	
	Count	%	Count	%	Count	%	Count	%
None	24,459	27%	592	33%	616	34%	857	16%
<b>Net: Any religion/belief</b>	<b>65,284</b>	<b>73%</b>	<b>1,219</b>	<b>67%</b>	<b>1,194</b>	<b>66%</b>	<b>2,892</b>	<b>53%</b>
Christian (all denominations)	55,691	62%	1,024	57%	994	55%	2,732	50%
Buddhist	678	1%	10	1%	14	1%	22	<1%
Hindu	1,331	1%	32	2%	26	1%	26	<1%
Muslim	884	1%	20	1%	26	1%	12	<1%
Sikh	345	<1%	4	<1%	4	0%	8	<1%
Jewish	154	<1%	5	<1%	5	0%	10	<1%
Other	445	<1%	83	5%	85	5%	82	2%
Missing	5,756	6%	41	2%	40	2%	1,697	31%
<b>Total</b>	<b>89,743</b>		<b>1,811</b>		<b>1,811</b>		<b>5,446</b>	

All 2011 census figures are based on the adult (aged 16 and over) population only

The following table describes the sexual orientation of respondents. There is no comparative data in the 2011 Census, as that survey does not collect this information.

**Figure 3. Profile of respondents by sexuality**

	Census profile 2011 (16+ population only)		Respondent profile 2014 (Unweighted)		Respondent profile 2014 (Weighted)		Respondent profile 2012	
	Count	%	Count	%	Count	%	Count	%
Heterosexual/ straight	-	-	1,710	94%	1,707	94%	3530	65%
Gay man	-	-	2	<1%	3	<1%	19	<1%
Lesbian/ gay women	-	-	4	<1%	5	<1%	10	<1%
Bisexual	-	-	8	<1%	9	1%	10	<1%
Prefer not to say	-	-	87	5%	86	5%	1877	34%
<b>Total</b>	<b>89,743</b>		<b>1,811</b>		<b>1,811</b>		<b>5,446</b>	

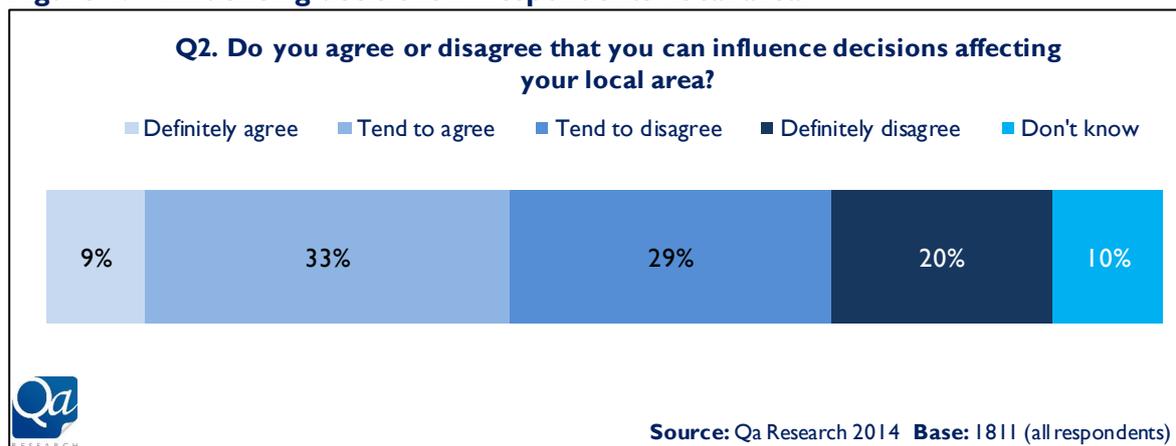
## 5.2 Involvement and influence over local decisions

In this section of the report, residents' attitudes towards their ability to influence the decisions made in their local area are explored. It also looks at the level of involvement in voluntary activities.

### 5.2.1 Ability to influence decisions affecting the local area

Respondents were asked how far they agreed or disagreed that they could influence decisions affecting their local area. The results are shown in the chart below;

**Figure 4. Influencing decisions in respondents' local area**



Half (49%) of respondents disagreed that they could influence decisions affecting their local area (Net: 'tend to disagree' (29%), 'definitely disagree' (20%)), compared to only two fifths (41%) who agreed that they could (Net: 'tend to agree' (33%), 'definitely agree' (9%)).

#### Comparison to 2012;

Positively, the proportion of residents who agreed that they could influence decisions affecting their local area has increased significantly since 2012; then, only one third (30%) agreed that they could have an influence compared to two fifths (41%) in 2014.

Note, that this increase has not been driven by a reduction in the proportion of residents who disagree that they can influence decisions, as this figure has decreased only marginally since 2012 (49% vs. 53%). Instead, the increase in agreement comes from a decrease in the proportion saying 'don't know' (10% vs. 17%).

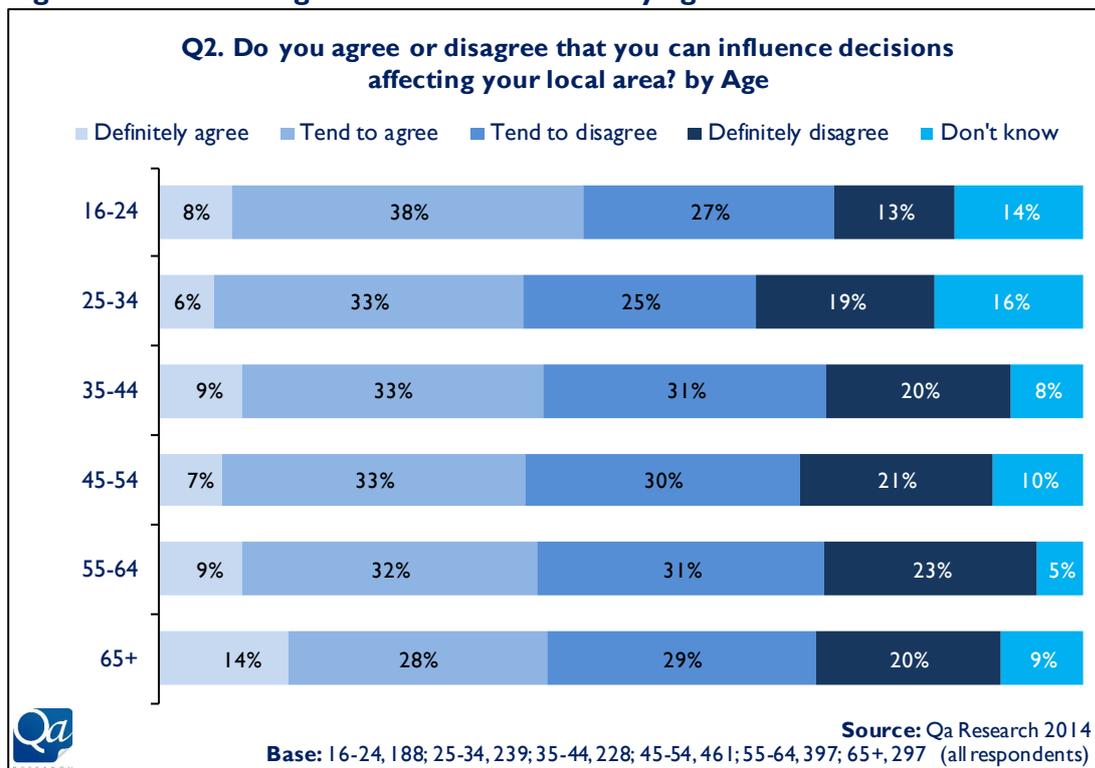
#### Demographic differences

White British respondents were more likely to disagree (50%) that they could influence decisions than those from BME backgrounds (43%). This does not mean that that BME respondents were more likely to agree, however, and in fact the proportion of BME respondents who said they agreed (36%) was lower than that the proportion of White British respondents (42%).

Instead, the lower level of both agreement and disagreement amongst BME respondents seems to come from the significantly greater proportion of this group that say 'don't know' (21%) compared to White British respondents (8%). This may suggest a lack of awareness amongst the BME group about how they could influence decisions that affect their local area.

There was some significant variation between the level of agreement by age groups, and this is shown in the chart below;

**Figure 5. Influencing decisions in local area by age**

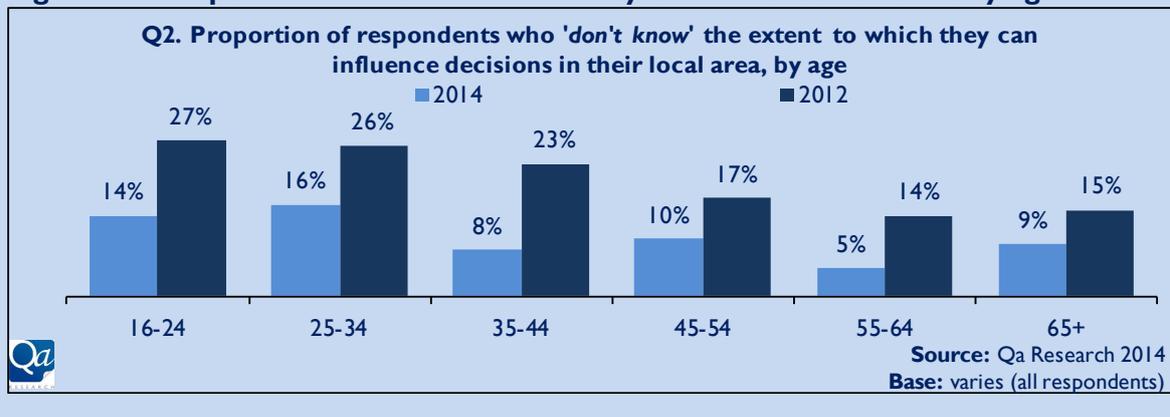


Respondents aged 35 and over were significantly more likely to *disagree* that they could influence decisions (35-44: 51%, 45-54 50%, 55-64: 54%, 65+ 49%) than those aged 16-24 (40%). There was, however, no significant difference by age in the proportion of respondents who *agreed* that they could influence decisions (despite some variation in this figure).

**Comparison to 2012;**

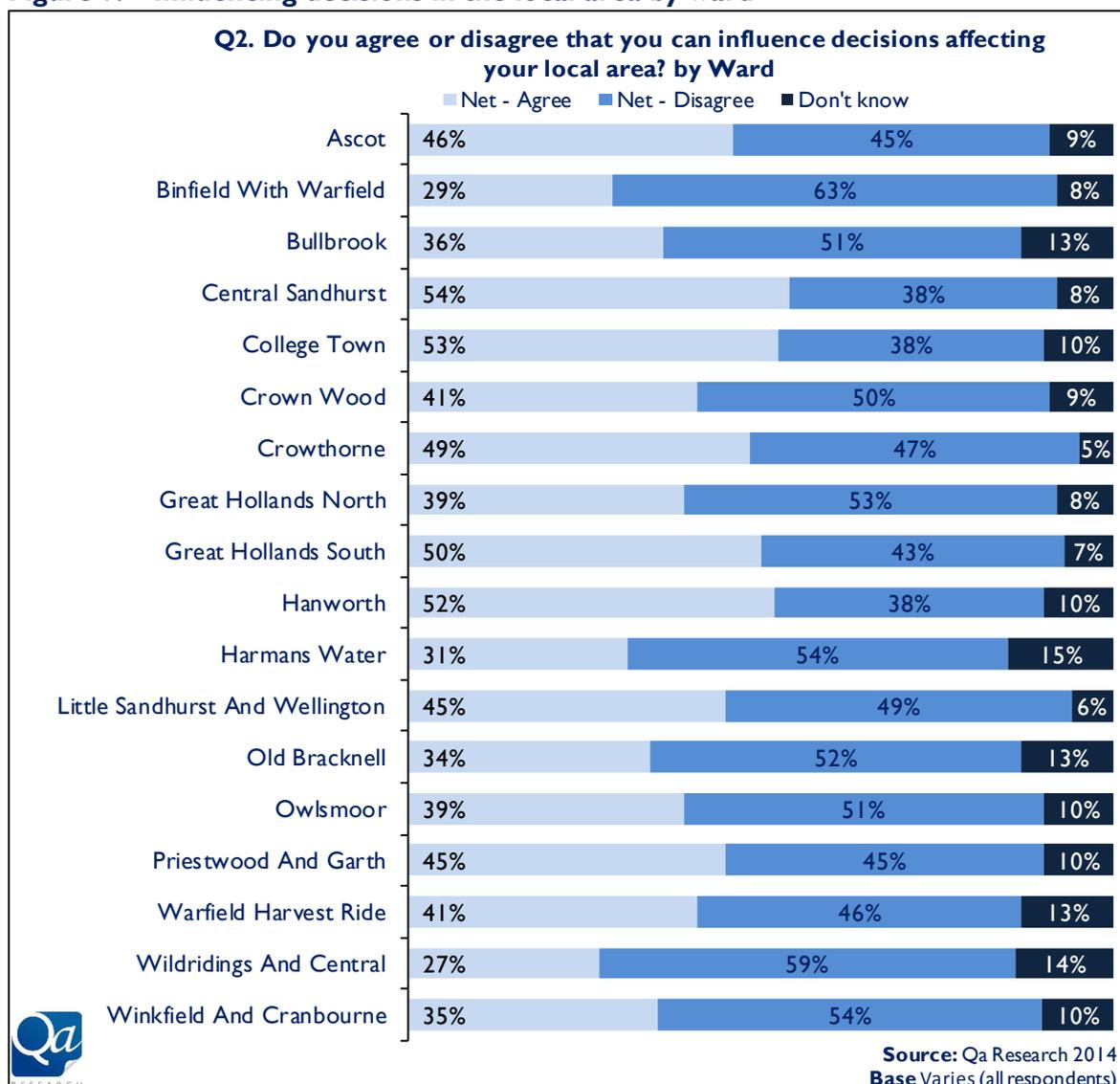
The data from 2014 stands in contrast to that of 2012, where generally the older the respondent the more likely they were to agree that they could influence decisions in their area. This was not true in 2014, and there is some evidence to suggest the opposite might now be true. The differences may be due to the lower proportion saying 'don't know' in 2014 and the differences amongst all age groups is shown in the chart below;

**Figure 6. Proportion who 'don't know' if they can influence decisions by age**



Differences in opinion by ward are shown in the chart below

**Figure 7. Influencing decisions in the local area by ward**

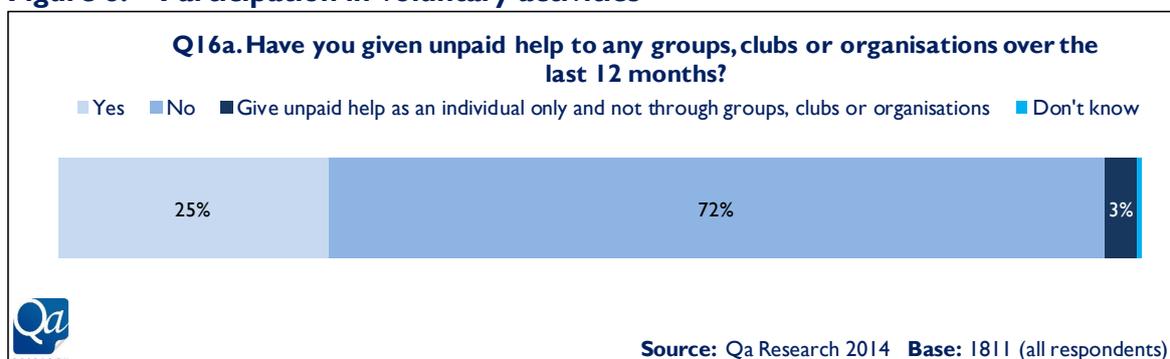


Agreement was highest in Central Sandhurst (54%), College Town (53%), Hanworth (52%), Great Hollands South (50%), and Crowthorne (49%); it was lowest in Binfield with Warfield (29%) and Wildridings and Central (27%).

## 5.2.2 Involvement in volunteering activities

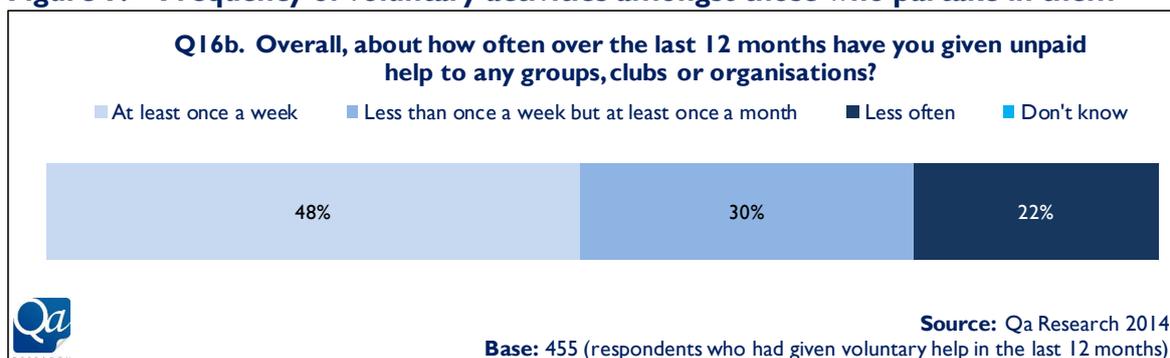
Respondents were asked if they had given any unpaid help to any groups, clubs, or organisations over the previous 12 months. Results are shown in the chart below;

**Figure 8. Participation in voluntary activities**



The majority (72%) of respondents had not given any voluntary help with any groups, clubs, or organisations over the last 12 months. The one quarter (25%) who had given unpaid help were asked how often this was;

**Figure 9. Frequency of voluntary activities amongst those who partake in them**



Amongst those who had given voluntary help, half (48%) did so 'at least once a week', and another third (30%) did so 'less often than once a week but at least once a month'. This means that three quarters (78%) of respondents volunteer at least once a month; at an overall level (including those who do not volunteer) this represents one fifth (20%) of the total sample.

### Comparison to 2012;

The represents a significant decrease since 2012, when over one quarter (28%) overall indicated they had given unpaid help at least once a month. However it important to consider that older ages groups were overrepresented in the 2012 data; these groups are significantly more likely to volunteer at least once a month than younger age groups (see analysis on the following page), and so this may have overinflated the volunteering figure from 2012.

The proportion of respondents giving voluntary help at least once a month can also be compared to national data. The Community Life Survey, a major national survey capturing views on issues for supporting strong communities, found that 29% of respondents undertook formal volunteering in 2012-13 and 27% in 2013-14<sup>1</sup>. This suggests that not only has the rate of formal volunteering declined within Bracknell Forest, but it has declined more rapidly than the national average.

<sup>1</sup> <https://www.gov.uk/government/statistics/community-life-survey-2013-to-2014-data>

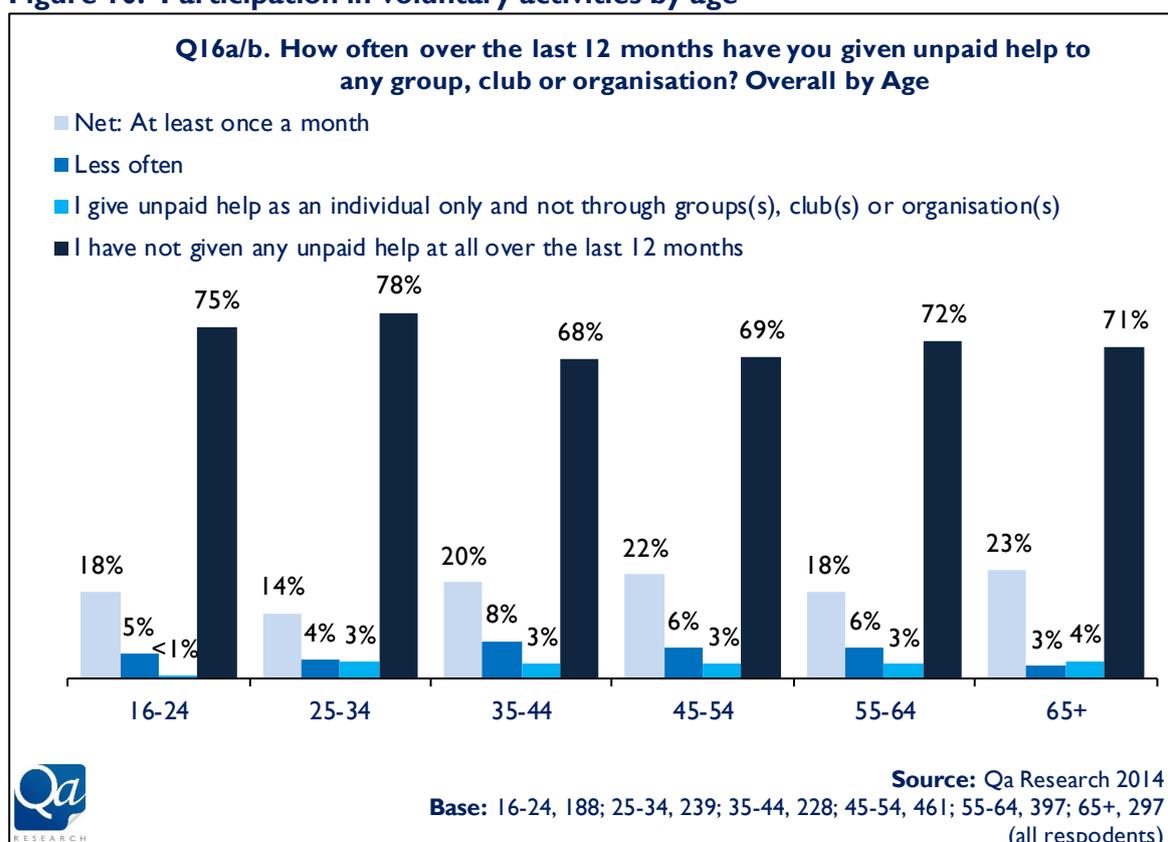
## Demographic differences

There were no statistical differences between the proportion of male and female respondents who had given unpaid help over the last 12 months.

White British respondents were significantly more likely to volunteer (26%) than those from BME backgrounds however (17%).

There was also variation in the level of volunteering based on the age of respondents. The chart below shows variation in the proportion of respondents volunteering at least once a month (as a percentage of all respondents), as well as those who undertake informal volunteering and those who did not volunteer, split out by age;

**Figure 10. Participation in voluntary activities by age**



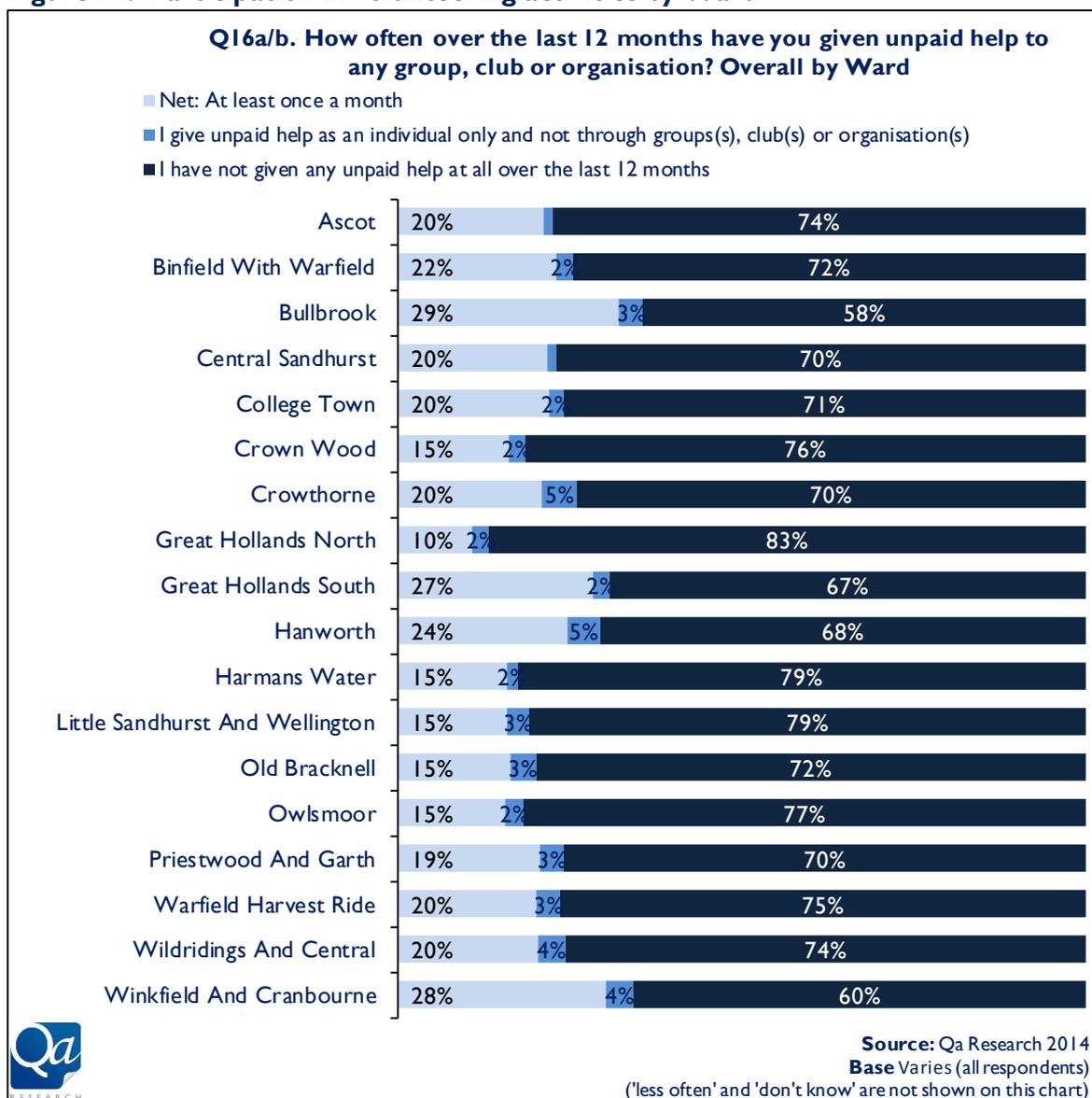
The proportion of those volunteering at least once a month is highest amongst respondents aged 65 and over (23%) and is lowest amongst those aged 25-34 (14%).

### Comparison to 2012;

These are the same highest and lowest age groups as in 2012. However, the proportion volunteering has decreased for both. Previously, 31% of those aged 65 and over and 18% of those aged 25-34 volunteered at least once a month. Indeed, the proportion of respondents volunteering has decreased across all age groups rather than just certain groups.

The chart below shows variation in the proportion of respondents volunteering at least once a month (as a percentage of all respondents), as well as those who undertook informal volunteering and those who did not volunteer, stratified by ward;

**Figure 11. Participation in volunteering activities by Ward**



The wards with the highest proportion of respondents volunteering at least once a month were Bullbrook (29%), Winkfield and Cranbourne (28%) and Great Hollands South (27%). The proportion of respondents in the ward that was aged 65 and over was higher than the borough average (15%) in Bullbrook (21%) and Winkfield and Cranbourne (29%), and this may explain why the rate of regular volunteering was higher in these wards. This was not true of Great Hollands South however (17% aged 65+).

The level of regular volunteering was lowest in Great Hollands North (10%).

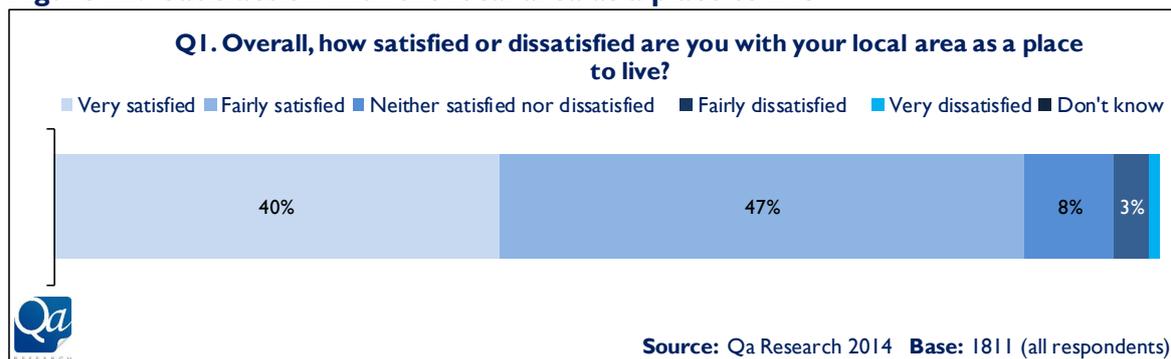
## 5.3 Residents' attitudes towards their local area

The survey captured a variety of information on respondent satisfaction with services in their local area and their local area itself. In addition, respondents were asked to indicate their use of the various services provided by the Council.

### 5.3.1 Satisfaction with local area

Respondents were asked to indicate their level of satisfaction with their local area as a place to live. The following chart highlights the results.

**Figure 12. Satisfaction with the local area as a place to live**



In total, the majority indicated that they were satisfied with their local area as a place to live, with 87% indicating that they were either 'very satisfied' or 'fairly satisfied'. Notably, respondents were more likely to say they were 'fairly satisfied' rather than 'very satisfied' (47% vs. 40%).

Only one-in-twenty (5%) indicated any degree of dissatisfaction.

Respondents were more likely to feel satisfied with their area if they agreed rather than disagreed that they could influence decisions affecting their local area (93% vs. 81%) and if they agreed rather than disagreed that their local area 'is a place where people from different backgrounds get on well together' (91% vs. 73%).

Additionally, respondents were generally more inclined to feel satisfied with their local area if they agreed rather than disagreed that the Council provides value for money (93% vs. 65%) and if they were satisfied rather than dissatisfied with the way the council runs things (93% vs. 64%).

#### **Comparison with 2012;**

No significant difference in the proportion of respondents indicating that they feel satisfied with their local area was recorded in 2014 compared to 2012 (87% vs. 85%).

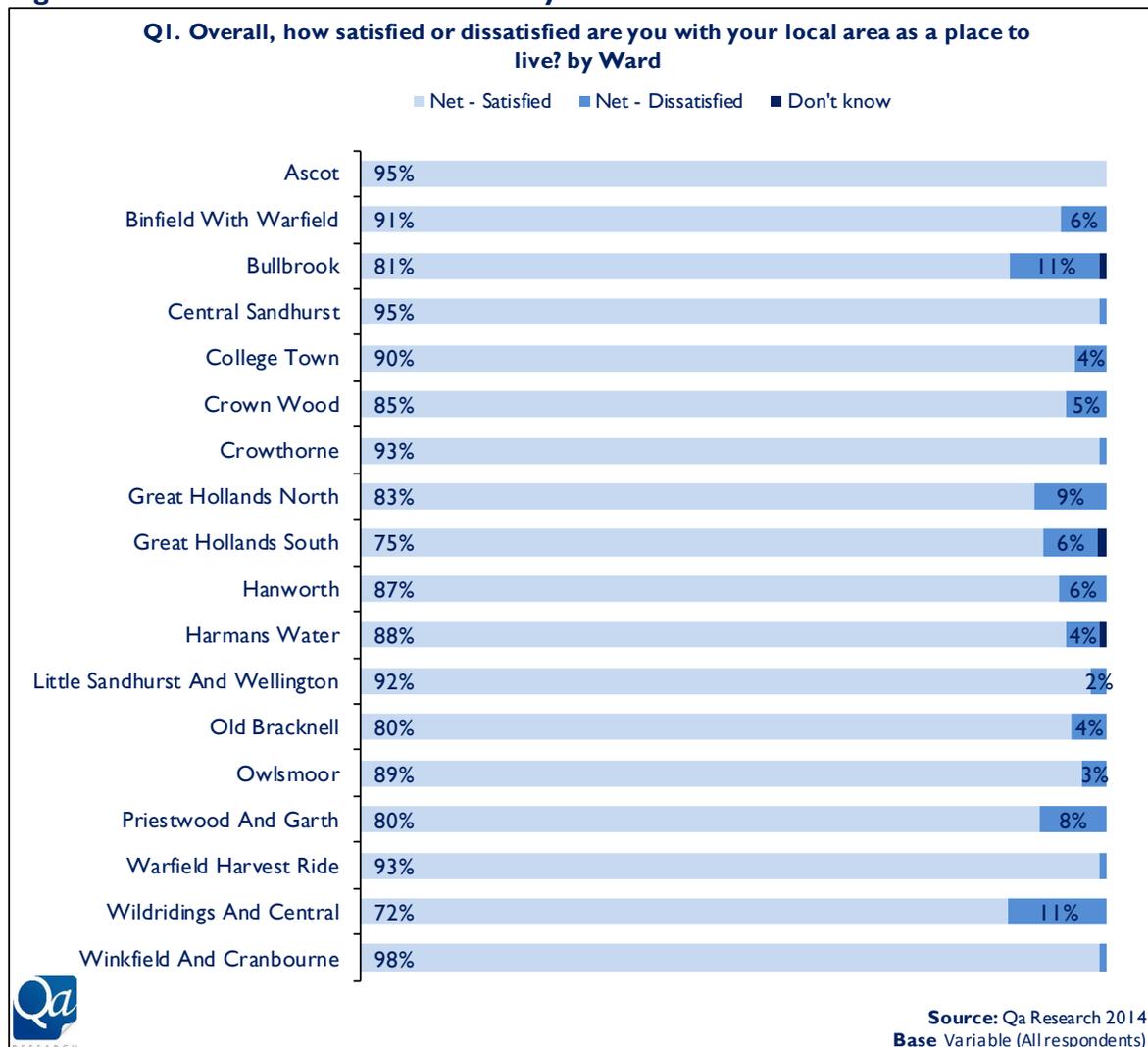
#### **Demographic differences**

Generally, respondents of all age groups were satisfied with their local area, although this was significantly higher amongst those aged 35-44 when compared to the other age groups (16-24: 85%, 25-34: 84%, 35-44: 93%, 45-54: 89%, 55-64: 86%, 65+: 87%).

No other significant differences were recorded between different demographic groups.

Some differences were also apparent between respondents from each ward and these are shown below (note that this chart excludes those saying 'neither satisfied nor dissatisfied');

**Figure 13. Satisfaction with local area by ward**



Specifically, satisfaction was highest amongst respondents in the wards of Winkfield and Cranbourne (98%), Ascot (95%), Central Sandhurst (95%), Warfield Harvest Ride (93%) and Crowthorne (93%); it was lowest in Wildridings and Central (72%) and Great Hollands South (75%).

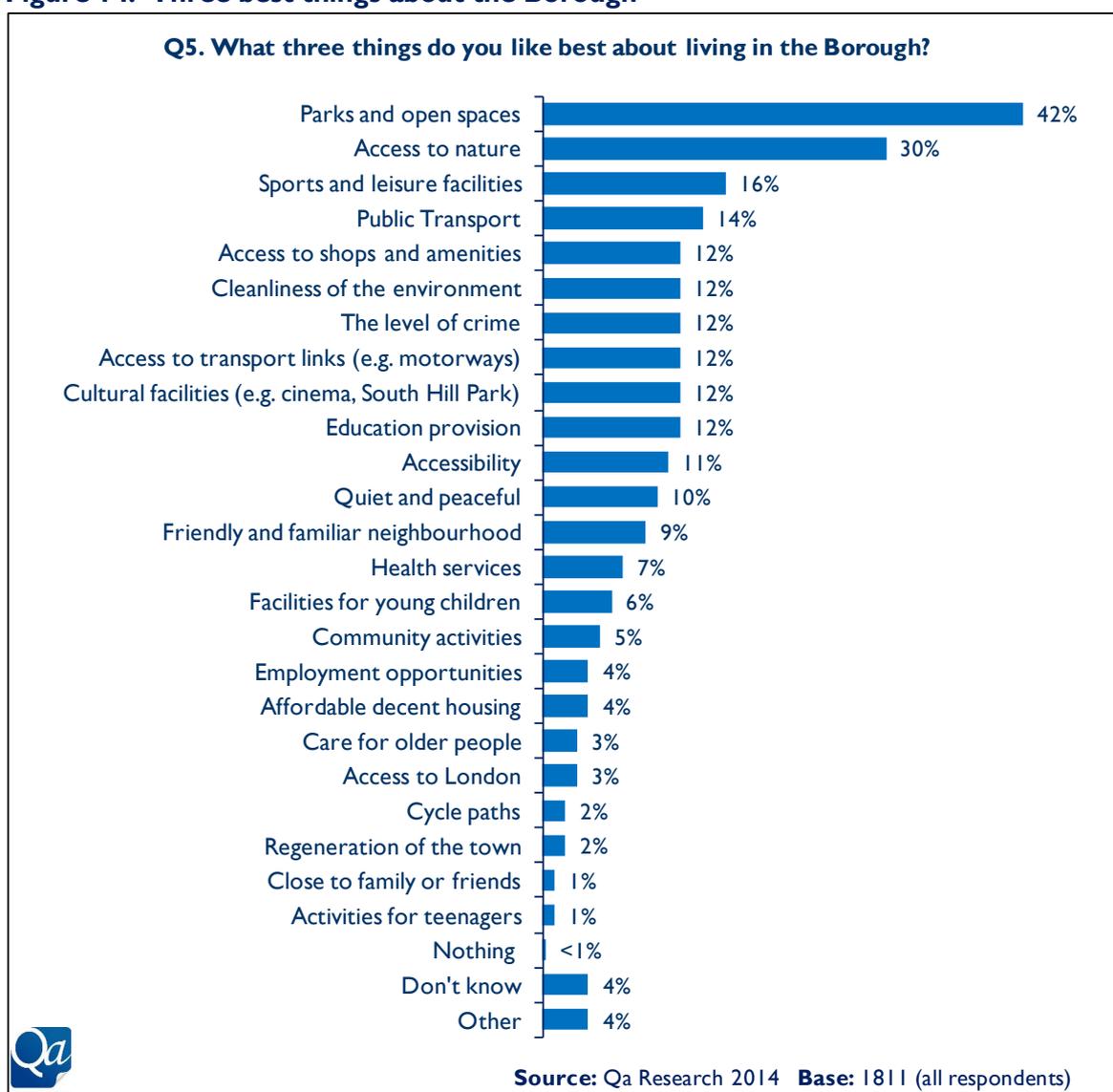
It should be noted that around one-in-ten respondents indicated that they were dissatisfied in Wildridings and Central (11%) and also in Bullbrook (11%).

When satisfaction levels are analysed by parish, it is those living in Bracknell Town who were the least satisfied (81%) when compared to residents in the parishes of Binfield (90%), Sandhurst Town (91%), Crowthorne (93%), Warfield (94%) and Winkfield (95%).

### 5.3.2 Perception of the best things about the Borough

Respondents were asked to indicate the three things they liked best about living in the Borough and the following chart displays the results. This was an entirely spontaneous question and respondents were not prompted with answers.

**Figure 14. Three best things about the Borough**



Here, the two most frequently mentioned aspects of the borough related to access to green spaces particularly 'parks and open spaces' (42%) and 'access to nature' (30%).

A range of other things were mentioned by just over one-in-ten residents indicating that there are many aspects of living in the borough that residents are pleased with and the highest of these were 'sports and leisure facilities' (16%) and 'public transport' (14%). Additionally, respondents talked about a wide-range of other aspects of the borough, ranging from local infrastructure such as 'access to shops and amenities' (12%) and 'access to transport links (e.g. motorways)' (12%) and also environmental factors such as 'cleanliness of the environment' (12%) and that it is 'quiet and peaceful' (10%).

More fundamental features of the borough were also mentioned by around one-in-ten respondents including 'the level of crime' (12%) and 'education provision' (12%).

### **Comparison with 2012;**

It is important to note that the change in methodology between 2012 and 2014 has an impact on how this question was asked. In 2012 when the survey was a paper self-completion survey, a list of possible answers was provided to help prompt respondents. In the 2014 telephone interview no prompting was given by the interviewers. Consequently, direct comparisons between the year-on-year findings should be treated with caution.

However, it is clear that access to green spaces is important to the residents of the borough as the two most frequently mentioned aspects in 2012 were 'parks and open spaces' (58%) and 'access to nature' (50%).

### **Demographic differences**

The most frequently mentioned aspect amongst both males and females was 'parks and open spaces' (38% and 46% respectively), but some differences between the genders were recorded. Generally, females were more likely than males to mention aspects relating to children including 'education provision' (15% vs. 9%) and 'facilities for young children' (8% vs. 4%).

In contrast, males were more likely to mention 'sports and leisure facilities' (18% vs. 14%), 'access to transport links (e.g. motorways)' (14% vs. 10%) as well as 'access to London' (4% vs. 2%) and 'accessibility' more generally (12% vs. 9%).

Some differences between BME and White British respondents were also apparent,. Although to a degree these reflect the fact that BME respondents were generally younger. Consequently, BME respondents were significantly more likely to mention 'education provision' (24% vs. 10%) and 'facilities for young children' (10% vs. 5%). However, they were also more likely to mention 'the level of crime' (23% vs. 11%), 'health services' (12% vs. 6%) and 'employment opportunities' (8% vs. 3%).

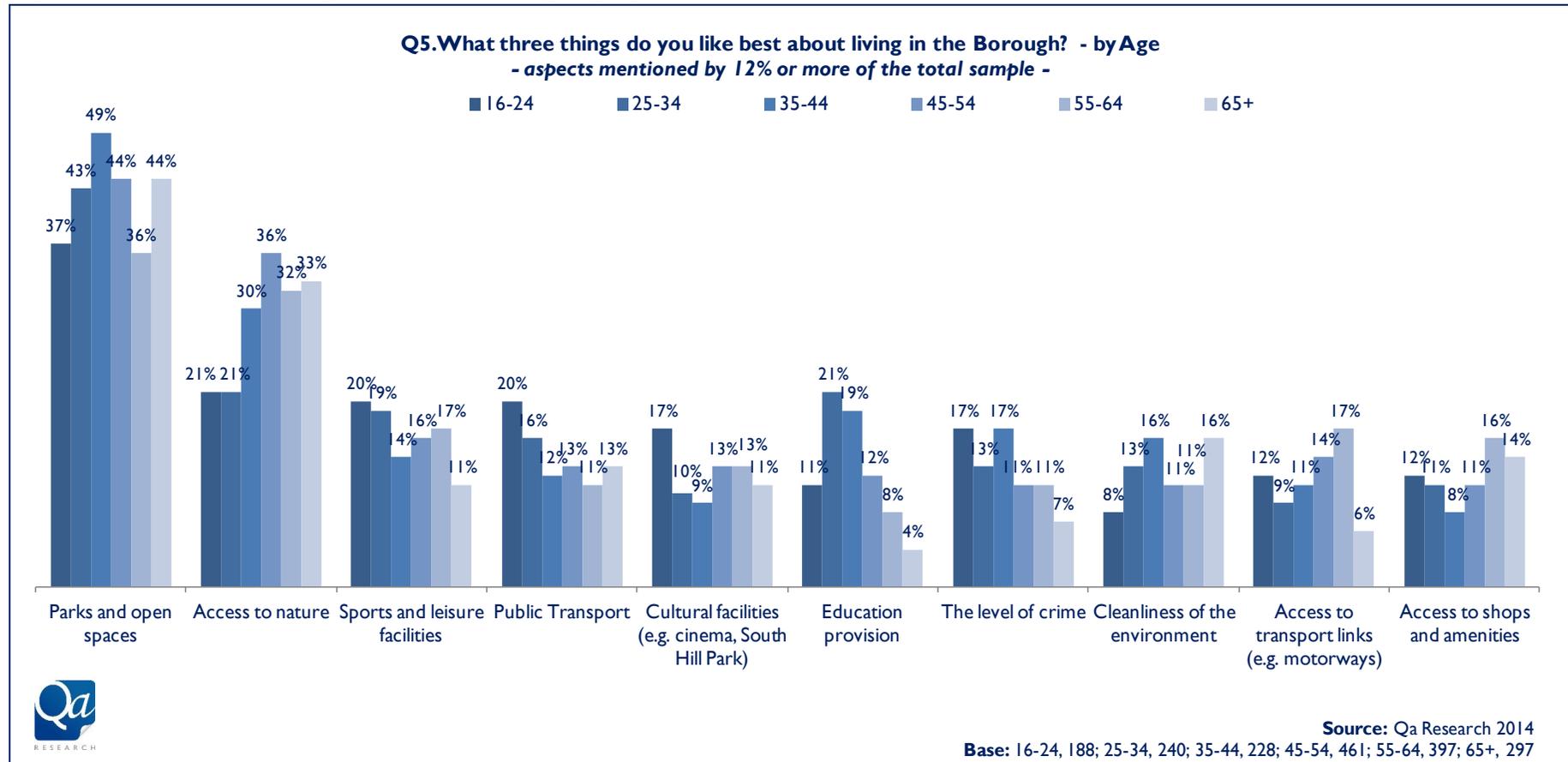
Differences by age are shown on the chart overleaf. As would be expected, those aspects mentioned most often varied between respondents of different age groups, reflecting different life-stages and needs, although 'parks and open spaces' was the most frequently mentioned aspect by all age groups (16-24: 37%, 25-34: 43%, 35-44: 93%, 45-54: 89%, 55-64: 86%, 65+: 87%).

More specifically, the very youngest respondents (aged 16-24) were more likely to mention 'public transport', but they were also more likely to mention that the borough is 'quiet and peaceful' (16-24: 16%, 25-34: 11%, 35-44: 8%, 45-54: 9%, 55-64: 9%, 65+: 9%).

Respondents in the middle age groups were the most likely to mention 'education provision' and this was mentioned by a fifth of those aged 25-34 (21%) and 35-44 (19%) who were also the most likely to mention 'facilities for young children' (11% and 14% respectively). In line with this, respondents aged 35-44 were the most likely to have children aged under 18 at home (77%) and 40% of those aged 25-34 also said that this was the case.

The chart below shows the aspects of the borough that were mentioned by 12% or more of the total sample by different age groups;

**Figure 15. Three best things about the Borough by age**



79

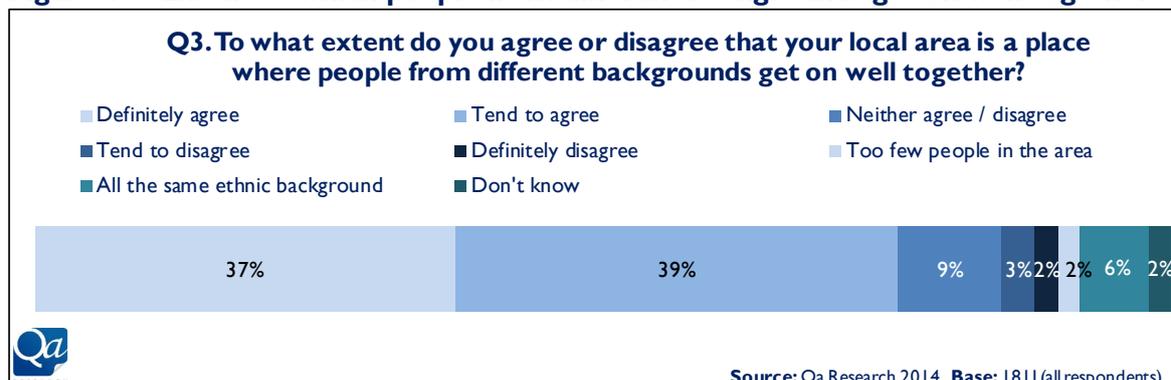


### 5.3.3 Community cohesion in residents' local area

Respondents were asked to indicate the extent to which people from different backgrounds get on together, and the extent to which people in their local area treat each other with respect and consideration.

The first chart explores residents' agreement with the statement that their local area is a place where people from different backgrounds get on well together.

**Figure 16. Extent to which people from different backgrounds get on well together**



When responses to this question are recalculated to bring it them line with the methodology used in the 2006/7 BVPI Survey and the 2008 Place Survey, the vast majority (94%) of respondents agreed that their local area was a place where 'people from different backgrounds get on well together'. The 2006/7 and 2008 methodology did not include responses of 'neither agree nor disagree', 'too few people in the area', 'all the same ethnic background', and 'don't know', and so these have been excluded to produce the figures in this paragraph.

With these responses included, more than three-quarters (76%) of respondents agreed that their local area was a place where 'people from different backgrounds get on well together' and this proportion as almost equally divided between those who said that they 'definitely agree' (37%) and those that 'tend to agree' (39%).

This measure correlates with feelings of satisfaction with the local area and it is notable that respondents who were satisfied with their local area as a place to live were significantly more likely than those who were dissatisfied to agree that people get on well together (79% vs. 42%) and in fact, a fifth (21%) of those dissatisfied with their local area disagree that 'people from different backgrounds get on well together' there.

#### Comparison with 2012;

In the 2006/7 BVPI Survey and 2008 Place Survey 82% of respondents indicated that people from different backgrounds get on well together in their local area. This increased significantly to 87% in 2012, and has increased again to 94% in 2014 (when figures from 2012 and 2014 are adjusted).

Factoring in all responses, compared with the 2012 data a higher proportion of respondents in 2014 agree with this measure (76% vs. 62%). One difference in the profile of 2014 and 2012 respondents is that the age profile of the 2014 sample is more representative of the borough, while the 2012 age profile was skewed towards older residents, reflecting the methodology.

Consequently, differences in agreement for this measure by age and specifically a greater level of agreement amongst younger respondents might explain the higher level of agreement recorded in 2014. No such pattern is evident, confirming that this year-on-year increase in agreement is likely to be a true increase and not reflective of the change in methodology.

## Demographic differences

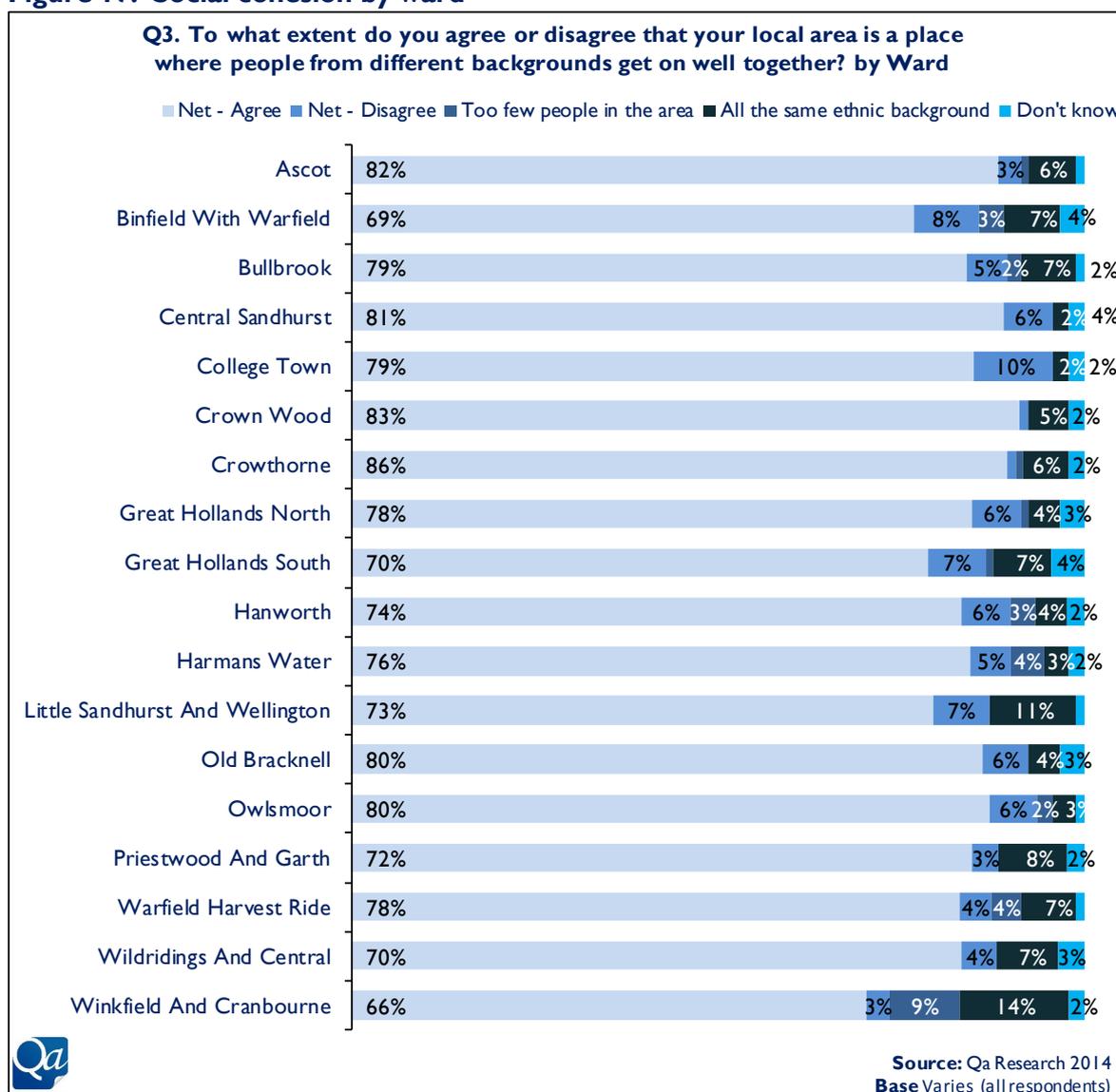
Although no difference in agreement was recorded between the genders and males were as likely as females to agree with this measure (76% and 76% respectively), males were more likely to disagree (7% vs. 4%). This pattern was evident in the 2012 findings as well.

Moreover, BME respondents were more likely than those from White British backgrounds to disagree that their local area was a place where 'people from different backgrounds get on well together' (9% vs. 4%) and this is in contrast to the findings in 2012, where they were actually more likely to agree.

No other differences were recorded amongst key demographic groups.

The chart below shows levels of agreement by ward;

**Figure 17. Social cohesion by ward**



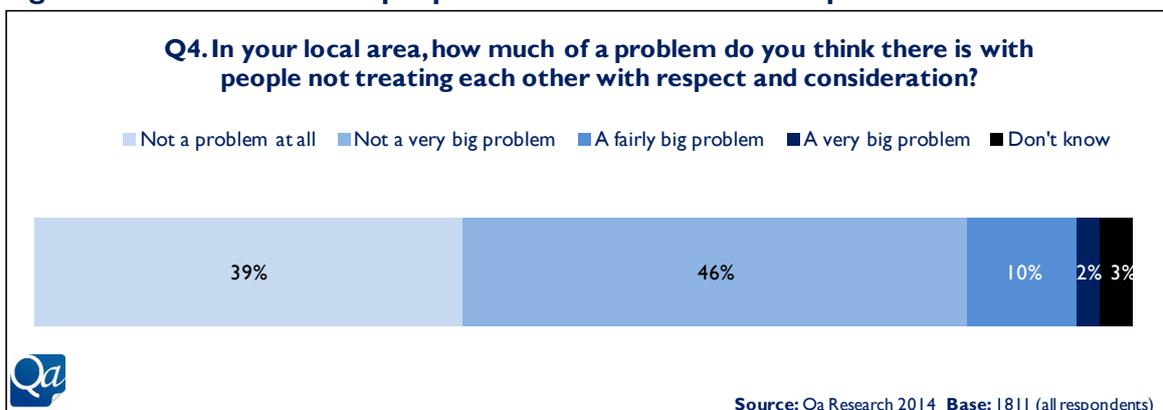
The majority of respondents in each ward agreed with this measure and agreement levels were generally higher than in the 2012 data, reflecting the picture noted amongst the total sample. Few

differences were recorded between respondents in each ward, although the level of agreement as highest amongst those in Crowthorne (86%) and Crown Wood (83%).

In 2012, analysis was undertaken comparing levels of agreement with the proportion of White British respondents living within each ward. This analysis highlighted that the higher the proportion of White British, the higher the level of agreement. The same analysis this year indicates that this is not the case and agreement that *'people from different backgrounds get on well together'* is consistent regardless of the proportion of White British and BME residents in the ward.

The following chart demonstrates the extent to which respondents felt that people in their local area treated each other with respect and consideration;

**Figure 18. Extent to which people treat each other with respect and consideration**



Just over one-in-ten respondents (13%) felt that this was a problem to some degree although most felt this was only a *'fairly big problem'* (10%) rather than a *'very big problem'* (2%). The majority of respondents clearly felt that this was not a problem however, as 85% indicated that it was either *'not a problem at all'* or *'not a very big problem'*.

While it is true that the majority of those who felt satisfied and those who felt dissatisfied with their local area as a place to live felt that *'people treating each other with respect and consideration'* was not a problem (88% and 53% respectively), those dissatisfied with their local area were significantly more likely to feel that this was a problem (10% and 39% respectively). Additionally, respondents who disagreed that *'people from different backgrounds get on well together'* were significantly more likely than those who agreed to see this as being a problem (50% vs. 8%). There is clearly a link between community cohesion and feeling satisfied with your local area.

**Comparison with 2012;**

In total, 78% of 2012 respondents felt that *'people treating each other with respect and consideration'* was not a problem, a figure significantly lower than that recorded in 2014 (85%). Differences in the profile of the samples in each year do not explain this increase and this should also therefore, be seen as a positive trend year-on-year.

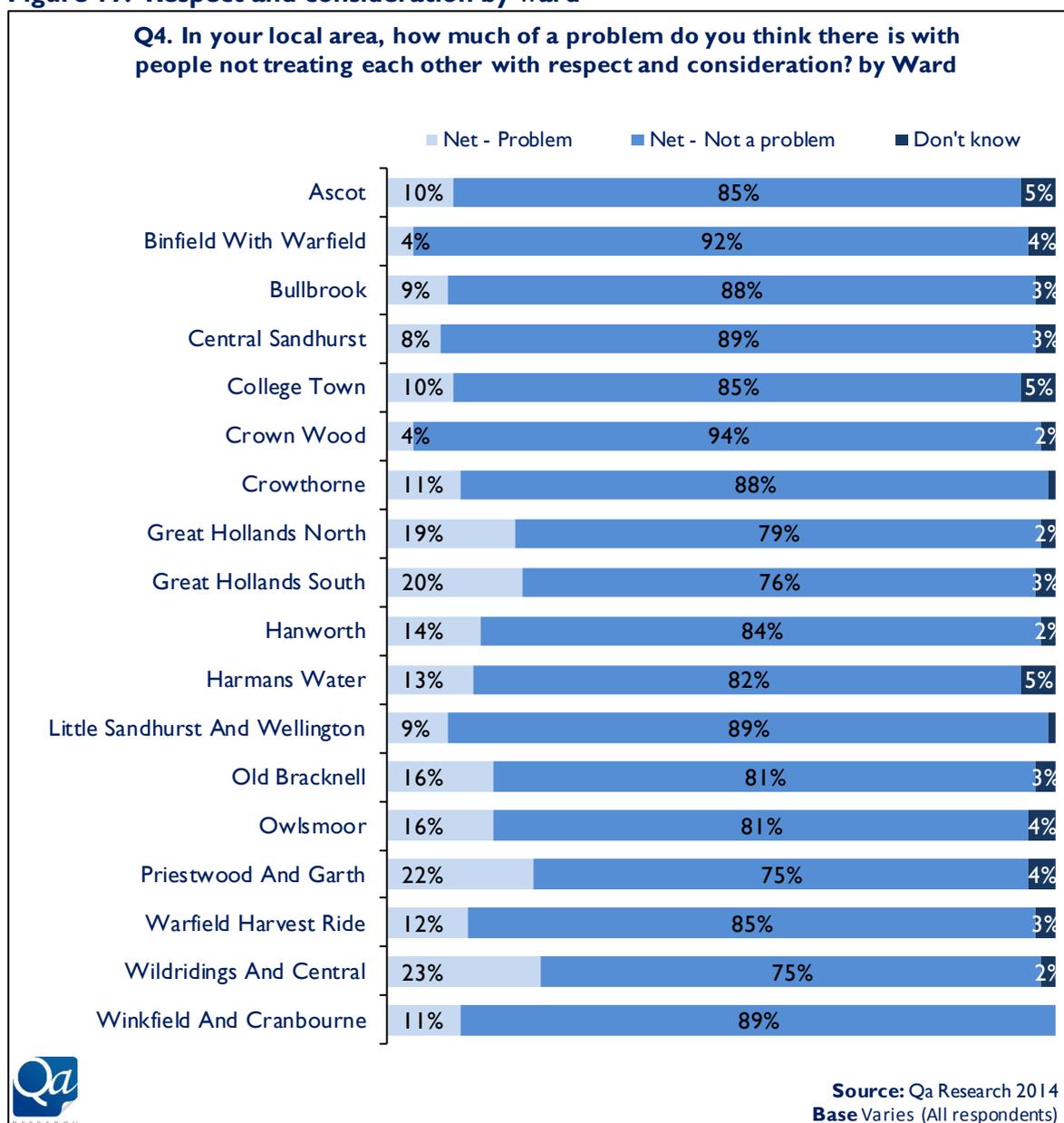
The proportion of respondents who felt that *'people treating each other with respect and consideration'* was a problem has remained essentially unchanged (2012: 14%, 2014: 13%), and there has been no significant shift.

## Demographic differences

No differences were recorded here between respondents of different ages or genders, or between BME and White British respondents.

Some differences by ward were recorded and these are summarised in the chart below;

**Figure 19. Respect and consideration by ward**



It is evident from the chart above that around a fifth of respondents from certain wards felt that there was a problem with 'people treating each other with respect and consideration' and this included the wards of Wildridings and Central (23%), Priestwood and Garth (22%), Great Hollands North (19%) and Great Hollands South (20%).

A similar pattern was evident in 2012, but exactly why this should be the case in these wards is not completely clear from the Residents' Survey data, as differences in this measure are seemingly not driven by demographic differences.

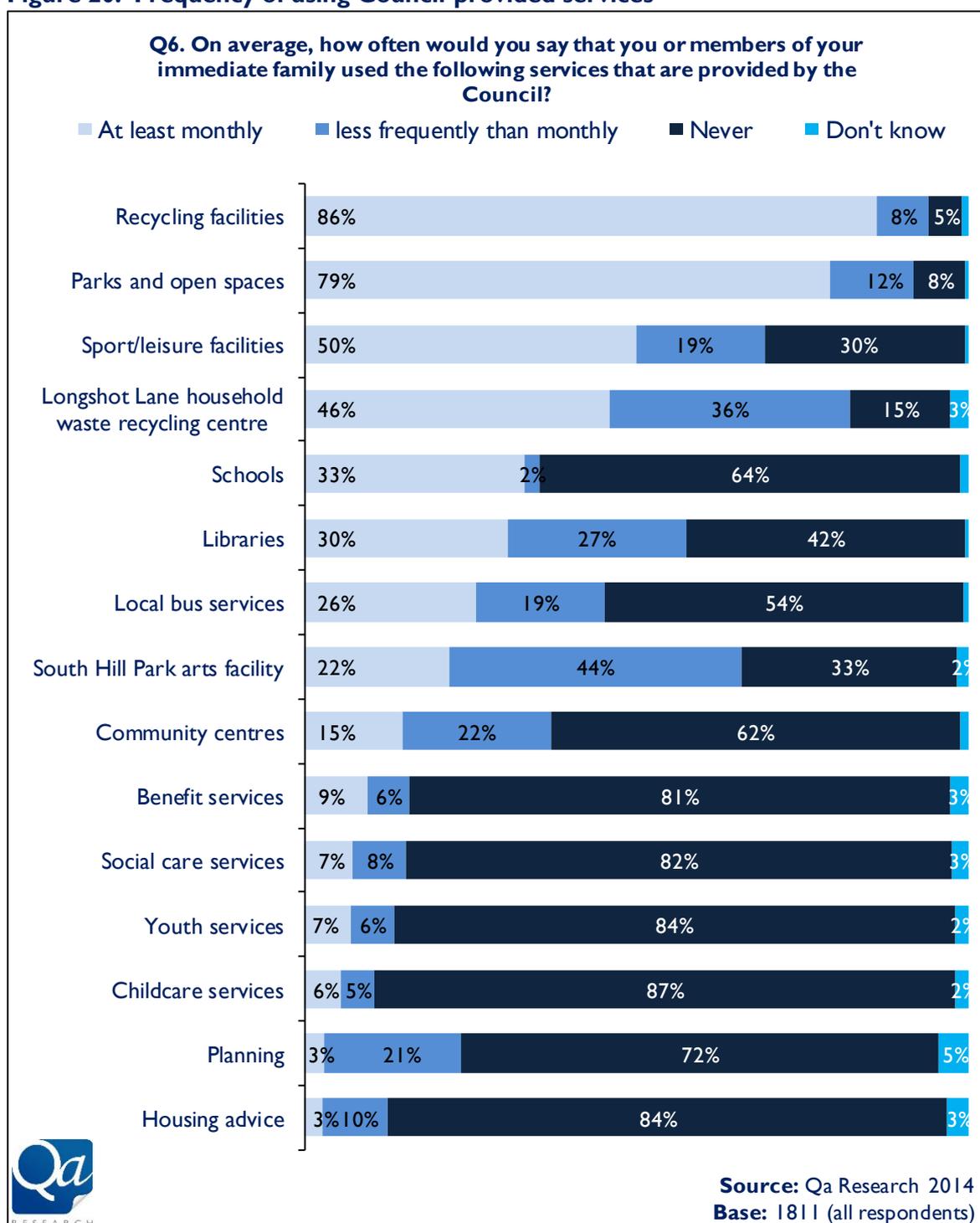
## 5.4 Use of and satisfaction with specific Council services

This section of the report examines the frequency of use of, and satisfaction with, specific Council services.

### 5.4.1 Use of specific Council services

Respondents were asked to rate how often they or member of their immediate family used a prompted list of specific Council services. The results are shown in the chart below;

**Figure 20. Frequency of using Council-provided services**



The most frequently used services on a monthly (net: 'daily', 'weekly' and 'monthly') basis were the 'recycling facilities' (86%) and the 'parks and open spaces' (79%).

More specifically, the 'recycling facilities' were used by one-in-six (16%) respondents on a 'daily' basis, by half (48%) on a 'weekly' basis, and by a quarter (23%) on a 'monthly' basis. In contrast 'parks and open spaces' were used by greater proportion on a 'weekly' basis (42%) than a 'daily' (20%) or 'monthly' (17%). Schools had the highest 'daily' usage rate however, at nearly one third (31%).

A high proportion of residents, over eight-in-ten in each case, did not use 'benefit services' (81%), 'social care services' (82%), 'youth services' (84%), 'childcare services' (87%), and 'housing advice' (84%). These, aside from 'housing advice', all fit into the category of welfare provision and the low levels of use of these obviously reflects the fact that these services are not universally available.

#### **Comparison with 2012;**

'Recycling facilities' and 'parks and open spaces' were also the most frequently used services in 2012. The frequency of which they are used has changed however; the proportion of respondents using the 'recycling facilities' at least monthly has decreased from the 96% that used it in 2012 to 86% in 2014. Caution must be exercised here, however, as this category was titled 'refuse collection / recycling' in 2012; the absence of refuse collection is the likely reason for this decrease. In contrast, the proportion using 'parks and open spaces' at least monthly has increased from 73% in 2012 (79% in 2014).

There have also been significant increases since 2012 in the proportion using 'sports/leisure facilities' (50% vs. 34%), 'schools' (33% vs. 22%), 'youth services' (7% vs. 2%), 'community centres' (15% vs. 12%), and 'planning' (3% vs. 1%). Some of these may be driven by the more representative sample of 2014 however, as the overrepresentation of older age groups in 2012 may have reduced the proportion using services relating to children.

Two services, 'Longshot Lane household waste recycling centre' and 'South Hill Park arts facility' were not services asked about in the 2012 survey; however, they are arguably analogous to the services of 'local tips/ household waste recycling centres' and 'arts facilities' that were present in the 2012 survey but not the 2014. Comparing these we see an increase in both; from 39% using 'local tips/ household waste recycling centres' at least monthly in 2012 to 46% using the 'Longshot Lane household waste recycling centre', and from 11% using 'arts facilities' in 2012 on a monthly basis to 22% using the 'South Hill Park arts facility'. Therefore these comparisons have been included for interest only.

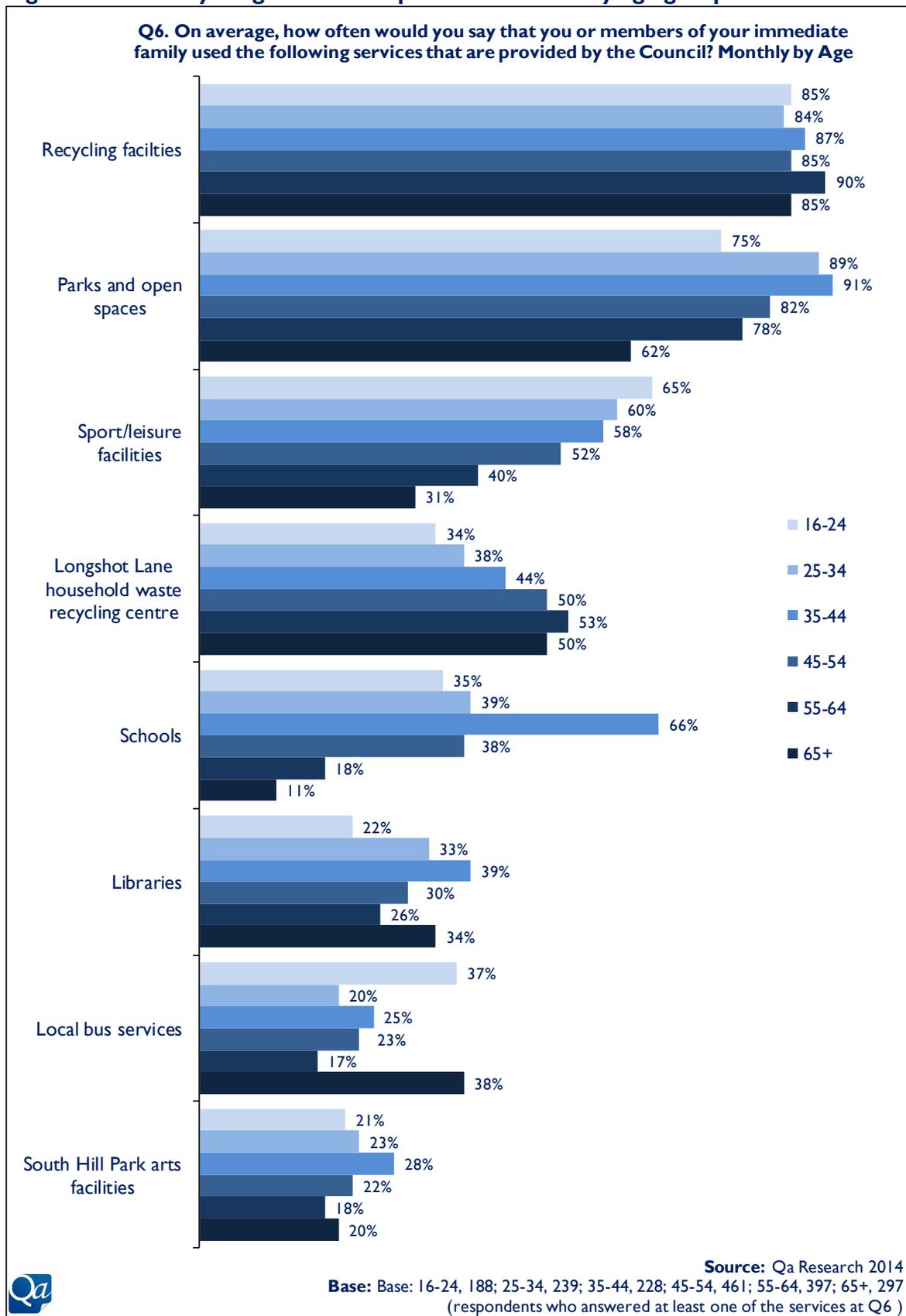
#### **Demographic differences**

There were significant differences between male and female respondents in terms of the proportion using services on a monthly basis. Male respondents were more likely to use 'Longshot Lane household waste recycling centre' (49%) than females (43%). Female respondents were more likely to use 'schools' (37% vs. 29%), 'libraries' (34% vs. 26%), 'community centres' (18% vs. 12%) and 'childcare services' (7% vs. 4%) than males. This may be linked to the presence of children, as respondents with children aged under 18 were significantly more likely than those without to use these services at least monthly ('schools': 72% vs. 17%, 'libraries': 43% vs. 25%, 'community centres': 22% vs. 12%, 'childcare services': 12% vs. 3%).

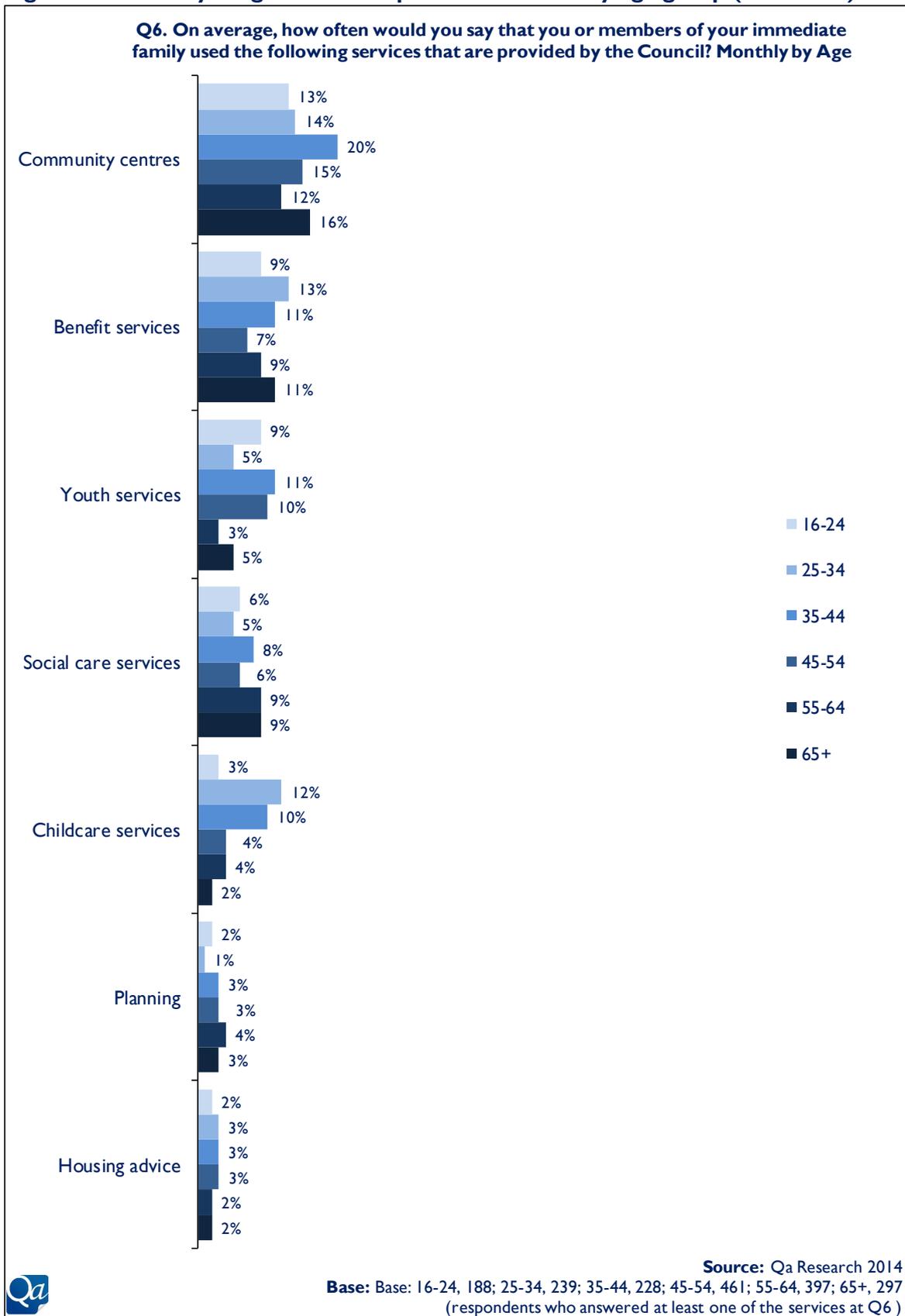
BME respondents were more likely than White British respondents to use 'schools' (53% vs. 30%), 'libraries' (40% vs. 29%), 'local bus services' (35% vs. 24%), and 'childcare services' (9% vs. 5%) at least once a month. In contrast, White British respondents were more likely to use 'recycling facilities' (87% vs. 79%), 'Longshot Lane household waste recycling centre' (49% vs. 32%), and 'Social care services' (8% vs. 3%). Again this may suggest lifestyle and cultural differences, this time between BME and White British respondents; however, it may also be related to age, as 60% of BME respondents were aged under 45 compared to only 36% of White British respondents.

Age (and by extension life stage) also have an impact on services used monthly, as shown below;

**Figure 21. Monthly usage of Council provided services by age group**



**Figure 21. Monthly usage of Council provided services by age group (continued)**



Respondents aged 35-44 were more likely than any other age group to be using 'schools' (66%) on at least a monthly basis, presumably because of their greater likelihood to have children at home (77%, significantly higher than any other age group). Similarly, childcare services were in greater use among respondents aged 25-34 (12%) (40% of this age group had children at home) and 35-44 (10%).

The youngest (aged 16-24) and oldest respondents (aged 65 and over) were particularly reliant on the 'local bus service', with 37% and 38% respectively using this service at least once a month. For the older age group this may be related to the free bus pass that is available to this cohort.

There were some minor variations between wards in how frequently respondents used Council services. although the top three services used at least monthly for all wards come from just four services. These are shown on the following table;

**Figure 22. Use of Council-provided services by ward**

Ward	Services appearing in the top three most frequently used (activities done at least monthly)							
	Recycling facilities		Parks and open spaces		Sport/ leisure facilities		Longshot Lane household recycling centre	
	Pos. 1-3	%	Pos. 1-3	%	Pos. 1-3	%	Pos. 1-3	%
Ascot	1	88%	2	82%	3	46%		
Binfield with Warfield	1	86%	2	76%			3	57%
Bullbrook	1	87%	2	84%	3	53%		
Central Sandhurst	2	78%	1	79%	3	46%		
College Town	1	80%	2	74%	3	50%		
Crown Wood	1	87%	2	76%	3	56%		
Crowthorne	1	88%	2	73%			3	48%
Great Hollands North	1	85%	2	82%	3	50%		
Great Hollands South	1	86%	2	86%	3	60%		
Hanworth	1	88%	2	82%	3	53%		
Harmans Water	1	90%	2	83%	3	53%		
Little Sandhurst & Wellington	1	89%	2	78%	3	46%		
Old Bracknell	1	88%	2	78%	3	54%		
Owlsmoor	1	84%	2	80%	3	42%		
Priestwood & Garth	1	88%	2	75%			3	51%
Warfield Harvest Ride	2	84%	1	86%			3	58%
Wildridings & Central	1	87%	2	80%	3	58%		
Winkfield & Cranbourne	1	84%	2	73%			3	44%

'Recycling facilities' were the most frequently used service in all wards except for Central Sandhurst and Warfield Harvest Ride (where it was the second most used in both cases); the most used in these two wards was 'parks and open spaces', which was the second most used service in other wards.

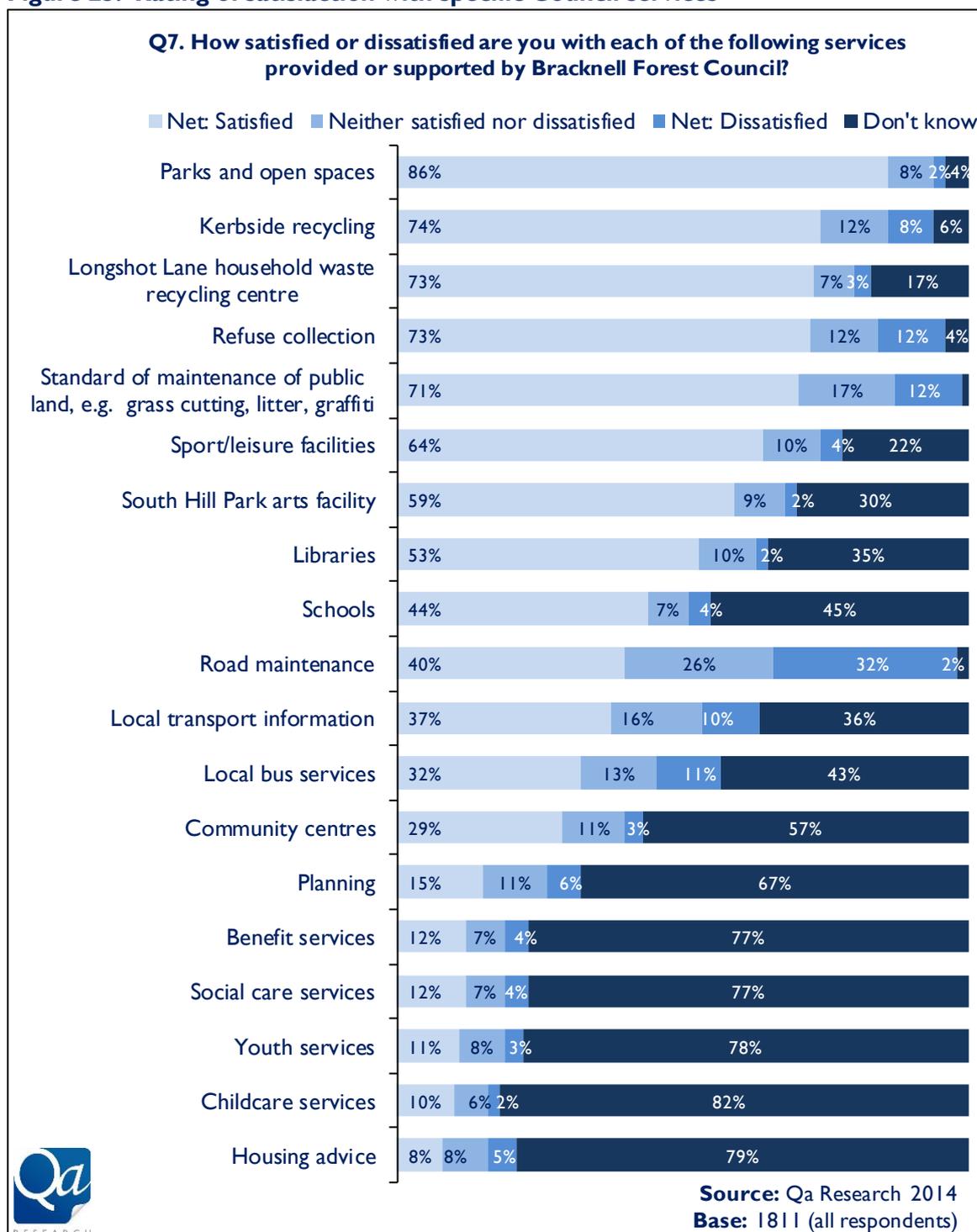
'Sport/leisure facilities' were the third most used services for all wards except for Binfield with Warfield, Crowthorne, Priestwood & Garth, Warfield Harvest Ride, and Winkfield & Cranbourne; in these wards, 'Longshot Lane household recycling centre' was the third most used service.

### 5.4.2 Satisfaction with specific Council services

Respondents were then asked to provide an indication of their satisfaction with the services provided by the Council.

Respondents indicated their satisfaction on a five point scale ranging from 'very dissatisfied' to 'very satisfied'. On the following charts 'very satisfied' and 'satisfied' have been netted together, as have the 'very dissatisfied' and 'dissatisfied' ratings, for ease of comprehension. On the chart below, the responses from all respondents (including those who 'never' use a service) are shown;

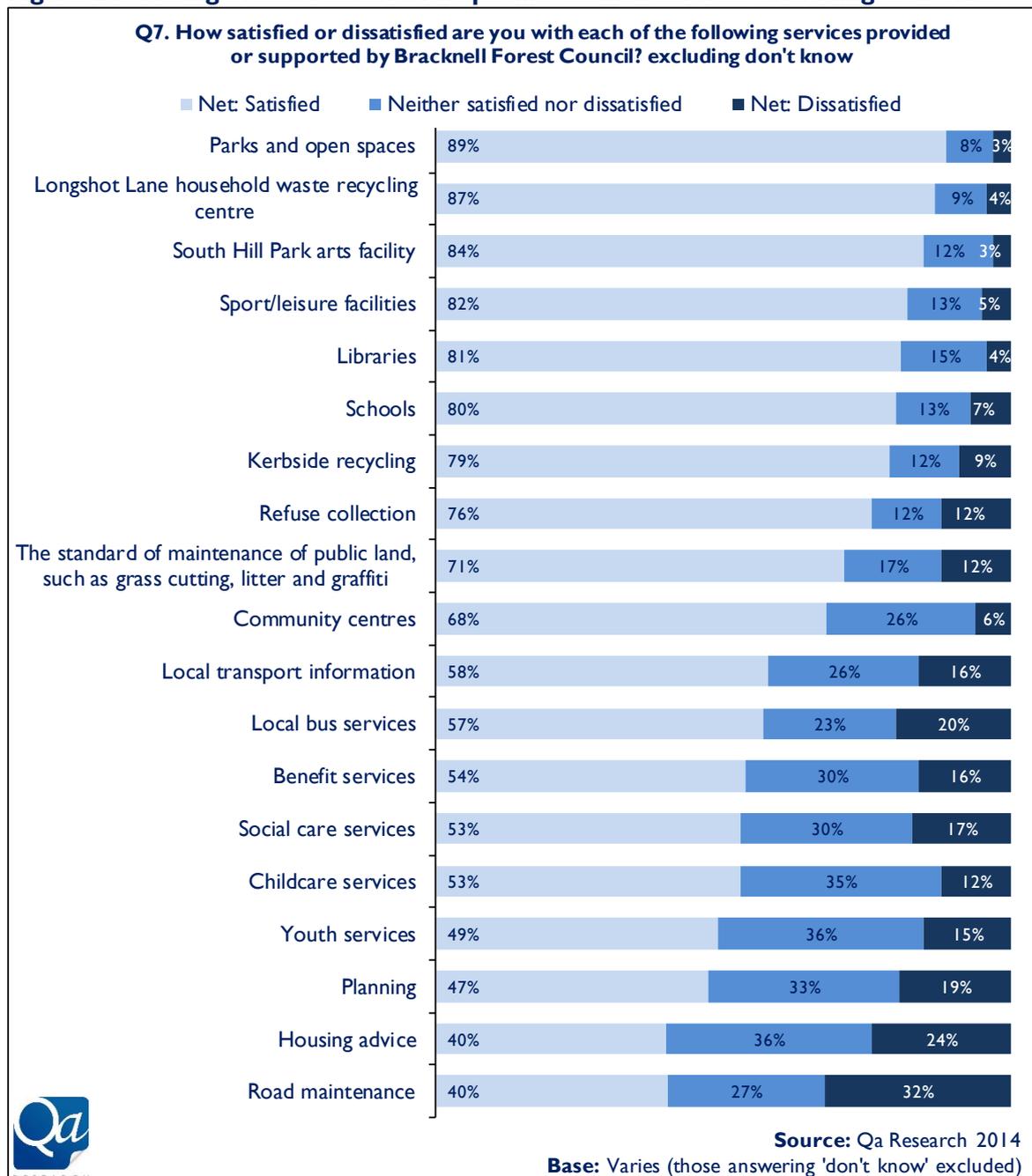
**Figure 23. Rating of satisfaction with specific Council services**



Satisfaction amongst respondents was highest for 'parks and open spaces' (86%) and 'kerbside recycling' (74%). Given that 'parks and open spaces' were the second most frequently used service, it is positive finding that this is the highest rated service in terms of satisfaction.

There were a high proportion of 'don't knows' for some services, however these are the same services that a high proportion of respondents said they 'never' used; this suggests that where people do not use a service they generally do not form an opinion on it. By excluding these 'don't knows', we can gain a more informative understanding of satisfaction amongst those who actually use each service. This is shown in the chart below;

**Figure 24. Rating of satisfaction with specific Council services excluding 'don't know'**



When 'don't knows' are excluded, it becomes clear that for all services the level of satisfaction is greater than the level of dissatisfaction.

The order of satisfaction has also changed slightly. The top options remain largely the same, with 'parks and open spaces' at the top (89%), and 'Longshot Lane household waste recycling centre' still highly rated. The level of satisfaction relative to other services has decreased for some however; 'kerbside recycling' goes from being the second highest rated service to the seventh while 'refuse collection' goes from the fourth highest to the eighth. Taking the place of these, 'sport/leisure facilities', 'South Hill Park arts facility', 'libraries', and 'schools' all move up from sixth, seventh, eighth and ninth to fourth, third, fifth and sixth respectively. The biggest fallers are the 'standard of maintenance of public land' and 'road maintenance', which go from fifth and tenth to ninth and nineteenth respectively.

It should be noted here that the base size of the services where there is a large proportion of 'don't knows' can be quite small (smallest is 'childcare services' with a base of 327).

### Comparison to 2012;

Positively, the level of satisfaction (excluding 'don't know') for the majority of services has significantly increased since 2012. The table below compares the level of satisfaction for each service in 2014 with that in 2012; in some cases the services are not named exactly the same in each year, but they still compared as they are felt to be similar. A figure shaded grey is significantly higher than the figure in the opposing column;

**Figure 25. Comparison of proportion satisfaction for specific services**

2014		2012	
Service	%	%	Service
Parks and open spaces	89%	90%	Parks and open spaces
Longshot Lane household waste recycling centre	87%	86%	Local tips/ Household waste recycling centres
South Hill Park arts facility	84%	59%	Art facilities
Sport/leisure facilities	82%	68%	Sport/leisure facilities
Libraries	81%	75%	Libraries
Schools	80%	63%	Schools
Kerbside recycling	79%	74%	Doorstep recycling
Refuse collection	76%	79%	Refuse collection
The standard of maintenance of public land, such as grass cutting, litter and graffiti	71%	57%	Keep public land clear of litter and refuse
Community centres	68%	50%	Community centres
Local transport information	58%	42%	Local transport information
Local bus services	57%	48%	Local bus services
Benefit services	54%	n/a	(no option in 2012)
Childcare services	53%	32%	Childcare services
Social care services	53%	37%	Social care services
Youth services	49%	20%	Youth services
Planning	47%	28%	Planning
Road maintenance	40%	36%	Road maintenance
Housing advice	40%	n/a	(no option in 2012)

The highest percentage point (pp) increase has been for 'youth services', which has increased by 29pp since 2012 (49% vs. 20%). This is followed by 'South Hill Park arts facility', which has increased by 25pp (84% vs. 59%); this service was simply titled 'arts facilities' in 2012 however, and the more specific service of 2014 may account for some of this increase. In this case, it would show that the South Hill Park facility is more highly rated than arts facilities in general across Bracknell Forest.

Several welfare services have had higher increases relative to the other services; 'youth services' (29pp; 49% vs. 20%), 'childcare services' (21pp; 52% vs. 32%), and 'social care services' (16pp; 53% vs. 37%) are all amongst services with the greatest increases in satisfaction.

## Demographic differences

The satisfaction scale can also be expressed numerically, where 'very dissatisfied' is number '1' through to 'very satisfied' which is number '5'. This can be used to generate a mean satisfaction score for each service. Answers of 'don't know' cannot be assigned a value and are therefore excluded from calculation of the mean satisfaction score.

Given the high number of services that respondents were asked to rate, the various demographic differences between respondents are shown on a variety of graphs, rather than described. The following charts use the mean satisfaction scores to demonstrate the differences between the various demographic groups. A higher mean score indicates a higher level of overall satisfaction for that group.

The chart on the following page demonstrates the differences by gender.

Female respondents tend to indicate higher levels of satisfaction than males across Council services. This was particularly true of;

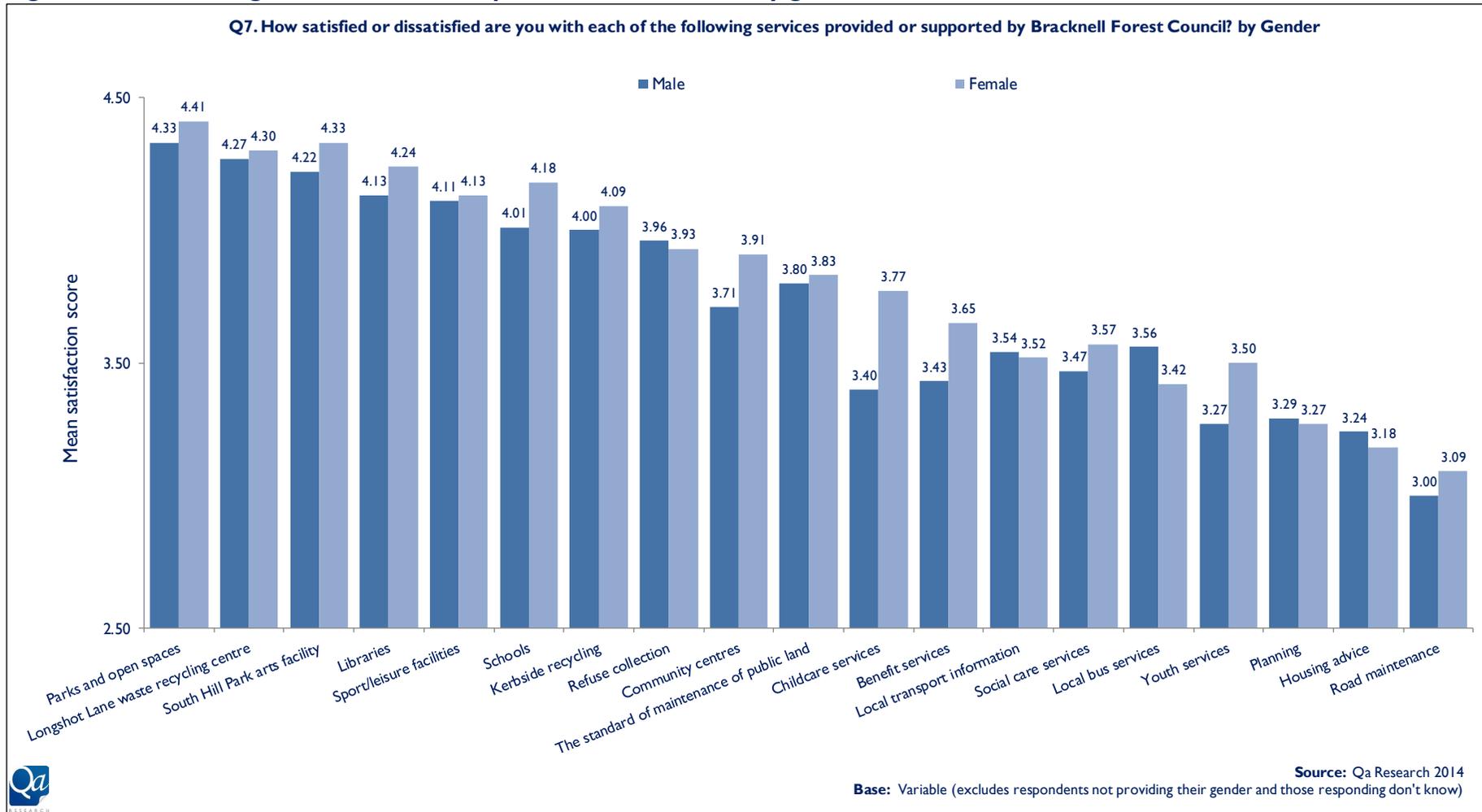
- 'schools' (4.18 vs. 4.01)
- 'community centres' (3.91 vs. 3.71)
- 'childcare services' (3.77 vs. 3.40)
- 'benefit services' (3.65 vs. 3.43)
- 'youth services' (3.50 vs. 3.27)

Three of these services, 'schools', 'community centres', 'childcare services', were significantly more likely to be used by female respondents than males, and there appears to be a trend whereby services that are used more often by females are rated more highly. The inverse, that services that males use more often are more highly rated by them, is not true however.

The only service that male respondents rated notably higher than female respondents was;

- 'local bus services' (3.56 vs. 3.42)

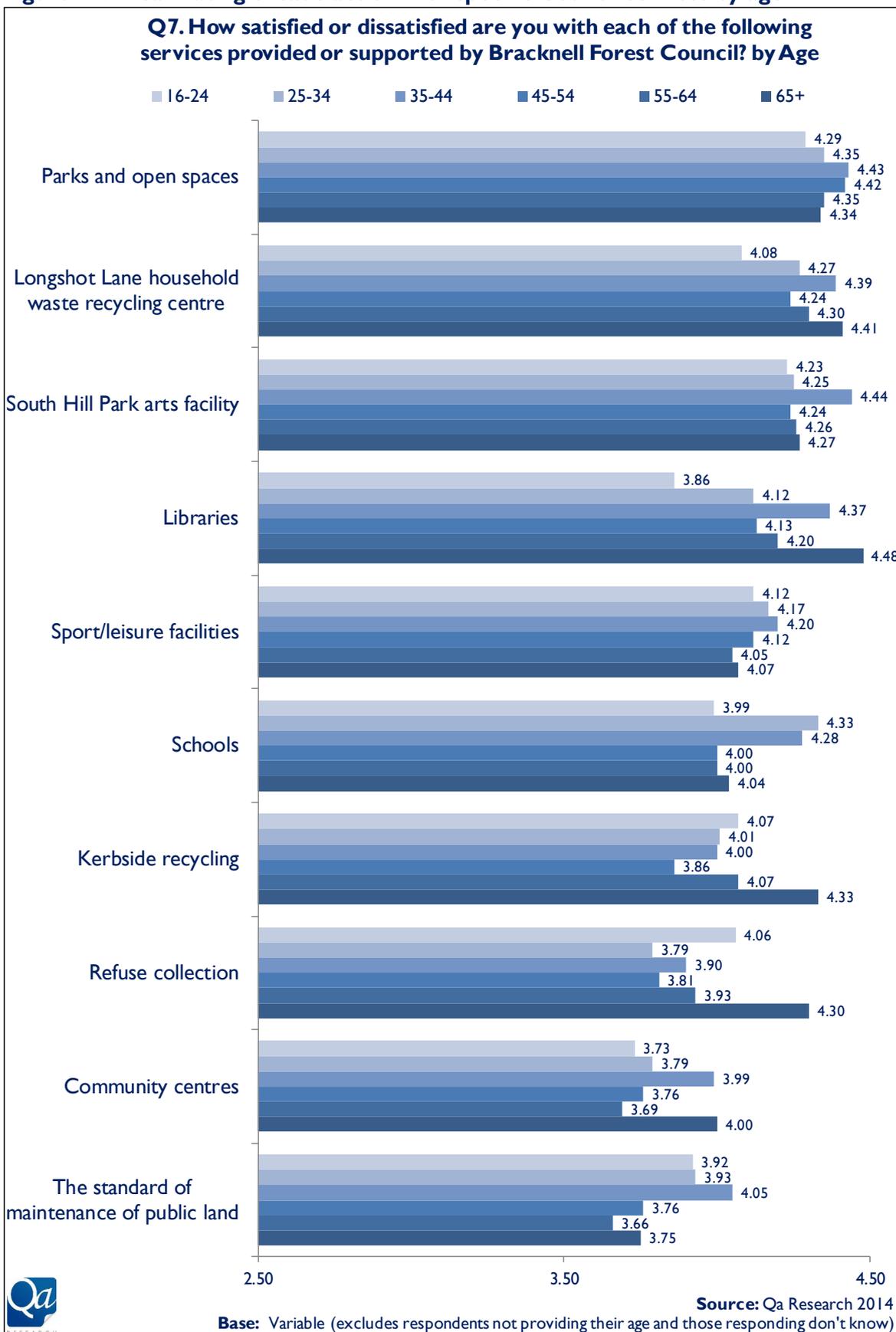
Figure 26. Mean rating of satisfaction with specific Council services by gender



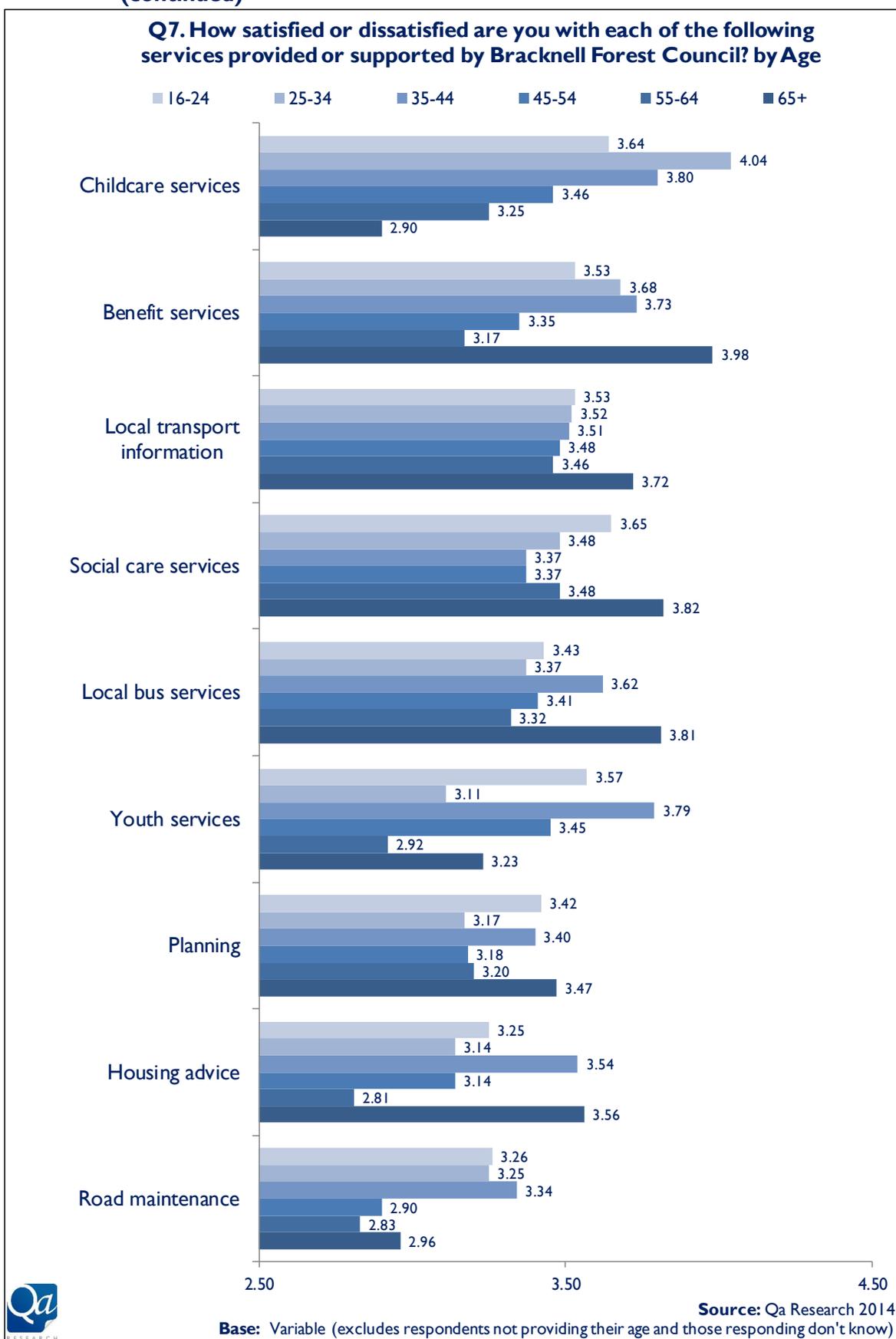
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In the following chart the satisfaction ratings are stratified by age groups.

**Figure 27. Mean rating of satisfaction with specific Council services by age**



**Figure 27. Mean rating of satisfaction with specific Council services by age (continued)**



'Parks and open spaces' were the services with the highest overall level of satisfaction, and as the chart shows this level was consistently high amongst the various age groups, illustrating that this service has a universally high level of approval.

For some services the level of satisfaction varied considerably with age. The service with the most variation was 'childcare services' with a highest rating of 4.04 amongst those aged 25-34 and a lowest rating of 2.90 amongst those aged 65 and over. Satisfaction with 'childcare services' was highest amongst the age groups that are most likely to have young children (ages from 16-44), suggesting that satisfaction is higher amongst those use this service most often.

'Road maintenance', the service with which respondents were least satisfied overall, had much lower satisfaction scores amongst those aged 45 and over (45-54: 2.90, 55-64: 2.83, 65+: 2.96) than those aged under 45 (16-24: 3.26, 25-34: 3.25, 35-44: 3.34).

Overall, respondents aged 65 and over typically had the highest satisfaction scores. In contrast, those aged 55-64 often had the lowest satisfaction scores. It is unclear what would cause such a significant shift in attitudes between these two adjacent age groups.

It should be noted that as the mean scores excluded answers of 'don't know' the base size of services that had low levels of usage (see figure 20) will be quite small, especially when stratifying by age (six categories); because of this, the mean rating of satisfaction by age for the less used services should be treated with caution.

The chart on the following page shows the difference in mean satisfaction level between White British and BME respondents.

BME respondents were more satisfied than White British respondents with all but two services; and the difference was particularly marked for;

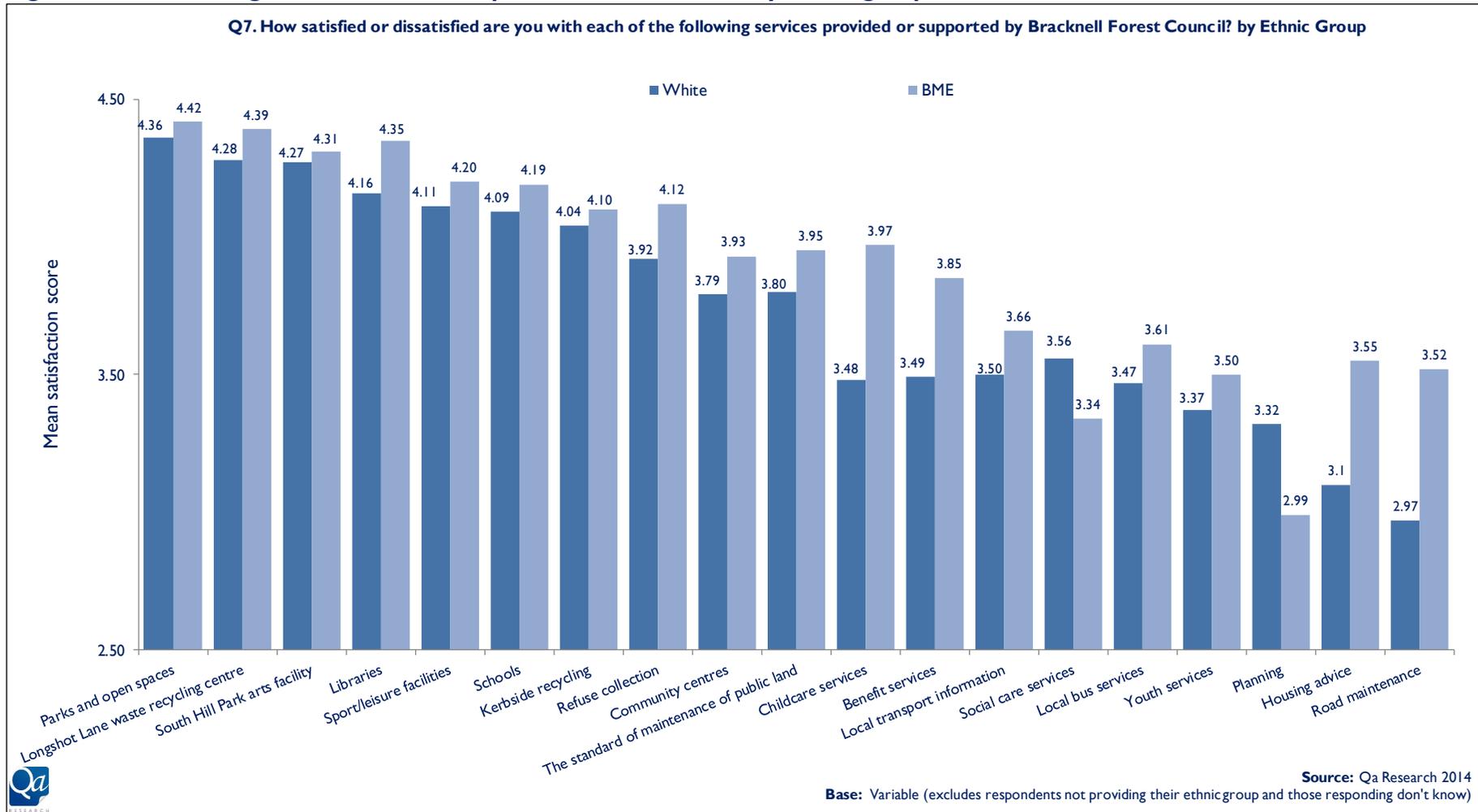
- 'childcare services' (3.97 vs. 3.48)
- 'benefit services' (3.85 vs. 3.49)
- 'housing advice' (3.55 vs. 3.10)
- 'road maintenance' (3.52 vs. 2.97)

The only two services for which White British respondents gave a higher mean satisfaction rating were 'social care services' (3.56 vs. 3.34) and 'planning' (3.32 vs. 2.99).

The consistently greater satisfaction of BME respondents mirrors that of female respondents. The gender split of BME and White British respondents was very even (White British: 49% male, 51% female; BME 51% male, 49% female), however, and therefore this does not account for the near universal greater satisfaction of BME respondents.

Again, base sizes for the lesser used services will be small and so should be treated with caution. The smallest was 'childcare services' with a base for this service of 327; of which 28 are aged 65+ (the smallest age category) and 76 are from BME ethnicities.

**Figure 28. Mean rating of satisfaction with specific Council services by ethnic group**



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Stratified by ward, 'parks and open spaces' had the highest mean score in the majority of wards (highest in Bullbrook (4.53)). Where this was not the highest rated service, the following services were the highest rated:

- 'Longshot Lane household waste recycling centre': Ascot (4.42), Binfield with Warfield (4.50), Great Hollands North (4.28)
- 'South Hill Park arts facilities': Crown Wood (4.42), Old Bracknell (4.44), Priestwood and Garth (4.32)
- 'Schools': Crowthorne (4.38)

There was a lot of variation in the lowest scoring service, although road maintenance was the most commonly mentioned (lowest in Owlsmoor (2.55)), with the following exceptions:

- 'Planning': Binfield with Warfield (2.87), Bullbrook (2.82), Hanworth (3.01), Harmans Water (3.05), Warfield Harvest Ride (3.30)
- 'Housing advice': Crowthorne (2.26), Little Sandhurst and Wellington (2.75), Old Bracknell (3.12)
- 'Youth services': College Town (3.16), Crown Wood (2.94)
- 'Local bus services': Winkfield and Cranbourne (2.68)

The top three scoring services in each ward are listed below;

#### **Ascot**

'Longshot Lane household waste recycling centre' (4.42)  
'Schools' (4.35)  
'Libraries' (4.31)

#### **Binfield with Warfield**

'Longshot Lane household waste recycling centre' (4.50)  
'Parks and open spaces' (4.36)  
'Libraries' (4.31)

#### **Bullbrook**

'Parks and open spaces' (4.53)  
'South Hill Park arts facilities' (4.40)  
'Libraries' (4.37)

#### **Central Sandhurst**

'Parks and open spaces' (4.46)  
'Schools' (4.35)  
'Sport/leisure facilities' (4.31)

#### **College Town**

'Parks and open spaces' (4.42)  
'Libraries' (4.26)  
'Sport/leisure facilities' (4.04)

#### **Crown Wood**

'South Hill Park arts facilities' (4.42)  
'Longshot Lane household waste recycling centre' (4.35)  
'Parks and open spaces' (4.22)

#### **Crowthorne**

'Schools' (4.38)  
'Longshot Lane household waste recycling centre' (4.31)  
'Parks and open spaces' (4.27)

### **Great Hollands North**

- 'Longshot Lane household waste recycling centre' (4.28)
- 'South Hill Park arts facilities' (4.44)
- 'Parks and open spaces' (4.23)

### **Great Hollands South**

- 'Parks and open spaces' (4.48)
- 'South Hill Park arts facilities' (4.35)
- 'Longshot Lane household waste recycling centre' (4.24)

### **Hanworth**

- 'Parks and open spaces' (4.47)
- 'South Hill Park arts facilities' (4.32)
- 'Longshot Lane waste household recycling centre' (4.23)

### **Harmans Water**

- 'Parks and open spaces' (4.40)
- 'Longshot Lane household waste recycling centre' (4.31)
- 'Sport/leisure facilities' (4.24)

### **Little Sandhurst and Wellington**

- 'Parks and open spaces' (4.36)
- 'Libraries' (4.25)
- 'South Hill Park arts facilities' (4.22)

### **Old Bracknell**

- 'South Hill Park arts facilities' (4.44)
- 'Parks and open spaces' (4.41)
- 'Longshot Lane household waste recycling centre' (4.31)

### **Owlsmoor**

- 'Parks and open spaces' (4.30)
- 'Longshot Lane household waste recycling centre' (4.27)
- 'South Hill Park arts facilities' (4.21)

### **Priestwood and Garth**

- 'South Hill Park arts facilities' (4.32)
- 'Parks and open spaces' (4.15)
- 'Schools' (4.14)

### **Warfield Harvest Ride**

- 'Parks and open spaces' (4.50)
- 'Longshot Lane household waste recycling centre' (4.46)
- 'South Hill Park arts facilities' (4.44)

### **Wildridings and Central**

- 'Parks and open spaces' (4.36)
- 'South Hill Park arts facilities' (4.35)
- 'Longshot Lane household waste recycling centre' (4.19)

### **Winkfield and Cranbourne**

- 'Parks and open spaces' (4.40)
- 'Longshot Lane household waste recycling centre' (4.36)
- 'South Hill Park arts facilities' (4.34)

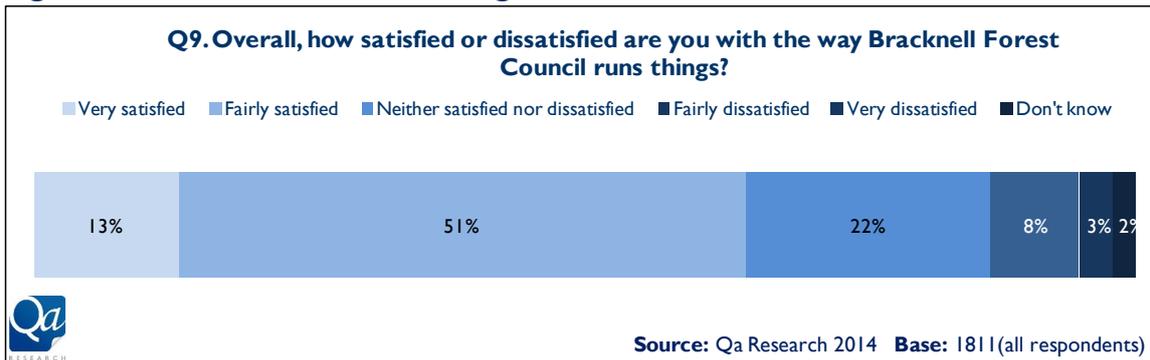
## 5.5 Perceptions of the Council overall

A number of questions were used to assess residents' satisfaction with the Council, including: overall satisfaction, perceptions of value for money offered by the Council and improvements the Council could make to the services it provides.

### 5.5.1 Satisfaction with the Council overall

The following chart demonstrates individuals' overall satisfaction with the way that the Council runs things.

**Figure 29. Overall satisfaction rating of the Council**



In total, almost two-thirds (65%) indicated that they were satisfied (either 'very satisfied' or 'fairly satisfied') with the way the Council runs things, although respondents were more likely to indicate that they were 'fairly satisfied' (51%) rather than 'very satisfied' (13%).

Notably, more than a fifth said that they were 'neither satisfied nor dissatisfied' (22%), but around one-in-ten indicated that they were dissatisfied (11%), although they were more likely to say they were 'fairly dissatisfied' (8%) rather than 'very dissatisfied' (3%).

#### **Comparison with 2012;**

A satisfaction figure of 65% represents a significant increase since 2012 when 60% indicated that they were either 'very satisfied' or 'fairly satisfied'. This increase is mainly explained by a significant reduction in the proportion that was dissatisfied (11% vs. 14%).

This increase in satisfaction does appear to be a genuine trend, rather than simply a reflection of differences in the demographic profiles of the 2012 and 2014 samples.

For example, few differences exist between different demographic groups, although older respondents (aged 65+) are the most likely age group to be satisfied with the Council. The proportion of older respondents is actually lower in the 2014 research than the 2012 research, so the uplift in satisfaction year-on-year is not explained by differences in the age profile of each sample.

Generally, respondents feel satisfied with the Council if they believe that it 'provides value for money' and 87% who agreed that this was the case said they were satisfied with the Council compared to only 16% of those that disagreed. Specifically, more than half (55%) of those that disagreed actually expressed dissatisfaction with the way the Council runs things.

Ensuring that residents feel informed about the *'services and benefits'* the Council provides can also have an influence on driving satisfaction levels up, as those who did feel informed were significantly more likely than those that didn't to express satisfaction with the Council (75% vs. 44%). However, respondents who said that they did not feel informed were more likely to feel satisfied with the way the Council runs things than they were to feel dissatisfied (44% vs. 24%); so while clearly important to keep people informed, doing so does not appear to be essential to ensure that respondents are satisfied with how the Council is delivering and demonstrating that they get value for money is a more important driver of satisfaction.

Over the years residents' surveys have consistently identified a link between levels of satisfaction with the local council and other key indicators of satisfaction with the local area and this is the case here as well. In particular, respondents who were satisfied with their local area as a place to live were significantly more likely than those who were dissatisfied to say that they were satisfied with the way the Council runs things (69% vs. 28%) and in fact, almost half (47%) of those dissatisfied with their local area said they were also dissatisfied with the way the Council runs things. Additionally, respondents were more likely to feel satisfied with the Council if they agree rather than disagreed that they can *'influence decisions affecting your local area'* (81% vs. 52%).

### **Demographic differences**

In 2012 it was noted that female respondents were more likely to be satisfied with the Council than males, but this is not the case in 2014 and no difference was recorded (65% and 65% respectively).

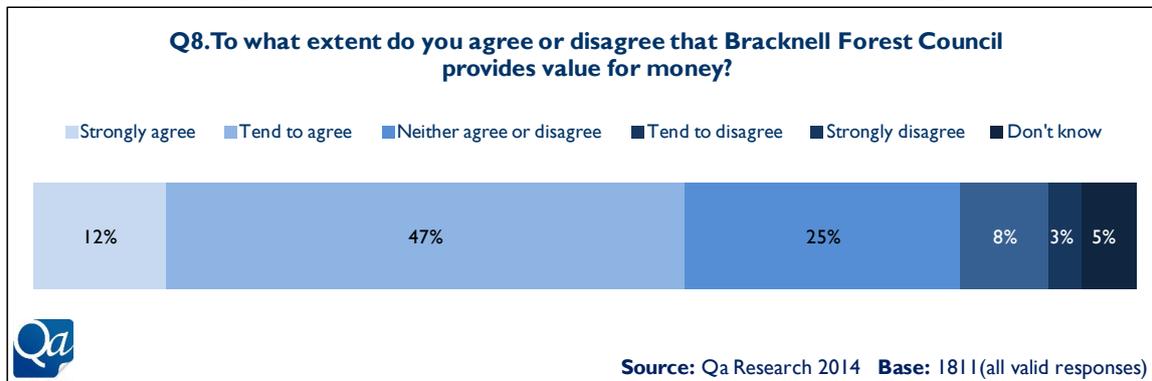
However, a trend common to both the 2014 and 2012 data is that older respondents are generally more satisfied with the Council and in 2014 71% of those aged 65+ said they were either *'fairly satisfied'* (51%) rather than *'very satisfied'*.

No differences between BME and White British respondents were recorded.

### 5.5.2 Perceptions on the value for money offered by the Council

The chart below shows levels of agreement that the Council provides value for money;

**Figure 30. Perception of whether the Council offers value for money**



The majority (59%) of respondents did agree that the Council provides value for money, although most said that they 'tend to agree' (47%) rather than 'strongly agree' (12%).

One-in-ten (10%) said that they disagreed that this was the case, but a quarter said that they 'neither agree nor disagree' (25%) and a further one-in-twenty (5%) said that they 'don't know', perhaps suggesting that these respondents do not have sufficient information with which to make an assessment.

#### Comparison with 2012;

Here, a significant increase in the proportion that agree the Council provides value for money has been recorded in 2014 compared to 2012 (59% vs. 52%). More specifically, the proportion indicating that they 'strongly agree' has also increased significantly (12% vs. 8%).

As with the increase in satisfaction with the way the Council runs things, this uplift since 2012 does appear to be a genuine trend.

As noted earlier, agreement that the Council provides value for money and satisfaction with the way it runs things are very closely linked and here those that are satisfied are more likely to agree that it provides value for money than those that are dissatisfied (63% vs. 24%).

Also, if respondents agree they can 'influence decisions affecting their local area' they are more likely than those that disagree to also agree that the Council provides value for money (74% vs. 48%).

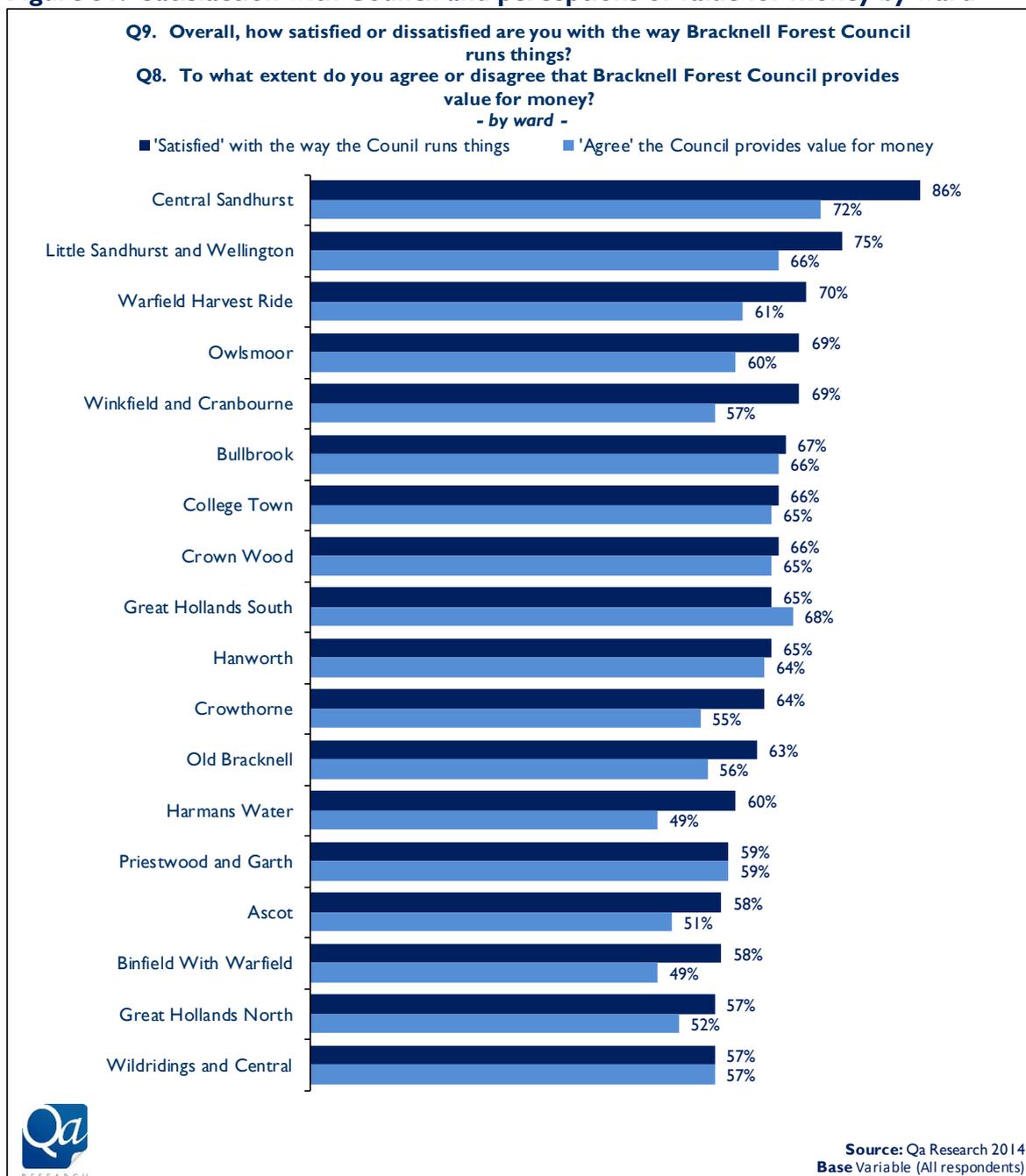
#### Demographic differences

Few differences between demographic groups were recorded here, but the oldest respondents (those aged 65+) were the most likely to agree that the Council provides value for money (70%); additionally, BME respondents were significantly more likely than White British ones to disagree that this is the case (15% vs. 10%).

It is also the case that the level of disagreement was higher amongst those who said they'd contacted their 'Parish or Town Council during the past year' compared to those that had not (17% vs. 9%).

The chart below shows the proportion of respondents in each ward that expressed satisfaction with the way the Council runs things and the proportion that agreed it provides value for money;

**Figure 31. Satisfaction with Council and perceptions of value for money by ward**

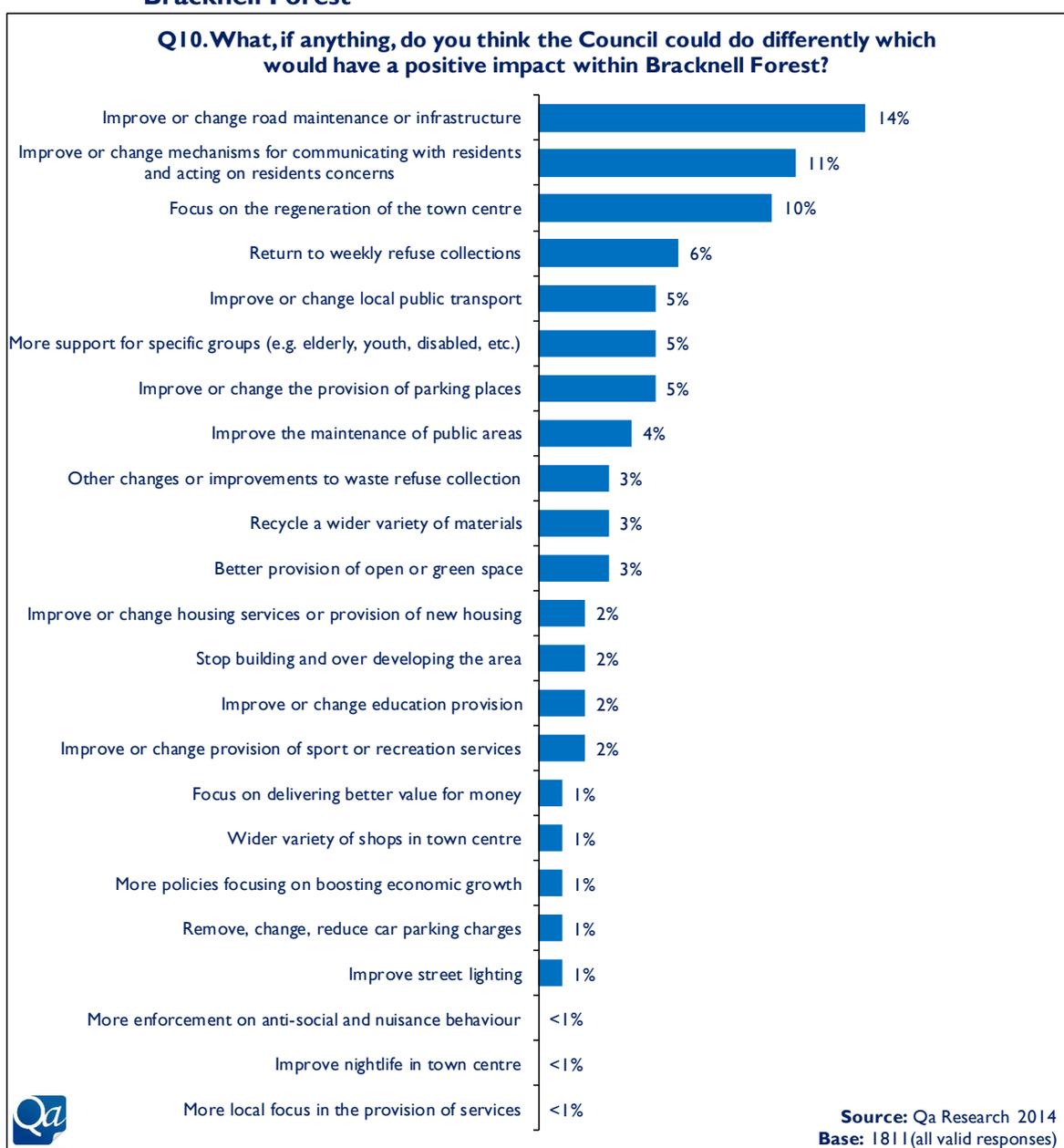


The link between these two measures is highlighted by the chart above, as those wards with the highest levels of satisfaction with the Council also tend to be the ones most likely to agree that it provide value for money. Specifically, the highest level of satisfaction and the highest level of agreement was recorded amongst respondents in Central Sandhurst (86% and 72% respectively). The second highest level of satisfaction was recorded in Little Sandhurst and Wellington and a comparatively high level of agreement as also recorded (75% and 66% respectively). In contrast, relatively low levels of satisfaction and agreement were recorded in Binfield with Warfield (58% and 49% respectively), Ascot (58% and 51% respectively) and Great Hollands North (57% and 52% respectively) amongst others.

### 5.5.3 Suggestions for improving the Council

Respondents were asked ‘*what, if anything, do you think the Council could do differently which would have a positive impact within Bracknell Forest*’ and this was a completely open question, with answers recorded verbatim. Similar answers have been coded into themes and the chart below shows these codes – note that this chart is only based on respondents who gave an answer at this question;

**Figure 32. Things the Council could do differently which would positively impact on Bracknell Forest**



In total, 72% suggested an improvement at this question and the types of issues mentioned were in line with those mentioned in 2012.

Respondents were most likely to make suggestions relating to the need to ‘*improve or change road maintenance or infrastructure*’ (19%) (a significantly higher proportion than that recorded in 2012 – 14%) and this included the following example verbatim responses;

*“Fix the potholes on the roads. Fix the street lights. Maintain roadside hedges.”*

*“There aren’t paths by many of the roads so people have to walk on the grass or the road if [it’s] wet. A lot of children walk to school along here, so it is particularly unsafe.”*

Additionally, just over one-in-twenty (7%) made a comment relating to the need to ‘*improve or change local public transport*’ such as the following;

*“Sort out provision of bus services as there are two companies. No interchange with return tickets.”*

*“The council could improve bus service in the area, we have buses that come into this area 2 days a week. For people who do not drive its taxis everywhere which is very expensive plus we have an au pair for our home and she cannot get here without taxi.”*

The mostly frequently recorded suggestions in 2012 related to the need to ‘*focus on regeneration of town centre*’ which was mentioned by 19% and fewer respondents made these types of comment in 2014 (14%) but they included the following which this year perhaps suggest more of an emphasis on getting the regeneration finished;

*“Speed up town centre regeneration.”*

*“Regenerate town centre - in progress but taking too long.”*

Respondents also talked about the need to ‘*improve or change mechanisms for communicating with residents and acting on residents concerns*’ (15%) and comments here included the following;

*“...we could do with more information on things that are changing and what our choices are. We used to have people knocking on our door asking our views, however not so much now. Things just happen and we have to except it. Most things are advertised on the internet on their website, but for people that are not computer literate it’s difficult, [and] for certain generations as not everyone has computers.”*

One-in-twenty (7%) also made a comment regarding the need for ‘*more support for specific groups (e.g. elderly, youth, disabled, etc.)*’ such as the following;

*“More facilities for teenagers and young adults; more entertainment services/youth clubs.”*

*“Better provision for learning disabled people - more carers for disabled people and more courses available for learning disabled people. More funding for local charities/volunteers (ARK organisation).”*

#### **Comparison with 2012;**

Comparisons between responses given to fully open questions should always be treated with caution, but apart from the lower proportion making reference to the need to ‘*focus on the regeneration of the town centre*’ and the higher proportion mentioning the need to ‘*improve or change road maintenance or infrastructure*’ noted above, some year-on-year differences are apparent.

**Continued....**

Specifically, significantly fewer mentions of the need to 'improve maintenance of public areas' were recorded (5% vs. 14%) and respondents were also less likely to mention the need to 'recycle a wider variety of materials' (4% vs. 8%).

Respondents in 2014 were also less likely to mention that they'd like to see 'more enforcement on anti-social and nuisance behaviour' (<1% vs. 5%).

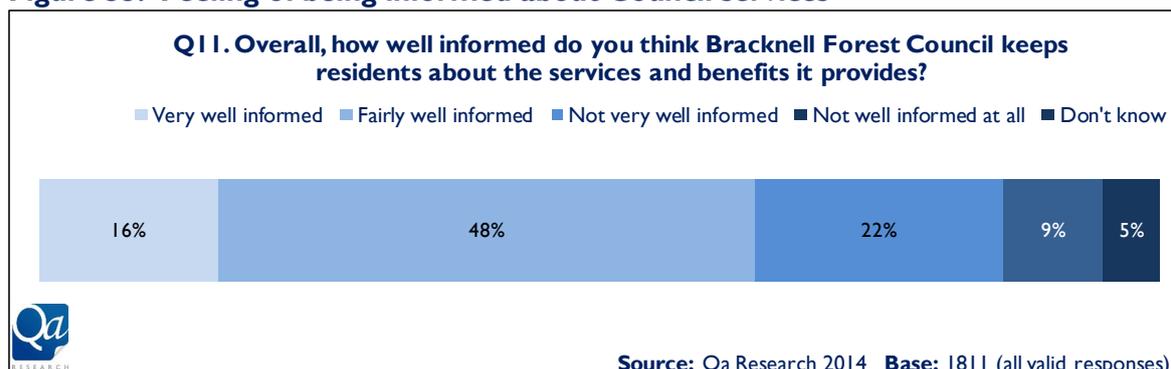
## 5.6 Communication with the Council

In the penultimate section of key findings the means by which residents communicate with the Council are explored, alongside preferences for that communication.

### 5.6.1 Feelings of being informed about Council services

Residents were asked to indicate the extent to which they felt informed about the Council and the services and benefits it provides. The following chart demonstrates the results.

**Figure 33. Feeling of being informed about Council services**



Two thirds (64%) of respondents feel well informed (net: 'very well informed' and 'fairly well informed') about the services and benefits provided by Bracknell Forest Council. Just under one third (31%) felt not informed (net: 'not very well informed' and 'not well informed at all'), although one-in-ten respondents (9%) did indicate that they felt 'not well informed at all'.

Respondents who felt well informed were significantly more likely to agree that they could influence decisions affecting their local area (49%) compared to those who felt that they were not informed (26%).

Well informed respondents were also more likely than those who felt not informed to be satisfied with their local area as a place to live (91% vs. 80%) and satisfied with the way Bracknell Forrest Council runs things (75% vs. 44%).

### Comparison to 2012;

There has been essentially no change in the overall level of how informed residents feel since 2012. Then, as in 2014, two thirds (64%) of respondents felt well informed and just under one third (29%) felt not informed; there has been no significant change in either of these figures.

**Continued...**

The distribution of how well informed people feel has change slightly however; a significantly higher proportion of respondents in 2014 felt 'very well informed' (16%) compared to 2012 (10%). A significantly greater proportion in 2014 also felt 'not well informed at all' (2014: 9%, 2012: 6%. Therefore it would seem that respondents are becoming polarised into those who feel completely and not at all informed, despite the overall level remaining static.

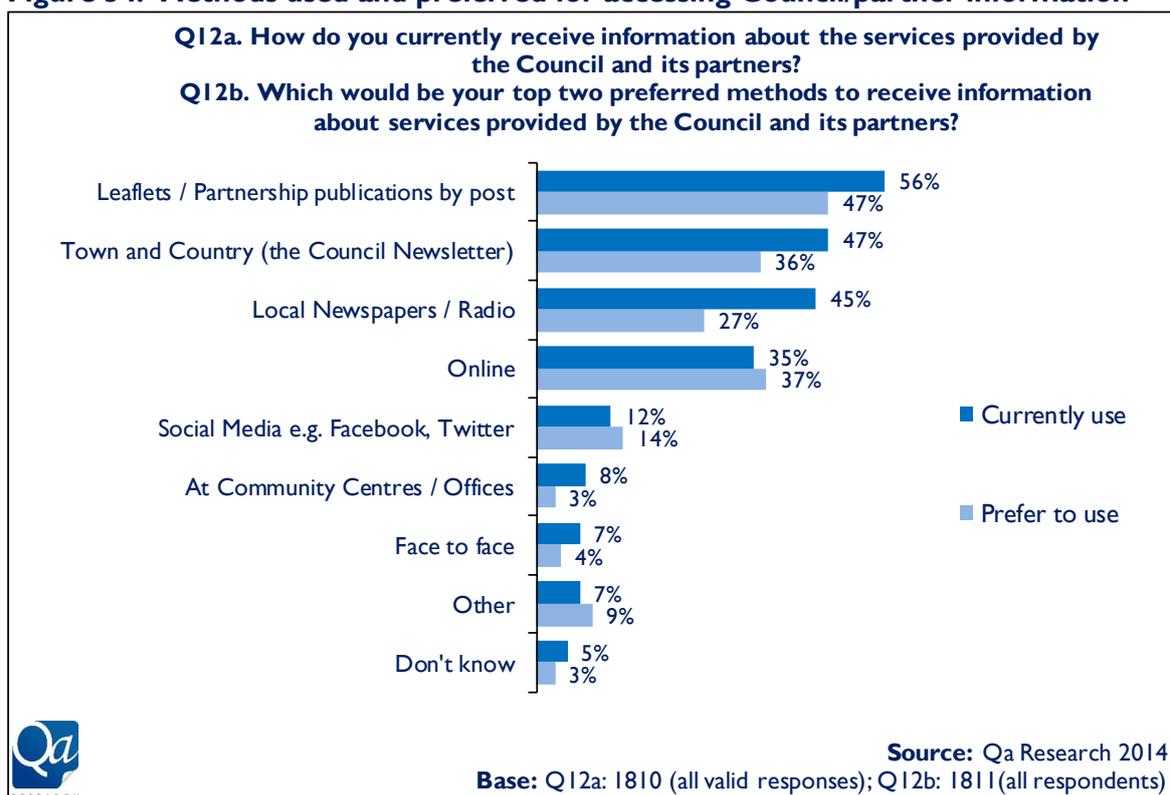
**Demographic differences**

Male respondents were more likely to feel well informed (67%) than female (62%), but aside from this there were no other notable significant differences between demographic groups.

**5.6.2 Methods for receiving information and preference for receiving information**

Respondents were asked how they currently received information about Council and partner services, and what their preferred method of receiving information would be. Respondents were allowed to select as many communication sources as they used, but were limited to their top two preferred ways of accessing information. The results are shown in the chart below;

**Figure 34. Methods used and preferred for accessing Council/partner information**



The three most common methods for accessing information about services provided by the Council and its partners were 'leaflets / partnership publications by post' (56%), the 'Town and Country newsletter' (47%) and 'local newspapers / radio' (45%). The mean average number of methods used was 2.25. While 'online' was the fourth most common mechanism for accessing information, given by just over a third of respondents (35%), it was the second most preferred method of accessing information (mentioned by 37%), and while not as used as 'leaflets / partnership publications by post' and the 'Town and Country newsletter', accessing information 'online' was preferred over local media such as 'local newspapers / radio'.

### **Comparison to 2012;**

Despite being the top three most used options in both 2012 and 2014, there has been a significant decrease in the proportion of respondents currently using 'leaflets / partnership publications by post' (down from 64% to 56%), the 'Town and Country newsletter' (down from 68% to 47%), and 'local newspapers / radio' (down from 60% to 45%). In contrast the proportion using 'online;' and 'social media' means of communication has increased significantly (from 30% to 36% and from 5% to 12% respectively). This is perhaps unsurprising as preference for these methods was greater than usage in 2012; however it also likely linked to the greater proportion of younger respondents in the 2014 sample compared to 2012.

### **Demographic differences**

Male respondents were significantly more likely than female to currently access information 'online' (39% vs. 34%), but were no more likely to cite this as a preferred method. Indeed, the only difference in terms of preference by gender was that female respondents were more likely to prefer to access information through the 'Town and Country newsletter' (38%) than males (34%).

This stands in contrast to 2012 where there were many more differences between the usage and preferences of male and female respondents, and this likely to be due to differing age profile of males and females in 2014 compared to 2012. In 2012 this was consistently around 50% male and 50% female regardless of age, however in 2012, respondents aged 54 and under were significantly more likely to be female (16-24: 82%, 25-34: 72%, 35-44: 67%, 45-54: 60%).

Respondents who were White British were significantly more likely to use 'leaflets / partnership publications by post' (61% vs. 46%) and the 'Town and Country newsletter' (54% vs. 27%) than BME respondents. White British respondents also accessed significantly more sources of information on average (2.32) than BME respondents (1.84).

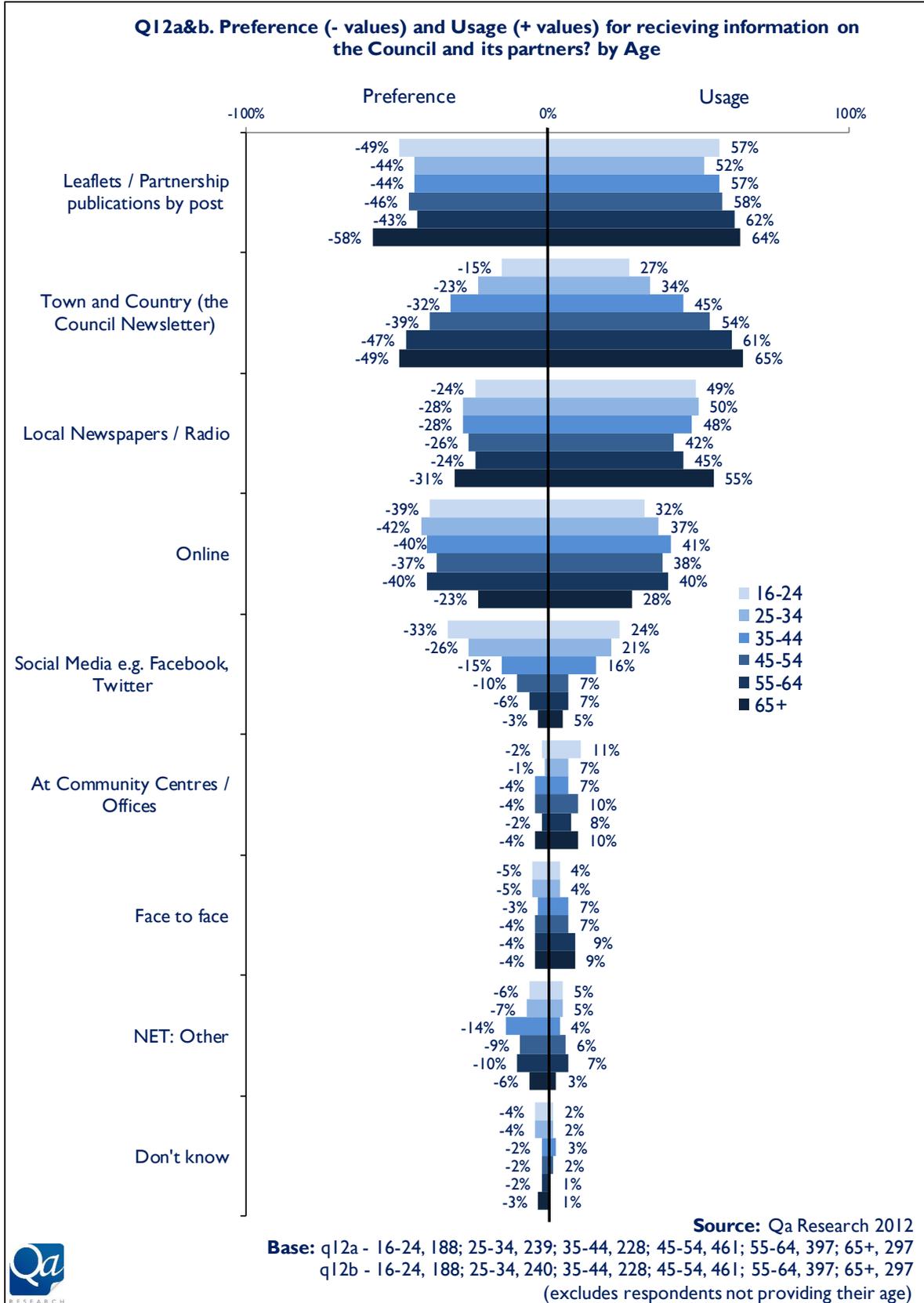
BME respondents also showed a significantly greater preference for 'local newspapers / radio' (36% vs. 25%) and 'face-to-face' (7% vs. 4%) compared to White British respondents; despite this, there is no significant difference between the levels of current usage by ethnicity. This may suggest that there are currently barriers to BMEs accessing information using these methods.

There were some significant differences in use of information sources and preference for information sources by age. These are shown on the chart on the following page; the negative values represent each age group's preference for the given information source, with the positive values representing the current use of these information sources by age group.

Both usage of and preference for the 'Town and Country newsletter' increased with age, with the oldest age group (65+) having over twice the usage of the youngest (16-24) (65% vs. 27%) and over three times the preference (15% vs. 49%). The inverse was true for 'social media' with both usage of and preference for this decreasing as age increased. The youngest age group had almost five times the usage compared to the oldest (24% c. 5%), and a considerable eleven times the level of preference (33% vs. 3%).

This pattern is not present in preference and usage of 'online' information sources, which is more consistent across the age groups with the exception of those aged 65 and over. This group had significantly lower levels of preference (23%) and usage (28%) than other groups. Those aged 16-24 had what might be lower than expected usage of 'online' information services (32%, higher than only those aged 65 and over), given that they had the highest usage of 'social media'. The 16-24 aged group had the greatest different in levels of preference over usage (7 percentage points; 39% over 32%), however, which suggests that online methods currently used do not engage with this age group.

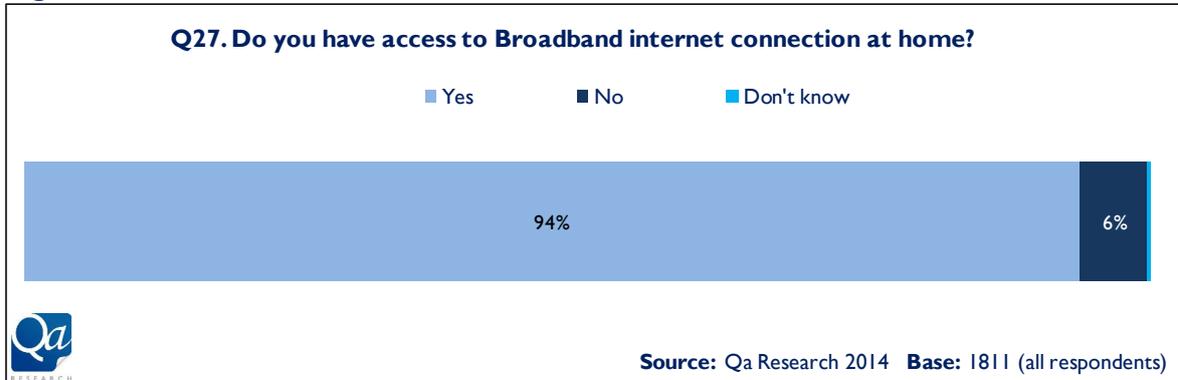
**Figure 35. Preference and use for receiving Council/partner information by age**



### 5.6.3 Residents' access to home broadband

This subsection of the explores residents' access to broadband internet at their home. The proportion that does have access is shown in the chart below;

**Figure 36. Access to home broadband internet connection**



The vast majority of respondents indicated that they had a broadband internet connection at their home (94%). Only one-in-seventeen (6%) did not.

#### **Comparison to 2012;**

The proportion of respondents with a broadband internet connection has increased since 2012, where 83% of respondents had a broadband connection.

Part of this increase may be due to the more representative 2014 sample however; respondents aged 65 and over were overrepresented in 2012 and this group is significantly less likely to have broadband access than any other, which may have artificially decreased the 2012 figure.

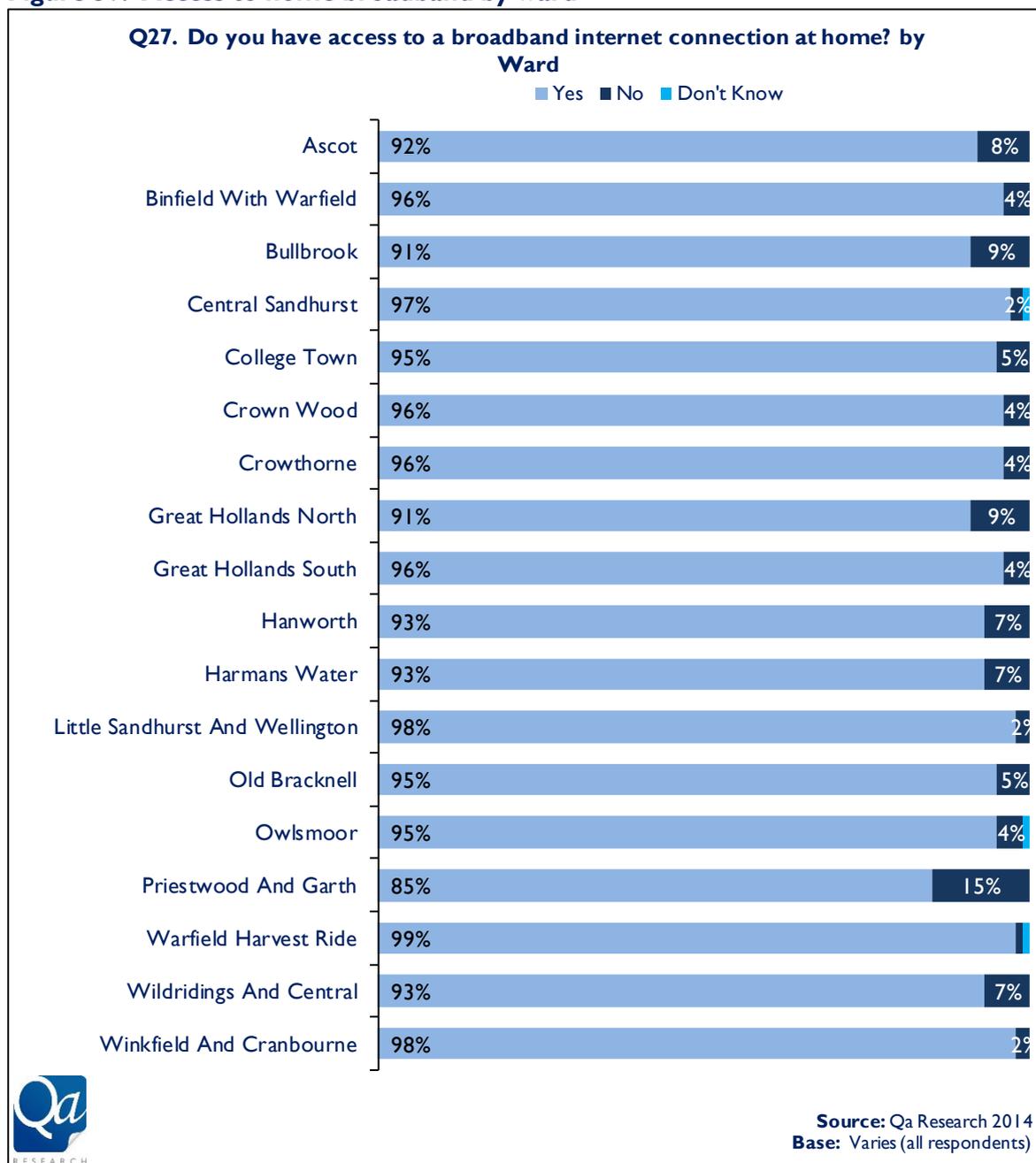
#### **Demographic differences**

Those aged 65 and over were significantly less likely to have a broadband internet connection (78%) than any other age group (all 97% except for 16-24: 98%).

There were no other differences by demographic subgroups.

The chart on the following page shows the breakdown of broadband access by ward.

**Figure 37. Access to home broadband by ward**



Priestwood and Garth had the lowest proportion of residents with a broadband connection (85%), although in absolute terms the proportion with a broadband connection is still very high. Respondents in Warfield Harvest Ride were those most likely to have home broadband access (99% had access).

This mirrors the findings of 2012 where, as in 2014, Priestwood and Garth had the lowest (72%) and Warfield Harvest Ride the highest (93%) proportion of respondents with home broadband access.

## 5.7 Contact and satisfaction with Town and Parish Councils

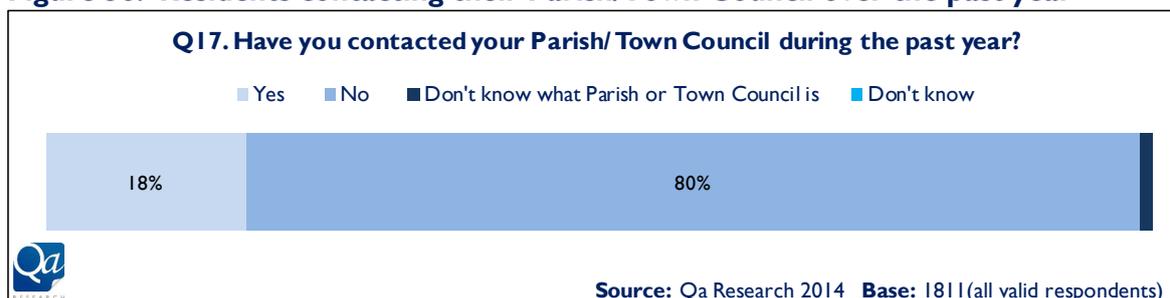
The final section of the key findings explores respondents' relationship with their Town or Parish Council, and also their interest in becoming more involved in the decision making in their area.

### 5.7.1 Contact with and awareness of the services provided by Town and Parish Councils

This subsection of the report concerns respondents' contact with their Town and Parish Council, along with their awareness of the services they provide locally.

The following chart demonstrates the proportion of respondents who have contacted their Town or Parish Council in the past 12 months.

**Figure 38. Residents contacting their Parish/Town Council over the past year**



The majority (80%) of respondents had not contacted their Parish or Town Council in the past 12 months; only just less than one fifth (18%) has done so. Lack of awareness of the Parish or Town Council is not the cause of this, as only a negligible proportion (1%) of respondents said they 'don't know what the Parish or Town Council is'.

#### Comparison to 2012;

This is a significant decrease from 2012, where almost one third (30%) of respondents had contacted their Parish or Town Council during the past year.

Some of this decrease is driven by the lower proportion of older respondents in the 2014 sample, as respondents aged 35 and over are more likely to have contacted their Parish or Town Council. However, a decline in the proportion that have contacted was recorded in 2014 compared to 2012 amongst all age groups including those aged 16-24 (5% vs. 24%), 25-34 (15% vs. 31%) and also older aged groups such as 55-64 (20% vs. 29%) and 65+ (19% vs. 32%).

It's possible that this decline is in part explained by the different methodology in 2014 and the self-selecting nature of 2012 respondents in particular. In particular, residents who are inclined to complete postal surveys may be more likely to contact their local Parish or Town Council, although no data is available to confirm this.

#### Demographic differences

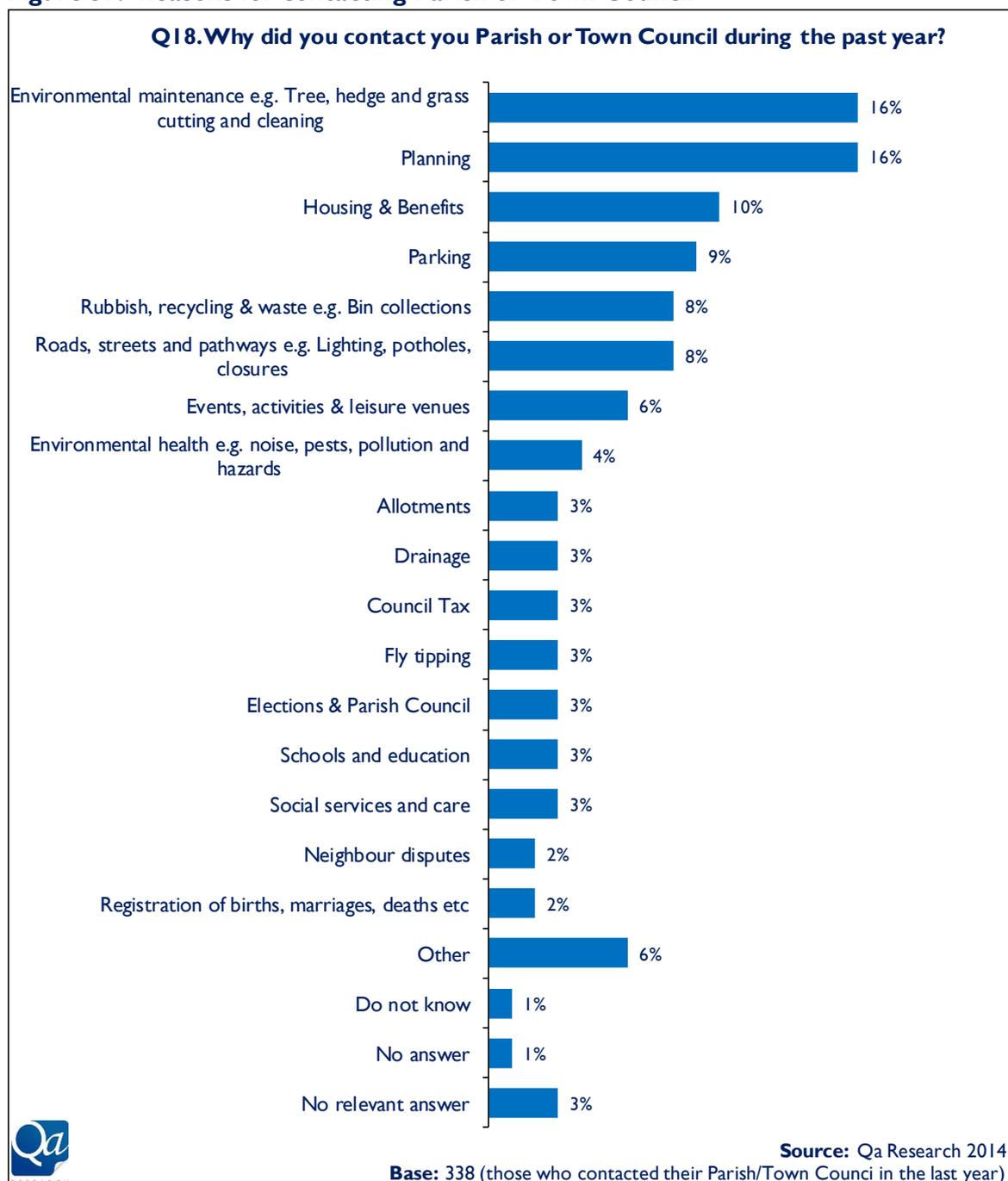
Female respondents were significant more likely to have contacted their Parish or Town Council in the past 12 months (20%) than male respondents (16%), although the proportion doing so still remains low.

By age, respondents aged 35-44 were the most likely to have contacted their Parish or Town Council (26%); those aged 16-24 were the least likely (5%).

White British respondents were also more likely have contacted their Parish or Town Council (19%) when compared to BME respondents (12%).

Respondents who indicated that they had contacted their Parish or Town Council over the last year were asked what their reason for making contact was. Answers were recorded verbatim and coded into thematic categories prior to analysis. The results are shown in the chart below;

**Figure 39. Reasons for contacting Parish or Town Council**



The wide range of differing reasons for contacting a Town or Parish Council, and the fact that no one reason dominates, suggests that there is no single over-riding issue which drives contact with local Parish and Town Councils.

Selected verbatim comments for the top two reasons are reproduced on the following page.

The most frequently made comments related to 'environmental maintenance' (16%) such as vegetation and ensuring this was kept under control. Sample comments included;

*"Regarding keeping pathways clear from uncut bushes and trees, and keeping paths clean from pine needles for mobility scooters"*

*"I tried to get some obstructive bushes cut down"*

A number of comments in this category also made reference to the removal of dead animals (badgers, foxes, deer), and to reporting issues with fouling.

There were some occasions where respondents had been critical of the Town or Parish Council's response to their enquiry;

*"I wanted some trees and bushes cut at the back of my garden; I received a reply approximately two months ago saying this would get done, however up to today this still has not taken place"*

*"An alleyway between estates was overgrown and overridden with pests - now infested again - it was dealt with but took a long time"*

Many comments relating to 'planning' (16%) involved contacting the Town or Parish Council to make a complaint;

*"To complain about location of proposed housing"*

*"It was a complaint about a fence someone had put up"*

*"Planning permission was put in to build houses and I was against it"*

*"Complained about the change in the fly path of planes"*

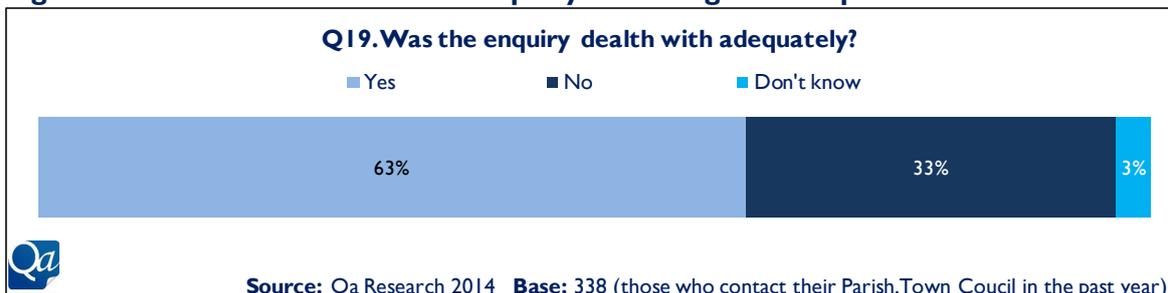
A significant number of other comments were about planning permission, although the respondents did not specify what exactly this referred to.

## **Demographic differences**

The small base size for this question precludes analysis by sub-groups.

Respondents who had contacted their Parish or Town Council in the past 12 months were then asked if their enquiry had been dealt with adequately. Results are shown in the chart below;

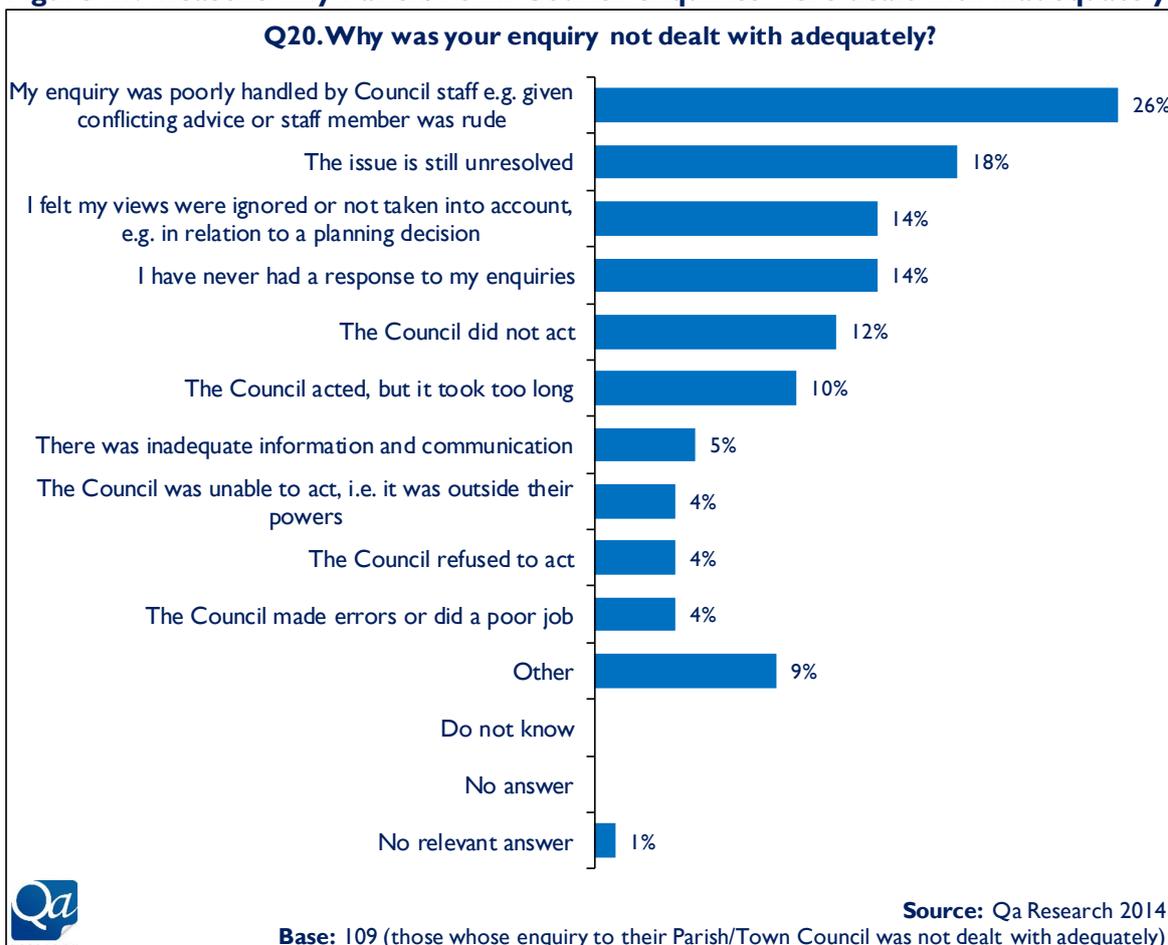
**Figure 40. Parish/Town Council adequacy in dealing with enquiries**



Two thirds (63%) of respondents indicated that their enquiry to their Parish or Town Council had been dealt with adequately. Although this represents the majority, it still leaves one-in-three enquires (33%) being dealt with inadequately.

Respondents who indicated that their enquiry had been dealt with inadequately were asked why this was the case; answers were recorded verbatim and coded into categories shown below;

**Figure 41. Reasons why Parish/Town Council enquiries were dealt with inadequately**



The perception that the respondent's enquiry 'was handled poorly' (26%) by the Parish or Town Council was the principal cause of respondents feeling that enquires had not been dealt with adequately.

All respondents were then asked if they were aware of the local services being provided by their Parish or Town Council. Results are shown in the chart below;

**Figure 42. Understanding of the services provided by Parish/Town Councils locally**



Just over a third of respondents (35%) were aware of the local services provided by their Parish or Town Council, however the majority were still not aware of these services (62%).

**Comparison to 2012;**

This represents a significant decrease since 2012, where nearly half (45%) of respondents were aware of the services provided locally. Therefore, not only has the proportion of people who contacted their Parish or Town Council decreased but awareness of the services they provide has also decreased.

However, both these decreases may in part be due to the more representative sample in the 2014 survey; the two youngest age groups (16-24 and 25-34) both have much lower levels of awareness and contact with their Parish or Town Council and these were underrepresented in the 2012. Therefore, these decreases should be treated with caution.

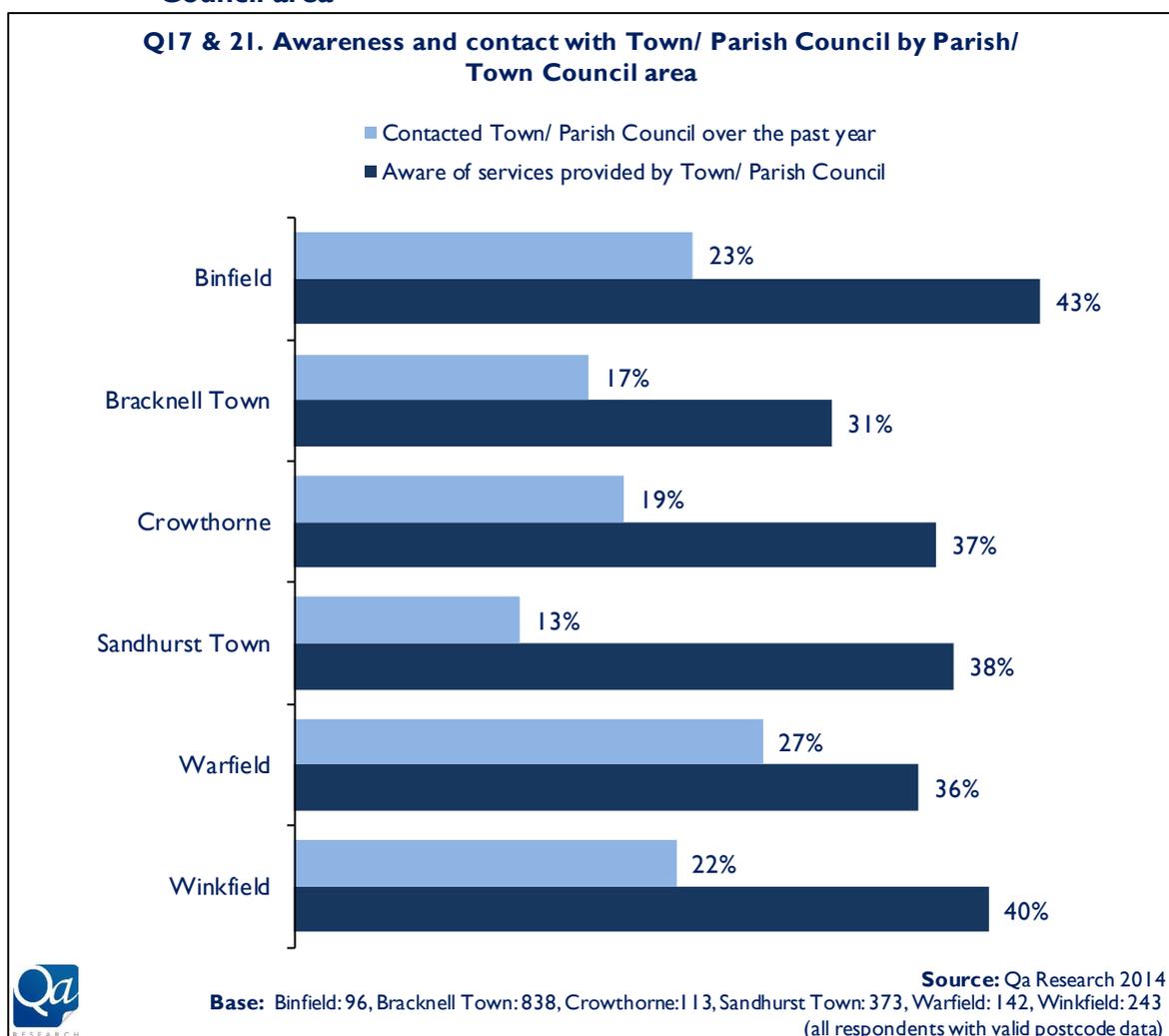
**Demographic differences**

Respondents aged between 16-24 were significantly less likely (25%) than those aged over 35 to be aware of the locally provided services (35-44: 38%, 45-54: 38%, 55-64: 35%, 65+: 40%).

There were no other differences by demographic subgroups.

The following chart shows the proportion of respondents who have contacted and who are aware of the services provided by their Parish or Town Council by Parish or Town Council areas.

**Figure 43. Awareness and contact with Town/Parish Councils by Parish/Town Council area**



Respondents from Sandhurst Town were significantly less likely to have contacted their Town or Parish Council (13%) than those from Binfield (23%), Warfield (27%, the highest level of contact), and Winkfield (22%).

A low level of making contact with the local Parish or Town Council does not correlate<sup>2</sup> to the awareness of the services provided by that Council. Respondents from Sandhurst Town may have the lowest rate of contacting their Council, but they have the third highest awareness of the services they provide (38%), second only to Binfield (43%, the highest level of awareness) and Winkfield (40%).

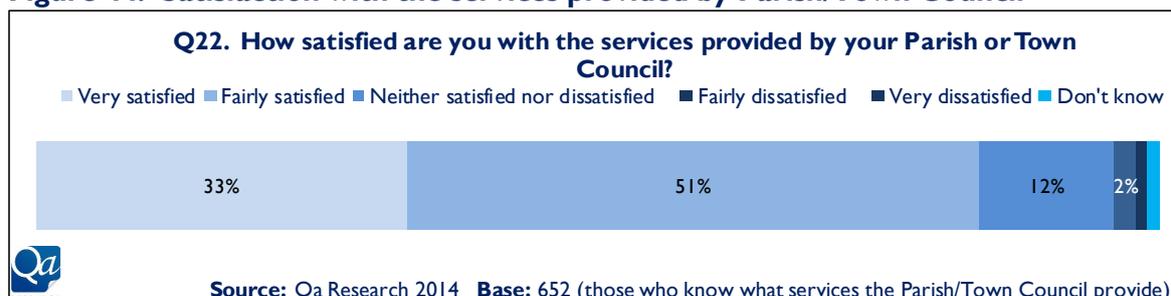
<sup>2</sup> Correlation coefficient = 0.277 (very weak positive correlation)

## 5.7.2 Satisfaction with the services provided by Parish or Town Councils

This subsection explores the satisfaction of respondent with services provided to them by their local Parish or Town Council. All questions in this subsection were asked only of those who were 'aware' of the services provided by their local council (Q21); this was 35% of the total sample.

Respondents were asked to indicate their satisfaction with the services provided by their Parish or Town Council on a five point scale ranging from 'very dissatisfied' to 'very satisfied'. The results are shown in the following chart;

**Figure 44. Satisfaction with the services provided by Parish/Town Council**



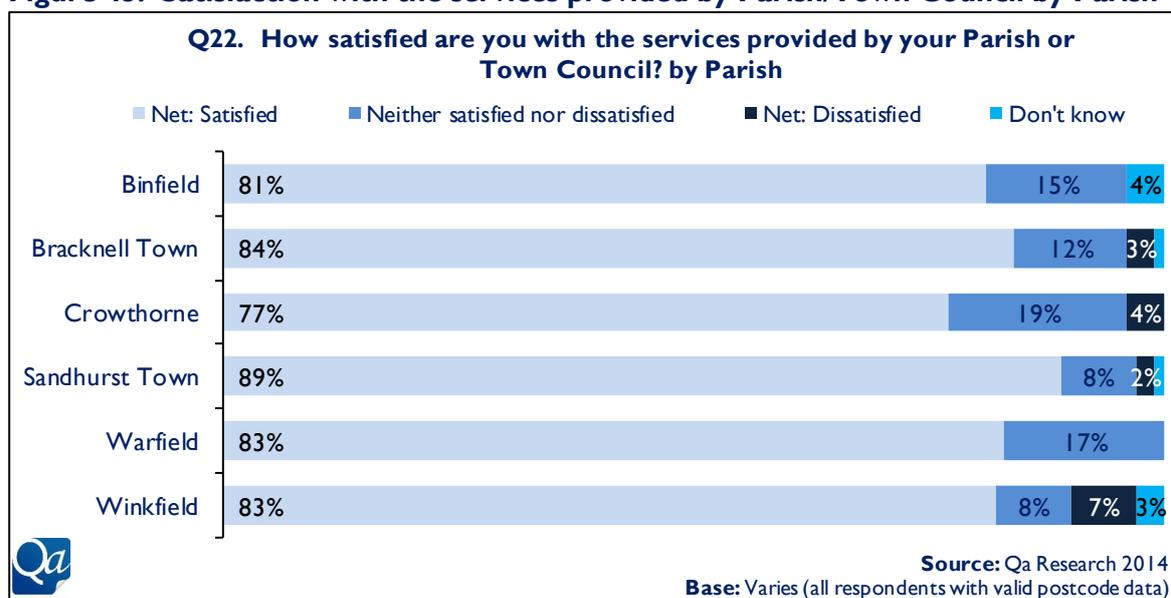
The majority (84%) of respondents were satisfied with the services provided by their Parish or Town Council, although respondents were more likely to be 'fairly satisfied' (51%) than 'very satisfied' (33%). Only a negligible proportion (3%) were dissatisfied.

Significantly more respondents who were satisfied with their local area as place to live were satisfied with the services provided by their local council (88%), compared to those dissatisfied with their local area (44%); this suggests a positive correlation between these two measures.

### Demographic differences

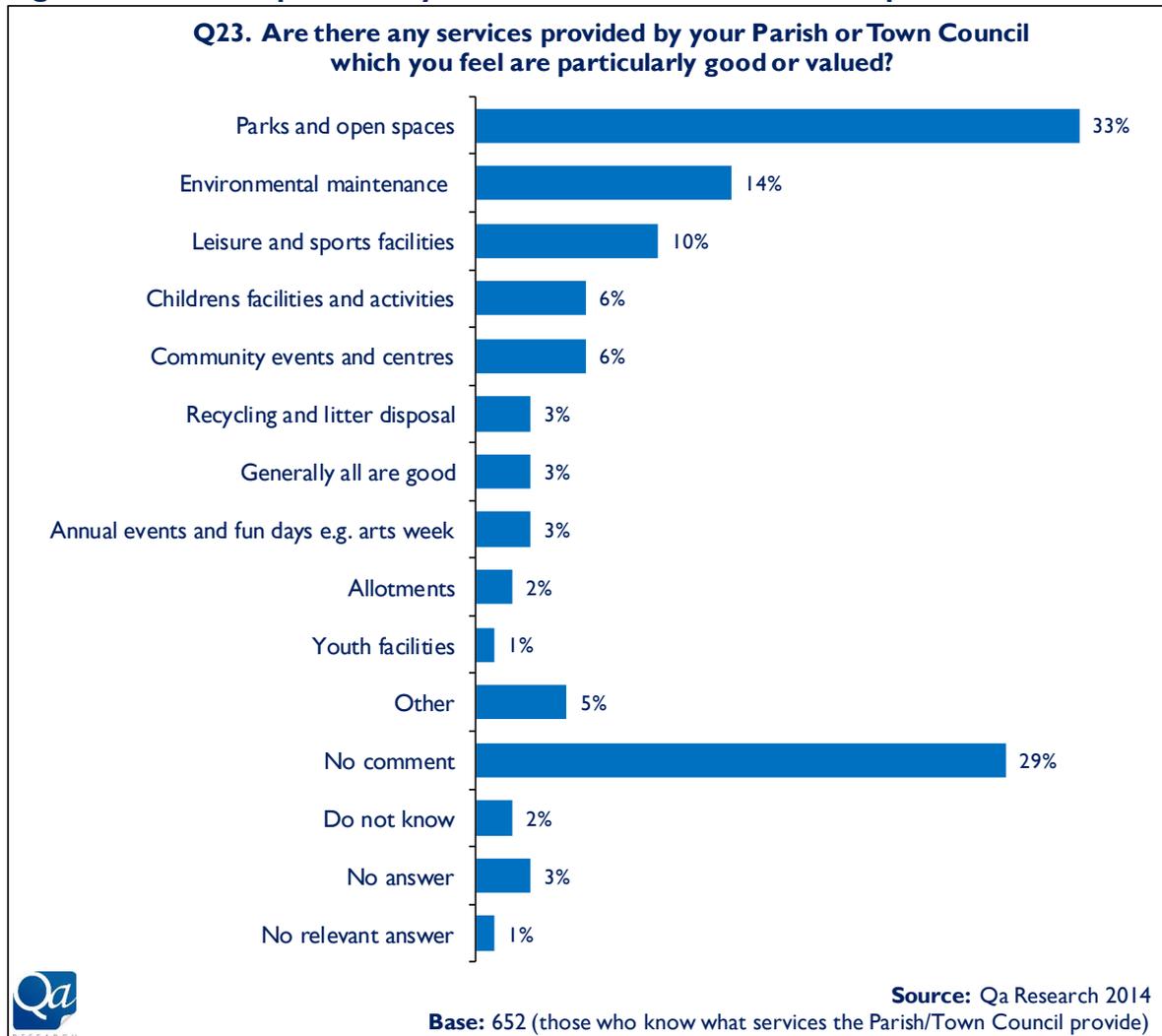
There were no significant differences between demographic sub-groups, suggesting that satisfaction with local services is universal. The chart below shows the satisfaction level by parish, with Sandhurst Town reporting the highest (89%) and Crowthorne the lowest (77%) satisfaction.

**Figure 45. Satisfaction with the services provided by Parish/Town Council by Parish**



Respondents who said they were aware of the services provided were then asked what services provided by their Parish or Town Council they felt were particularly good or of particular value. Answers were recorded verbatim and coded into categories shown below;

**Figure 46. Services provided by Parish/Town Council that are of particular value**



One third (33%) of respondents to this question said that ‘*parks and open spaces*’ were a particularly good or valued service. Given that this was the second most used service across the borough, and the service with the highest satisfaction rating, is perhaps unsurprising that is listed as the most valued service here.

Respondents from Sandhurst Town were particularly happy with or valued ‘*parks and open spaces*’; two fifths (42%) gave this answer, significantly more than those from the parishes of Bracknell Town (32%), Crowthorne (16%, the lowest proportion), and Warfield (2%).

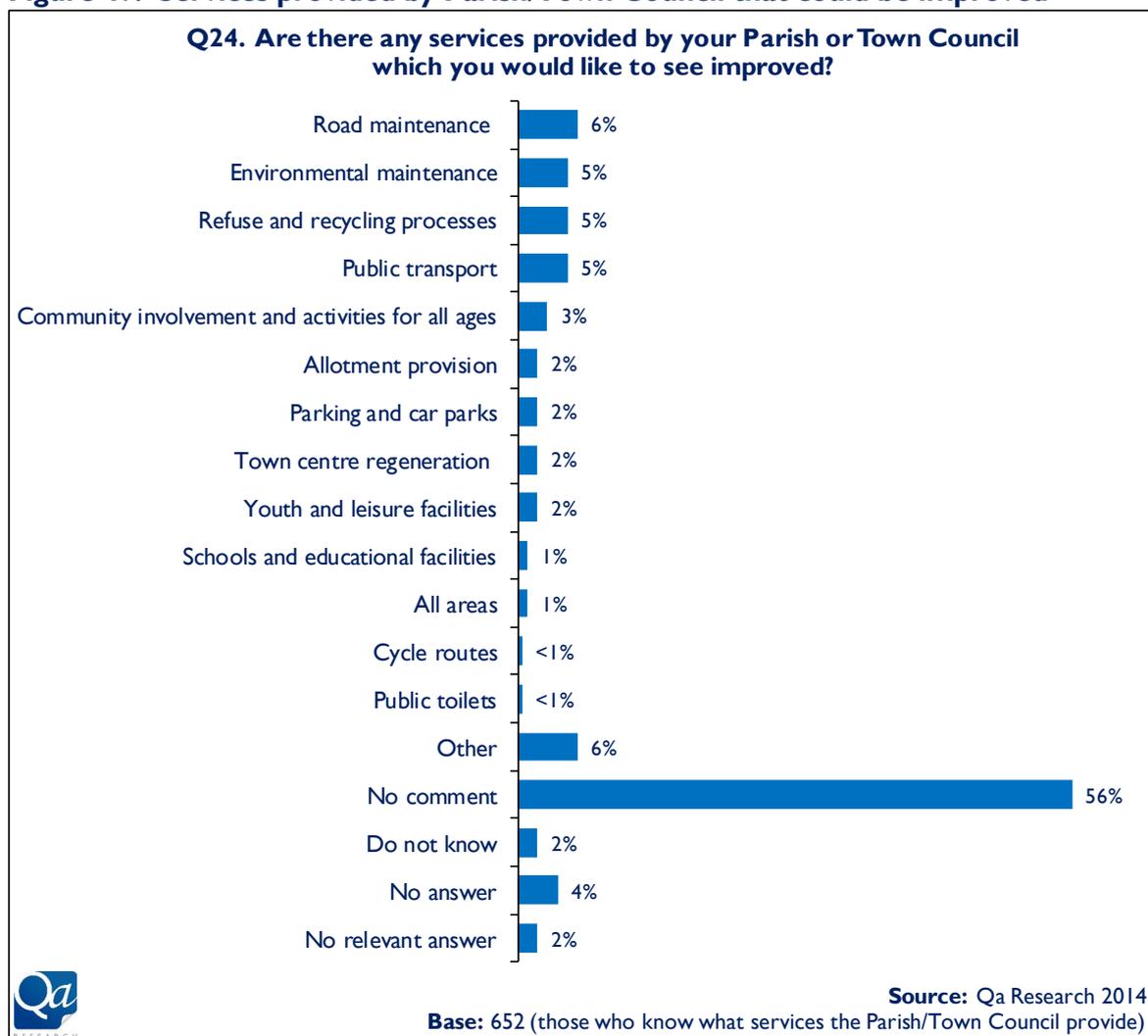
A small number of respondents listed services that were provided by the Borough Council and not by their town or parish council, suggesting some degree of confusion between these two organisations. These have been excluded in the chart above.

## Demographic differences

Respondents aged 16-44 were significantly more likely to say 'parks and open spaces' (16-24: 44%, 25-34: 46%, 35-44: 44%) than those aged over 55 (55-64: 26%, 65+ 17%). BME respondents were also more likely to say this (50%, base: 88) than White British respondents (30%).

These respondents were then asked if there were any services provided by their Parish or Town Council that they would like to see improved. Again, answers were recorded verbatim and coded into categories shown below;

**Figure 47. Services provided by Parish/Town Council that could be improved**



Half (55%) of respondents at this question did not name any Parish or Town Council services that they felt needed to be improved; this, along with the wide variety of different suggestions made by small proportions of the sample, suggests that there is no single area that is particularly perceived as being in need of improvement.

Respondents from Sandhurst Town were significantly more likely to say 'no comment' (67%) than those from the parishes of Binfield (50%), Bracknell Town (51%), and Winkfield (47%).

### 5.7.3 Residents' interest in contributing to a Neighbourhood Plan

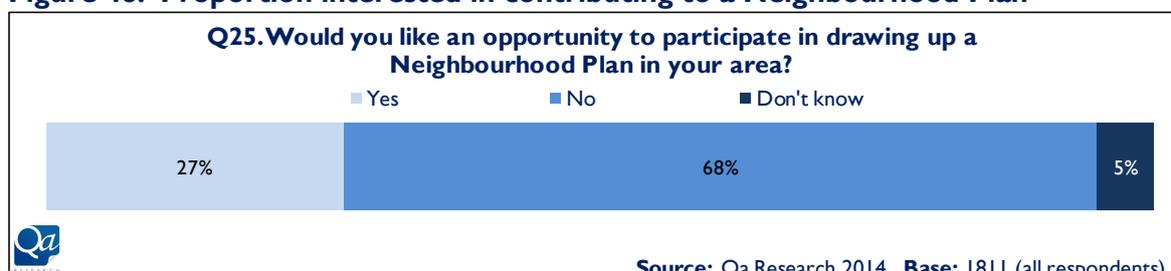
This penultimate subsection of the report examines residents' interest in contributing to a Neighbourhood Plan and if so, what they felt they could offer. These questions were not asked in 2012 and therefore there is no comparative data.

In order to ensure respondents understood a consistent definition of what a Neighbourhood Plan was, the following prefacing statement was read out to them;

*"Neighbourhood planning gives local people the opportunity to draw up a planning document about their local area, called a Neighbourhood Plan. This plan establishes general planning policies for the development of land in a neighbourhood, including where new homes and offices should be built and what they should look like. It will form part of the overall development plan for the area and can be considered when local planning applications are being assessed"*

Respondents were then asked if they would like the opportunity to participate in drawing up a Neighbourhood Plan in their area. Results are shown in the chart below;

**Figure 48. Proportion interested in contributing to a Neighbourhood Plan**



Only a minority of respondents (27%) indicated that they would be interested in the opportunity to participate in drawing up a Neighbourhood Plan in their area. This does still represent one-in-four respondents however.

Perhaps surprisingly, there was no significant difference in the level of interest between those who agreed that they could influence decisions affecting their local area (26%) and those who *disagreed* (30%). Equally surprising is that those who were satisfied with their local area as a place to live were significantly more likely to be interested in the Plan (27%) than those who were dissatisfied (17); apparently dissatisfaction with the local area does not translate in to a desire to improve it though the means of a Neighbourhood Plan. It could be that those that are satisfied with their local area feel more affinity with it and are therefore more motivated to try to improve it or at least to take an active part in how it develops over time. Respondents who were dissatisfied with the way the Council runs things were significantly more likely to express interest in the Neighbourhood Plan (33%) than those who were satisfied (25%). This may reflect a desire to take more control over their area.

#### Demographic differences

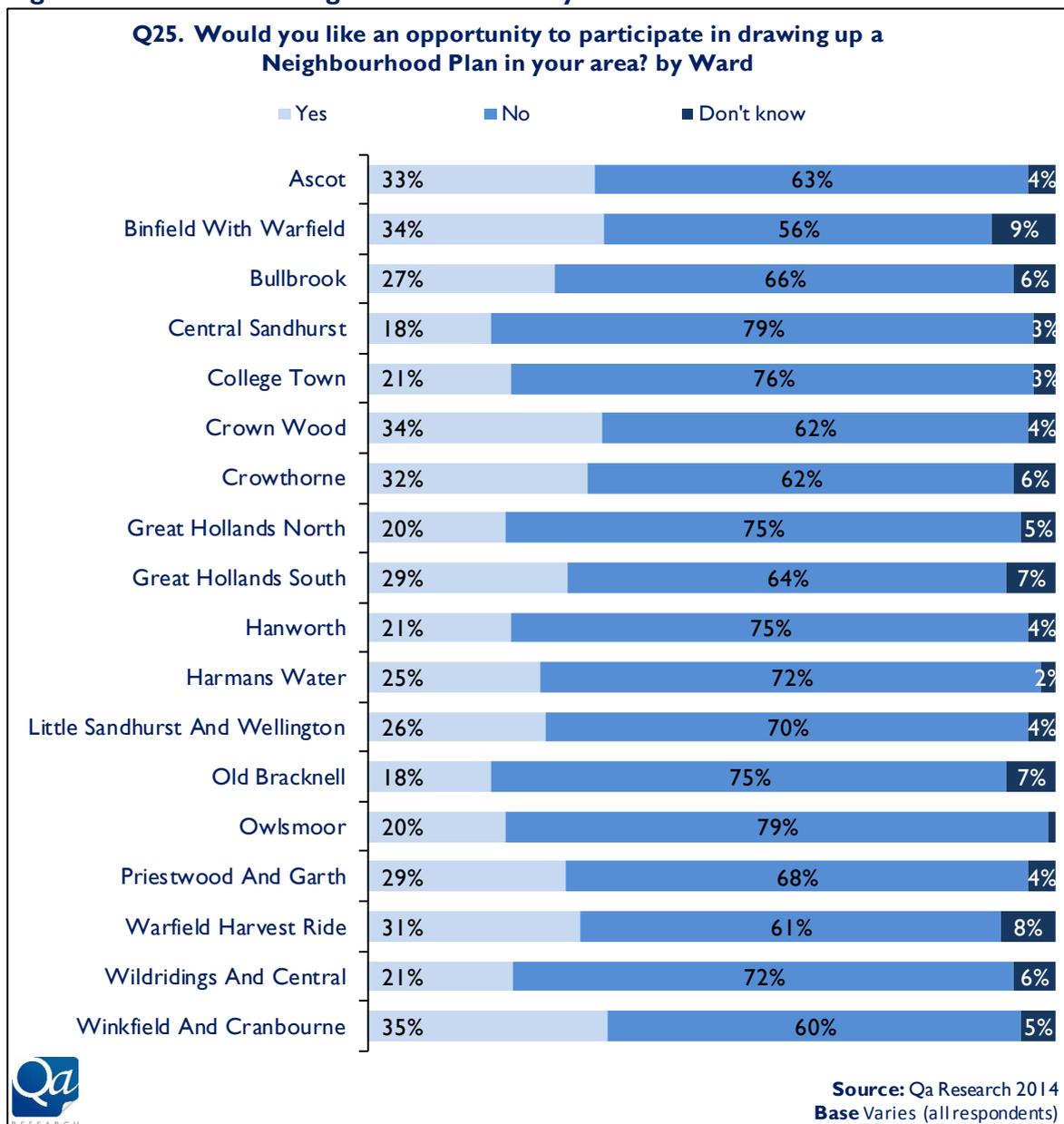
Male respondents were significantly more likely to indicate that they would be interested in the opportunity to participate in drawing up a Neighbourhood Plan in their area (30%) than female respondents (24%).

Interest in being involved in a Neighbourhood Plan was highest amongst those aged 35-64 (35-44: 31%, 45-54: 31%, 55-64: 31%), significantly more so than those aged 16-24 (15%, the lowest interest) and 65 and over (22%).

White British respondents were more likely to say 'no' (69%) than BME respondents (62%, who in turn were more likely to say 'don't know' (14% vs. 4%).

In addition, there were differences in the proportion indicating that they that they would be interested in the opportunity to participate in drawing up a Neighbourhood Plan by ward. These are shown in the chart below;

**Figure 49. Interest in Neighbourhood Plan by ward**

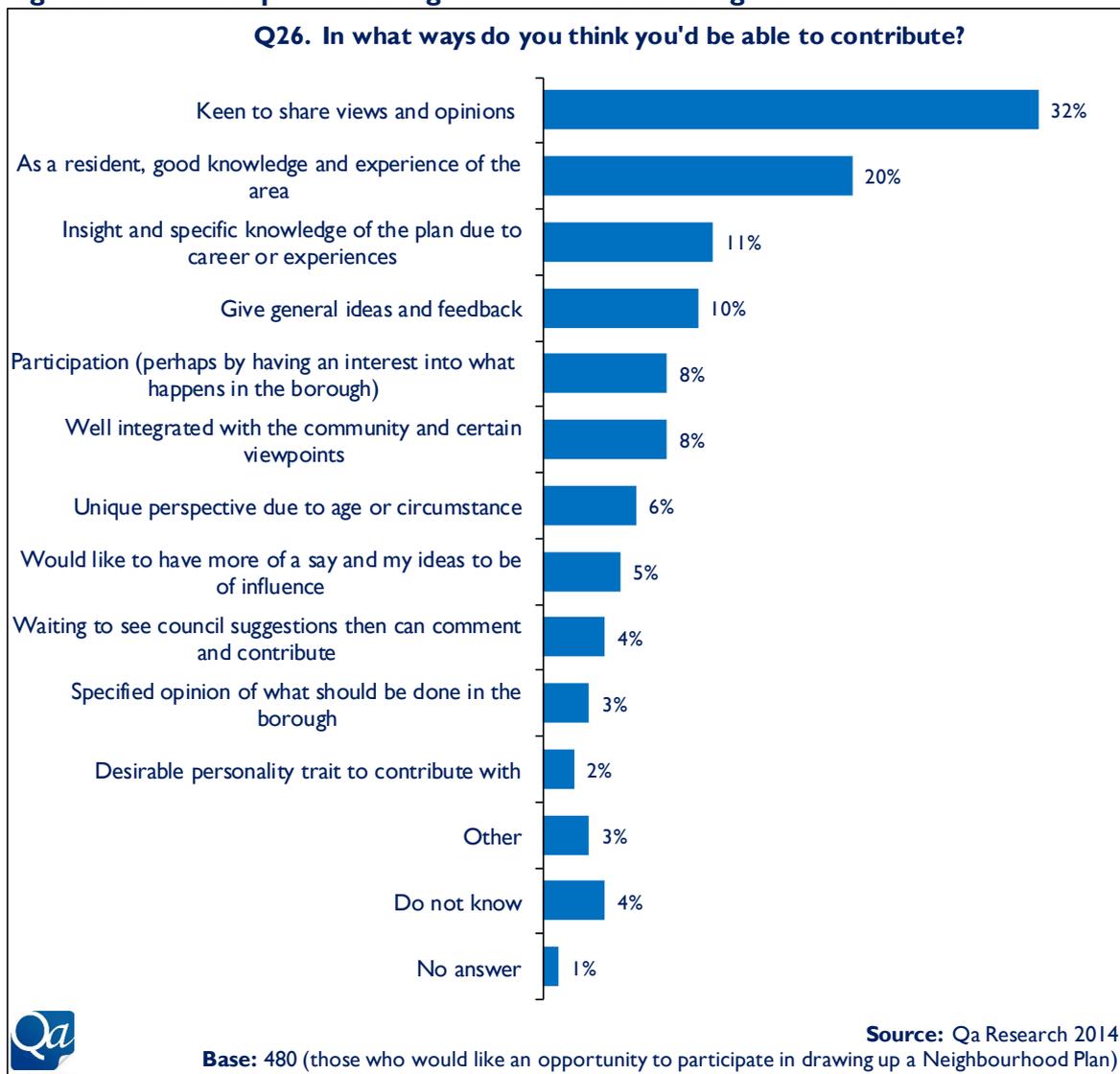


Respondents from Winkfield and Cranbourne (35%), Binfield with Warfield (34%), Crown Wood (34%) and Ascot (33%) had the highest level of interest in participating in drawing up a Neighbourhood Plan.

The wards where interest was lowest were Central Sandhurst (18%) and Old Bracknell (18%).

Those respondents who had indicated that they would be interested in participating in drawing up a Neighbourhood Plan were then asked in what ways they thought they would be able to contribute to the Plan. Answers were recorded verbatim, were coded into thematic categories prior to analysis, and are shown below;

**Figure 50. How respondents might contribute to a Neighbourhood Plan**



A third (32%) of respondents' felt that they could contribute to a Neighbourhood plan with 'keenness to share views and opinions', and this was the most common means of contributing. This perhaps indicates a willingness to contribute rather than an indication of what attributes they might bring to a Plan however.

Where answers related more to what respondents would bring to a Neighbourhood Plan this was generally about offering knowledge or experience, either 'of the area' (20%) or 'insight and specific knowledge from their career' (11%).

## 6. Conclusions

### **Conclusion 1: The change in methodology has provided a more representative sample and findings that are more reflective of the views of the borough.**

The change from a postal survey, whereby respondents are entirely self-selecting, to a telephone survey designed to ensure a sample that better reflects the views of all demographic groups in the borough has been achieved. This change has in some instances led to year-on-year differences which reflect the fact that younger, male and BME residents were under-represented in the 2012 research. The 2014 findings are, therefore, a more accurate reflection of the views of the population of the borough as a whole. Generally, changes recorded in key measures between 2012 and 2014 are positive.

### **Conclusion 2: Residents continue to feel that Bracknell Forest is a good place to live and is getting better.**

The majority of respondents were satisfied with their local area as a place to live, as was the case in 2012. Although there was some variation in the level of satisfaction amongst demographic subgroups and wards, this was minor and it is clear that there is an overall positivity to living in Bracknell Forest. Access to nature and green spaces were once again cited as the most valued features of living in Bracknell Forest and usage levels and satisfaction levels for parks and open spaces in particular remain comparatively high.

Respondents also agreed that there was strong community cohesion in their local area, and the proportion agreeing that people from different backgrounds get on well together where they live has increased significantly since 2012. In addition, there remains a low level of perception that there was a problem with the way people in the respondents' local area treated each other with respect and consideration, although there has been no change in this since 2012.

Agreement that people from different backgrounds get on well together and that there was not a problem with the way people treated each other were positively correlated with satisfaction with the local area, and these metrics are clearly linked. Consequently, where residents do not feel there is community cohesion this will impact on how positively they view their local area.

Despite satisfaction with the local area remaining high, many still feel that are unable to influence decisions that affect it. Only two fifths of respondents felt that they could influence decisions affecting their local area and, while this is an increase over the proportion in 2012, this leaves one-in-two respondents feeling that they cannot influence those decisions. Despite this, however, interest in being involved in a formal Neighbourhood Plan was low, suggesting that residents may not want the level of involvement that helping to shape a Neighbourhood Plan would require.

### **Conclusion 3: Around two-thirds expressed satisfaction with Bracknell Forest Council and the majority consider it provides value for money, with improvement in both measures recorded since 2012.**

Almost two thirds of respondents were at least fairly satisfied with the way that Bracknell Forest Council runs things, and this had increased since 2012. Respondents were more likely to be only fairly satisfied than very satisfied, however, and one-in-ten were dissatisfied with the Council. There was little variation in the level of satisfaction by demographic measures, although those aged 65 and over reported higher levels of satisfaction.

A slightly lower proportion felt that the Council offers value for money; just under two thirds agreed that the Council did, although more of those tended to simply agree rather than strongly agree. Again, this represents a significant increase from 2012. Satisfaction was strongly linked to

the belief that the Council offered good value for money, as nearly nine-in-ten who agreed that the Council offered good value for money were satisfied with the way they run things, so demonstrating value is crucial in driving up satisfaction levels.

Ensuring that residents feel informed about the services and benefits the Council provides may also help to drive satisfaction levels up, as those who did feel informed were significantly more likely than those that didn't to express satisfaction with the Council.

**Conclusion 4: The services provided or supported by Bracknell Forest Council generate high levels of satisfaction overall, although there is the potential to improve some areas of service.**

Respondents who felt able or willing to give an opinion were more satisfied than dissatisfied with services provided or supported by Bracknell Forest Council, and satisfaction levels have increased significantly since 2012. The level of satisfaction is generally high, although there is room for improvement in some areas. Crucially, however, the most frequently used services are also those that report the highest levels of satisfaction.

Park & open spaces, waste & recycling services, leisure, sports & arts facilities, libraries and schools all have high levels of satisfaction amongst those who use them; however, planning, local bus services, housing advice, and in particular road maintenance were all areas that reported relatively high degrees of dissatisfaction and represent services that could be improved. In addition, some services attracted a large proportion of respondents who are neutral about them (who are neither satisfied nor dissatisfied) and therefore minor improvements to these services could, potentially, shift respondents to being satisfied with them.

**Conclusion 5: The majority of residents continue to feel they are at least fairly well informed about Council services, although there has been no improvement since 2012.**

Although two thirds of respondents felt they were at least fairly well informed about the services and benefits that the Council provides, there has been little overall change since 2012. There is certainly scope to improve this, especially given the previously described link between feeling informed and satisfaction with the Council.

The most common methods of receiving information from the Council continue to be leaflets or partnership publications by post, the Town and Country newsletter, and local newspapers or radio; however, the proportion using all these has decreased significantly since 2012. In contrast, the proportion using and receiving information online and via social media has increased, and although preference for online communication continues to outstrip usage (suggesting improvements could be made) this gap has narrowed since 2012. In part, these differences reflect the higher proportion of younger respondents in 2014.

**Conclusion 6: Contact with Parish or Town Councils continues to be minimal and has actually fallen since 2012.**

Only one fifth of respondents had contacted their Parish or Town Council in the past 12 months; this was a significant decrease since 2012, and although this may be partly driven by a more representative dataset there remains a fall in the level of contact across all age groups. Reasons for making contact were varied, and although environmental maintenance and planning were the most common prompts there was no single issue that dominated.

Where enquiries were made, one third of these were seen as not being adequately dealt with. This was generally due to the perception that the Council did not act to deal with the cause of the enquiry (although it was sometimes acknowledged that doing so was outside their power).

**Conclusion 7: Although those who were aware of the services provided by Parish and Town Councils were satisfied with them, awareness remains low and is possibly decreasing.**

The majority of respondents who were aware of the services that were provided by their Parish or Town Council were satisfied with them. This was linked to satisfaction with the local area as a place to live, and was reasonably consistent across the various parishes of Bracknell Forest (although satisfaction was particularly high in Sandhurst Town).

It is important to note that only one third of all respondents indicated that they were aware of what these services *actually were*. This represents a significant decrease since 2012, although this is likely to be partially driven the more representative sample of 2014.

Parks & open spaces were perceived as the most valued service provided by Parish and Town Councils, which is in line with them being seen as one of the key features of Bracknell Forest. When prompted for what services provided by Parish or Town Councils should be improved there was no single answer that emerged dominant, and in fact half of those asked did not give any suggestions.

## 7. Appendix

### Annex I: Bracknell Forest Residents Survey 2014

This survey has been designed to transfer smoothly to QA's CATI system, and looks slightly different to a conventional survey. The questions themselves are the same, but are simply presented differently. The explanation below should help, but please do contact your contact at QA if you are unsure.

All questions, (including prompts for interviewers/respondents e.g. 'Tick all that apply') are formatted with the 'Question' style in blue.

All responses are listed and formatted using the 'Response' style in red.

Questions followed by a blank line are an open-ended or numeric question.

Instructions (i.e. routing instructions) are formatted using the 'Instruction' style in italic. Rating questions are simply listed with the scale listed first followed by the responses and formatted using the 'Response' style.

**Good morning/ afternoon/evening my name is \_\_\_\_ and I am calling from Qa Research on behalf of your Bracknell Forest Council, who have asked us to carry out a survey to help them understand the views of Bracknell Forest residents.**

**The survey will take around 10 to 12 minutes and is designed to help Bracknell Forest Council and its partners understand the attitudes of local residents towards their local area and residents' priorities for public services. All your answers will be anonymous and confidential.**

**Would now be a good time for you to take part in the survey?**

**Yes – Continue**

**No – Book appointment**

**Just to reassure you this interview will be carried out according to the Market Research Society's Code of Conduct. Your answers will be treated in confidence (in accordance with the Data Protection Act 1998) and the findings of this survey will be reported anonymously. If there are any questions that you do not wish to answer, then please let me know. The call may be recorded for quality purposes.**

## SCREENERS

The first few questions are about you, so we can ensure that we speak to a good cross-section of local residents.

S1. Firstly, could I ask how old you are?

WRITE IN

S2. Gender

Male

Female

S3: May I confirm that your postcode is (check against database to ensure correct Ward for quotas)

S4. How would you describe your ethnic background?

DO NOT READ OUT - PROBE IF REQUIRED

### **SINGLECODE**

#### **Asian or Asian British**

Bangladeshi

Chinese

Filipino

Indian

Nepali

Pakistani

Any other Asian background

#### **Black or Black British**

African

Caribbean

Any other Black background

#### **Mixed**

White & Asian

White & Black African

White & Black Caribbean

Any other Mixed background

#### **White**

English/British/Northern Irish/Scottish /Welsh

Gypsy/Irish Traveller

Irish

Showpeople/Circus

Any other White background

#### **Arab/Other Ethnic Group**

Arab

Other ethnic group

Prefer not to say

This section asks for your views on what it's like in your local area. Please consider your 'local area' to be the area within 15-20 minutes walking distance from your home.

**Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live? READ OUT**

**Singlecode**

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Don't know

**Q2. Do you agree or disagree that you can influence decisions affecting your local area? READ OUT**

**Singlecode**

Definitely agree  
Tend to agree  
Tend to disagree  
Definitely disagree  
Don't know

**Q3 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? By getting on well together, we mean living alongside each other with respect. READ OUT**

**Singlecode**

Definitely agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Definitely disagree  
Too few people in the area  
All the same ethnic background  
Don't know

**Q4. In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration? READ OUT**

***Singlecode***

- A very big problem
- A fairly big problem
- Not a very big problem
- Not a problem at all
- Don't know

**Section 2: Your Council**

**Q5. What three things do you like best about living in the Borough? DO NOT READ OUT – PROBE TO CODES BELOW**

***Multicode up to three***

- Access to nature
- Activities for teenagers
- Affordable decent housing
- Community activities
- Cultural facilities (e.g. cinema, South Hill Park)
- Education provision
- Care for older people
- Facilities for young children
- Health services
- The level of crime
- Parks and open spaces
- Public Transport
- Sports and leisure facilities
- Cleanliness of the environment
- Employment opportunities
- Other (write in)
- Don't know

Your local area receives services from Bracknell Forest Council who are responsible for a range of functions and activities such as refuse collection, street cleaning, planning, schools, social care services and road maintenance.

**Q6. On average, how often would you say that you or members of your immediate family used the following services that are provided by the Council? READ OUT**

**Singlecode**

Daily

Weekly

Monthly

Once every few months

About once a year

Less frequently

Never

Don't know

**LOOP – RANDOMISE ORDER OF ASKING**

Recycling facilities

Longshot Lane Household waste recycling centre

Local bus services

Sport/leisure facilities

Libraries

Parks and open spaces

Schools

Childcare services

South Hill Park arts facility

Youth services

Community centres

Social care services

Planning

Housing Advice

Benefit Services

**Q7. How satisfied or dissatisfied are you with each of the following services provided or supported by Bracknell Forest Council? READ OUT**

**Singlecode**

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Don't know

**LOOP – RANDOMISE ORDER OF ASKING**

Planning  
Refuse collection  
Kerbside recycling  
Longshot Lane Household waste recycling centre  
Local transport information  
Local bus services  
Sport/leisure facilities  
Libraries  
Parks and open spaces  
Schools  
Childcare services  
South Hill Park arts facility  
Youth services  
Community centres  
Social care services  
Road maintenance  
The standard of maintenance of public land, such as grass cutting, litter and graffiti  
Housing Advice  
Benefit Services

In considering the next question, please think about the range of services Bracknell Forest Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Bracknell Forest Council provides to the community. We would like your general opinion.

**Q8. To what extent do you agree or disagree that Bracknell Forest Council provides value for money? READ OUT**

**Singlecode**

Strongly agree  
Tend to agree  
Neither agree or disagree  
Tend to disagree  
Strongly disagree  
Don't know

**Q9. Overall, how satisfied or dissatisfied are you with the way Bracknell Forest Council runs things? READ OUT**

**Singlecode**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

**Q10. What, if anything, do you think the Council could do differently which would have a positive impact within Bracknell Forest?**

**Codes open**

**Section 3: Receiving information and being kept informed**

**Q11. Overall, how well informed do you think Bracknell Forest Council keeps residents about the services and benefits it provides? By benefits, we mean any positive impacts it has on the local area. READ OUT**

**Singlecode**

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

**Q12a. How do you currently receive information about the services provided by the Council and its partners? READ OUT**

**Multicode**

- Online
- Social Media e.g. Facebook, Twitter
- Leaflets / Partnership publications by post
- Local Newspapers / Radio
- At Community Centres / Offices
- Face to face
- Town and Country (the Council Newsletter)
- Other (write in)
- Don't know

**Q12b. Which would be your top two preferred methods to receive information about services provided by the Council and its partners?  
READ OUT**

***Multicode up to two***

Online

Social Media e.g. Facebook, Twitter

Leaflets / Partnership publications by post

Local Newspapers / Radio

At Community Centres / Offices

Face to face

Town and Country (the Council Newsletter)

Other (write in)

Don't know

**Q13. Are there any other comments you would like to make relating to the issues covered in this survey, or about the Council or local services more generally?**

***Codes open***

## Section 4: Helping Out

We are interested to know about the unpaid help people give.

**Q16a. Have you given unpaid help to any groups, clubs or organisations over the last 12 months?**

Please exclude giving money and anything that was a requirement of your job. Please only include work that is unpaid and not for your family. **READ OUT**

**Singlecode**

Yes

No

Give unpaid help as an individual only and not through groups, clubs or organisations

Don't know

**ASK Q16b IF 'Yes' AT Q16a.**

**Q16b. Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations? READ OUT**

**Singlecode**

At least once a week

Less than once a week but at least once a month

Less often

Don't know

## Section 5: Parish and Town Council

**Q17. Have you contacted your Parish or Town Council during the past year?**

**Singlecode**

Yes

No

Don't know what Parish or Town Council is

Don't know

**ASK Q18-20 IF 'Yes' AT Q17. OTHERS GOTO Q21**

**Q18. Why did you contact them?**

**CODES OPEN**

**Q19. Was the enquiry dealt with adequately?**

**Singlecode**

Yes

No

Don't know

**ASK Q20 IF 'No' AT Q19. OTHERS GOTO Q21**

**Q20. Why was that?**

**CODES OPEN**

**ASK ALL**

**Q21. Please listen to the following description; READ OUT**

Parish and Town Councils provide some local facilities and services and each tailors its services and spending to its community. The services provided vary from area to area, but often include looking after parks and play areas and providing sports pitches, open spaces, play equipment and allotments. Some also run community halls and services for young people and all give grants to help local groups.

Do you know what services your Parish or Town Council provides?

**Singlecode**

Yes

No

Don't know

**ASK Q22 IF 'Yes' AT Q21. OTHERS GOTO Q25**

**Q22. How satisfied are you with the services provided by your Parish or Town Council? READ OUT**

**Singlecode**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

**Q23. Are there any services provided by your Parish or Town Council which you feel are particularly good or valued?**

**CODES OPEN**

**Q24. Are there any services provided by your Parish or Town Council which you would like to see improved?**

**CODES OPEN**

**ASK ALL**

**Q25. Please listen to the following description;**

Neighbourhood planning gives local people the opportunity to draw up a planning document about their local area, called a

**Neighbourhood Plan. This plan establishes general planning policies for the development of land in a neighbourhood, including where new homes and offices should be built and what they should look like. It will form part of the overall development plan for the area and can be considered when local planning applications are being assessed.**

**Would you like an opportunity to participate in drawing up a Neighbourhood Plan in your area?**

**ASK Q26 IF 'Yes' AT Q25. OTHERS GOTO Q27**

**Q26. In what ways do you think you'd be able to contribute?**

**CODES OPEN**

## Section 6: About You

I'd now like to ask you a few questions about yourself. These questions help us to see if there are any differences between the views of different residents and help the Council to tailor and improve their service accordingly. Please be assured that all information will be kept completely confidential.

**Q27 Do you have access to Broadband internet connection at home? READ OUT**

**Singlecode**

Yes

No

Don't know

**Q28. How would you describe your religion/ belief? READ OUT**

**Singlecode**

None

Christian (all Christian denominations)

Buddhist

Hindu

Muslim

Sikh

Jewish

Other (write in)

**Q29. How would you describe your sexual orientation? READ OUT**

**Singlecode**

Heterosexual/ straight

Gay man

Lesbian/ gay women

Bisexual

Prefer not to say

**Q30. Do you have any children aged 18 or under?**

**Singlecode**

Yes

No

Prefer not to say

**ASK Q31 IF 'Yes' AT Q30.**

**Q31. If you have children what age are they? READ OUT**

***Multicode***

0 - 3

4 - 7

8 - 11

12 - 15

16 - 18

Prefer not to say

**Thank and close**

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## Performance Indicator Table

Ind Ref	Short Description	Previous Figure 2012/13	Current Figure 2014/15	Current Target	Current Status	Trend
<b>Performance indicators – these are measures (previous national indicators or best value indicators) where the Council has set targets</b>						
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years))	87%	94%	88.0%		
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))	30%	42%	32.0%		
NI006	Participation in regular volunteering (Biennially (every two years))	28%	20%	31.0%		
NI023	People in the area not treating one another with respect and consideration is a problem (Biennially (every two years))	14%	12%	13.0%		
<b>Responses to other questions – these are measures where the Council has not set targets preferring to monitor trends over time</b>						
	Percentage of people who are satisfied with their local area as a place to live	85%	87%	N/A	-	
	Overall satisfaction with the way the Council runs things	60%	64%	N/A	-	
	Percentage that strongly agree or tend to agree that the Council provides value for money	52%	59%	N/A	-	
	Percentage that think the Council keeps residents informed very well or fairly well	64%	64%	N/A	-	
<b>Satisfaction with specific Council services – with comparative data where available</b>						
	Parks and open spaces	86%	86%	N/A	-	
	Longshot Lane recycling centre (defined as 'local tips / household waste recycling centres' in 2012)	82%	73%	N/A	-	
	Refuse collection (defined as 'refuse collection / recycling' in 2012)	78%	73%	N/A	-	
	Kerbside recycling (referred to as 'doorstep recycling' in 2012)	68%	74%	N/A	-	
	Standard of maintenance of public land e.g. grass cutting, litter, graffiti (defined as 'Keeping land clear of litter/refuse' in 2012)	56%	71%	N/A	-	
	Libraries	56% (25% don't know)	53% (35% don't know)	N/A	-	
	Sport/Leisure facilities	52% (24% don't know)	64% (22% don't know)	N/A	-	
	Road maintenance	36%	40%	N/A	-	
	South Hill Park Arts facility (referred to as 'Arts facilities' in 2012)	33% (45% don't know)	59% (30% don't know)	N/A	-	

	Local bus services	32% (33% don't know)	32% (43% don't know)	N/A	-	
	Local transport information	29% (31% don't know)	37% (36% don't know)	N/A	-	
	Schools	27% (56% don't know)	44% (45% don't know)	N/A	-	
	Community centres	24% (52% don't know)	29% (57% don't know)	N/A	-	
	Planning	15% (43% don't know)	15% (67% don't know)	N/A	-	
	Social care services	11% (69% don't know)	12% (77% don't know)	N/A	-	
	Childcare services	7% (76% don't know)	10% (82% don't know)	N/A	-	
	Youth Services	5% (78% don't know)	11% (78% don't know)	N/A	-	
	Benefit Services	-	12% (77% don't know)	N/A	-	-

Traffic Lights		Performance Trend	
Compares current performance to target		Identifies direction of travel compared to previous survey results	
On, above or within 2.5% of target		Performance has improved	
Between 2.5% and 7.5% of target		Performance Sustained	
More than 7.5% from target		Performance has declined	

## Communications Plan for Residents' Survey 2014 Results – January 2015

**Aim:** To publicise residents' survey results.

Date	Action	Target audience	Further information	By whom
January 2015	Information	Members	Information email to All Members with their ward data	Head of Community Engagement and Equalities
January 2015	Agenda item	Members	Discussion at PRG on 05.01.15 with agenda published pre Christmas.	Head of Community Engagement and Equalities
January 2015	Information	Parish and Town Councils	Information email to P&TC sharing results report.	Head of Community Engagement and Equalities
January 2015	Information	Residents	Press release of highlights of results to local media. Social media mentions and summary of the results on the website.	Deputy Head of Communications and Marketing
January 2015	Information	Residents	Holding statements to offer explanations of results	Deputy Head of Communications and Marketing
January 2015	Agenda item	Members	Decision at Executive on 27.01.15.	Head of Community Engagement and Equalities
January 2015	Agenda item	Members	Discussion at Overview & Scrutiny Commission on 29.01.15.	Head of Community Engagement and Equalities
January 2015	Information	Partner organisations	Information email to BFP board and themed partnerships	Head of Community Engagement and Equalities
February 2015	Agenda item	Officers	Attend Departmental Management Team meetings	Head of Community Engagement and Equalities
February 2015	Information	BFC employees	Article in Forest Views to highlight change in methodology and satisfaction rates with service delivery.	Deputy Head of Communications and Marketing
February 2015	Information	Residents	Social Media Mentions: Key facts and figures to be posted on facebook and tweeted at regular intervals: "Did you know"	Deputy Head of Communications and Marketing

Date	Action	Target audience	Further information	By whom
February 2015	Information	BFC employees and partners	Upload report results to Stat Share.	Joint Commissioning Officer, Adult Social Care, Health and Housing
March 2015	Information	Residents	Article in Town & Country to highlight change in methodology and satisfaction rates with service delivery.	Deputy Head of Communications and Marketing
March 2015	Agenda item	Partner organisations	Discussion at Community Safety Partnership on 09.03.15	Head of Community Engagement and Equalities
March 2015	Agenda item	Partner organisations	Discussion at Community Cohesion and Engagement Partnership on 12.03.15.	Head of Community Engagement and Equalities
March 2015	Agenda item	Officers	Discussion at Customer Contact Strategy Group on 16.03.15.	Head of Community Engagement and Equalities
March 2015	Agenda item	Members	Discussion at Environment, Culture and Communities Overview & Scrutiny Panel on 17.03.15.	Head of Performance and Resources Environment, Culture and Communities
March 2015	Agenda item	Partner organisations	Discussion at Bracknell Forest Partnership on 19.03.15.	Head of Community Engagement and Equalities
March 2015	Agenda item	Parish and Town Council members and officers	Discussion at Parish and Town Council Liaison Group on 23.03.15.	Head of Community Engagement and Equalities
April / May 2015	Information	BFC Employees	Presentation as part of Chief Executive Roadshow to highlights results of the survey.	Chief Executive

**TO: ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL  
17 MARCH 2015**

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**SCHOOLS ANNUAL ENVIRONMENTAL MANAGEMENT REPORT 2013/2014  
Director of Environment, Culture and Communities**

**1 PURPOSE OF REPORT**

- 1.1 This Overview and Scrutiny Panel takes an overview of the Council's environmental management although some of the services do not fall under its remit. It has received the Schools Annual Environmental Management Report for several years and it is presented again.

**2 RECOMMENDATION(S)**

- 2.1 **That the Panel considers the Schools Annual Environmental Management Report 2013/2014.**

**3 REASONS FOR RECOMMENDATION(S)**

- 3.1 To enable the Panel to consider the environmental management of the Borough's schools.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

- 5.1 The required information is contained within the attached report from the Director of Children, Young People and Learning.

**6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS / EQUALITIES  
IMPACT ASSESSMENT / CONSULTATION**

- 6.1 Not applicable as part of this report.

**7 STRATEGIC RISK MANAGEMENT ISSUES**

- 7.1 Managing the impact of schools' activities on the environment and the financial consequence of poor environmental management can have significant impact on the climate and finance.

Background Papers

None related to this report.

Contact for further information

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[andrea.carr@bracknell-forest.gov.uk](mailto:andrea.carr@bracknell-forest.gov.uk)

**To: EXECUTIVE MEMBER FOR CHILDREN YOUNG PEOPLE AND LEARNING**  
**DATE: 17 March 2015**

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**SCHOOLS ANNUAL ENVIRONMENTAL MANAGEMENT REPORT 2013/14**  
**(Director, Children Young People & Learning)**

**1 PURPOSE OF DECISION**

- 1.1 To approve the Schools Annual Environmental Management Report 2013/14.

**2 RECOMMENDATIONS**

- 2.1 That the Executive Member approves the Schools Annual Environmental Management Report 2013/14.
- 2.2 That Environmental Management is promoted to headteachers and school governors.

**3 REASONS FOR RECOMMENDATIONS**

- 3.1 The environmental performance of schools is a high profile issue, and one in which many schools are seeking to become accredited under the Eco-Schools programme.
- 3.2 Schools performance also forms part of the Council's overall performance which is managed under the terms of Climate Local.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

Background

- 5.1 This is the eleventh Annual Environmental Management Report for schools, which began as a CYPL initiative in 2003/04.
- 5.2 The Report is based on consumption/cost data for the previous financial year, and is produced with input from different parts of the Environment Culture & Communities department.

Report Summary

- 5.3 The energy performance of Bracknell Forest Schools compares well against national performance indicators with the majority of schools showing improvement in energy performance.

5.4 A more detailed Executive Summary appears on Page 3 of the Report.

#### Responsibility for Environmental Management

5.5 The Executive Member will be aware that while the Council can report on, and provide training and advice on Environmental Management, we cannot control performance. It is schools themselves that ultimately control and manage their resources under local management. An Environmental Management Workshop was held for schools in July 2013.

5.6 There continues to be an encouraging take-up by schools participating in the ECO Schools programme, which is set out on page 7 of the Report and Table 1.

5.7 It is proposed that presentations on Environmental Management be given to headteachers and school governors to encourage and promote schools' involvement.

### **6. CONSULTATION**

6.1 This report has been drawn up in consultation with officers in ECC:

- Colin Griffin, Team Leader, Climate Change
- Steven Milne, Energy Manager
- Eric Redford, Refuse Contract Management Officer
- Phillip Burke, Travel Plan Co-ordinator

6.2 This Report will also be reported to:

- Children, Young People & Learning Planned Works Programme Board
- Copies will be circulated to Headteachers and Chairs of Governors.

6.3 The report will also be posted on the Council's website

### **7. ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

#### Borough Treasurer

7.1 The cost to schools of environmental management is fully funded by government grant and therefore has no direct impact on the Council's financial responsibilities. However, governors have a duty to "seek to achieve efficiencies and value for money" and this report provides advice to help meet that duty.

#### Borough Solicitor

7.2 The contents of this report are noted.

#### Strategic Risk Management Issues

7.3 The Report highlights the need to address Climate Change by reducing carbon emissions, and the Council's need to respond to national and local performance targets. The trend for greater regulation, compliance measures and increased costs associated with Environmental Management issues is likely to be sustained over the foreseeable future.

## Equalities Impact Assessment

7.4 Not applicable, as this is not a Policy or a Project.

### Background Papers

Schools Annual Environmental Management Report 2013/14

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**Bracknell Forest Council**

**Schools Annual Environmental  
Management Report**

**2013/14**

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## **PART ONE - INTRODUCTION**

### **1.1 Introduction**

This is the eleventh annual report on energy management in Bracknell Forest Council (BFC) schools. The report was expanded in 2005/06 and 2006/07 to include a section on water and transport respectively under the broader heading of environmental management.

The report on water is limited to those schools which monitor water consumption via the Council's Systems-link software.

Following new Defra and Carbon Trust guidelines in 2008, the purchase of 'green' electricity is no longer recognised as a means of reducing Carbon Dioxide (CO<sub>2</sub>) emissions and this is reflected in the reports with historical figures adjusted accordingly

### **1.2 Executive Summary**

- a. At end of March 2014 30 schools in Bracknell Forest (83%) are registered with the Eco-Schools programme. Twenty four of these achieved a bronze award, twelve achieved a silver award and two achieved a green flag award.
- b. Overall energy costs have increased due to increased electricity, gas and oil consumption.
- c. Energy consumption has reduced compared to last year due to warmer weather but is comparable to 2011/12 when weather was similar. However energy performance has decreased from 130 to 134 kWh/m<sup>2</sup>. This is specifically due to increasing electricity use in secondary schools with one school using electricity as a means of space heating.
- d. The environmental impact of energy use, measured by the production of carbon dioxide emissions from burning fossil fuels has reduced by 4% since the previous year due reduced energy consumption and reduced use of fuel oil as means of heating.
- e. There is scope for improved energy performance in schools, and most schools could make savings through no/low cost housekeeping measures.
- f. The use of electricity continues to rise each year mainly due to increasing IT requirements in schools and use of air conditioning.
- g. Only 10 out of the 37 schools provided water meter readings at end of March 2014 resulting in a water consumption report of only limited value.
- h. Of the 10 schools which provided water meter readings, water consumption has increased compared to the previous year but consumption per pupil has reduced indicating improved performance. Water performance in BFC schools in 2013/14 continues to compare poorly against Environment Agency Benchmarks for schools, with 7 out of the 10 schools monitored showing lower than typical performance. There is scope for reducing water consumption in these schools.

### 1.3 Recommendations

- a) All Schools should register and improve their accreditations under for the Eco-Schools program to provide a management framework and accreditation scheme for environmental management.
- b) Schools should adopt a 'Whole School approach' as recommended by the Carbon Trust that includes pupils, staff, and governors and commit to an Energy Policy Statement. See Appendix B for details of the "Whole School Approach".
- c) Schools should monitor/target their own energy and water use via the web based BF Council supported Systems-Link database as part of their own Energy/Environmental Policy. This allows schools to recognise at an early stage their energy or water consumption is increasing and to take remedial action accordingly.
- d) Where schools cannot monitor their water consumption due to location/access of meter, it is recommended that consultation with appropriate water board is required in terms of either relocating the meter or providing an easy accessible sub-meter within the premises or fitting an automatic meter reading device-the Council Energy Manager can provided assistance on this. Alternatively a no cost measure (but less accurate) would be to enter meter readings into Systems-link as shown on water board invoices.
- e) Schools should obtain energy or water audits where their energy or water consumption is high compared to other similar schools, or where their energy consumption has increased significantly, to identify energy/water saving measures (see Part 2 on Energy and Part 3 on Water).
- f) Schools should implement energy/water saving measures through a combination of management and physical works to their buildings. Where funds for works are not available schools should consider bidding to the Council for capital funding for energy conservation works under the Council Invest-to-Save scheme or the Carbon Trust Salix Interest Free Loan Scheme (via the Council). Those schools willing to participate in either will receive help in the financial appraisal of energy/water saving measures by the Energy Manager.



One school, namely Great Holland's Primary replaced all old fluorescent lighting by LED panels in the Summer of 2014 by using the Salix loan scheme.

- g) Schools should consider participating in the BFC maintenance contract for flush controls.
- h) Schools should audit the waste they produce on site, and implement measures to reduce it.
- i) Schools should increase the scope and scale of recycling on their sites, including taking advantage of the waste recycling service offered under Council's waste contract.
- j) Schools should continue to develop their School Travel Plans to review the transport choices made by the school and the pupils, and introduce measures that promote and encourage more sustainable travel modes.

- k) The Council should give early consideration to the energy performance of plant, buildings and lighting when drawing up the annual planned maintenance program and new works.
- l) The Council should continue to provide training/workshops for schools with respect to good housekeeping and energy awareness, with particular emphasis on saving electricity.

#### 1.4 Scope

The report considers schools performance in the management of energy, water and waste in the 2013/14 financial year.

#### 1.5 Purpose

This report has been created in response to strategic policy initiatives at national and local level, including:

- a) EU Directive 2002/91/EC Energy Efficiency: Energy Performance and Buildings, requires energy performance certificates for individual buildings above 1000m<sup>2</sup>, including schools, to be provided on an annual basis. In addition from January 2013 public buildings over 500m<sup>2</sup> will require a Display Energy Certificate (DEC). This will be applicable to the 2 schools which currently do not have DEC's. 
- b) The Climate Change Act (2008) puts into statute the UK's target to reduce carbon dioxide emissions (CO<sub>2</sub>) by 80% by 2050, and 26% by 2020 against a 1990 baseline.
- c) The Bracknell Forest Partnership Sustainable Community Plan 2005 "Living Together Working Together", which includes the priority to protect and enhance the environment by increasing energy efficiency and the use of renewable energy while reducing waste and pollution.
- d) Bracknell Forest Council's Medium Term Objective, "To keep Bracknell Forest clean and green".
- e) The Nottingham Declaration on Climate Change was signed by the Council on 27<sup>th</sup> February 2007. This commits the Council to developing and implementing a local climate change action plan in two years. The Climate Change Action Plan was published by the Council in October 2008 and updated in July 2010.
- f) The Bracknell Forest Council Carbon Management Plan published in June 2009 of which schools are a major part.
- g) The Carbon Reduction Commitment Energy Efficiency Scheme (CRC) requires Bracknell Forest Council to report carbon dioxide (CO<sub>2</sub>) emissions from its corporate buildings and schools on an annual basis from 2011/12 to 2013/14 and purchase allowances at £12t/CO<sub>2</sub> emitted. School CRC allowances for 2013/14 will be deducted from the general school fund.
- h) In 2011 the Department for Energy and Climate Change asked all local authorities to publish their own greenhouse gas emissions in accordance with Defra guidelines,

based on the international Greenhouse Gas Protocol. This includes schools and replaces national performance indicator NI185: CO<sub>2</sub> reductions from local authority operations.

- i) Energy Performance of Buildings Directive: Air conditioning inspection of buildings. All buildings including schools with an air conditioning load of greater than 12Kw will require an air conditioning energy performance certificate by January 2011.
- j) In April 2010, the Government introduced a system of Feed-in-Tariffs to provide financial incentives for the installation of renewable electricity technologies including solar photovoltaic (PV) systems. FITs are index linked; guaranteed for 20 years for solar PV; and provide an attractive rate of return. St Joseph's Catholic Primary was the first school in Bracknell Forest to install solar PV during 2011. Since then PV systems have been installed in Holly Spring, Crown Wood and Kennel Lane schools. Meter readings of the Generation meter must be submitted to FIT provider every 3 months to obtain FIT payment.

## 1.6 Objectives

The objectives of the report are to:

- a) Record and benchmark schools annual performance under environmental management.
- b) Identify priority schools so they can take follow up action.
- c) Identify and analyse trends in environmental management performance by year on year comparison.
- d) To make general recommendations about environmental management in schools.

## 1.7 Contact

For further information or if there are any queries relating to the contents of this Report please contact:

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## 1.8 Distribution

- a) This Report will be reported to:
  - Executive Member for Children, Young People & Learning
  - Children, Young People & Learning Departmental Management Team
  - Children, Young People & Learning Planned Works Programme Board
- b) Copies will be circulated to Head Teachers, Bursars and Chairmen of School Governors.
- c) The report will also be posted on the Council's website.

## PART TWO - ECO SCHOOLS

### 2.1 Accredited Environmental Management Scheme

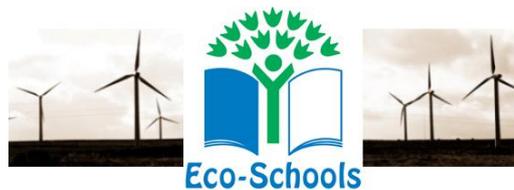
- a) Bracknell Forest Council has adopted the Eco-Schools programme as the overall measure of schools' performance under environmental management.
- b) The Eco-Schools programme provides a simple accredited management framework to enable your school to analyse its operations and become more sustainable. It guides schools through examination of their environmental impact across a wide range of issues including energy, waste, transport etc. The scheme is rooted in a genuine desire to help children become more effective citizens by encouraging them to take responsibility for the future of their own environment. At the same time the school can make financial savings through reducing resource consumption and therefore its utility bills.

### 2.2 Registration and Recognition

- a) Eco-Schools is run internationally by the Foundation for Environmental Education (FEE). In England it is managed by Keep Britain Tidy.
- b) Eco-Schools begin with registration. Once registered your school will be part of an international group of schools working towards education for sustainable development (ESD) and a better quality of life for local and (through joint action) global communities.
- c) It is also an award scheme that will celebrate your achievements as a school and raise the profile of your school in the wider community.

### 2.3 Three Levels of Award:

- a) Bronze award - self-assessed via website leading to a certificate
- b) Silver award - self-assessed via website leading to a certificate.
- c) Green Flag - the highest level, externally assessed leading to a certificate and Flag.



### 2.4 Participation and progress

- a) By the end of March 2014, 30 state schools and 6 independent schools were registered with the Eco-Schools programme in Bracknell Forest. Awards received to date include 24 Bronze, 12 Silver and 2 Green Flags. The Borough's first Green Flag award was achieved by Sandy Lane Primary School in September 2009.
- b) Please refer to Table 1.

## 2.5 Experience of an Eco-School

The following report was kindly provided by Catherine Bates, Headteacher at Ascot Heath Infant School.

“Ascot Heath Infant School were delighted at the end of November 2013 when we had our formal assessment for our Eco Schools Green Flag. Mrs Brodrick and the Eco Team had worked tirelessly to help the rest of the school to become more Eco Aware. At the time of the assessment we were taking part in Switch off fortnight which reminded us not to waste electricity by leaving lights on when we leave a room. The children were amazing at reminding the adults about this! Being awarded a Green Flag is a huge achievement for our whole school community.



We are now working hard in order to retain the award and have an action plan which includes; raising awareness of reducing energy usage, encouraging walking or scooting to school, revitalising our Wild Garden for example by making a bug hotel, creating a species record for our school, taking part in the Big Garden Bird Watch (RSPB). Every class is undertaking a growing project during which they plan, plant and care for plants in their own garden and we are increasing the children’s awareness of how our actions can have global effects by taking part in the African Welly Walk and holding a Fair Trade Week

This term we have raised our Green Flag on our newly installed flag pole and are excited about our continuing Eco journey.”

## 2.6 Support from Bracknell Forest Council

The Council is keen to support local schools on the Eco-Schools programme as we believe it is an effective way of combining good utility management with environmental education. Officers from across the Council are available to offer support to schools on the Eco-Schools programme on the 9 topics within the programme; these include energy, biodiversity, healthy living, litter, school grounds etc.

## 2.7 Contact

For further information please contact:

Hazel Hill  
Sustainable Energy Officer  
Tel: 01344 352536  
Hazel.hill@bracknell-forest.gov.uk

**Table 1: Bracknell Eco-Schools - March 2014**

<b>No.</b>	<b>School</b>	<b>Registered</b>	<b>Award</b>	<b>Date</b>
1	Birch Hill Primary	30/09/05	Bronze	14/09/07
2	Harmans Water Primary	01/10/05	Bronze Silver	17/06/08 17/06/08
3	Uplands Primary	11/11/05	Bronze Silver	01/04/09 14/04/09
4	Great Hollands Primary	18/11/05	Bronze Silver	27/02/07 27/03/08
5	Warfield CE Primary	23/11/05	Bronze	04/10/06
6	Meadow Vale Primary	02/01/06	Bronze Silver	30/10/06 20/05/10
7	Sandy Lane Primary	27/01/06	Bronze Silver Green Flag	24/03/06 12/01/07 25/09/09 & 14/03/12
8	College Town Infant & Nursery	22/06/06	Bronze Silver	19/11/07 08/02/13
9	Holly Spring Junior	04/10/06	Bronze	18/06/09
10	Wooden Hill Primary & Nursery	16/10/06	Bronze	07/11/07
11	College Town Junior	05/11/06	Bronze Silver	09/07/08 09/07/08
12	Ranelagh School	10/01/07	Bronze Silver	10/05/07 16/07/10
13	Ascot Heath Junior	31/01/07	Bronze Silver	27/02/07 08/05/08
14	New Scotland Hill Primary	30/01/07	Bronze Silver	27/11/08 24/03/11
15	Wildmoor Heath	24/03/07	Bronze	10/12/08
16	Crown Wood Primary	21/05/07	Bronze Silver	04/10/12 18/07/13
17	Edgbarrow Secondary School	12/09/07	Bronze	17/06/09
18	St Micheal's CE Primary Easthampstead	08/11/07	Bronze	01/04/08
19	Sandhurst Secondary School	02/06/08		
20	Ascot Heath Infant	23/01/08	Bronze Silver Green Flag	05/07/09 22/10/10 27/11/13
21	St. Josph's Primary	09/06/08		
22	Crowthorne Primary	13/06/08	Bronze	21/07/10
23	Whitegrove Primary	05/12/08		
24	The Rowans	24/03/09	Bronze	17/06/09
25	The Pines	26/04/09	Bronze	27/06/09
26	Wildridings Primary	18/05/09	Bronze	01/07/09
27	Binfield CE Primary	13/01/10		
28	Brakenhale School	26/04/11	Bronze	27/04/11
29	Garth Hill College	14/11/13		
30	Winkfield St Mary's	14/10/13		

## PART THREE - ENERGY

### 3.1 Scope

Energy in this case includes gas, oil, biomass and electricity used to provide heating, domestic hot water, lighting and general power within BFC schools in the 2013/14 financial year. The report considers energy under three main headings:

1. **Energy Cost:** The cost of energy at each school, which fluctuates in the marketplace.
2. **Energy Consumption:** The use of energy by schools as a single annual figure in kilowatt-hours (kWh).
3. **Energy Environmental Impact:** the impact on the environment, measured as the amount of Carbon Dioxide (Kg CO<sub>2</sub>) released into the atmosphere through burning fossil fuels.

### 3.2 Data

- a) The energy data used within the report is based on actual meter readings taken by schools in the financial year 2013/14, except where a school shares a common boiler house which is not sub-metered. In this case the gas/oil is apportioned according to the schools own financial calculations.



- Note: For Display Energy Certificates (DECs) oil tank readings must be taken at beginning and end of each assessment period. If readings are not taken, then it is assumed the tank is empty at the beginning or end of the assessment period resulting in higher oil consumption than expected. As such gauge readings must be taken on a monthly basis.
- b) The report relies heavily on the accuracy of the data that has been used, and schools are requested to check the data carefully for their site to identify any anomalies in terms of the cost consumption of energy or floor area. Schools can view this data via the Systems-link website login [www.systems-link.co.uk/webreports/](http://www.systems-link.co.uk/webreports/) Please report any data anomalies or queries to Steven Milne, Council Energy Manager, Tel: 01344 351518 or e-mail: [steven.milne@bracknell-forest.gov.uk](mailto:steven.milne@bracknell-forest.gov.uk).
  - c) By March 2011 automatic meter readers (AMRs) were installed on all major gas and electricity meters in addition to the statutory half-hourly meters already installed. This eliminates the need for manual meter reading at these sites, reducing potential billing errors.

### 3.3 Benchmarking

Schools performance in the management of energy is benchmarked in the report:

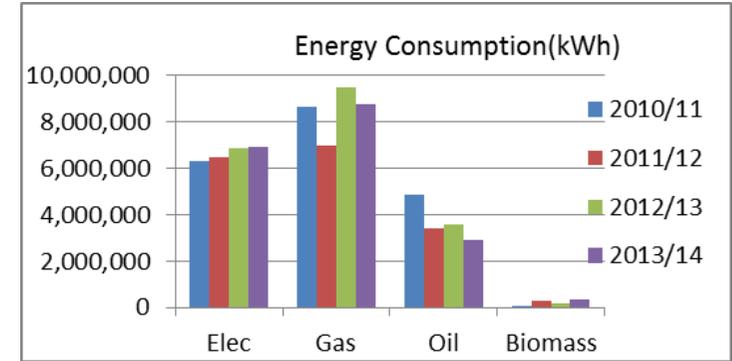
- a) Against other schools, within the primary and secondary sectors.
- b) Against the previous year to indicate trends in performance since 2004/05.
- c) Schools are benchmarked via Display Energy Certificates (DECs) in a later report which take into account of occupancy and actual useable floor area.

### 3.4 Summary of Energy Cost, Consumption and Environmental Impact

The following data has been derived from invoices and meter readings.

**Table 2-Energy Consumption (kWh)**

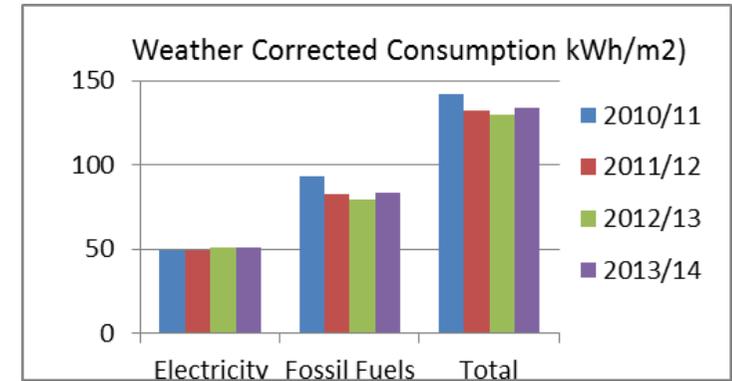
FUEL TYPE	ENERGY CONSUMPTION (kWh)				% Increase / Decrease		
	2010/11	2011/12	2012/13	2013/14	On 2010/11	On 2011/12	On 2012/13
Elec	6,335,646	6,452,750	6,842,822	6,919,788	9.22%	8.01%	6.05%
Gas	8,623,042	7,006,381	9,485,277	8,745,255	1.42%	10.00%	35.38%
Oil	4,852,739	3,404,768	3,572,370	2,932,963	-39.56%	-26.38%	4.92%
Biomass	96,000	316,320	158,300	325,749	239.32%	64.90%	-49.96%
<b>Totals</b>	<b>19,907,427</b>	<b>17,180,219</b>	<b>20,058,769</b>	<b>18,923,755</b>	<b>-4.94%</b>	<b>0.76%</b>	<b>16.76%</b>



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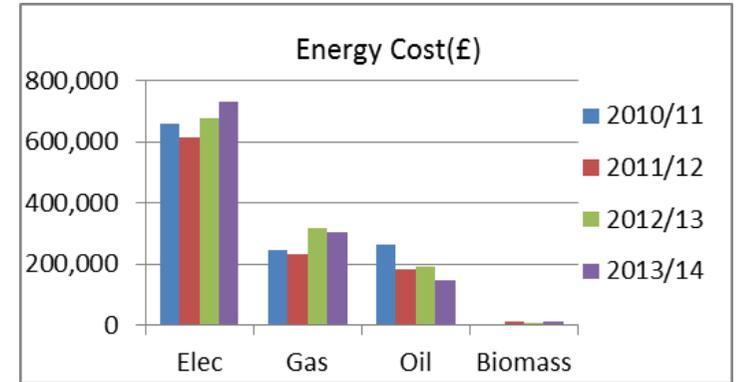
**Table 3-Weather Corrected Consumption(kWh/m<sup>2</sup>)**

Item		WEATHER CORRECTED ENERGY CONSUMPTION (kWh/m <sup>2</sup> )					
		2010/11	2011/12	2012/13	2013/14	On 2010/11	On 2011/12
Consumption (kWh)	Electricity	6,335,646	6,452,750	6,842,822	6,919,788	9.22%	7.24%
	Fossil Fuels	12,000,083	10,869,008	10,648,678	11,324,921	-5.63%	4.19%
	<b>Total</b>	<b>18,335,729</b>	<b>17,321,758</b>	<b>17,491,500</b>	<b>18,244,710</b>	<b>-0.50%</b>	<b>5.33%</b>
Floor Area (m <sup>2</sup> )		129,263	131,376	134,909	136,315	5.46%	3.76%
Consumption (kWh/m <sup>2</sup> )	Electricity	49	49	51	51	3.57%	3.35%
	Fossil Fuels	93	83	79	83	-10.67%	0.42%
	<b>Total</b>	<b>142</b>	<b>132</b>	<b>130</b>	<b>134</b>	<b>-5.74%</b>	<b>1.40%</b>



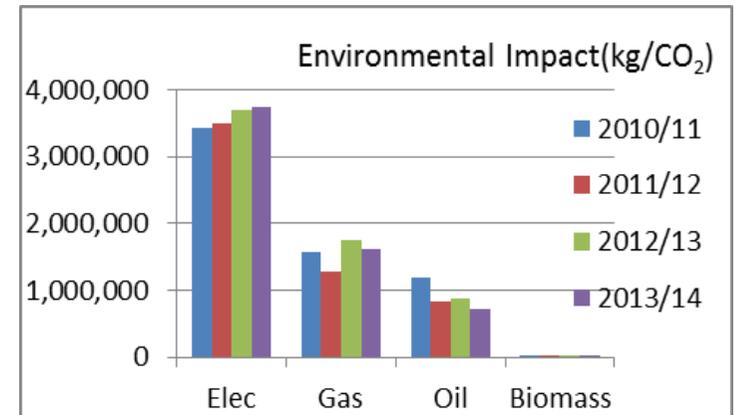
**Table 4-Energy Cost (£)**

FUEL TYPE	COST (£)				% Increase / Decrease		
	2010/11	2011/12	2012/13	2013/14	On 2010/11	On 2011/12	On 2012/13
Elec	659,607	613,838	675,760	731,492	10.90%	19.17%	8.25%
Gas	243,636	232,074	318,962	304,393	24.94%	31.16%	-4.57%
Oil	262,517	181,909	192,026	147,244	-43.91%	-19.06%	-23.32%
Biomass	3,831	12,143	6,266	13,005	239.47%	7.10%	107.55%
<b>Totals</b>	<b>1,169,590</b>	<b>1,039,964</b>	<b>1,193,013</b>	<b>1,196,134</b>	<b>2.27%</b>	<b>2.00%</b>	<b>14.72%</b>



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**Table 5 - Environmental Impact (kgCO<sub>2</sub>)**

FUEL TYPE	ENVIRONMENTAL IMPACT (kgCO <sub>2</sub> )				% Increase / Decrease		
	2010/11	2011/12	2012/13	2013/14	2010/11	2011/12	2012/13
Elec	3,427,584	3,490,938	3,701,967	3,743,606	9.22%	7.24%	1.12%
Gas	1,583,191	1,286,372	1,743,416	1,609,127	1.64%	25.09%	-7.70%
Oil	1,191,769	836,166	877,327	720,297	-39.56%	-13.86%	-17.90%
Biomass	2,496	8,224	4,116	8,469	239.32%	2.98%	105.78%
<b>Totals</b>	<b>6,205,040</b>	<b>5,621,700</b>	<b>6,326,825</b>	<b>6,081,499</b>	<b>-1.99%</b>	<b>8.18%</b>	<b>-3.88%</b>



### **3.5 Contact**

For further information or if there are any queries relating to the energy contents of this report please contact:

**Steven Milne**

Borough Energy Manager

Tel: 01344 351518

[steven.milne@bracknell-forest.gov.uk](mailto:steven.milne@bracknell-forest.gov.uk)

### 3.6 Energy Cost

- a) To compare energy costs within BFC schools, each school type i.e. Primary, Secondary, and Special schools are separated into groups and ranked in terms of their 'Total energy cost per floor area' (£/m<sup>2</sup>) as shown in Table 6. The lowest energy cost per floor area is ranked one whereas the highest energy cost per floor area is ranked thirty for Primary schools, and six for Secondary Schools.
- b) Despite increased gas and electricity unit costs, energy costs have reduced due to reduced energy consumption due to milder weather and reduced use of expensive fuel oil.
- c) It is therefore important for Head Teachers and Bursars to adopt energy efficiency practices and measures within their school. Effective energy management can reduce energy consumption without any loss of service, provide usable cost savings and is of benefit to environment.
- d) Electricity remains the greatest fuel cost affecting schools budgets due to its high unit price. Direct electric heating should be avoided as a means of heating schools.

### 3.7 How Can I Minimise Energy Cost in my School?

- a) The recommended mechanism for reducing costs is to join the BFC fuel purchasing contracts. All schools are currently included.
- b) Check invoices - tariff rates, readings and VAT via the Systemslink web site.
- c) Order oil when demand is low and not affected by weather conditions.
- d) Reduce energy consumption (see below).



**Table 6-Energy Cost 2013/14(£/m<sup>2</sup>)**

Site	Rank	Floor Area (m <sup>2</sup> ) 13/14	Electricity Cost	Gas Cost	Oil Cost	Biomass Cost	Total Cost	% of Expenditure	13/14 £/m <sup>2</sup>	Prev Yr 12/13 £/m <sup>2</sup>	Trend
<b>Primary Schools</b>											
The Pines(Excludes Behaviour Support)	1	2,128	7,290	4,390	0	0	11,680	2.4%	5.49	6.03	-9%
Crown Wood Primary	2	3,431	12,155	7,824	0	0	19,978	4.1%	5.82	7.14	-18%
Sandy Lane Primary	3	3,598	11,849	11,021	0	0	22,871	4.6%	6.36	7.56	-16%
Whitegrove Primary	4	2,298	9,342	6,694	0	0	16,036	3.3%	6.98	7.75	-10%
Owlsmoor Primary	5	2,318	9,066	7,526	0	0	16,592	3.4%	7.16	7.65	-6%
St Michaels CE Primary, S'hurst (VA)	6	1,323	5,516	3,058	1,014	0	9,588	1.9%	7.25	8.24	-12%
Jennett's Park CE Primary (VA)	7	2,444	7,605	10,491	0	0	18,096	3.7%	7.40	8.34	-11%
Ascot Heath Infant	8	925	4,218	2,759	0	0	6,977	1.4%	7.54	7.50	1%
St Michaels CE Primary, Ehamp (VA)	9	1,386	6,831	3,654	0	0	10,485	2.1%	7.56	7.14	6%
Meadow Vale Primary	10	3,932	14,846	5,167	9,911	0	29,924	6.1%	7.61	8.44	-10%
St Josephs Catholic Primary (VA)	11	1,430	5,445	501	5,074	0	11,021	2.2%	7.71	8.76	-12%
Wildmoor Heath Primary	12	1,094	4,564	3,914	0	0	8,478	1.7%	7.75	8.20	-6%
Holly Spring Schools Combined	13	4,127	19,003	13,093	0	0	32,096	6.5%	7.78	7.71	1%
Fox Hill Primary (incl. Rowans Childs Centre)	14	2,047	10,002	1,546	4,587	0	16,135	3.3%	7.88	9.08	-13%
St Margaret Clitheroe Catholic Primary (VA)	15	1,144	6,317	2,762	0	0	9,079	1.8%	7.94	7.38	8%
Wooden Hill Primary & Nursery	16	1,878	9,390	5,743	0	0	15,134	3.1%	8.06	8.29	-3%
Birch Hill Primary	17	2,416	11,579	8,181	0	0	19,760	4.0%	8.18	8.37	-2%
College Town Junior	18	1,819	8,311	627	6,164	0	15,102	3.1%	8.30	8.44	-2%
Great Hollands Primary	19	3,295	12,797	14,573	0	0	27,370	5.6%	8.31	8.27	0%
College Town Infants & Nursery	20	1,682	7,881	6,205	0	0	14,087	2.9%	8.37	6.63	26%
Wildridings Primary	21	2,739	12,923	2,464	7,680	0	23,067	4.7%	8.42	9.42	-11%
Winkfield St Marys CE Primary	22	1,036	5,072	3,656	0	0	8,727	1.8%	8.42	8.91	-5%
Harmans Water Primary	23	3,512	14,833	2,316	12,605	0	29,754	6.0%	8.47	9.61	-12%
New Scotland Hill Primary	24	1,405	7,453	1,271	3,398	0	12,122	2.5%	8.63	8.37	3%
Warfield CE Primary	25	1,413	8,453	3,921	0	0	12,374	2.5%	8.76	9.35	-6%
Ascot Heath CE Junior	26	1,416	7,843	563	4,090	0	12,496	2.5%	8.83	11.24	-21%
Crowthorne CE Primary	27	1,182	5,438	5,545	0	0	10,983	2.2%	9.29	10.08	-8%
Binfield CE Primary (VA)	28	2,152	13,635	6,372	0	0	20,007	4.1%	9.30	9.31	0%
Uplands Primary	29	1,432	6,472	6,383	1,448	0	14,302	2.9%	9.99	8.75	14%
Cranbourne Primary	30	1,522	6,696	6,437	5,016	0	18,149	3.7%	11.92	13.07	-9%
Sub Totals		62,524	272,826	158,657	60,987	0	492,470	100.0%	7.88	8.42	-6%
<b>Special Schools</b>											
Kennel Lane (Special School)	1	4,674	25,380	20,490	0	0	45,870	100.0%	9.81	9.92	-1%
<b>Secondary Schools</b>											
Edgbarrow Comp (Excludes Sp Cen)	1	10,535	59,056	25,042	0	0	84,098	12.8%	7.98	8.15	-2%
Easthampstead Park Community Comp	2	12,952	67,196	42,366	0	0	109,562	16.7%	8.46	8.10	4%
Brakenhale Comp (excl. OLC)	3	12,045	65,878	4,679	32,788	0	103,346	15.7%	8.58	7.93	8%
Sandhurst Comp (incl. Sp Cen)	4	9,825	57,821	11,865	24,763	0	94,449	14.4%	9.61	9.26	4%
Ranelagh (Academy)	5	10,343	48,697	24,710	28,706	0	102,114	15.5%	9.87	10.54	-6%
Garth Hill	6	13,417	134,638	16,583	0	12,143	163,365	24.9%	12.18	10.85	12%
<b>Sub Totals</b>		<b>69,117</b>	<b>433,287</b>	<b>125,245</b>	<b>86,257</b>	<b>12,143</b>	<b>656,932</b>	<b>100.0%</b>	<b>9.50</b>	<b>9.14</b>	<b>4%</b>
<b>Totals</b>		<b>136,315</b>	<b>731,492</b>	<b>304,393</b>	<b>147,244</b>	<b>12,143</b>	<b>1,195,272</b>	<b>100.0%</b>	<b>8.77</b>	<b>8.84</b>	<b>-1%</b>

### 3.8 Energy Consumption

- a) Energy consumption in kWh/m<sup>2</sup> is set out on Table 7 below. This has been taken directly from meter readings.
- b) As shown in Table 8, energy consumption data for gas and oil has then been adjusted for ambient temperature using the formulae described in Appendix A. Primary, Secondary and Special Schools are shown as separate groups, but ranked in terms of their 'Total Weather Corrected energy consumption per floor area (including electricity). As with cost/m<sup>2</sup> the lowest is ranked as one whereas the highest is ranked thirty for a Primary school and six for a Secondary school.
- c) The majority of Primary schools show an improvement in their energy performance in 2013/14 compared to 2012/13 with the exception being Uplands. However the majority of Secondary schools have a reduced energy performance mainly due to significant increasing electricity consumption.
- d) As per Table 8, since 2007/08 overall Energy Performance of Schools has improved each year with the exception of 2013/14. Due to its large energy consumption as compared to other schools the addition of the new Garth Hill into school portfolio with its increasing electricity consumption each year is having a negative effect on overall schools energy performance.

### 3.9 How Can I Reduce Energy Consumption in my School?

- a) Form a working group to review energy use in your school.
- b) Adopt a whole school approach that involves pupils, staff and governors. (See Appendix B).
- c) Undertake an energy awareness campaign. Contact **Hazel Hill**, Sustainable Energy Officer on 01344 352536 or [hazel.hill@bracknell-forest.gov.uk](mailto:hazel.hill@bracknell-forest.gov.uk)
- d) Undertake recommendations as given in 2009/10 Display Energy Certificate Advisory Reports.
- e) Ensure all major energy using plant and air conditioning has a maintenance contract associated with it.
- f) Ensure all IT equipment is switched off or has automatic shut down facilities for out of school hours.



**Table 7 - Energy Consumption 2013/14 (kWh/m<sup>2</sup>)**

Site	Rank	Floor Area 13/14 (m <sup>2</sup> )	Elec kWh	Gas kWh	Oil kWh	Biomass kWh	Total Consumption kWh	13/14 Weather Corrected kWh	13/14 Weather Corrected kWh/m <sup>2</sup>	12/13 Weather Corrected kWh/m <sup>2</sup>	Trend
<b>Primary Schools</b>											
The Pines (Excludes Behaviour Support)	1	2,128	70,936	124,901	0	0	195,837	188,772	88.71	92.82	-4%
Crown Wood Primary	2	3,431	119,226	216,134	0	0	335,359	323,133	94.18	124.14	-24%
Fox Hill Primary (incl. Rowans Childs Centre)	3	2,047	96,423	38,175	93,130	0	227,728	220,300	107.62	114.72	-6%
College Town Junior	4	1,819	82,375	17,539	103,110	0	203,024	196,199	107.86	99.84	8%
Holly Spring Schools Combined	5	4,127	164,313	311,316	0	0	475,629	458,018	110.98	113.85	-3%
St Josephs Catholic Primary (VA)	6	1,430	52,618	11,235	104,533	0	168,386	161,837	113.17	109.66	3%
Jennett's Park CE Primary (VA)	7	2,444	75,268	217,910	0	0	293,179	280,852	114.91	115.67	-1%
St Margaret Clitherow Catholic Primary (VA)	8	1,144	59,997	76,052	0	0	136,049	131,747	115.16	112.76	2%
New Scotland Hill Primary	9	1,405	71,253	29,445	67,015	0	167,713	162,256	115.48	104.89	10%
Whitegrove Primary	10	2,298	92,916	185,212	0	0	278,128	267,651	116.47	136.18	-14%
Ascot Heath CE Junior	11	1,416	78,816	8,314	83,532	0	170,662	165,466	116.85	147.93	-21%
Meadow Vale Primary	12	3,932	145,942	133,209	200,014	0	479,165	460,315	117.07	118.09	-1%
St Michaels CE Primary, Eham (VA)	13	1,386	64,067	104,840	0	0	168,907	162,976	117.59	116.38	1%
Ascot Heath Infant	14	925	42,384	74,206	0	0	116,590	112,392	121.51	116.42	4%
Harmans Water Primary	15	3,512	144,383	60,864	244,399	0	449,645	432,377	123.11	128.46	-4%
Owlsmoor Primary	16	2,318	88,564	209,283	0	0	297,846	286,008	123.39	132.32	-7%
Wildridings Primary	17	2,739	132,111	66,226	155,681	0	354,018	341,465	124.67	129.96	-4%
St Michaels CE Primary, S'hurst (VA)	18	1,323	54,082	101,483	19,991	0	175,556	168,685	127.50	120.01	6%
Wildmoor Heath Primary	19	1,094	43,836	105,207	0	0	149,043	143,092	130.80	125.88	4%
Sandy Lane Primary	20	3,598	116,200	376,704	0	0	492,904	471,595	131.07	137.35	-5%
Wooden Hill Primary & Nursery	21	1,878	90,711	166,393	0	0	257,104	247,691	131.89	121.64	8%
Warfield CE Primary	22	1,413	83,572	114,701	0	0	198,273	191,785	135.73	138.07	-2%
Birch Hill Primary	23	2,416	115,463	238,018	0	0	353,481	340,016	140.74	140.76	0%
College Town Infants & Nursery	24	1,682	75,313	173,507	0	0	248,820	239,005	142.10	154.79	-8%
Winkfield St Marys CE Primary	25	1,036	48,913	104,578	0	0	153,491	147,575	142.45	149.48	-5%
Uplands Primary	26	1,432	59,950	138,569	27,827	0	226,346	216,933	151.49	116.17	30%
Binfield CE Primary (VA)	27	2,152	136,883	204,062	0	0	340,945	329,402	153.07	150.27	2%
Great Hollands Primary	28	3,295	122,780	436,590	0	0	559,370	534,673	162.27	162.14	0%
Crowthorne CE Primary	29	1,182	52,503	152,374	0	0	204,877	196,257	166.04	161.55	3%
Cranbourne Primary	30	1,522	63,556	162,556	103,100	0	329,212	314,185	206.43	211.88	-3%
Sub Totals		62,524	2,645,352	4,359,605	1,202,332	0	8,207,288	7,892,658	126.23	129.75	-3%
<b>Special Schools</b>											
Kennel Lane (Special School)		4,674	253,072	645,618	0	0	898,690	862,168	184.46	165.56	11%
<b>Secondary Schools</b>											
Brakenhale Comp (excl. OLC)	1	12,045	610,520	128,038	659,010	0	1,397,568	1,353,046	112.33	97.15	16%
Edgbarrow Comp (Excludes Sp Cen)	2	10,535	535,301	731,008	0	0	1,266,309	1,224,957	116.27	118.92	-2%
Sandhurst Comp (incl. Sp Cen)	3	9,825	536,688	344,379	501,159	0	1,382,226	1,334,395	135.82	124.81	9%
Easthampstead Park Community Comp	4	12,952	594,599	1,286,471	0	0	1,881,070	1,808,296	139.62	125.10	12%
Garth Hill	5	13,417	1,283,210	486,098	0	325,749	2,095,057	2,049,132	152.73	135.24	13%
Ranelagh (Academy)	6	10,343	461,047	764,040	570,463	0	1,795,549	1,720,058	166.30	164.73	1%
Sub Totals		69,117	4,021,364	3,740,033	1,730,631	325,749	9,817,778	9,489,884	137.30	127.14	8%
<b>TOTALS</b>		<b>136,315</b>	<b>6,919,788</b>	<b>8,745,255</b>	<b>2,932,963</b>	<b>325,749</b>	<b>18,923,755</b>	<b>18,244,710</b>	<b>133.84</b>	<b>129.65</b>	<b>3%</b>

**Table 8 - Weather Corrected Consumption 2013/14 (kWh/m<sup>2</sup>)**

School	Rank	Floor Area m2							Weather Corrected Consumption kWh/m2						
		2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Primary Schools</b>															
The Pines (Excludes Behaviour Support)	1	2903.00	2128.00	2128.00	2128.00	2,128	2,128	2,128	125.05	105.52	101.36	104.10	91.43	92.82	88.71
Crown Wood Primary	2	2297.70	2297.70	2297.70	2297.70	2,403	2,403	3,431	159.04	158.63	159.55	152.02	149.27	124.14	94.18
Fox Hill Primary (incl. Rowans Childs Centre)	3	2047.00	2047.00	2047.00	2047.00	2,047	2,047	2,047	135.02	134.88	124.49	116.89	111.28	114.72	107.62
College Town n Junior	4	1782.00	1782.00	1782.00	1782.00	1,819	1,819	1,819	108.08	103.86	114.34	108.33	96.22	99.84	107.86
Holly Spring Schools Combined	5	2982.00	2982.00	2982.00	2982.00	2,982	4,127	4,127	141.63	137.51	141.31	128.92	129.92	113.85	110.98
St Josephs Catholic Primary (VA)	6	1374.00	1373.80	1373.80	1373.80	1,374	1,430	1,430	147.57	131.92	128.57	132.35	119.79	109.66	113.17
Jennett's Park CE Primary (VA)	7	0.00	0.00	0.00	n/a	2,444	2,444	2,444	n/a	n/a	n/a	n/a	85.11	115.67	114.91
St Margaret Clitherow Catholic Primary (VA)	8	1144.00	1144.00	1144.00	1144.00	1,144	1,144	1,144	129.27	125.35	115.24	109.88	103.96	112.76	115.16
New Scotland Hill Primary	9	1362.00	1362.30	1362.30	1362.30	1,405	1,405	1,405	131.90	129.05	127.62	120.41	108.91	104.89	115.48
Whitegrove Primary	10	2292.30	2292.30	2292.30	2292.30	2,298	2,298	2,298	167.86	159.74	175.45	148.41	131.65	136.18	116.47
Ascot Heath CE Junior	11	1415.50	1415.50	1415.50	1415.50	1,416	1,416	1,416	161.51	166.98	151.81	147.05	135.76	147.93	116.85
Meadow Vale Primary	12	3098.80	3098.80	3098.80	3098.80	2,980	3,554	3,932	150.40	151.89	152.49	149.83	147.44	118.09	117.07
St Michaels CE Primary, Ehamp (VA)	13	1386.00	1386.00	1386.00	1386.00	1,386	1,386	1,386	205.86	185.10	126.52	132.98	137.57	116.38	117.59
Ascot Heath Infant	14	913.00	925.00	925.00	925.00	925	925	925	105.41	105.55	113.41	126.24	117.07	116.42	121.51
Harmans Water Primary	15	3512.00	3512.00	3512.00	3512.00	3,512	3,512	3,512	114.68	136.33	112.32	105.16	111.69	128.46	123.11
Owlsmoor Primary	16	2314.80	2314.80	2314.80	2314.80	2,318	2,318	2,318	119.65	120.56	132.28	116.03	100.30	132.32	123.39
Wildridings Primary	17	2739.00	2739.00	2739.00	2739.00	2,739	2,739	2,739	157.50	133.31	150.99	127.03	121.26	129.96	124.67
St Michaels CE Primary, Shurst (VA)	18	1322.00	1321.90	1321.90	1321.90	1,323	1,323	1,323	149.58	135.54	142.30	126.52	116.01	120.01	127.50
Wildmoor Heath Primary	19	1093.60	1093.60	1093.60	1093.60	1,094	1,094	1,094	120.52	158.43	125.62	137.30	109.49	125.88	130.80
Sandy Lane Primary	20	3258.00	3258.00	3258.00	3379.00	3,598	3,598	3,598	130.56	125.32	130.41	150.68	133.30	137.35	131.07
Wooden Hill Primary & Nursery	21	1896.00	1896.00	1896.00	1896.00	1,878	1,878	1,878	152.60	159.01	139.50	138.00	135.22	121.64	131.89
Warfield CE Primary	22	1413.00	1413.20	1413.20	1413.20	1,413	1,413	1,413	184.72	193.24	174.37	146.21	142.15	138.07	135.73
Birch Hill Primary	23	2416.10	2416.10	2416.10	2416.10	2,416	2,416	2,416	151.25	143.01	140.38	136.81	131.65	140.76	140.74
College Town n Infants & Nursery	24	1540.00	1515.00	1682.00	1682.00	1,682	1,682	1,682	171.77	160.55	168.31	150.61	148.57	154.79	142.10
Winkfield St Marys CE Primary	25	1036.00	1036.00	1036.00	1036.00	1,036	1,036	1,036	157.73	190.99	160.62	140.19	148.18	149.48	142.45
Uplands Primary	26	1432.00	1432.00	1432.00	1432.00	1,432	1,432	1,432	146.32	137.70	126.97	124.51	110.83	116.17	151.49
Binfield CE Primary (VA)	27	2138.00	2138.00	2138.00	2138.00	2,152	2,152	2,152	137.01	155.59	137.46	137.80	138.46	150.27	153.07
Great Hollands Primary	28	3295.00	3295.00	3295.00	3295.00	3,295	3,295	3,295	174.44	189.32	178.38	161.02	210.30	162.14	162.27
Crown thorne CE Primary	29	1181.50	1181.50	1181.50	1181.50	1,182	1,182	1,182	139.87	169.05	160.55	162.98	152.95	161.55	166.04
Cranbourne Primary	30	1421.00	1421.00	1421.00	1421.00	1,522	1,522	1,522	208.18	177.29	189.01	174.04	177.56	211.88	206.43
<b>Sub Totals</b>		<b>57,005</b>	<b>56,218</b>	<b>56,385</b>	<b>56,506</b>	<b>59,343</b>	<b>61,118</b>	<b>62,524</b>	<b>146.64</b>	<b>146.54</b>	<b>141.89</b>	<b>134.96</b>	<b>129.89</b>	<b>129.75</b>	<b>126.23</b>
<b>Special Schools</b>															
Kennel Lane (Special School)		3,530	3,530	3,530	3,530	3,530	4674.00	4674.00	298.07	278.61	270.61	259.93	212.72	165.56	184.46
<b>Secondary Schools</b>															
Brakenhale Comp (excl. OLC)	1	13,135	11,075	11,075	11,764	11,764	12045.00	12045.00	1,653	149.81	151.78	148.09	115.73	97.15	112.33
Edgbarrow Comp (Excludes Sp Cen)	2	8,247	8,247	8,247	10,202	10,202	10535.00	10535.00	1,653	158.96	147.61	122.94	124.64	118.92	116.27
Sandhurst Comp (incl. Sp Cen)	3	9,825	9,825	9,825	9,825	9,825	9825.00	9825.00	1,653	149.13	149.71	112.72	131.44	124.81	135.82
Easthampstead Park Community Comp	4	12,952	12,952	12,952	12,952	12,952	12952.00	12952.00	1,653	144.46	137.72	150.50	116.70	125.10	139.62
Garth Hill	5	12,615	12,615	12,615	13,016	13,417	13417.00	13417.00	1,653	130.71	125.20	160.59	139.92	135.24	152.73
Ranelagh (Academy)	6	11,469	11,469	11,469	11,469	10,343	10343.00	10343.00	1,653	165.19	175.02	163.24	149.84	164.73	166.30
<b>Sub Totals</b>		<b>68,243</b>	<b>66,183</b>	<b>66,182</b>	<b>69,228</b>	<b>68,503</b>	<b>69,117</b>	<b>69,117</b>	<b>154.50</b>	<b>148.83</b>	<b>147.16</b>	<b>142.95</b>	<b>129.38</b>	<b>127.14</b>	<b>137.30</b>
<b>Totals</b>		<b>128,778</b>	<b>125,930</b>	<b>126,096</b>	<b>129,263</b>	<b>131,376</b>	<b>134,909</b>	<b>136,315</b>	<b>154.95</b>	<b>151.45</b>	<b>148.26</b>	<b>142.00</b>	<b>131.85</b>	<b>129.65</b>	<b>133.84</b>

### 3.10 Energy Environmental Impact

- a. The burning of fossil fuels releases greenhouse gasses into the atmosphere, principally Carbon Dioxide (CO<sub>2</sub>), which is considered to be responsible for Climate Change through global warming.
- b. Each fuel type has a different intensity of Carbon Dioxide emitted per kilowatt-hour of energy used as shown in Appendix A. Consequently fuel type and quantity has a varying impact on the environment in term of Carbon Dioxide emissions. Carbon Dioxide emissions are also subject to correction for ambient temperature. In Table 9, the total figure for weather-corrected Carbon Dioxide emissions has then been ranked by floor area (kgCO<sub>2</sub>/m<sup>2</sup>)
- c. The increase in weather-corrected Carbon Dioxide emissions in 2013/14 as compared to the previous year is mainly attributable increased electricity consumption.

### 3.11 How Can I Minimise Energy Environmental Impact in my School?

- a) Replace existing 15 year old plus oil /gas fired boiler plant by modern high efficiency gas fired boiler plant or biomass boiler plant (requires a technical assessment).
- b) Consider implementing a renewable energy scheme for your school.
- c) Reduce consumption (see above)



**Table 9 - Energy Environmental Impact 2013/14 (CO<sub>2</sub>/m<sup>2</sup>)**

Site	Rank	Floor Area 13/14 (m <sup>2</sup> )	Elect kgCO <sub>2</sub>	Gas kgCO <sub>2</sub>	Oil kgCO <sub>2</sub>	Biomass kgCO <sub>2</sub>	Total Fuel kgCO <sub>2</sub>	13/14 Weather Corrected Fuel CO <sub>2</sub>	13/14 Weather Corrected Fuel CO <sub>2</sub> /m <sup>2</sup>	12/13 Weather Corrected Fuel CO <sub>2</sub> /m <sup>2</sup>
<b>Primary Schools</b>										
The Pines(Excludes Behaviour Support)	1	2,128	38,376	22,982	0		61,358	62,066	29.17	30.34
Crown Wood Primary	2	3,431	64,501	39,769	0		104,270	104,188	30.37	35.31
Jennett's Park CE Primary (VA)	3	2,444	40,720	40,096	0		80,816	78,548	32.14	32.47
Holly Spring Schools Combined	4	4,127	88,893	57,282	0		146,175	145,748	35.32	38.53
Sandy Lane Primary	5	3,598	62,864	69,314	0		132,178	131,330	36.50	39.58
Whitegrove Primary	6	2,298	50,267	34,079	0		84,347	84,581	36.81	39.47
Owlsmoor Primary	7	2,318	47,913	38,508	0		86,421	86,427	37.28	38.14
Meadow Vale Primary	8	3,932	78,954	24,510	49,121		152,586	151,344	38.49	38.43
St Michaels CE Primary, Ehamp (VA)	9	1,386	34,660	19,290	0		53,951	54,167	39.08	36.65
St Josephs Catholic Primary (VA)	10	1,430	28,466	2,067	25,672		56,205	55,932	39.11	38.56
Wildmoor Heath Primary	11	1,094	23,715	19,358	0		43,073	43,010	39.31	38.90
Ascot Heath Infant	12	925	22,930	13,654	0		36,584	36,684	39.66	37.00
St Michaels CE Primary, Shurst (VA)	13	1,323	29,258	18,673	4,910		52,841	52,754	39.87	39.80
Fox Hill Primary (incl. Rowans Childs Centre)	14	2,047	52,165	7,024	22,872		82,060	82,301	40.21	41.35
College Town Junior	15	1,819	44,565	3,227	25,323		73,115	73,181	40.23	38.99
St Margaret Clitherow Catholic Primary (VA)	16	1,144	32,458	13,994	0		46,452	46,740	40.86	38.80
Harmans Water Primary	17	3,512	78,111	11,199	60,021		149,331	148,616	42.32	43.41
Wooden Hill Primary & Nursery	18	1,878	49,074	30,616	0		79,691	79,748	42.46	39.36
College Town Infants & Nursery	19	1,682	40,744	31,925	0		72,670	72,293	42.98	43.11
New Scotland Hill Primary	20	1,405	38,548	5,418	16,458		60,424	60,471	43.04	39.49
Birch Hill Primary	21	2,416	62,465	43,795	0		106,261	106,063	43.90	43.39
Winkfield St Marys CE Primary	22	1,036	26,462	19,242	0		45,704	45,593	44.01	44.76
Great Hollands Primary	23	3,295	66,424	80,333	0		146,756	145,321	44.10	43.52
Wildridings Primary	24	2,739	71,472	12,186	38,233		121,891	121,623	44.40	44.27
Uplands Primary	25	1,432	32,433	25,497	6,834		64,764	64,286	44.89	40.54
Ascot Heath CE Junior	26	1,416	42,639	1,530	20,514		64,683	64,772	45.74	50.43
Warfield CE Primary	27	1,413	45,212	21,105	0		66,317	66,457	47.03	49.69
Crowthorne CE Primary	28	1,182	28,404	28,037	0		56,441	55,970	47.35	47.10
Binfield CE Primary (VA)	29	2,152	74,053	37,547	0		111,601	111,494	51.81	52.61
Cranbourne Primary	30	1,522	34,384	29,910	25,320		89,614	87,831	57.71	59.50
Sub Totals		62,524	1,431,135	802,167	295,277	0	2,528,579	2,519,536	40.30	41.08
<b>Special Schools</b>										
Kennel Lane (Special School)	1	4,674	136,912	118,794	0		255,706	252,316	53.98	49.46
<b>Secondary Schools</b>										
Edgbarrow Comp (Excludes Sp Cen)	3	10,535	289,598	134,505	0		424,103	424,275	40.27	40.56
Brakenhale Comp (excl. OLC)	1	12,045	330,291	23,559	161,844		515,694	515,655	42.81	37.72
Easthampstead Park Community Comp	2	12,952	321,678	236,711	0		558,389	557,218	43.02	39.33
Sandhurst Comp (incl. Sp Cen)	6	9,825	290,348	63,366	123,078	0	476,792	475,514	48.40	44.50
Ranelagh (Academy)	5	10,343	249,426	140,583	140,098	0	530,108	525,050	50.76	49.03
Garth Hill	4	13,417	694,217	89,442	0	8,469	792,128	790,500	58.92	55.14
Sub Totals		69,117	2,175,558	688,166	425,020	8,469	3,297,214	3,288,212	47.57	44.49
<b>TOTALS</b>		<b>136,315</b>	<b>3,743,606</b>	<b>1,609,127</b>	<b>720,297</b>	<b>8,469</b>	<b>6,081,499</b>	<b>6,060,064</b>	<b>44.46</b>	<b>43.12</b>

## PART FOUR - WATER

### 4.1 Scope

The report is limited to schools which monitor their water consumption via the Systems-link website.

The report includes water under two main headings:

Water Cost: The cost of water use in terms of supply and sewage which fluctuates occurring to supplier price as governed by Ofwat. There are two water suppliers for BFC schools:

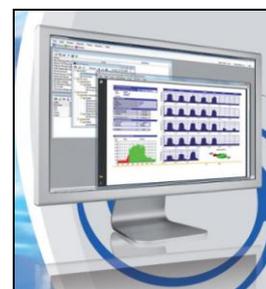
- South East Water
- Affinity Water Ltd

Both companies use Thames Valley Water for sewerage, price of which is incorporated in the suppliers invoice.

Water consumption: The use of water in schools as a single annual figure in cubic meters (m<sup>3</sup>).

### 4.2 Data

- a) The water data used within the report is based on water meter readings entered into Systems-link.
- b) The report relies heavily on the accuracy of the data that has been used, and schools are requested to check the data carefully for their site to identify any anomalies in terms of the cost, consumption of water or pupil numbers. Schools can view this data via the Systems-link website login [www.systems-link.co.uk/webreports/](http://www.systems-link.co.uk/webreports/). Where schools cannot monitor their water consumption due to location/access of meter, it is recommended that consultation with the appropriate Water Board is required in terms of either relocating meter or providing an easy accessible sub-meter within the premises or investigate the possibility of an automatic meter. Please report any data anomalies or queries regards to Steven Milne, Borough Energy Manager, Tel: 01344 351518 or e-mail: [steven.milne@bracknell-forest.gov.uk](mailto:steven.milne@bracknell-forest.gov.uk).
- c) As of end of March 2014, 10 schools (30%) were using Systems-link for monitoring water (See Appendix E). The reasons for schools not taking water readings was the meter being inaccessibility or forgot to take read.
- d) Following guidance from the DfE, pupil numbers are based on the NOR in January that particular year. Thus January 2014 NOR is used for financial period 2013/14



### 4.3 Benchmarking

Schools performance in the management of water is benchmarked in the report:

- a) Against other schools, within the primary and secondary sectors

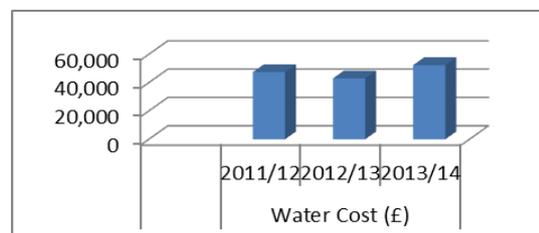
- b) Against Environment Agency water benchmarks for schools. Note: there are different indices for primary schools with or without swimming pool to reflect to the expected higher use of water in schools with pools.
- c) Against previous year to indicate trends in performance since 2009/10.

#### 4.4 BFC Summary of Water Cost and Consumption 2010/11 to 2012/13

The following data has been derived from meter reading data.

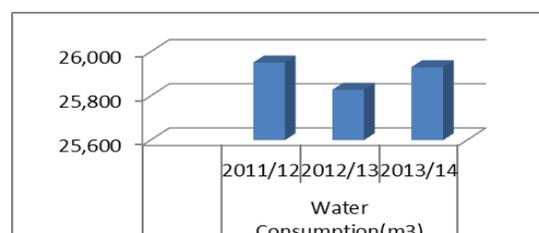
**Table 10 – Water Cost (£)**

Water Cost (£)			% Increase/Decrease		
2011/12	2012/13	2013/14	On 2010/11	On 2011/12	On 2012/13
47,517	43,090	52,436	-1.13%	10.35%	21.69%



**Table 11 – Water Consumption (m<sup>3</sup>)**

Water Consumption(m3)			% Increase/Decrease		
2011/12	2012/13	2013/14	On 2010/11	On 2011/12	On 2011/12
25,952	25,828	25,931	-20.34%	-0.08%	0.40%



#### 4.5 Contact

For further information or if there are any queries relating to the water contents of this report please contact:

**Steven Milne**  
 Borough Energy Manager  
 Tel: 01344 351518  
[steven.milne@bracknell-forest.gov.uk](mailto:steven.milne@bracknell-forest.gov.uk)

#### 4.6 Water Cost

To compare water costs within BFC schools, each school type i.e. Primary, Secondary, and Special schools are separated into groups and ranked in terms of their 'Total water cost per pupil number' (£/pupil no.) as shown in Table 10. The lowest water cost per pupil number is ranked one whereas the highest water cost per pupil number is ranked twelve for primary schools, and five for secondary schools.

#### 4.7 How can I Minimise Water Cost in my School

- a) Review the size of the water meter serving your school. The size of the meter effects the standing water and sewerage charges applied on the invoice.
- b) Check the water company tariff rates are correct for your property.
- c) Check if your school is entitled to a surface water drainage rebate - If your surface water drains to a soak-away or a river or canal you may be entitled to a rebate.
- d) Reduce water consumption (see below).



**Table 12 - Water Cost 2009/10 to 2013/14 (£/pupil)**

Site	Rank	2013/14 Pupil Nos	Meter Size(mm)	£ Cost 2009/10	£ Cost 2010/11	£ Cost 2011/12	£ Cost 2012/13	£ Cost 2013/14	13/14 £/pupil	12/13 £/pupil	Trend	Pool Y or N
St Margaret Clitherow Catholic Primary (VA)	2	208	24mm	849	1,113	1,071	1,041	1,230	5.91	5.15	15%	N
Meadow Vale Primary	4	577	50mm	2,838	3,650	2,970	3,572	2,031	3.52	6.61	-47%	N
Fox Hill Primary	8	214	40mm	2,279	2,192	2,373	2,688	3,659	17.10	12.80	34%	N
Birch Hill Primary	9	441	40mm	3,866	2,894	4,620	5,091	4,686	10.63	12.06	-12%	N
Cranbourne Primary	10	210	20mm		2,061	2,988	2,284	2,256	10.74	11.53	-7%	Y
The Pines	11	226	40mm	2,936	2,841	2,888	2,855	2,683	11.87	14.35	-17%	N
Ascot Heath CE Junior	12	240	50mm	3,617	4,639	2,565	4,011	4,743	19.76	16.85	17%	Y
<b>Sub Totals</b>		<b>2,116</b>		<b>16,385</b>	<b>19,390</b>	<b>19,475</b>	<b>21,541</b>	<b>21,288</b>	<b>11.36</b>	<b>11.34</b>	0%	
<b>Secondary Schools</b>												
Edgbarrow Comp (excl. Sp Cen)	2	1,365	50mm	11,387	7,606	6,924	6,785	9,259	6.78	5.18	31%	N
Sandhurst Comp (incl. Sp Cen)	3	950	50mm	6,591	10,535	6,389	7,382	12,359	13.01	7.41	76%	N
Brakenhale Comp	5	973	50mm	14,515	15,504	14,729	13,325	9,530	9.79	13.27	-26%	N
<b>Sub Totals</b>		<b>3,288</b>		<b>32,493</b>	<b>33,645</b>	<b>28,042</b>	<b>27,492</b>	<b>31,148</b>	<b>9.47</b>	<b>8.62</b>	10%	
<b>TOTALS</b>		<b>5,404</b>		<b>48,878</b>	<b>53,035</b>	<b>47,517</b>	<b>49,033</b>	<b>52,436</b>	<b>10.42</b>	<b>9.98</b>	4%	

Notes:

Ascot Heath Infant and Junior schools are based on sub-meter readings.

The following schools are supplied by Affinity Water Ltd:

- Cranbourne Primary
- Ascot Heath Infant and Junior
- Winkfield St Mary's Primary

All other schools are supplied by South East Water

#### 4.8 Water Consumption

- a) Water consumption in cubic meters ( $m^3$ ) has been ranked by pupil numbers ( $m^3$ /pupil), and benchmarked against the Environment Agency water benchmarks. This publication is the most recent for national comparisons.
- b) Primary, Secondary and Special Schools are shown as separate groups, but ranked in terms of their water consumption per pupil. As with cost/pupil, the lowest is ranked as one whereas the highest is ranked seven for a primary school and three for a secondary school.
- e) As expected the highest water users are those schools with swimming pools, namely Ascot Heath Junior and Cranbourne Primary School.
- f) In terms of national comparisons with reference to Environment Agency benchmarks only seven schools in 2013/14 have a benchmark that falls within the Best Practice criteria. Furthermore 7 schools show a worse than typical performance against benchmark. This implies there is considerable work required to improve water consumption in BFC schools.
- g) Overall water usage has reduced from  $5.22m^3$ / pupil in 2012/13 to  $5.18 m^3$ / pupil in 2013/14, an overall decrease of 1%.
- h) Compliance with Water Bye Laws. As noted in the previous annual report it is known that at least one school in 2006/07 has had a warning from South East Water with regard to compliance with current water bye laws: None of the cisternmisers were operational allowing urinal cisterns to continually flush 24 hours/per day.



**Table 13 - Water Consumption 2009/10 to 2013/14 (m<sup>3</sup>/pupil)**

	Rank	2013/14 Pupil Nos.						12/13 m <sup>3</sup> / pupil	Environ	Prv year 12/13 m <sup>3</sup> /Pupil	Trend m <sup>3</sup> /pupil	Pool
			m3	(m <sup>3</sup> )	(m <sup>3</sup> )	(m <sup>3</sup> )	(m3)		Agency			Y or N
			2009/10	2010/11	2011/12	2012/13	2013/14		Perform			
<b>Primary Schools</b>												
Meadow Vale Primary	1	577	1,272	1899	1330	1,609	1,500	2.60	Best Practice	2.98	-13%	N
St Margaret Clitherow Catholic Primary (VA)	2	208	458	617	525	536	576	2.77	Best Practice	2.65	4%	N
Birch Hill Primary	3	441	2,332	1681	2606	2,775	2,242	5.08	>Typical	6.58	-23%	N
The Pines	4	226	1,670	1644	1563	1,424	1,162	5.14	>Typical	7.15	-28%	N
Cranbourne Primary	5	210	1,129	1336	1364	1,316	1,236	5.89	>Typical	6.65	-11%	Y
Fox Hill Primary	6	214	1,202	1194	1197	1,323	1,688	7.89	>Typical	6.30	25%	N
Ascot Heath CE Junior	7	240	2,022	2730	1378	1,884	2,200	9.17	>Typical	7.92	16%	Y
<b>Sub Totals</b>		<b>2,116</b>	<b>10,085</b>	<b>11101</b>	<b>9963</b>	<b>10866</b>	<b>10604</b>	<b>5.50</b>		<b>5.75</b>	<b>-4%</b>	
<b>Secondary Schools</b>												
Edgbarrow Comp (excl. Sp Cen)	1	1,365	7,359	4645	3810	3,550	4,503	3.30	Best Practice	2.71	22%	N
Brakenhale Comp	2	973	9,586	10127	8705	7,502	4,649	4.78	>Typical	7.47	-36%	N
Sandhurst Comp (incl. Sp Cen)	3	950	3,944	6678	3474	3,911	6,175	6.50	>Typical	3.93	65%	N
<b>Sub Totals</b>		<b>3,288</b>	<b>20,889</b>	<b>21450</b>	<b>15989</b>	<b>14962.5</b>	<b>15327</b>	<b>4.86</b>	>Typical	<b>4.70</b>	<b>3%</b>	
<b>TOTALS</b>		<b>5,404</b>	<b>30,974</b>	<b>32,551</b>	<b>25,952</b>	<b>25,828</b>	<b>25,931</b>	<b>5.18</b>		<b>5.22</b>	<b>-1%</b>	

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Notes:

Ascot Heath Infant and Junior schools are based on sub-meter reads.

**Table 14 - Environment Agency Benchmarks based on 14,330 schools.**

<b>School</b>	<b>Typical (m<sup>3</sup>/pupil/year)</b>	<b>Best practice(m<sup>3</sup>/pupil/year)</b>
Primary school with pool	4.3	3.1
Primary school without pool	3.8	2.7
Secondary with pool	5.1	3.6
Secondary without pool	3.9	2.7

#### **4.9 How can I Reduce Water Consumption in my School**

- a) Identify the location of water meter and record readings on a regular basis via the Systems-link Web site to identify adverse high usage. Review consumption during weekends and holiday periods to identify unnecessary waste and leaks.
- b) Carry out daily walk round checks at end of day to check all wash hand basin taps are closed and no water leaks are visible in service areas. Ensure a reporting mechanism exists for reporting leaks i.e. via Energy Working Group.
- c) Check all urinal tanks have flush controls fitted. Those without would benefit considerably by installing flush controls.
- d) Check existing urinal flush controllers are operating correctly and associated batteries have been replaced within the last year.
- e) Consider replacing existing conventional taps with self closing or percussion type.
- f) Consider participating in the Council established maintenance contract for flush controls.
- g) Ensure push buttons on/off controls are fitted for showers.
- h) Ensure swimming pools are covered when not in use. A pool cover not only reduces water consumption (lost via evaporation from pool) but also heat losses.
- i) Obtain a free water efficiency audit from your water supplier:
  - For South East Water users Contact: Mike Cook, Tel: 01444 448201 or [mcook@southeastwater.co.uk](mailto:mcook@southeastwater.co.uk)
  -
- j) Raise awareness of water usage in your school
  - For Junior Schools only: Free seminar for pupils on 'The Wonderful World of Water'
  - For South East Water users Contact: Karen Neal Tel: 0144 448258 or [kneal@southeastwater.co.uk](mailto:kneal@southeastwater.co.uk)
- k) Consider fitting an automatic meter reader to the water meter. This would enable water consumption to be monitored on a daily basis and assist early detection of leaks.
- l) Consider installing a water sub-meter if your school shares the water supply with another Council building to ensure your school only pays for what it uses.

## PART FIVE – WASTE.

### 5.1 Scope

The report considers waste in three ways – Residual Waste, Recycling, and Waste minimisation.

#### Residual Waste:

The household-type non recyclable waste that schools generate which is collected through the Bracknell Forest Borough Council waste collection contract by the Council's contractor SITA and sent to either landfill or an energy from waste site.

#### Recycling:



There are a number of schools engaged in the recycling of paper, plastic, tins, glass, toner, clothes or green waste ensuring that their waste is recycled or re-used.

30 primary schools continue to choose Woodside Recycling for their paper recycling collection. This is a free service and is not part of the service provided by the council although the council will provide recycling bins.

### 5.2 Waste Analysis

The total amount of waste generated by each school has been estimated following a waste analysis which comprised of waste from three schools in March 2014, comprising one secondary and two primary schools' bulk bins which were separately weighed to establish the average weight per bin.

Please note if a school has a large number of bins which are not all full each week they should request removal of some bins to ensure that their average weight calculated as full bins on the weight chart table 15 is fairly measured. This will also save collection costs.

The next planned waste analysis will be held in March 2015.

The average weight per landfill (green) wheeled bins are:

Primary Schools	97 kg
Secondary Schools	57 kg

Total amount of residual waste generated has been estimated by multiplying the average weight per bin audited by the number of bins at each school.

The estimated total amount of waste generated was:

Primary Schools	472 tonnes of landfill waste*
Secondary Schools	243 tonnes of landfill waste*

\*Additional tonnage data is provided by Woodside who collect paper from the schools and is based on 15 kgs per sack of paper collected.

For 2014 they report that Primary Schools collectively recycled 99 tonne of paper, and Secondary Schools 28 tonne of paper.

Currently all 31 primary schools within the Borough utilise 107-1,100 litre residual waste bins and 55-240 litre recycling bins.

Currently the 7 secondary schools within the Borough utilise 46 -1,100 litre and 4 FEL skip and 8 – 240 litre wheeled residual waste bins and 13 – 240 litre recycling bins.

### **5.3 Reducing Waste Sent to landfill.**

The waste that Bracknell Forest schools do not recycle attracts a landfill tax on top of the disposal costs. Landfill tax for 2014/15 is £80 per tonne It is therefore extremely important that schools, as well as householders, recycle and divert as much waste as possible from landfill. The government is looking to increase this additional tax in line with the annual rate of inflation so this tax will continue to rise.

Some schools are choosing to compact their waste as a way of reducing the number of bins they need. This can be a false economy as these bins are designed with a maximum load threshold of 150kgs for a standard 1,100 green bin. The Council's contractor will not be able to empty bins that are too heavy with compacted waste as refuse vehicles are fitted with a failsafe that does not allow the bin lift to lift overweight bins. If this happens the school would need to reduce the contents of the overweight bin and arrange an additional collection which is chargeable. If bins are damaged due to being overweight the school will be liable to pay for a replacement bin.

Some schools have replaced their standard waste bins with large metal containers (skips) called FEL's (Front End Loaders) and this is an options for the larger schools who have a lot of waste. Larger skips can also be provided for recyclable materials.

NB: With the introduction of primary schools having to provide school meals, it is likely that any additional waste created from this new service provision will incur the additional cost of disposal. The Council does not currently offer a food waste collection service but there are some waste companies that do provide this and schools may wish to investigate alternative outlets for the disposal of their food waste to save expensive landfill costs.

### **5.4 How to minimise the Amount of Waste Generated by Schools.**

- Promote environmental awareness in all school activities to encourage waste minimisation, re-use and recycling.
- Encourage pupils to participate in recycling and re-use initiatives e.g. composting, keeping a wormery, re-using various materials for such things as arts/ and crafts etc.
- Pupils may also be interested in thinking about what is being thrown away and considering if it could it be re-used or recycled? Checking what is going in the bin can reduce unnecessary waste and help to increase the amount of materials recycled.
- Audit the supply chain to identify those suppliers whose products come with significant amounts of un-necessary packaging that is simply thrown away. Include minimum packaging in the specifications for new supply contracts.

- The Council's clothing and textile collection partner is able to offer special additional collections from schools to raise money for the school. This has been very successful in other boroughs as textiles and clothes are high value items and promoting and arranging for collections at schools can raise a significant amount of income
- Bracknell Forest Council's waste and recycling team can arrange for its contractor SITA undertake educational visits and supply information to schools about waste minimisation and recycling:-  
[www.sita.co.uk/waste-as-a-resource/tools-for-schools](http://www.sita.co.uk/waste-as-a-resource/tools-for-schools)
- Bracknell Forest Council is in a long term joint waste disposal partnership (known as Re3) with Reading and Wokingham Borough council and contractors FCC Environment (previously known as WRG).  
Schools will be able to obtain educational information about waste and recycling by logging online [www.re3schools.org.uk](http://www.re3schools.org.uk).



## 5.5 Contact

For further information or if there are any queries relating to the waste and recycling parts of this report please contact:

**Eric Redford**

Refuse Collections Contract Manager

Tel: 01344 352516

[Eric.Redford@bracknell-forest.gov.uk](mailto:Eric.Redford@bracknell-forest.gov.uk)

**Website:**

<http://www.bracknellforest.gov.uk/environment/env-waste-and-recycling.htm>

**Table 15 - Estimated Waste Production 2014/15 (Kg/pupil) (Landfill Only).**

Primary Schools	Number of Pupils	How Many Bins	Estimated Total Kg	Estimated Kg Per Pupil	Ranking
Sandy Lane Primary	683	4	17,903	26.21	1
Holly Spring Infant	325	2	8,951	26.61	2
Whitegrove Primary	449	3	13,427	29.99	3
Jennets Park CE Primary	306	2	8,951	29.25	4
Holly Spring Junior	245	2	8,951	36.53	5
Wooden Hill Primary	374	3	13,427	35.90	6
Meadow Vale Primary	577	5	22,379	38.78	8
Ascot Heath Infant & Junior	449	4	17,903	39.87	7
Owlsmoor Primary	554	5	22,379	40.39	9
St Joseph RC Primary	209	2	8,951	42.82	10
St Margaret Clitherow Primary	208	2	8,951	43.03	11
Binfield CE Primary	414	4	17,940	43.33	12
Cranbourne Primary	206	2	8,951	43.45	13
Harmans Water Primary	708	7	31,395	44.34	14
St Michaels Primary, Sandhurst	201	2	8,951	44.53	15
Wildmoor Heath Primary	201	2	8,951	44.53	16
Crown Wood Primary	475	5	22,379	47.11	17
Birch Hill Primary	441	5	22,379	50.74	18
College Town Infant	256	3	13,427	52.44	19
Wildridings Primary	414	5	22,379	54.05	20
St Michaels Primary, Easthampstead	241	3	13,427	55.71	21
New Scotland Hill Primary	229	3	13,427	58.63	22
The Pines Primary	226	3	13,427	59.41	23
College Town Junior	285	4	17,940	62.94	24
Crowthorne CE Primary	210	3	13,427	63.93	25
Uplands Primary	210	3	13,427	63.93	25
St Mary's Primary, Winkfield	210	3	13,427	63.93	25
Warfield CE Primary	209	3	13,427	64.24	28
Fox Hill Primary	214	4	17,940	83.83	29
Great Hollands Primary	416	8	35880	86.25	30
<b>Sub Totals</b>	<b>10,145</b>	<b>106</b>	<b>474,874</b>	<b>n/a</b>	<b>n/a</b>
<b>Special Schools</b>					
Kennel Lane	183	5	22,425	12.26	n/a
<b>Sub Totals</b>	<b>183</b>	<b>5</b>	<b>22,425</b>	<b>n/a</b>	<b>n/a</b>
<b>Secondary Schools</b>					
Edgebarrow	1,365	10	26,220	19.20	1
Sandhurst	950	11	28,842	30.36	2
Brakendale	973	10	29,640	30.46	3
Ranelagh (compacted waste)	994	4	33,488	33.69	4
Easthampstead	808	2 FEL	36,445	45.10	5
Garth Hill	1,486	2 FEL	88,736	59.71	4
<b>Sub Totals</b>	<b>6,520</b>	<b>43</b>	<b>24,3371</b>	<b>n/a</b>	<b>n/a</b>
<b>Totals</b>	<b>16,904</b>	<b>154</b>	<b>740,670</b>	<b>n/a</b>	<b>n/a</b>

**Table 16 - Estimated Waste Production 2014/15 (Kg/pupil) (Recycling only-Woodside paper tonnages used).**

Primary Schools	Number of Pupils	How Many Bins	Estimated Total (Kg)	Estimated Recycled (Kg)	Ranking
St Joseph RC Primary	209	2	4,605	22.03	1
Fox Hill Primary	214	2	4,350	20.32	2
Winkfield St Mary's Primary	210	2	3,915	18.64	3
St Margaret Clitherow Primary	208	2	3,600	17.30	4
Ascot Heath Infant & Junior	449	2	7,430	16.54	5
Great Hollands Primary	416	10	6,720	16.15	6
Warfield CE Primary	209	2	3,375	16.14	7
The Pines Primary	226	1	3,510	15.53	8
College Infant School	256	2	3,715	14.51	9
Holly Spring Junior	245	1	3,525	14.38	10
College Junior School	285	2	3,715	13.03	11
Sandy Lane Primary	683	2	8,640	12.65	12
Crown Wood Primary	475	0	5,895	12.41	13
Birch Hill Primary	441	2	5,385	12.21	14
St Michaels Primary, Sandhurst	201	2	2,415	12.01	15
Crowthorne CofE Primary	210	2	2,340	11.14	16
Uplands Primary	210	2	2,250	10.71	17
Cranbourne Primary	206	4	2,100	10.50	18
St Michaels Primary, Easthampstead	241	2	2,415	10.02	19
Whitegrove Primary	449	2	4,455	9.92	20
Holly Spring Infant	325	1	2,925	9.00	21
New Scotland Hill Primary	229	2	1,935	8.44	22
Owlsmoor Primary	554	2	3,690	6.66	23
Wooden Hill Primary	374	0	2,160	5.77	24
Meadow Vale Primary	577	2	2,715	4.70	25
Binfield Primary	414	Woodside	1,440	3.47	26
Wildridings Primary	414	2	285	0.68	27
Harmanswater Primary School	708	0	360	0.50	28
Wildmoor Heath School	201	4	0	0	29
Jennets Park CE Primary	306	0	0	0	29
<b>Sub Totals</b>	<b>10,145</b>	<b>59</b>	<b>99,865</b>	<b>n/a</b>	<b>n/a</b>
<b>Special Schools</b>					
Kennel Lane	183	0	1,110	06.06	n/a
<b>Sub Totals</b>	<b>183</b>	<b>0</b>	<b>1,110</b>	<b>n/a</b>	<b>n/a</b>
<b>Secondary Schools</b>					
Edgbarrow	1,365	Woodside	14,025	10.27	1
Sandhurst	950	Recycling	8,520	8.96	2
Brakenhale	973	provide	4,665	4.79	3
Ranelagh	944	sacks	1,485	1.57	4
Easthampstead Park	808	For	0	0	5
Garth Hill	1486	all	0	0	5
<b>Sub Totals</b>	<b>6,576</b>	<b>0</b>	<b>28,695</b>	<b>n/a</b>	<b>n/a</b>
<b>Totals</b>	<b>16,904</b>	<b>59</b>	<b>129,670</b>	<b>n/a</b>	<b>n/a</b>

## PART SIX - TRANSPORT

### 6.1 Scope

- a) The report focuses on the modes of transport by which children travel to school.
- b) The Council has a duty to promote sustainable travel to school, as set out in the Education and Inspections Act 2006. We meet this duty by encouraging schools to implement School Travel Plans, offering support, advice and training where required and when requested, and by implementing infrastructure improvements which benefit sustainable travel.

### 6.2 Data

- a) The graph below shows the trend for the percentage of children travelling to school by car over the last seven years. As you can see, while travel by car to primary schools continues to decrease, the percentage of children driven to secondary school has increased over the last few years. The data was collected from returns of the school census each January (data for January 2014 was unavailable).

### 6.3 How you can reduce the impact of car based travel at your school

- a) Travel by pupils to and from school, during the school day for curriculum activities, after school for attending extra curricular activities, and staff travel, are all transport issues that a School Travel Plan can address.
- b) Use the School Travel Plan process to review the transport choices made by pupils, parents and staff and introduce measures that promote and encourage more sustainable travel modes.
- c) Monitor and review the targets and actions in your School Travel Plan on an annual basis.
- d) Engage with education and promotional activities organised by the Council.
- e) Use transport and the impact of transport as a topic for curriculum work.

### 6.4 Contact

- a) For further information contact:

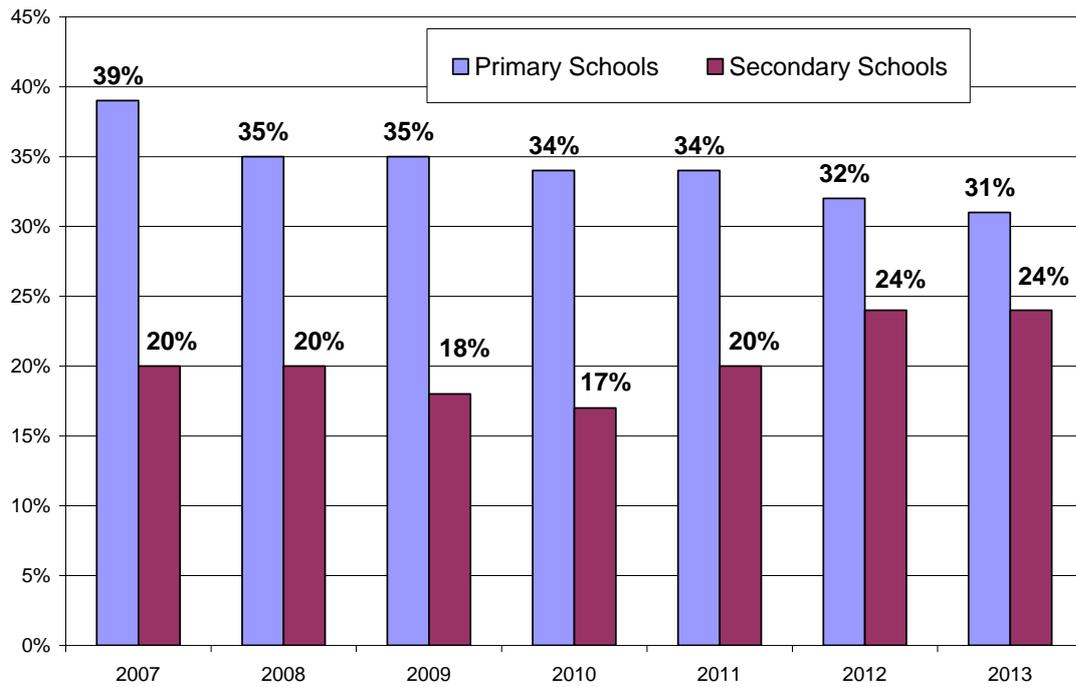
**Phillip Burke**

Travel Plan Co-ordinator

Tel: 01344 351266

Email: [phillip.burke@bracknell-forest.gov.uk](mailto:phillip.burke@bracknell-forest.gov.uk)

### Percentage of pupils driven to school by car



Children at Birch Hill Primary School check their brakes on a bicycle skills session as part of their Bike It programme to encourage more pupils and parents to cycle to school.

## FORMULAE FOR ADJUSTING ENERGY CONSUMPTION DATA FOR AMBIENT TEMPERATURE

### 1. Conversion Factors as supplied by Defra

#### a) Fuel Oil

Kerosene -10.28 kWh/litre

Gas Oil -10.80 kWh/litre

#### b) Carbon Dioxide Emission Factors

Fuel Type	CO <sub>2</sub> Emission Factor (kgCO <sub>2e</sub> /kWh)
Grid Electricity	0.5246
Natural Gas	0.1836
Fuel oil	0.2674
Wood pellets	0.03895

### 2. Corrections for ambient temperature (Ref: DfES Energy and Water Benchmarks for Maintained Schools in England 2002-03.)

Differences in temperature across the country can affect the amount of fuel required for heating. The United Kingdom is divided into Degree Day (DD) Regions. In each region, for every day the temperature falls below 15.5 degrees Celsius the magnitude of the difference was recorded. These deviations are aggregated over the year. The current 20 year national average using this method is 1851.

The following calculation was carried out on each school;

$(\text{Fossil fuel consumption} * 0.75 * (1851/DD)) + (\text{Fossil fuel consumption} * 0.25)$ ,

Where DD is the sum of the deviations below 15.5 degrees over a year and Fossil fuels are oil and gas consumption.

Degree Days for the Thames Valley Area.

Year	Degree Days
2013/14	2,002
2012/13	2,498
2011/12	1,819
2010/11	2,189
2009/10	2,006
2008/09	1,921
2007/08	1,653
2006/07	1,463
2005/06	1,869
2004/05	1,703
2003/04	1,740

Effectively, 2012/13 was the coldest year over the last ten years.

**THE WHOLE SCHOOL APPROACH  
PROVIDED BY THE CARBON TRUST**

The [Whole School Approach](#) produced by the Carbon Trust is a guide which outlines an approach to energy management involving pupils, teachers and other staff. By motivating staff and pupils through lessons, as well as providing practical advice on how to go about saving energy, a whole school approach to energy management can reduce the school's carbon footprint and provide long-term benefits for the school, its people and the environment.

The [School Sector Overview](#) (CTV019) introduces schools to the main energy saving opportunities that can be found in the majority of schools and demonstrates how simple actions save energy, cut costs and enhance the learning environment.

A sample energy policy for schools is shown in Appendix C

## APPENDIX C

### Sample Energy Management Policy Statement

.....School is committed to the responsible management of energy and water.

By efficient management of these resources the school aims to minimise expenditure and environmental impact while maintaining health and safety standards and an acceptable comfort level for staff, pupils and other building users.

#### Targets

Target energy/water performance is as follows:

	<b>Current Performance (last school year)</b>	<b>Target Performance (current school year)</b>	<b>Target % Reduction</b>
<b>Electricity</b> kWh/m <sup>2</sup> /annum			
<b>Gas</b> kWh/m <sup>2</sup> /annum			
<b>Oil</b> kWh/m <sup>2</sup> /annum			
<b>Water</b> m <sup>3</sup> /pupil/annum			

#### Strategy

This policy statement will be implemented through a ten point plan:

##### 1. Responsibility

The overall responsibility lies with the Headteacher, ..... Day-to-day energy management responsibilities lie with .....working in conjunction with the policy and direction set by the School Energy Team.

Policy, strategy and targets for energy management will be the responsibility of the School Energy Team which currently consists of:

- ..... - Head/Deputy
- ..... - Caretaker/Site Manager
- ..... - Bursar/Administrator
- ..... - Teacher
- ..... - Governor
- ..... - Pupil

The School Energy Team will meet quarterly to review progress, plan initiatives and prepare an annual energy report for submission to the Board of Governors. This will supplement the Schools Annual Environmental Management Report sent to all schools by Admissions and Property.

Teachers will have a responsibility to set a good example to pupils who can also make a significant contribution to end-use energy efficiency.

Energy efficiency advice for schools is available from the Council's Energy Manager, Steven Milne, on 01344 351518, e-mail [steven.milne@bracknell-forest.gov.uk](mailto:steven.milne@bracknell-forest.gov.uk)

##### 2. Energy Selection and Purchase

Energy purchase is currently undertaken by Bracknell Forest Council through a framework contract administered by Buying Solutions (formerly the Office of Government Commerce). The Council's Energy Management Team will check invoices monthly against meter readings for gas, electricity and water.

**3. Investment in Energy Efficiency**

The school aims to invest in energy saving schemes of less than £1,000 with paybacks of less than three years. Savings achieved by good housekeeping measures will be reinvested in energy efficiency projects.

Where available, grants will be sought to improve energy efficiency, including the Council's invest-to-save scheme for projects meeting the qualifying criteria.

**4. Design**

Energy efficiency will be taken into account at the design of new building projects and any refurbishment in accordance with the Local Development Framework and current building standards.

Energy efficiency will be considered in the purchase of all new equipment, e.g. computers, catering equipment, in accordance with Government Buying Standards per Council Procurement Policy.

**5. Energy Information**

Electricity, gas and water consumption will be monitored monthly using Systems Link energy management software. Abnormal consumption will be investigated and corrective action taken. Each year realistic energy reduction targets will be set and monitored regularly. Targets will be set relative to past performance and DCSF quartile performance benchmarks shown in the Bracknell Forest Schools Annual Environmental Management Report.

Larger schools will also be able to use their Display Energy Certificate to compare their energy use to national averages and to see how energy use has changed from the previous year. Consideration should be given to the energy saving measures recommended in the associated Advisory Report.

**6. Maintenance**

Energy conversion plant, distribution systems and energy using equipment will be correctly maintained to avoid energy and water wastage.

**7. Awareness**

The school will adopt a Whole School Approach involving everyone associated with the school.

Regular awareness initiatives for staff and pupils will emphasise the cost and environmental benefits of saving energy and water and how to avoid waste. Energy saving information will be provided to catering and cleaning staff. Staff and pupils will also be provided with information on how to save energy at home.

Energy Co-ordinators will be appointed with checklists for good housekeeping initiatives.

**8. Curriculum**

The National Curriculum will be reviewed annually, using literature from Teachernet to ensure that the energy element is built into syllabi at appropriate levels.

**9. Reporting**

An annual energy performance report will be prepared by the School Energy Team. This will be submitted to the Board of Governors and a summary will be incorporated into the school annual report and school development plan.

**10. Policy Review Mechanism**

This policy will be reviewed and updated annually by the School Energy Team and included in the annual report.

## UNIT RATES AND STANDING CHARGES FOR WATER AND SEWERAGE

**UNIT RATES****SOUTH EAST WATER**

Pence/cubic metre		
Year	Water	Sewage
2003-04	56.73	43.69
2004-05	58.01	43.85
2005-06	69.46	46.30
2006-07	74.41	47.49
2007-08	79.96	48.57
2008-09	82.37	51.93
2009-10	84.68	55.76
2010-11	90.72	53.35
2011-12	100.44	59.00
2012-13	100.76	64.73
2013-14	115.00	70.41

**VEOLIA WATER**

Pence/cubic metre		
Year	Water	Sewage
2003-04	60.04	43.69
2004-05	61.56	43.85
2005-06	75.33	46.30
2006-07	80.60	47.49
2007-08	84.10	48.57
2008-09	87.52	51.93
2009-10	91.22	55.76
2010-11	901.01	53.35
2011-12	94.97	59.00

**AFFINITY WATER LIMITED****(Replaced Veolia as water supplier for Ascot/ Cranbourne/ Winkfield area)**

Pence/cubic metre		
Year	Water	Sewage
2012-13	97.63	64.73
2013-14	99.48	70.41

**STANDING CHARGES (for 12 months)**

**SOUTH EAST WATER**

Pipe Size (mm)	2007/08		2008/09		2009/10		2010/11		2011/12		2012/13		2013/14	
	Water	Sewage												
15	£15.00	£42.00	£17.03	£45.00	£18.00	£47.00	£21.00	£46.00	£21.00	£48.00	£21.00	£52.00	£21.60	£56.00
20	£15.00	£95.00	£17.03	£101.00	£18.00	£106.00	£33.60	£104.00	£36.00	£108.00	£36.00	£117.00	£36.00	£126.00
25	£15.00	£168.00	£17.03	£180.00	£18.00	£188.00	£40.20	£184.00	£42.00	£192.00	£42.00	£208.00	£42.00	£224.00
30	£120.00	£263.00	£120.00	£281.00	£120.00	£294.00	£48.00	£288.00	£51.00	£299.00	£51.00	£326.00	£51.00	£347.00
40	£170.00	£378.00	£170.00	£405.00	£170.00	£423.00	£58.20	£414.00	£63.00	£402.00	£63.00	£436.00	£63.00	£466.00
50	£300.00	£672.00	£300.00	£726.00	£300.00	£752.00	£178.20	£736.00	£192.00	£658.00	£192.00	£718.00	£192.00	£771.00

**VEOLIA WATER**

Pipe Size (mm)	2007/08		2008/09		2009/10		2010/11		2011/12	
	Water	Sewage								
15	£26.00	£43.00	£27.00	£45.00	£28.20	£47.00	£28.08	£46.00	£29.28	£48.00
20	£26.00	£97.00	£27.00	£101.00	£28.20	£106.00	£28.08	£104.00	£29.28	£108.00
25	£26.00	£172.00	£27.00	£180.00	£28.20	£188.00	£28.08	£184.00	£29.28	£192.00
30	£105.00	£269.00	£109.00	£281.00	£114.00	£294.00	£114.00	£288.00	£119.00	£299.00
40	£176.00	£387.00	£182.00	£405.00	£189.00	£423.00	£189.00	£414.00	£197.00	£402.00
50	£204.00	£688.00	£212.00	£726.00	£221.00	£752.00	£220.00	£736.00	£229.00	£658.00

**AFFINITY WATER LIMITED**

Pipe Size (mm)	2012/13		2013/14	
	Water	Sewage	Water	Sewage
15	£30.00	£52.00	£30.15	£56.00
20	£30.00	£117.00	£30.15	£126.00
25	£30.00	£208.00	£30.15	£224.00
30	£122.00	£326.00	£122.28	£347.00
40	£203.00	£436.00	£203.40	£466.00
50	£234.00	£718.00	£234.60	£771.00

All companies are using Thames Water for Sewerage

## USE OF SYSTEMS-LINK ENERGY &amp; WATER MONITORING

Site	Using Systems-Link		Reason for Not submitting Water Readings
	Energy 13/14	Water 13/14	
Ascot Heath Infant school	Y	N	.
Ascot Heath Junior school	Y	Y	
Binfield CE Primary (VA)	Y	N	No reads taken by school
Birch Hill Primary school	Y	Y	
College Town Infant school	Y	N	
College Town Junior school	Y	N	No reads taken by school
Cranbourne Primary school	Y	Y	
Crown Wood Primary school	Y	N	No reads taken by school
Crowthorne CE Primary school	Y	N	No reads taken by school
Fox Hill Primary school	Y	Y	.
Great Hollands School	Y	N	
Harmans Water Primary school	Y	N	No reads taken by school
Holly Spring Infant school	Y	N	No reads taken by school
Holly Spring Junior school	Y	N	No reads taken by school
Jennett's Park CE Primary (VA)	Y	N	
Meadow Vale school	Y	Y	
New Scotland Hill Primary school	Y	N	No reads taken by school
Owlsmoor Primary school	Y	N	No reads taken by school
Pines School (The)	Y	Y	
Sandy Lane Primary	Y	N	
St Josephs Catholic Primary (VA)	Y	N	No reads taken by school
St Margaret Clitherow Catholic Primary (VA)	Y	Y	
St Michaels CE Primary, Easthamp (VA)	Y	N	
St Michaels CE Primary, Sandhurst (VA)	Y	N	No reads taken by school
Uplands Primary school	Y	N	
Warfield CE Primary school	Y	N	No reads taken by school
Whitegrove Primary school	Y	N	No reads taken by school
Wildmoor Heath school	Y	N	Location of meter to be established
Wildridings Primary school	Y	N	No reads taken by school
Winkfield St Marys CE Primary school	Y	N	
Wooden Hill Primary school	Y	N	
<b>Special Schools</b>			
Kennel Lane school (Special School)	Y	N	
<b>Secondary Schools</b>			
Brakenhale	Y	Y	
Easthampstead Park	Y	N	
Edgbarrow school	Y	Y	
Garth Hill College	Y	N	
Ranelagh CE School (VA)	Y	N	
Sandhurst (Includes Sp Cen)	Y	Y	

**TO: ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL  
17 MARCH 2015**

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**SOUTH EAST STREET WORKS PERMIT SCHEME  
Director of Environment, Culture & Communities**

**1 PURPOSE OF REPORT**

- 1.1 To update the Environment, Culture and Communities Overview & Scrutiny Panel (O&SP) of the progress made to date of the Bracknell Forest Council operation of the South East Permit Scheme (SEPS).

**2 RECOMMENDATIONS**

- 2.1 ECC O&SP note the progress.

**3 REASON FOR RECOMMENDATION(S)**

- 3.1 The ECC Overview & Scrutiny panel requested an update of the permit scheme at its meeting on 13<sup>th</sup> January 2015.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

**Background**

- 5.1 Bracknell Forest Council applied to the Department for Transport (DfT) on 1<sup>st</sup> April 2014 seeking to operate a street works permit scheme under section 16(1) of the Traffic Management Act 2004. The application was approved on 13<sup>th</sup> June 2014 and The Traffic Management (Bracknell Forest Borough Council) Permit Scheme Order 2014 became effective from 5<sup>th</sup> November 2014.
- 5.2 The scheme covers the activities of Statutory Undertakers (Utilities) and the Highway Authority and must treat both sectors equally. To this effect the commencement of the scheme was designed to coincide with the commencement of the new Highway Term Maintenance contract which contained requirements of the contractor to operate under the permit scheme.
- 5.3 Under the permit scheme any works promoter who wishes to carry out any registerable activity in a road or street must obtain a Permit from the Permit Authority. The Permit allows the promoter to carry out the specified activity and will set out the location, start and finish dates, duration and any specific conditions that may be required.
- 5.4 Although permit schemes are not intended to generate revenue for highway authorities, they are expected to cover their reasonable costs incurred in running the scheme through charging a permit fee. The regulations outline the maximum level at which an authority can set their fees and these will only apply to utility works. Fees cannot be charged for issuing a permit for a highway authority's own works, neither can the costs involved in issuing these permits be off-set against the fee income.

- 5.5 During the application process with DfT it was heavily hinted that a scheme charging on all roads was unlikely to be approved so charges only apply on traffic sensitive and category 0, 1 & 2 roads and all Major works. Charging only commenced on 5<sup>th</sup> December 2014 as the DfT required a one month charging grace period.

### **Progress**

- 5.6 Since the commencement of the scheme (5<sup>th</sup> Nov 14) until 25<sup>th</sup> February 2015 there have been 1780 permit applications and 1908 applications and subsequent variations were granted and 345 applications refused. Reasons for refusal are generally due to clash of timing with other activities. Of the granted permits 161 were only granted after a modification request was made by the permit authority. Modification requests are usually for applying additional conditions to the permit.
- 5.7 Income generated from permits has been £28,574 since 5<sup>th</sup> December 2014 which is difficult to profile at this early stage as the Winter months are generally lower in works activity.
- 5.8 In comparison with the same period in 2013/14 there has been a 13% increase in permit applications compared with notices however, this spike is likely to be a reflection of the fee free month from commencement.
- 5.9 The number of offences committed and subject to a Fixed Penalty Notice (FPN) has totalled 35 for general offences which apply under permitting or noticing although there have been 32 (FPN's) issued for offences that could only be enforced under the permit scheme.
- 5.10 The number of Highway Authority actual or administrative overruns has reduced partly due to the permit scheme but also due to the new Highways Term Maintenance Contract from 236 in 2013/14 to just 18 in so far in 2014/15.
- 5.11 The number of permit compliance inspections completed is 15 of which 8 passed and 7 failed. The number of inspections completed is lower than expected due to workload issues which should be addressed shortly. It is anticipated that an increase in these inspections would further drive improvement.

### **Opportunities**

- 5.12 Whilst the Traffic Management (Bracknell Forest Borough Council) Permit Scheme Order 2014 was approved by DfT, from April 2015 new regulations will allow any changes to the scheme to be made by the Chief Executive of the Permit Authority. Given the significant amount of effort which is conducted on permits for the non-chargeable roads an opportunity may arise for SEPS to amend the scheme to charge for those roads. Any change will be subject to further consultation and only after a full review of the existing scheme has been conducted after at least one year of operation.
- 5.13 In summary the permit scheme is still bedding in and activity levels are relatively low given the most active utility South East Water is at the end of their Asset Management Plan (AMP) period and a new AMP funding period commences on 1<sup>st</sup> April 2015. The Highway Network Management team are responding to pressures and opportunities to ensure the scheme adds the value anticipated in the application to DfT. It is rather early to draw any conclusions although generally the scheme appears to be a positive step towards the proactive management of the highway network.

## **6 EQUALITIES IMPACT ASSESSMENT**

- 6.1 Not applicable.

**7 STRATEGIC RISK MANAGEMENT ISSUES**

7.1 Not applicable.

Background Papers

None

Contact for further information

Wayne Scott, Traffic Manager - 01344 351668

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**TO: ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL  
17 MARCH 2015**

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**REVIEW OF COMMERCIAL SPONSORSHIP TRIAL  
Director of Environment, Culture & Communities**

**1 PURPOSE OF REPORT**

- 1.1 To update the Overview and Scrutiny Panel following the recent meeting of the Commercial Sponsorship Member Reference Group (the notes of which are attached at Appendix 4).

**2 RECOMMENDATION(S)**

- 2.1 **That the Environment, Culture and Communities Overview and Scrutiny Panel note the content of the report;**
- 2.2 **That the Environment, Culture and Communities Overview and Scrutiny Panel endorse the Director's decision, having consulted the Commercial Sponsorship Member Reference Group, to undertake a full procurement in order to implement a permanent commercial sponsorship contract; and**
- 2.3 **That the Commercial Sponsorship Member Reference Group be stood down having completed its work for the time being.**

**3 REASONS FOR RECOMMENDATIONS**

- 3.1 The existing commercial sponsorship trial expires in October 2015 and if further income is to be derived from commercial sponsorship then a new contract must be tendered to be legislatively compliant.

**4 ALTERNATIVE OPTIONS CONSIDERED**

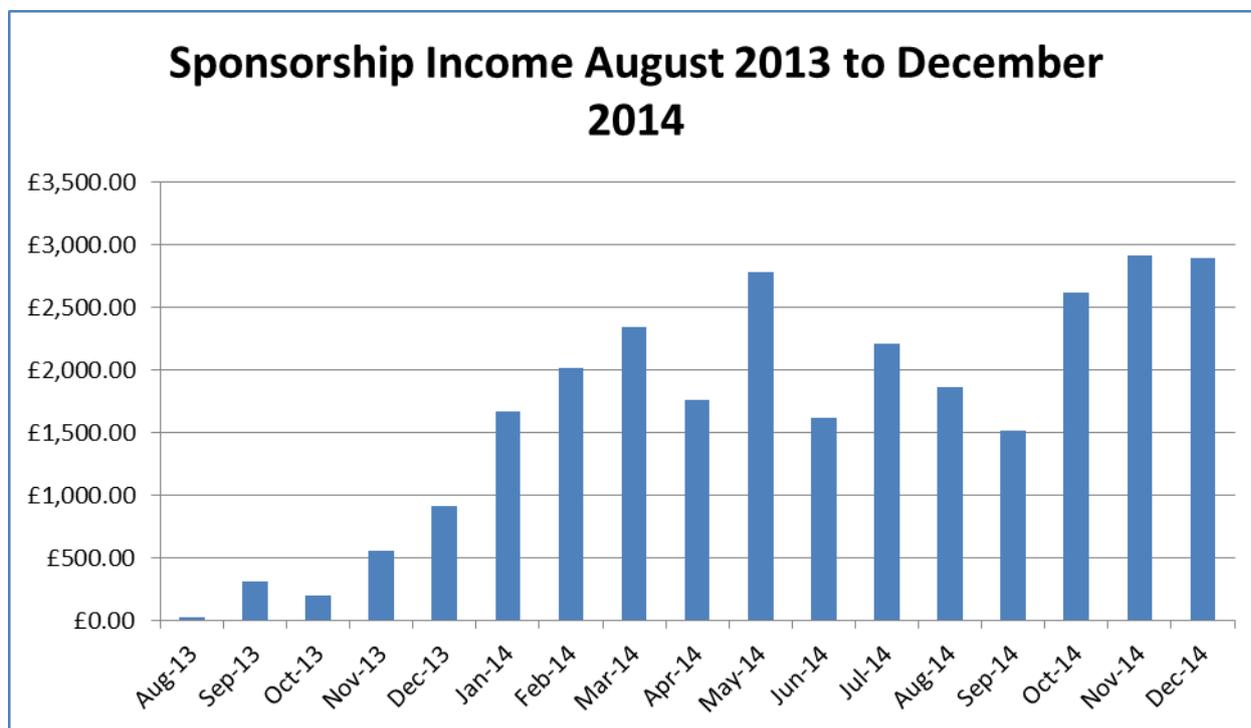
- 4.1 The alternative is not to have a sponsorship contract meaning that the Council will have to offset current commercial sponsorship income with other budget reductions.

**5 SUPPORTING INFORMATION**

**5.1 Existing trial scheme**

- 5.1.1 The current pilot for commercial sponsorship has been in place since May 2013 although the first sponsorship income was not received until August 2013. This three month gap was due to sponsorship sales having a lead in time as well as a setup and installation interval. Income has been derived every month since August 2013 and this is broadly in line with expectations.
- 5.1.2 The existing trial is with Community Partners ([communitypartners.co.uk](http://communitypartners.co.uk)) who have helped implement the scheme. Community Partners source potential sponsors through their own advertising and agree contracts, prices and installations with the sponsor.

- 5.1.3 Community Partners take the cost of design, print, supply and installation from revenue and the remaining sum is split 50/50 between Community Partners and the Council. The costs allow for an annual refresh of the artwork for the sponsor.
- 5.1.4 All artwork is approved by the Chairman of the Environment, Culture and Communities Overview and Scrutiny Panel along with the Director of the Department and colleagues in the Traffic section prior to sponsorship acceptance. Some examples of recently approved artwork are shown in Appendix 3.
- 5.1.5 Contracts with sponsors are let on a one, two, three or four year basis depending on requirement. Sponsorship is for the total roundabout which can contain two, three, four or five signs depending on the size and approaching roads. A list of roundabouts currently sponsored is shown in Appendix 1.
- 5.1.6 Values for sites are calculated on how major a route the roundabout is sited on. For example a sponsor will pay more for sites located on the main A322 than a smaller B class road. A map of all roundabouts is shown in Appendix 2.
- 5.1.7 Levels of net income received by the Council from the current contract since August 2013 are shown in the chart below.



- 5.1.8 Income has been received from the current trial every month from August 2013 to December 2014 (seventeen months). Community Partners are invoiced quarterly.
- 5.1.9 Total net income received by the Council over the seventeen month period is £28.2k. Average monthly income has been £1.6k although for the last twelve months this has increased to £2k per month.
- 5.1.10 It is anticipated that by the end of the current trial in October 2015 the Council will have received a net income of around £46k or £25k per annum based on the last twelve months.

- 5.1.11 The report and presentation given to the Member Reference Group by Community Partners in June 2012 estimated that in an ideal situation the total sponsorship value of the Borough's roundabouts could be in the region of £276k over the life of a sponsorship contract prior to set up costs and commission being deducted.
- 5.1.12 Set up costs average 15% (circa £41k) and the remaining income (£235k) is split 50/50 between Community Partners (£117.5k) and the Council (£117.5k) over a three year contract.
- 5.1.13 However, Community Partners Limited did stress that in reality, income would start in tens of thousands of pounds with the potential to reach a 6 figure sum. As stated previously, the actual figures achieved during the trial of £25k per annum (£75k over a three year contract) meant that Community Partners cautionary comments were well placed. However, whether income from sponsorship could ever reach a 6 figure sum as estimated by Community Partners is difficult to envisage, but then perhaps the fact that this was a trial only may have had an impact on income levels. For example, the contract did allow for sponsorship in wider Council business (leisure centres, car park tickets etc.) but the focus was on roundabouts only.
- 5.1.14 The total value of the income generated by the agreement within the 18 months trial will be significantly below the EU procurement threshold for services which is currently £172,514.

## **5.2 Internal sponsorship scheme**

- 5.2.1 Prior to the trial some sponsorship was secured by the Landscape team direct with external organisations. This generated around £12-13k of income but did not appear to take into account any design or installation costs so was not a true net income figure whereas the current figures are truly representative.
- 5.2.2 Although the staff involved should be commended for this success, the non-market led approach to pricing differences and that staff are expected to focus on their substantial roles means that effort and income is not maximised. This internal approach to market took considerable resource.

## **5.3 Administration of commercial sponsorship scheme**

- 5.3.1 The administration of the contract is undertaken by the Head of Performance and Resources within EC&C.
- 5.3.2 The procurement process will take resource to implement but this will only take place every three to five years depending on the length of the contract.
- 5.3.3 The daily management of the contract takes up minimal time and can be absorbed within the current role with little impact.

## **5.4 Promotion of local businesses**

- 5.4.1 One of the key drivers for the trial was to help support and promote local businesses through improved sponsorship opportunities.
- 5.4.2 There are currently (as at January 2015) twenty two different companies sponsoring roundabouts within the Borough. Sixteen (73%) of these companies are based within the Borough.

5.4.3 If the sponsorship was stopped it would remove a valuable route for local companies to publicise their businesses.

## **5.5 Scheme enquiries**

5.5.1 There have been three enquiries since the trial has been started. These have been –

- Why the Council was allowing sponsorship of roundabouts
- A complaint that the signs were ugly and dangerous
- FOI 731 asking various questions on the scheme

## **5.6 Trial scope**

5.6.1 The scope of the existing contract allows for a variety of sponsorship such as roundabouts, car parks, leisure centres and welcome signs although all current sponsorship income is derived from roundabouts. Whilst there may not be a significant demand for additional sites to be sponsored (no enquiries have been put forward) this would increase income if any were identified.

## **5.7 Conclusion and next steps**

5.7.1 The Director has reviewed the benefits of the trial and concluded that a tender process should be undertaken in order to have a permanent contract in place from October 2015.

5.7.2 The Commercial Sponsorship Member Reference Group have also reviewed the trial and endorsed the Director's decision to undertake the above action and suggested a contract length of five years (3+1+1).

5.7.3 The anticipated five year contract value based on the trial is £125k + set up costs for Community Partners (see 5.1.12) totalling £144k. This is below the EU Procurement threshold of £172k.

5.7.4 In order to undertake a tender of this value a procurement plan will need to be signed off by the Director.

5.7.5 The tender will be advertised on the South East Business Portal and will be one stage with no pre-qualification allowed due to the recent changes in EU Procurement legislation.

5.7.6 The contract award will be made by the Director.

## **6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

6.1 The value of the proposed contract is below the services threshold for the purposes of the Public Contracts Regulations, so there is no risk of a non-compliance with those regulations. It will be necessary to comply with the requirements of the Council's Contract Standing Orders and Procurement Manual.

Borough Treasurer

6.2 The financial implications are set out in the supporting information.

Equalities Impact Assessment

6.3 N/A

Strategic Risk Management Issues

6.4 Additional budget savings to offset the lack of sponsorship income would be required if the scheme was not tendered.

Other Officers

6.5 Corporate Procurement comments are incorporated in section 5.7.

**7 CONSULTATION**

Principal Groups Consulted

7.1 Commercial Sponsorship Member Reference Group and the EC&C Overview and Scrutiny Panel.

Method of Consultation

7.2 Meeting and report.

Representations Received

7.3 None.

Background Papers

Commercial Sponsorship Report to Conservative Group September 2012.

Contact for further information

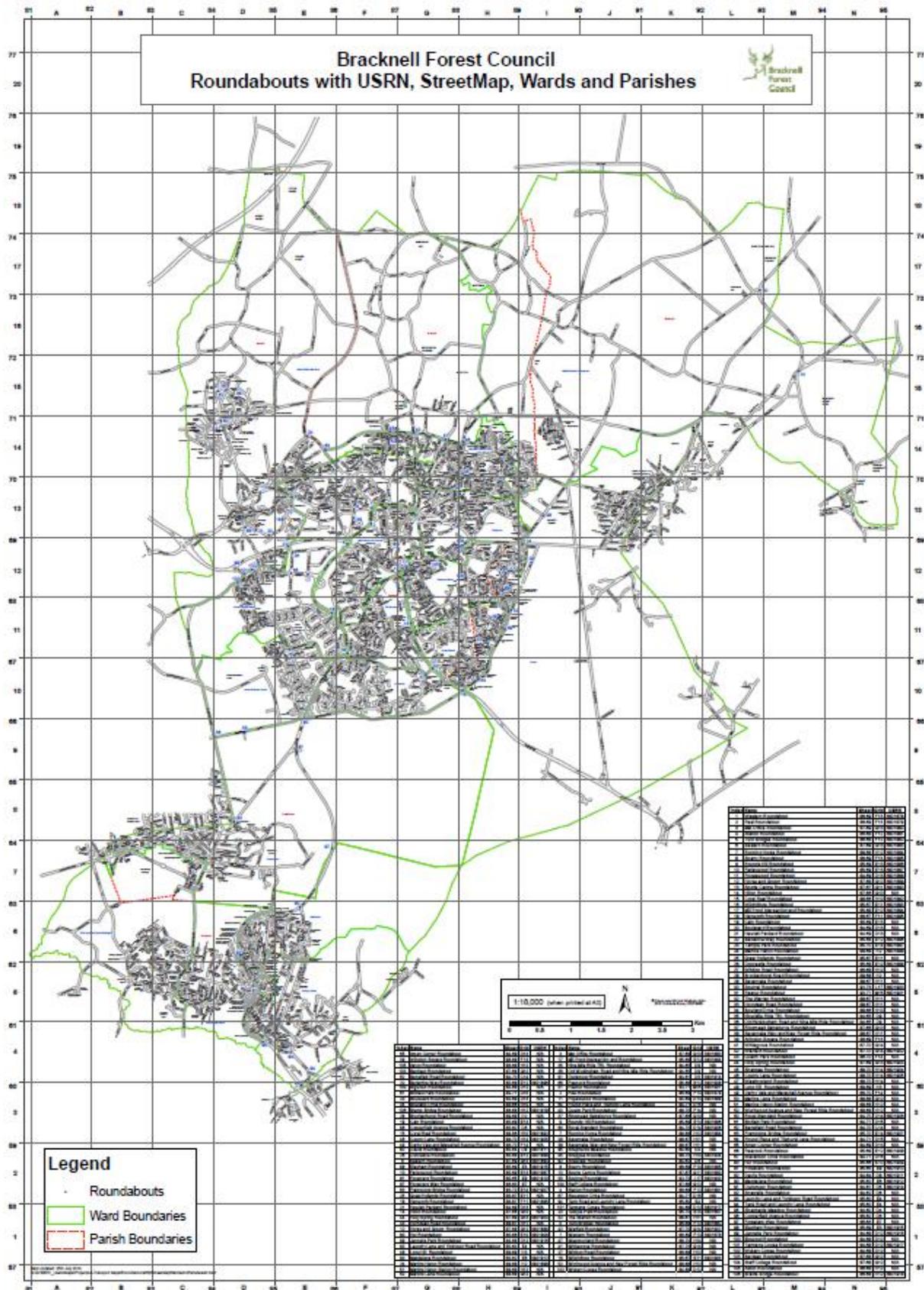
Vincent Paliczka, Environment, Culture & Communities - 01344 351751  
Vincent.paliczka@bracknell-forest.gov.uk

Damian James, Environment, Culture & Communities - 01344 351325  
Damian.james@bracknell-forest.gov.uk

**Appendix 1 – List of roundabouts currently sponsored December 2014**

<b>Site Reference</b>	<b>Address/Location</b>
BR1	Western RAB, Millennium Way/Skimped Hill Lane
BR3	Met Office RAB, Church Road/Millennium Way
BR4	Station RAB, Station Way/Market Street
BR5	Twin Bridges RAB, Downshire Way/Berkshire Way
BR8	Sperry RAB, Wokingham Road/Downshire Way
BR11	Popeswood RAB, Temple Way/Popeswood Road
BR12	Horse & Groom RAB, Downshire Way/Bagshot Road
BR13	Sports Centre RAB, Bagshot Road/Harmans Water Road
BR15	Coral Reef RAB, Bagshot Road/Nine Mile Ride
BR16	Wildridings RAB, Mill Lane/Wildridings Road
BR18	Hanworth RAB, South Hill Road/Crowthorne Road
BR22	Berkshire Way RAB, Berkshire Way/Doncastle Road
BR27	Whitton RAB, Whitton Road/New Forest Ride
BR34	Bowland Drive RAB, Bowland Drive/New Forest Ride
BR35	Nine Mile Ride RAB, Nine Mile Ride/TRL
BR36	Old Wokingham Rd RAB, Old Wokingham Road/Nine Mile Ride
BR37	Ringmead Sainsburys, Ringmead/Sainsbury
BR41	Whitegrove RAB, Maize Lane/Harvest Ride
BR51	Martins Heron RAB/Baldocks, London Road/Long Hill Road
BR65	Amen Corner RAB, John Nike Way/Beehive Road
BR80	Hut RAB, Crowthorne Road/Nine Mile Ride
BR81	Foresters RAB, Foresters Way/Bracknell Road
BR90	Magdalene RAB, Foresters Way/Magdalene Road
BR97	Cranbourne Roundabout
BR98	Peanut Roundabout

Appendix 2 – Location of roundabouts



Appendix 3 – Examples of artwork from sponsorship signs

Bracknell Forest Council

In partnership with Bracknell Forest Council

AYGO



TOYOTA

ALWAYS A BETTER WAY

GO FUN  
YOURSELF

Jemca Bracknell  
Opposite the John Nike Ice Rink  
Tel: 0844 234 7154

Bracknell Forest Council

In partnership with Bracknell Forest Council

**Titan**

**Home & Business Storage**

01344 266 805    [www.titanstorage.co.uk](http://www.titanstorage.co.uk)

Bracknell Forest Council

In partnership with Bracknell Forest Council



**SELF  
STORAGE**

BRACKNELL

[bracknellselfstorage.co.uk](http://bracknellselfstorage.co.uk)    t. 01344 20 30 49

## Appendix 4

### **COMMERCIAL SPONSORSHIP MEMBER REFERENCE GROUP TUESDAY 24 FEBRUARY 2015 (Fifth Meeting) (6:00 pm to 6:45 pm)**

Present: Councillors Finnie (Lead Member), Brossard, Gbadebo and Leake

In Attendance: Vince Paliczka, Director of Environment, Culture and Communities  
Damian James, Head of Performance and Resources  
Andrea Carr, Policy Officer (Overview and Scrutiny)

#### **1. Apologies for Absence**

Apologies for absence were received from Councillor Ward.

#### **2. Notes**

The notes of the last meeting of the Commercial Sponsorship Member Reference Group were received as an aide memoire.

#### **3. Commercial Sponsorship Scheme**

The Head of Performance and Resources introduced his report concerning the review of the commercial sponsorship trial. Large scale maps indicating the location of roundabouts in the Borough were provided. As the existing trial was due to expire in October 2015, the Commercial Sponsorship Member Reference Group was invited to consider whether a re-tender of the contract should be pursued. Community Partners, the company appointed by the Council to undertake the trial, had been successful in letting advertising contracts and generating income during the trial period. £46k was the anticipated level of net Council income to be generated during the trial following deduction of advertising production and installation costs, equating to approximately £25k income per annum. Some officer resources were required to manage the contract but did not detract from income. There was potential to increase the level of income by expanding the amount of sponsorship. The in-house system of commercial sponsorship pursued prior to the trial had an income target of £12-13k per annum which had been challenging to meet owing to the additional demand on staff resources. Working with a commercial sponsorship company was felt to be a more efficient and lucrative alternative.

A key driver of the commercial sponsorship trial had been to support local businesses. As at January 2015, 25 roundabouts in Bracknell Forest were sponsored by 22 different companies, of which 16 were based in the Borough. The public response to the trial consisted of one query as to its purpose, one complaint on the grounds of unsightliness and one Freedom of Information request from a competing organisation seeking information in respect of the scheme. There was a robust approval process in place to avoid inappropriate advertising and to require signs and artwork to receive the approval of the Highways Team, the Director and the Chairman of the Environment, Culture and Communities Overview and Scrutiny Panel before production and use. All advertising signage had been approved to date.

## Unrestricted

The following points arose as a result of questions and discussion:-

- The sponsorship income table on page 6 of the report required adjustment to reflect accurately the correct income amounts quoted in the supporting text.
- A roundabout was exclusive to an advertiser although companies could, and some did, sponsor more than one roundabout. The number of advertising signs situated on a roundabout could vary from 1 to 5 depending on its size and the number of approaching roads.
- Although sponsorship had been limited to roundabouts during the trial period, it was possible to expand it to include other means such as Borough entry welcome signs, car parking tickets and bridges. The latter would require different signage treatment. As the Coral Reef roundabout was likely to become a traffic light junction in the future it would be lost from roundabout sponsorship. However, in theory, advertisements could be displayed on or near traffic lights if safe locations were identified.
- When agreeing to pursue the commercial sponsorship trial, the Executive had decided that no concessions to promote local organisations, events or activities would form part of the trial. However, with the approval of the advertiser, this could be undertaken in future.
- Although sponsorship cost concessions could be made as an incentive to local businesses, this was not strongly supported as 73% of current advertisers were local businesses; all sponsors had indicated that they were content with the existing terms; and charges were set to match market rates to protect the Council's income, varied according to the location of sponsorship and fixed across the length of the contract.
- The Council had decided to appoint Community Partners to undertake the trial after its approach to the Council as it was an experienced company which appeared realistic and convincing in its income forecasts. The Council was in regular contact with the company which was keen to continue to work with the Borough, however, it would be necessary for Community Partners to submit a tender for a new contract in competition with other firms.
- Although commercial sponsorship advertising contracts could be of a 1, 2, 3 or 4 year duration, 2 years was the length of the majority of the current contracts which could be terminated in the event that contract re-tendering did not occur or be left to complete their term.
- Whilst advertisers with contracts under the former in-house commercial sponsorship scheme had the option to renew their contract under the trial, none had done so.
- On the basis of the trial, the price of a re-tendered commercial sponsorship contract was expected to fall below the European Union (EU) procurement threshold for services which was currently £172,514. Accordingly, a tender process followed by sign-off by the Director of Environment, Culture and Communities was a possible way forward. Thought needed to be given to future aggregated income growth over the length of a contract as a clause concerning the splitting of unexpected income may be beneficial in the event that the amount increased to the EU threshold. In terms of the length of a new

contract, it was felt that a longer relationship between commercial sponsorship partners would benefit all parties, particularly as new contractors could take some time to become fully operational. Conversely, economic factors could change over a period of time and contract length should reflect this. Accordingly, a contract of 3 years plus a 1 or two 2 year extension following review was suggested as an appropriate length. Should a break in contract occur, the Council would retain the contracted funds for the remaining duration of the contract that had been received up to break point.

Members expressed their support for the re-tendering of the commercial sponsorship contract as it was a source of income for the Council, benefited local businesses and had not had a detrimental effect in the Borough. However, some concern was expressed over the standard wording on existing advertising signage 'In partnership with Bracknell Forest Council' as it was felt to imply that the Council was connected to, and endorsed the advertiser, which was not the case. Alternative wording along the lines of 'Supporting local economic development' was preferred for new signage although it was acknowledged that existing signs would not be altered.

It was agreed that the best and robust route to progress the re-tendering of the commercial sponsorship contract was to report the outcome of this meeting to the Environment, Culture and Communities Overview and Scrutiny Panel at its meeting taking place on 17 March giving the Panel an opportunity to comment on the proposed contract re-tender and recommend that it be pursued by the Director / Executive Member as appropriate. The outcome would then be reported to the Overview and Scrutiny Commission on 19 March. The Commission would be informed that the Group had completed its work for the time being and would be stood down.

**4. Future Meetings and Activities**

No further Group meetings or activities were planned.

**5. Any Other Business**

There was no other business.

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**TO: ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL  
17 MARCH 2015**

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**BRACKNELL FOREST BOROUGH LOCAL PLAN UPDATE  
Director of Environment, Culture & Communities**

**1. PURPOSE OF REPORT**

- 1.1 The Local Plan sets out policies and proposals for the development and use of land in an area taking account of social and environmental factors. It comprises Development Plan Documents (DPDs) that form part of the statutory development plan. Supplementary Planning Documents (SPDs) can also be produced which provide further interpretation of the implementation of policies set out in a DPD. These documents form the primary basis for the Council's decisions on planning applications.
- 1.2 This report summarises the position on the Local Plan, and provides an update following the previous report in January 2015 including reference to potential future changes to the Local Development Scheme in order to address a recent Inspector's finding that the Council cannot demonstrate a five year housing land supply.

**2. RECOMMENDATION(S)**

**That the Panel notes the documents that currently form part of the Bracknell Forest Borough Local Plan and the progress on introducing Community Infrastructure Levy charging.**

**3. REASONS FOR RECOMMENDATION(S)**

- 3.1 To advise the Panel of the progress of documents forming part of the Bracknell Forest Borough Local Plan.

**4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5. SUPPORTING INFORMATION**

Documents that have been finalised

- 5.1 The Bracknell Forest Local Plan comprises a number of documents. The Core Strategy (Feb 2008), the Site Allocations Local Plan (SALP) (Jul 2013) and the Bracknell Forest Local Plan (Jan 2002) which are the main adopted documents with development plan status. The Core Strategy sets out the overarching strategy for the area, including the level of housing growth. The SALP allocates the sites to meet the Borough's development requirements, particularly for housing. The 2002 Local Plan contains a number of 'saved' policies that remain in effect for the purposes of managing development in the Borough.

5.2 Apart from the documents referred to above, a number of other documents have been produced for Bracknell Forest, including SPDs. A list of the Council's adopted documents is at Appendix 1.

Documents that are under preparation or planned

5.3 The Local Development Scheme (LDS) is a three-year project plan, which sets out time scales for the preparation of planning documents. The most recent version was approved by the Executive on 7 January 2014.

5.4 The three key development plan documents proposed within the three year period are the Development Management Local Plan, a Gypsy and Traveller Local Plan and commencement of a new comprehensive Local Plan.

5.5 Table 1 below sets out the purpose and intended programmes for the preparation of these documents:

**Table 1 – Current Timetable for different Local Plan Documents.**

Document →		Development Management Local Plan	Gypsy & Traveller Local Plan	Comprehensive Local Plan
Stage ↓	Purpose →	To establish a framework of policies to help deliver the existing Core Strategy vision and Site Allocations Local Plans.  To meet requirements in the NPPF and emerging guidance and to fill policy gaps following revocation of the SEP  To update policies following legislative changes.	To meet the requirements of the PPTS and the NPPF including allocating any additional sites needed to meet identified need (and any associated changes to the Policies Map).	To provide an updated vision and strategy for development in the Borough beyond the current plan period.  To support to the Council and LEP Economic Strategies.  To establish the role of Bracknell Forest following the partial revocation of the SEP.
Collate & produce evidence base / consultation document		Jan 2014 – May 2015	Jan–Sep 2014	Jun 2015 – Aug 2016
Public Participation		Jun-Jul 2015	Oct-Nov 2014	Sep-Oct 2016
Further evidence and analysis / produce draft document		Aug - Nov 2015	Dec 2014–Oct 2015	Nov 2016-Jul 2017
Possible further consultation			Nov-Dec 2015	Sep-Oct 2017
Publication		Nov-Dec 2015	May-Jun 2016	Mar-Apr 2018
Consideration of representations		Jan-Feb 2016	Jul-Aug 2016	May-Jun 2018
Submission		Apr 2016	Nov 2016	Oct 2018
Examination/Hearing/Inspectors Report		May-Sep 2016	Dec 2016-Mar 2017	Nov 2018-Apr 2019
Adoption		Nov 2016	June 2017	Jul 2019

Changes to the Local Development Scheme

- 5.6 Since the previous report to the Panel the Council has received the Inspector's decision on a planning application at Tilehurst Lane, Binfield. While the appeal was dismissed, the Inspector included in his decision letter his finding that the Council could not demonstrate that it had a five year supply of housing land. His reasoning for this included his view that the Core Strategy housing target figure was not an acceptable starting point and that the target figure was likely to be higher. He also disagreed with two aspects of the Council's method of calculating the five year and took the view that certain sites within the Council's five year supply would not come forward as quickly as the Council anticipated.
- 5.7 In order to establish a robust five year housing land supply position the Council will first need to carry out a full objective assessment of the need for market and affordable housing. This is being carried out through the preparation of Strategic Housing Market Assessment (SHMA) which has been jointly commissioned by the six Berkshire unitary authorities and the Thames Valley Berkshire Local Economic Partnership.
- 5.8 This work will provide an initial figure for each Berkshire authority which will be the starting point for deriving the housing target number. Further work will be required to take account of constraints and fulfil the Duty to Co-operate before a final figure can be established in a new Local Plan.
- 5.9 In order to expedite this work and maintain progress on adopting updated development management policies, officers are assessing whether the housing requirement, any necessary further site allocations and the development management policies should be combined in a comprehensive Local Plan.
- 5.10 There is now more than one possible approach to preparing Local Plans (for example there is no longer a statutory requirement to carry out an 'issues and options' consultation). Officers are working on provisional programmes for the different approaches and the preferred approach will be set out in an updated Local Development Scheme to be presented to Executive for approval.

Community Infrastructure Levy (CIL)

- 5.11 Whilst not part of the Development Plan the introduction of CIL will be important in delivering the infrastructure needed to support and mitigate planned development. The Bracknell Forest CIL Draft Charging Schedule (which sets the rates and zones for the charges to be levied in the Borough) was adopted by Council on 25<sup>th</sup> February when it was also resolved to commence CIL charging on 6<sup>th</sup> April 2015.
- 5.12 Work is now focused on setting up the administration of CIL charging and awareness-raising for local developers. It will also mean that the Council is able to introduce CIL charging before the restrictions on the pooling of Section 106 contributions come into effect.

Planning Obligations SPD

- 5.13 In order to update the existing Limiting the Impact of Development SPD, and clarify the relationship between Section 106 and CIL charges, a new Planning Obligations SPD was prepared and a draft version consulted on. The new Planning Obligations SPD was approved by the Executive on 10 February 2015 to come into effect on 6<sup>th</sup>

April at the same time as CIL charging is introduced. Further information on the SPD is set out in Appendix 1 under 'Adopted Documents'.

Background Papers

Bracknell Forest Borough Local Development Scheme: January 2014  
Bracknell Forest Statement of Community Involvement; February 2014

Contact for Further Information

Max Baker – 01344 351902  
Email: [max.baker@bracknell-forest.gov.uk](mailto:max.baker@bracknell-forest.gov.uk)

## APPENDIX 1

### Local Planning Documents Update

#### **ADOPTED DOCUMENTS**

##### **Development Plan Documents**

###### **Core Strategy DPD**

- A high level document containing the Council's long-term aspirations for the Borough, and policies to guide and manage development in Bracknell Forest until 2026.
- Adopted - February 2008.
- [www.bracknell-forest.gov.uk/corestrategy](http://www.bracknell-forest.gov.uk/corestrategy)

###### **Site Allocations Local Plan**

- Implements the adopted Core Strategy. Identifies sites for future housing development, ensures that appropriate infrastructure is identified and delivered alongside new development and revises certain designations on the Policies Map.
- Adopted – July 2013
- [www.bracknell-forest.gov.uk/sadpd](http://www.bracknell-forest.gov.uk/sadpd)

###### **Bracknell Forest Borough Policies Map**

- Shows Core Strategy, Site Allocation Local Plan designations and Saved Policies from the Bracknell Forest Borough Local Plan.
- Adopted July 2013
- [www.bracknell-forest.gov.uk/proposalsmap](http://www.bracknell-forest.gov.uk/proposalsmap)

##### **Supplementary Planning Documents**

###### **Designing for Accessibility SPD**

- Provides guidance on making development accessible, including for disabled and other less mobile people.
- Adopted at the 20 June 2006 Executive meeting.
- [www.bracknell-forest.gov.uk/designaccess](http://www.bracknell-forest.gov.uk/designaccess)

###### **Parking Standards SPD**

- Contains guidance on parking requirements for residential and other forms of development.
- Adopted at the 24 July 2007 Executive meeting.
- [www.bracknell-forest.gov.uk/parking](http://www.bracknell-forest.gov.uk/parking)

###### **Limiting the Impact of Development SPD**

- Explains how the Council will secure funding for measures (including infrastructure like roads, schools and open space) needed to mitigate the impact of new development.
- Adopted at the 24 July 2007 Executive meeting.
- Will cease to have effect on 6 April 2015 on replacement by the Planning Obligations SPD
- [www.bracknell-forest.gov.uk/lid](http://www.bracknell-forest.gov.uk/lid)

###### **Sustainable Resource Management SPD**

- Provides guidance on renewable energy, climate change, efficiency and sustainable construction in relation to Core Strategy policies.
- Adopted at the 21 October 2008 Executive meeting.
- [www.bracknell-forest.gov.uk/srm](http://www.bracknell-forest.gov.uk/srm)

### **Amen Corner SPD**

- Provides guidance for planning applications in respect of a comprehensive mixed use development on land at Amen Corner South which was agreed through the Core Strategy and allocated through the Site Allocations Local Plan.
- Adopted at the 16 March 2010 Executive meeting.
- [www.bracknell-forest.gov.uk/amencorner](http://www.bracknell-forest.gov.uk/amencorner)

### **Character Area Assessments SPD**

- Defines the character of specific areas in the Borough and interprets Core Strategy policy.
- Adopted at the 16 March 2010 Executive meeting.
- [www.bracknell-forest.gov.uk/characterareas](http://www.bracknell-forest.gov.uk/characterareas)

### **Streetscene SPD (and Annex relating to Highway Guide for Development)**

- Contains design guidance for streets and other public spaces in residential developments
- Adoption at the 29 March 2011 Executive meeting.
- [www.bracknell-forest.gov.uk/streetscene](http://www.bracknell-forest.gov.uk/streetscene)

### **Thames Basin Heaths Special Protection Area Avoidance and Mitigation Strategy SPD**

- Explains how negative impacts of residential development on a special protection area for rare birds will be avoided and mitigated.
- Adopted March 2012
- [www.bracknell-forest.gov.uk/SPA](http://www.bracknell-forest.gov.uk/SPA)

### **Warfield SPD**

- Provides guidance for planning applications in respect of a comprehensive mixed use development on land at Warfield (formerly known as land North of Whitegrove and Quelm Park). The area was agreed for development through the Core Strategy and the land was allocated through the Site Allocations Local Plan.
- Adopted February 2012
- [www.bracknell-forest.gov.uk/warfield](http://www.bracknell-forest.gov.uk/warfield)

### **Planning Obligations SPD**

- Comes into effect on 6 April 2015 and replaces the Limiting the Impact of Development SPD)
- Takes account of the changes to developer contributions arising from the introduction of CIL
- Includes updated information on infrastructure requirements and costs. Consultation on the SPD took place in tandem with consultation on the CIL Draft Charging Schedule. Responses were received from six organisations. Minor changes to the document are proposed in light of consultation responses and a recent ministerial announcement of changes in national planning guidance.
- Adopted 10<sup>th</sup> February 2015 to come into effect on 6<sup>th</sup> April to coincide with the commencement of CIL charging.

## **DOCUMENTS UNDER PRODUCTION**

### **Development Plan Documents**

Refer to Table 1 in the main report

**Other Documents**

**Policies Map**

The adopted Policies Map is updated whenever there are changes resulting from the adoption of a Development Plan Document

**Parking Standards**

The Council has commenced the preparation of a Parking Strategy which will incorporate a review of parking standards to assess whether changes are needed to them, or the ways in which they are applied.

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## **Report to Bracknell Forest Borough Council**

**by Mr Philip Staddon BSc, Dip, MBA, MRTPI**

**an Examiner appointed by the Council**

**Date: 16 December 2014**

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PLANNING ACT 2008 (AS AMENDED)

SECTION 212(2)

### **REPORT ON THE EXAMINATION OF THE BRACKNELL FOREST BOROUGH COUNCIL COMMUNITY INFRASTRUCTURE LEVY CHARGING SCHEDULE**

Charging Schedule submitted for examination on 8 September 2014

Examination hearings held on 21 November 2014

File Ref: PINS/LDF001594

## Non-Technical Summary

This report concludes that, subject to some minor modifications, the Bracknell Forest Borough Council Community Infrastructure Levy Charging Schedule provides an appropriate basis for the collection of the levy in the area. The Council is able to demonstrate that it has sufficient evidence to support the schedule and can show that the levy rates would be set at levels that will not put the overall development of the area, as set out in its development plan, at risk.

### Introduction

1. This report contains my assessment of the Bracknell Forest Borough Council Community Infrastructure Levy (CIL) Charging Schedule in terms of Section 212 of the Planning Act 2008 (as amended). It considers whether the schedule is compliant in legal terms and whether it is economically viable, as well as reasonable, realistic and consistent with national guidance set out in the National Planning Practice Guidance (NPPG).
2. To comply with the relevant legislation and guidance, the local charging authority has to submit a charging schedule that should set an appropriate balance between helping to fund necessary new infrastructure and the potential effect of the proposed rates on the economic viability of development across its area.
3. The basis for the examination, on which Hearing sessions were held on 21 November 2014, is the submitted Draft Charging Schedule (DCS), which was published for public consultation between 10 June 2013 and 23 July 2013, along with the associated Statement of Modifications (SOM) and associated Revised DCS, which was published for public consultation between 4 July 2014 and 15 August 2014. The Council also made a request, prior to the Hearing sessions, that I consider some further (minor) modifications to the Charging Schedule.
4. The Council's CIL proposals include charges for 'residential (use Class C3)' development, 'residential care accommodation' and certain types of retail development. All other types of development would be zero rated in all zones.
5. The residential development CIL charges would be differentiated by location and by development size. Five identified strategic sites would incur a £150 per square metre (psm) CIL charge and a sixth strategic site (the largest at Warfield) a £220 psm charge. Central Bracknell is differentiated as a zone where CIL would be zero rated for housing development i.e. £0 psm. The remainder of the borough would be divided into three charging zones where two levels of charge would apply for (i) up to 14 dwellings and (ii) 15 or more dwellings. These zones, along with their two levels of proposed CIL charge, are 'Outer Bracknell' (£75 psm / £25 psm); 'Northern Parishes' (£350 psm / £220 psm) and 'Crowthorne / Sandhurst' (£300 psm / £150 psm).

6. In the SOM draft of the charging schedule, 'Residential Care Accommodation' would incur a £100 psm CIL charge in the Northern Parishes zone and a £75 psm CIL charge in the Crowthorne / Sandhurst zone. In the central and outer Bracknell zones the charge would be £0 psm. However, these charges were the subject to some late amendments suggested by the Council, such that the lower CIL charges would apply to a wider range of types of accommodation for older people, and would also include the strategic sites.
7. The retail development CIL charges are proposed to apply to 'convenience based supermarkets and superstores and retail warehouses' with a net retailing space in excess of the threshold used in the Sunday Trading Act 1994 (280 square metres). The CIL charge would be zero rated in the central Bracknell zone but set at £100 psm in all other zones.
8. This report is structured under the headings (in bold) of the main issues that I identified through the examination.

**Background evidence – the 'relevant plan' and infrastructure needs to support it**

*The 'Relevant Plan' - Core Strategy (2008) and the Site Allocations Local Plan (2013).*

9. Bracknell Forest borough lies in the heart of the Thames Valley and some 40 kilometres west of London. It is an area that has been subject to significant growth pressures which have, in turn, placed pressure on infrastructure and the environment. The town of Bracknell is the borough's most significant urban centre for housing, employment, retail and service facilities. To the north of the town is a range of smaller settlements including Binfield, Warfield, Hayley Green, Winkfield Row, Chavey Down and North Road. Beyond these settlements, the Metropolitan Green Belt washes over the northern and eastern parts of the borough, the latter area including part of North Ascot.
10. To the south east of Bracknell are the settlements of Crowthorne and Sandhurst, along with some large institutional sites, including the military academy at Sandhurst, Broadmoor Hospital and Wellington College. The area to the immediate south of Bracknell (and north east of Crowthorne and Sandhurst) is environmentally sensitive and forms part of the Thames Basin Heaths Special Protection Area (SPA). Road and rail infrastructure and connectivity are good, with direct links to the M3 and M4, and direct rail services to London and Reading.
11. Bracknell Forest Core Strategy (CS) was adopted in February 2008. It is a concise document which sets out a clear strategy for sustainable growth within the context of the pressures and constraints outlined above. In seeking to meet the borough's planned growth, it adopts a sequential locational approach with Bracknell town centre as the most preferred / sustainable, followed by brownfield land within existing settlements, 'other' land within settlements and finally, sustainable extensions to defined

settlements. The latter category is important because the CS recognises that not all growth can be accommodated within existing settlement boundaries. Two strategic 'major locations for growth' were proposed to accommodate major housing and employment development. The first was at Binfield, which later became known as 'land at Amen Corner (south)', and lies on the west side of Bracknell. The second was at Warfield, which would in effect be a northward urban extension of Bracknell. At that time the CS indicated that dwelling numbers would be circa 725 at Amen Corner (south) and 2,200 at Warfield.

12. In terms of overall planned new homes, the CS makes provision for the phased delivery of 11,139 new dwellings in the period 2006 – 2026, with a slightly higher target delivery rate in the first half of the plan period (572 units per annum to 2017) than the second (539 units per annum between 2017 -2026) to make up for earlier under delivery. The CS signalled that detailed affordable housing policies would be set out in subsequent development plan documents (the CS does not include specific policy requirements for affordable homes).
13. The CS focuses new employment development on existing centres and the two proposed strategic growth areas. The CS approach to retail development has a strong town centre focus, with a criteria based approach adopted for any 'out of centre' proposals that may come forward. Important town centre regeneration is currently underway.
14. The Bracknell Forest Site Allocations Local Plan (SALP) is a more recent and detailed plan which was adopted in July 2013. It takes forward, and to an extent updates, the CS by allocating sites for specific forms of development (notably housing, employment and retail) to meet the defined spatial vision and objectives. The SALP includes more detailed mixed use allocations and policy requirements for the CS's identified two 'major locations for growth' at Amen Corner (south) and 'land at Warfield'.
15. The SALP allocates a wide range of other sites, the majority of which are in and around Bracknell and Binfield, with a lesser number in Crowthorne and Sandhurst. There are four larger 'strategic' allocations in this portfolio. These are Broadmoor Hospital (up to 270 units as part of a comprehensive hospital re-development); land at the Transport Research Laboratory (TRL) in Crowthorne (up to 1000 units); land at Blue Mountain (400 units on a golf course site) and land at Amen Corner (north) (400 units). These four sites, along with the two CS identified sites at Amen Corner (south) and Warfield, are planned to accommodate more than two thirds (71.5%) of the housing numbers on allocated SALP sites. The six strategic sites are all at different life cycle stages; some have planning permissions and are underway, others have planning permissions about to be granted, subject to the completion of S.106 planning agreements, and others will be subject to future planning applications.
16. The remainder of the SALP housing allocations would be spread across the rest of the borough. With respect to the proposed CIL charging zones, the split, as calculated by the Council, would be: Central Bracknell (13.2% of the

new homes); Outer Bracknell (5.1%); Northern Parishes (5.9%) and Crowthorne / Sandhurst (4.3%).

17. Taking these six strategic sites and all of the other SALP allocations, the Council assesses that just under half of the planned housing numbers (45.4%) are covered by existing (or about to be granted planning permissions) and the remainder (54.6%) are likely to fall under its planned CIL regime.
18. The Council's current affordable housing requirement is set out in a draft 'Planning Obligations – Supplementary Planning Document'. This carries forward a longstanding 'saved' Local Plan policy, and the Council Executive's resolution, requiring a 25% proportion of affordable homes on sites of 15 units and above. The required tenure split between affordable rented and intermediate housing is a ratio of 70/30, in accordance with the Council's Housing Strategy. The policies will be reviewed as part of a planned Development Management Local Plan. The Council indicated that, were that review to result in significantly higher affordable housing requirements, it would review its CIL regime to reflect any changes.
19. The Council recognises that delivery against CS housing targets has been poor. There have been problems with housing land supply and the Council accepts that, under the terms of paragraph 47 of the National Planning Policy Framework (NPPF), there is a record of 'persistent under delivery of housing.'

#### *Infrastructure planning evidence*

20. The Council's Infrastructure Delivery Plan (IDP) was produced in 2012 to support the SALP. The IDP is a comprehensive assessment of the infrastructure needed to support the borough's planned growth. It assesses infrastructure needs under the broad category headings of Transport, Waste Management, Education, Community Infrastructure, Emergency Services and Green Infrastructure. It identifies funding sources and lead delivery agencies. The IDP also includes detailed 'infrastructure delivery schedules'
21. The Council written evidence estimates that the total cost of required new infrastructure is circa £135.6 million. It further assesses that, of that total, about £55 million is funded, either through public sector sources or through anticipated S.106 planning agreements, leaving an infrastructure funding gap of circa £80.5 million. The biggest funding gaps relate to education (circa £52 million) and transport (circa £16 million). At the Hearing, the Council updated its assessment of the gap to £78.7 million to reflect recent S.106 planning agreements.
22. The Council has used the development trajectory in its SALP to estimate likely CIL receipts. Recognising that this can only be a relatively crude estimate, the anticipated receipts, reported at the Hearing, would total about £30.2 million in the plan period. If that were to be accurate it would mean that CIL would make a significant contribution (about 38%) towards filling a substantial infrastructure funding gap.

23. It is worth noting here that the Council's approach intends to rely on the use of S.106 planning agreements on the six strategic sites to deliver major infrastructure items associated with those developments. For example, a new school or community building on one of these strategic sites would be delivered via S.106 obligations rather than CIL. The Council considers that this will ensure a comprehensive approach to the strategic developments.
24. The Council has produced a Regulation 123 list which identifies the infrastructure types that may be delivered, wholly or in part, from collected CIL monies. The list is clear and comprehensive and reflects the IDP. It includes the provision of SANG<sup>1</sup>, a range of specified transport schemes and types, specified school place expansions, libraries, 'built sport' and Police facilities. The list also sets out exclusions from CIL funded infrastructure (notably through the use of S.106 agreements on the strategic sites).

#### *Conclusions on the background evidence*

25. The CS and SALP, along with companion policy documents and guidance, provide a robust development plan framework for sustainable growth in the borough, which, due to environmental constraints, has a very strong growth focus in and around the town of Bracknell. The IDP identifies the social, physical and environmental infrastructure required to support the planned growth in population and jobs. The evidence demonstrates a sizeable infrastructure funding gap. CIL receipts are anticipated to make a significant contribution to reduce that funding gap. The evidence supports the introduction of a CIL regime.

### **Background evidence - economic viability evidence**

#### *The viability studies*

26. The Council has undertaken a series of Viability Studies to inform and develop its CIL proposals. The initial Viability Study was produced in May 2012 and underpinned the publication of a Preliminary DCS. A Strategic Sites Testing was undertaken in March 2013. In May 2014 a new 'Viability Assessment' was produced, effectively bringing together and updating the earlier work. There have been some recent (November 2014) supplements to that publication. For reasons of brevity and relevance, I focus here on the assumptions and methodology employed in the most recent (May 2014) report and the associated later supplements which, hereafter, I refer to collectively as the VA.
27. The VA employed a residual valuation approach. In simple terms, this involves deducting the total costs of the development from its end value to calculate a residual land value (RLV). That residual land value is then compared to assumed 'benchmark land values' (BLV) to test viability. If the residual land value is above the benchmark land value, the scheme would be judged viable and *vice versa*. The Council's consultants tested potential CIL

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<sup>1</sup> SANG is Suitable Alternative Natural Green Space which is an agreed mitigation approach, either on or off site, in respect of development proposals in proximity to the Thames Basin Heath Special Protection Area (SPA). It provides alternatives to recreational and other impacts on the natural habitat of the SPA.

levels against the land value benchmarks and, where schemes were viable, computed the theoretical maximum CIL rates.

28. To undertake this analysis, the modelling on residential development entailed making assumptions about a range of factors such as development types (scale, mix, density), land values, sales values, build costs (including Code for Sustainable Homes requirements), affordable housing, S.106 requirements, fees, finance, marketing and developer profit levels etc. For the commercial development types, similar assumptions were made but with the key differences being a focus on rents and yields (rather than sales values) and the use of 'current use values' (CUV) plus a premium. I will deal first with the residential modelling assumptions, and then those used for commercial schemes.

*Residential modelling assumptions - 'notional' and 'strategic' developments*

29. The Council defined nine 'notional' development types for testing purposes, which it considered would reasonably represent the range of scales, mixes and densities likely to be forthcoming in the plan period. The range spanned from small schemes of a single unit up to 500 units. The majority of the schemes assumed a density of 30 dwellings per hectare (dph) but some of the development types included flats which pushed densities upwards, the highest being 70 dph.
30. In addition to the nine 'notional' developments, the Council undertook bespoke viability testing of each of the six strategic sites. Taken together these represent a very good range of development sites expected under the Council's housing trajectory.
31. The establishment of robust Benchmark Land Values (BLVs) is clearly of profound importance in this type of viability modelling. The Council recognises that its CS will be dependent on a fairly diverse supply of land, principally in and around Bracknell. To reflect this diversity it defined four BLVs. The highest value, BLV1, was a full 'residential land value' of £1.925 million / hectare, a figure derived from Valuation Office Agency (VOA) data with appropriate adjustments made. BLV2 was set at £0.9 million / hectare, arrived at by further adjusting the VOA derived figure to reflect lower value areas. BLV3 was set at £0.65 million / hectare, reflecting vacant employment / distribution land. BLV4 was set at £0.4 million / hectare to reflect the lowest value land which could be for low value uses and would include 'bulk land / greenfield sites.' The Council considered that, given the content of the SALP, most housing land supply would relate to the lower value proxies of BLV4 and BLV3. For the strategic sites the Council assumed the lowest BLV4 for five of the sites, and BLV3 for the sixth reflecting its current use / higher value.
32. The Council recognises that its 'bulk' green field land benchmark (BLV4) is not supported by transactional evidence, as none had been forthcoming. In the absence of such evidence, it has had regard the range of threshold

values indicated in the DCLG research published in 2011<sup>2</sup>. This suggests an upper value of circa £0.37 million / hectare, to which the Council has added a 'caution' allowance, to define a £0.4 million BLV. It also reported that such a land value had been employed by a developer for viability testing on a recent planning application relating one of the strategic sites.

33. Views were expressed that local landowners' expectations are for higher values, and that there would be a risk that land will not come forward if too low a value is assumed. This is an important point, particularly given the track record of housing under delivery in the borough. However, examples of higher land values referred to at the Hearing seemed to relate, for the most part, to areas outside the borough. I can also apply very little weight to the suggestion that 'pre-CIL' land purchase option agreements may include higher minimum values than BLV4, as these were not submitted to me in evidence. It must also be recognised that CIL itself will impact on underlying land values.
34. Overall, the appropriateness of BLV4 is a difficult matter to arbitrate, as it relates to one of the most dramatic, and yet least scientific, changes in land value that occurs through the development process. Unlike existing developed land, where a premium (perhaps 20%) might be added to existing use value to incentivise a sale to occur, the transition from agricultural to residential land typically triggers a substantial multiplication (or 'uplift') on the base (agricultural) value. The Council assesses local agricultural land value to be circa £22k / hectare. This suggests that BLV4 would be set at a multiplier of about 18 times the existing (agricultural) use value. Given the absence of any appropriate transactional evidence on this matter, my view is that the 'uplift' embodied in BLV4 is suitably substantial and reasonable for high level CIL testing purposes. The other three BLVs were, in my view, well founded, albeit in the similar context of a lack of local transactional data.
35. An additional complication is that it was argued that some of the strategic sites contain existing development and cannot be assumed to be lower value green field development land. This was recognised by the Council with the TRL site at Crowthorne and the higher BLV3 was used, reflecting the sizeable (now largely derelict) research facility and testing tracks. However, it was argued that the largest strategic site, at Warfield, contained 15% brownfield land and that this should be factored in. Although I do acknowledge the Council's view that the site is essentially a green field site, I do think that some consideration of elements of higher value land should be made, just as it has, on two of the strategic sites, made adjustments for lower land value elements for areas falling within the Thames Basin Heaths SPA buffer zone (which are rated at base agricultural land values in the modelling).
36. Residential sales values were drawn from evidence of several hundred transacted properties in the borough (in the last two years), along with more recent sales revenue assumptions made by developers in viability appraisals

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<sup>2</sup> *Cumulative Impacts of Regulations on House Builders and Landowners* - Research Paper. Published by DCLG in 2011 (although commissioned by the previous Government in 2008).

to support planning applications. The latter is useful information as it is, by nature, likely to involve industry informed, but cautious, sales value assumptions. All of this data enabled the Council to define a range of residential sales values in different sub-markets. The lowest was 'Inner Bracknell' where sales averaged £2,896 psm and the highest was (north) Ascot at £3,857 psm. In addition to these sub-markets, sales values were assumed for each of the strategic sites, ranging from £3,032 up to £3,400. There appeared to be a general consensus that sales values had improved from those employed in the testing, but the notion that values had increased dramatically, based on a small scheme identified by the Council, was challenged. Overall, my view is that the sales rates are well grounded and reasonable and are likely to build in some degree of appropriate caution to the revenue side of the modelling.

37. Build costs were based on Building Cost Information Service (BCIS) rates for the county and adjusted for the specific modelled scheme e.g. a single unit scheme, or multi-storey flats would have a higher build cost than the 'estate housing generally'. Allowances were made for meeting Code for Sustainable Home requirements (Level 4).
38. 'External works' costs were typically assumed at 15% of build costs with much greater allowances made on larger greenfield sites to reflect the cost of servicing such sites with new utilities, roads, street lighting etc. A slightly different approach was employed on the strategic sites - this entailed adding a 10% (on base build costs) for external works plus a further £10,000 per plot to cover site preparation and site infrastructure. In my view, these are reasonable assumptions for CIL testing purposes.
39. For sites at, or over, the 15 unit policy threshold, affordable housing provision was assumed in line with the Council's adopted policy of 25%, with a 70/30 split between rented and intermediate tenures. It was assumed that there would be no grant subsidy to support affordable housing provision.
40. Allowances were made for residual site specific S.106 costs, which were assumed at £1,000 per dwelling on the notional 'sites'. For the strategic sites testing, S.106 costs were drawn from the infrastructure delivery schedules for each site, which ranged from the lowest of £4,688 per plot (Blue Mountain) to the highest of £13,980 per plot (the TRL site). The largest strategic site, at Warfield, would include a £23.4 million S.106 infrastructure bill which equates to £10,646 per plot.
41. There was some challenge to the S.106 figures used on strategic sites, with the development industry expressing views that the amounts would be higher. However, the Council considers its figures to be robust and that the higher figures put forward by representors included items that should not fall under S.106 costs, including some infrastructure elements that will be CIL funded. Whilst I do accept that there may be some change to the total amounts, and some dispute about what is, or is not, a true S.106 cost, the important point is that the Council has used available evidence to factor in substantial S.106 costs drawn from established infrastructure delivery schedules. This is a much more robust and precise testing methodology than using a large 'notional' development as a proxy to strategic site development. I consider the Council's overall approach to be sound.

42. Allowances were made for SANG and associated monitoring in line with an established formula. Professional fees (10-12%), finance (at 7% interest), Stamp Duty, marketing and legal fees all appeared to be well grounded and reasonable.
43. Developer profit was assumed at 20% of Gross Development Value for market housing and 6% for affordable homes. This was challenged by development industry representatives, who suggested that higher rates are expected. Whilst I do recognise that many developers will seek, and indeed expect, higher profit rates, I am not swayed by the view that the Council profit rate assumption is flawed for high level CIL testing purposes. Indeed, in my view such assumed profit levels appear reasonable given the apparent risk and reward profile of development in the borough.

*Older persons' residential accommodation – modelling assumptions*

44. The Council explored the different development economics in respect of specialist accommodation for elderly persons. It tested notional 60 unit schemes for retirement housing and Extra Care accommodation. This was supplemented by a more recent residential care home appraisal. The modelling used standard industry assumptions and applied a range of gross / net development ratios as a sensitivity test.

*Commercial modelling assumptions*

45. The commercial development modelling used similar assumptions and methodology. Notional schemes for offices, industrial, hotel and various types of retail development were tested. The tested schemes were assumed to involve an intensification of an existing use of the site and current use values were assessed based on assumed occupancy, rent and yields. The assumptions employed for the notional re-development schemes all appeared reasonable including the assumed rents, yields, build costs and profit levels.

*Conclusions on background evidence*

46. The background economic viability evidence for both residential and commercial development that has been used is reasonable, robust, proportionate and appropriate. Where there have been some challenges, these are not matters that undermine the fundamental integrity of the modelling approach but, rather, are matters to be considered in the round when assessing the modelling outputs. The interpretation and use of the economic viability evidence in defining the proposed CIL zones and rates is discussed more fully below.

**Residential CIL – viability appraisal findings and proposed CIL zones and charges**

*The 'notional' development results and the 'non strategic' CIL charging zones*

47. The VA tested all nine 'notional' developments against the four different BLVs in seven different housing sub markets. Whilst this approach is thorough and comprehensive, it does require some careful interrogation and interpretation. This is because, as noted earlier, most housing sites are expected to be represented by the proxies of BLV3 or BLV4. Furthermore, certain land values and particular development types are likely to be much more prevalent in some locations than others.
48. The actual modelling output for each development scenario is a potential maximum CIL value (once all other development costs had been accounted for). The modelling applied a range of CIL charges in £25 psm increments from £0 up to £375. The 'maximum' CIL is effectively the tipping point where any higher charge would start to depress the residual land value below the BLV.
49. It is worth noting here, to avoid repetition later, that there are two factors that run through the set of results. First, smaller schemes below the affordable housing threshold, display, unsurprisingly, stronger viability than larger schemes with affordable housing provision included. Second, schemes involving flats tended to show less strong viability than schemes just involving houses.
50. The Council assessed the maximum CIL results and endeavoured to interpret the most relevant BLV and development types to inform a proposed CIL rate. It became apparent that this process was not a mechanistic mathematical one, and it involved a good degree of judgement (to which there was some challenge). In setting its proposed CIL charges, the Council has sought to recognise not only geographical differences in viability (by defining charging zones) but also the effect of its affordable housing policy threshold (by setting different charges below and above the threshold). As the Council's proposals led to the grouping of certain housing sub-markets into charging zones I explore the results under the proposed zone headings.

*Central Bracknell (£0 psm)*

51. The Council anticipates that development in central Bracknell will primarily relate to schemes involving flats or a mix of flats and houses. The modelling indicated that these development types were generally not viable: a 50 unit flat development was not viable under any of the four BLVs and a 75 unit flat / houses scheme was only marginally viable on the lowest BLV4. These results do support the £0 psm CIL charge proposed.
52. However, the wider set of appraisal results presents a mixed picture and representations were made to the effect that viable schemes are being pursued in this zone. Indeed, the smaller notional schemes, which did not include flats, generated quite healthy viability. For example, using BLV3, the two schemes below the affordable housing threshold generated maximum CIL rates of £175 psm (1 unit scheme) and £375 psm (10 unit scheme). Some of the larger housing schemes also showed quite healthy viability. These may be less likely scenarios but they are not inconceivable, certainly in parts of the charging zone. It is not within my powers to impose new / higher charges, even if the evidence suggests these could be supported.

However, in the interests of ensuring that its CIL charges are perceived to be fair, the Council would be wise to monitor developments coming forward in this zone to ensure that the zero rating for all residential development types is reflective of, and consistent with, actual development. This is important given that a good proportion of housing is anticipated in this zone (13.2% of the planned total according to the Council's figures).

*Outer Bracknell (£75 psm / £25 psm)*

53. This zone is effectively the rest of Bracknell town outside of the Central Bracknell zone. Here the Council considers that any development type / BLV combination may occur although, overall, only about 5% of the housing trajectory is expected in this zone. The overall viability picture was mixed. Viability was generally stronger than Central Bracknell but there were also a good number of 'not viable' results, notably for the larger schemes (250 and 500 units) and those involving flats. The smaller schemes below the affordable housing threshold were viable on higher value BLV2 land, generating maximum CIL rates of £150 (single unit) and £350 psm (10 unit scheme). Given the diversity of potential development / BLV scenarios in this zone, the Council appears to have adopted a very cautious approach in proposing CIL rates of £75 psm for developments below the affordable housing threshold, and £25 for developments above the threshold. Based on the evidence such CIL rates would not pose any significant risk to development viability, as all viable test results would be very comfortably above the respective CIL charges.

*Northern Parishes (£350 psm / £220 psm)*

54. This zone covers a large part of the borough to the north and east of Bracknell town and includes the housing sub-market areas of Binfield, Warfield and North Ascot. The zone is punctuated by four of the strategic site charging zones (Warfield, Amen Corner South, Amen Corner North and Blue Mountain) which are dealt with later in this report. This zone displays strong viability across all of its component sub-market areas, albeit that only 5.9% of new homes are planned here. With the exception of some of the very large schemes and those involving flats, tested developments generally hit the top of the testing scale on the lower BLVs. Smaller schemes, below the affordable housing threshold fared even better with a 10 unit scheme achieving the maximum test CIL of £375 psm against all BLVs, including the very highest BLV1. The evidence indicates that the proposed charges of £350 psm for smaller schemes, and £220 psm for those above the affordable housing threshold, can be accommodated with a healthy degree of headroom.

*Crowthorne / Sandhurst (£300 psm / £150 psm)*

55. This zone lies to the south and west of Bracknell. The results here are similar to the Northern Parishes, albeit that viability is generally a little weaker. The smaller schemes generally hit the top of the CIL testing scale (£375 psm) for most BLVs, although a lower result on the very highest BLV1 in Crowthorne does suggest that viability is not as strong as in the Northern Parishes zone. The £300 psm CIL charge for schemes below the affordable housing threshold does seem reasonable for all but the most unlikely

scenarios. For schemes above the affordable housing threshold, the results were mixed. The most likely scenarios of housing schemes on BLV3 and BLV4 land showed generally strong viability results, able to accommodate the proposed £150 psm charge with a good degree of headroom.

*Conclusions – 'non-strategic' CIL charging zones*

56. Overall, I am satisfied that the residential development CIL zones and their respective charges will not put development across these areas at risk. While the Council's process of blending and refining the results to determine its proposed CIL rates may not be altogether transparent, the CIL Guidance (Paragraph: 019 Reference ID: 25-019-20140612) does make clear that there is no need for the charges to exactly mirror the evidence, and I can find no indication to suggest that scheme viability will be unduly compromised.

*The strategic sites results and charging zones*

57. The results of the strategic sites modelling were presented in a slightly different manner to the 'notional' scheme appraisals (although it measures the same underlying value variable). Rather than generate a 'maximum CIL' amount, the modelling generates a residual land value after all development costs (including the proposed CIL rates) have been deducted. This is then compared to the value of the BLV with an added 25% 'buffer'. For example, BLV4 would be increased from £0.4 million / gross hectare to £0.5 million and if the residual land value exceeded £0.5 million / gross hectare the Council would judge that to be 'viable' and able to support its proposed CIL charge.
58. The Council's CIL approach to strategic sites has evolved over time. Initially, in its Draft Charging Schedule published in May 2013, only the largest strategic site at Warfield was separately zoned with its own specific charge (£200 psm at that time). The other five sites would have been subject to prevailing charges from the wider zones. As the proposals have been evolved and finessed, through the later definition of six strategic site zones, this has created a certain sense of 'winners and losers'. For example, the Blue Mountain site would, under the initial proposals (May 2013) have incurred a £220 psm charge, but, as currently proposed, it would now be subject to a £150 psm charge. By contrast, the Warfield site has increased from an initial £200 psm to £220 psm. However, this is, to a large degree, simply a product of the iterative process of evolving CIL proposals. There are also other factors that impact on viability across the six sites, such as variations in net developable area (e.g. Blue Mountain is significant lower than Warfield). The key issues are the possible impacts on viability at these sites and the overall reasonableness of the approach.
59. The Council has undertaken appraisals at different time points. The most recent and up to date were produced just before the Hearing. These indicated that all six sites were sufficiently viable to support the proposed CIL charge and return a residual land value in excess of the respective BLV, with the 25% buffer added.
60. Dealing first with the TRL site, which was the one site where the higher

BLV3 was employed, the testing indicated a RLV of £817k / gross hectare (rounded) which would exceed BLV3 with a 25% buffer applied (which would be £812.5k / gross hectare). Although the margin above the test yardstick is limited, the Council has also calculated (in slightly earlier evidence) that CIL, expressed as a percentage of development costs, would be 3.92% on this site, which in my view is reasonable. Considered in the round with all other factors, the £150 CIL charge for this strategic site zone is justified, and I do not consider that it will put this development at risk. The whole site is, in any event, likely to receive an Outline planning permission in advance of the CIL regime coming into effect.

61. Moving next to the four other strategic sites where a £150 psm CIL charge is proposed, the testing comparator here is a RLV of £500k / gross hectare (BLV4 plus a 25% buffer). The test results indicated that all four would comfortably pass this RLV. The actual test results (rounded) were Broadmoor - £894k / gross hectare; Amen Corner North - £559k / gross hectare; Amen Corner South - £669k / gross hectare and Blue Mountain - £559k / gross hectare. Expressed as a percentage of development costs, CIL would represent, in the same order, 3.92%, 4.2%, 4.27% and 3.8%. Although the Broadmoor RLV may appear as something of an anomaly, I understand this is a complex development involving cross funding of a new hospital facility. Overall, when considered in the round with all other factors, I consider the £150 CIL charge for these site zones to be justified and reasonable. I do not consider that development will be put at risk.
62. Land at Warfield would be subject to the highest CIL charge of £220 psm. The testing revealed if this level of CIL were applied, the RLV would surpass the £500k per gross hectare testing threshold, although only just. The actual RLV result was £500,921 / gross hectare. Views were expressed that this is too tight. In terms of CIL as a percentage of development costs, the Council's evidence indicates this would be 5.77% which could, in my view, appear a little on the high side. The Council has run some recent sensitivity analyses employing slightly higher sales values than those employed in its earlier modelling, which demonstrate that the RLV would then comfortably exceed the critical £500k / gross hectare level.
63. The Council's evidence does indicate that viability would be maintained but it does also demonstrate that the infrastructure burden on this site will be slightly higher than other strategic sites. However, on balance, I do not consider the differences are so great as to amount to being unreasonable or that development will be put at undue risk. It is important to recognise that the critical benchmark is BLV4 and the test results confirm that the RLV will achieve that with a not insignificant (25%) buffer. That will be further enhanced, perhaps considerably, by an acknowledged improvement in sales values, although I have applied limited weight to the Council's most recent projections, as these are not underpinned by the more comprehensive empirical evidence used in the substantive modelling exercise. I have also considered developers' views on profit levels, elements of higher value land within the site and other matters but, overall, I do not consider that these would combine to change my conclusions. In essence, this is an attractive and viable development site which, based on the evidence, can sustain the £220 CIL charge with a good element of headroom.

*Conclusions – strategic sites CIL charging zones*

64. I am satisfied that the strategic sites CIL zones and their respective charges will not put development across these areas at risk. However, the Council would be well advised to monitor carefully the local impacts of these charges on these strategic developments given their critical importance.

**Older persons' residential accommodation – viability appraisal findings and proposed CIL zones and charges**

65. The Council's testing of notional retirement / sheltered / Extra Care accommodation schemes indicated that these were generally less viable than conventional residential schemes. However, the patterns of viability across the sub-market areas broadly matched those for conventional housing. Schemes were not viable in central and outer Bracknell and the zero CIL in these areas is justified. In the sub-markets comprising the Northern Parishes (which for this development type would include four of the strategic sites) the majority of viable schemes could readily sustain the proposed £100 charge, often with considerable headroom. In the Crowthorne / Sandhurst area (which for this development type would include two of the strategic sites) schemes were only comfortably viable on lower value land. However, here the evidence indicated that the proposed £75 psm charge could be accommodated.
66. There was some confusion over the terminology and description of the types of development that the Council intends to cover with these charges. I am able to resolve that through minor modification recommendations. This will give effect to the Council's stated intention to apply the lower CIL charges to a range of accommodation types for older people, including variants where care is provided.

**Commercial CIL – viability appraisal evidence and proposed CIL charges**

67. The Council tested a range of commercial development types. Office, industrial and warehousing, hotels and Class D1/D2 developments were found to be not viable, and therefore unable to support CIL charges.
68. The Council's testing of notional retail developments revealed differing results dependent on location and type. High street (comparison) retail development in Central Bracknell was not sufficiently viable in current conditions to support a CIL charge. Outside of the town centre, 'convenience based supermarkets and superstores and retail warehousing' development types were found to be viable, although the maximum CIL achievable was highly sensitive to operator covenant strength. Smaller independent retail schemes were not viable, but adjustments to the rents and yields to reflect mainstream operators resulted in very significant 'maximum CIL' rates, ranging from £787psm - £932 psm depending on current use value. For larger format stores the range was £474 psm - £617 psm.

69. The Council seeks to differentiate these development types not just by description but also by size, using the floor space threshold associated with Sunday trading laws (280 square metres). Whilst the evidence does not demonstrate that this floor space quantum represents an absolute viability watershed, it is nonetheless a good proxy, particularly with regard to where low and high covenant strengths are likely to sit. Based on the evidence, the Council’s proposal to impose a £100 psm CIL charge on ‘convenience based supermarkets and superstores and retail warehousing’ development types, appears to be well within the range that such developments could comfortably support. Indeed, there would be a substantial viability buffer. In any event, the Council does not anticipate significant retail development in the foreseeable future.

**Overall Conclusions**

70. The evidence demonstrates that the overall development of the area, as set out in the Bracknell Forest CS and SALP, will not be put at risk if the proposed CIL charges are applied. In setting the CIL charges, the Council has used appropriate and available evidence which has informed assumptions about land and development values and likely costs. The CIL proposals are anticipated to achieve a significant level of income which will help to address a well evidenced infrastructure funding gap.

71. The Council has requested that I consider making a number of minor ‘post submission’ modifications which are reflected in my recommendation EM2. I have also included a modification to clarify the scope of the charges for residential accommodation types for older people. Subject to these minor modifications, I conclude that the Bracknell Forest Council Revised Draft Community Infrastructure Levy Charging Schedule satisfies the requirements of Section 212 of the 2008 Act and meets the criteria for viability in the 2010 Regulations (as amended). I therefore recommend that the Charging Schedule be approved subject to the modifications set out in Appendix A.

<b>LEGAL REQUIREMENTS</b>	
National Policy/Guidance	The Charging Schedule complies with national policy/guidance.
2008 Planning Act and 2010 Regulations (as amended)	Subject to the Examiner’s specified minor modifications, the Charging Schedule complies with the Act and the Regulations, including in respect of the statutory processes and public consultation, consistency with the adopted Bracknell Forest Core Strategy (2008) and the Sites Allocation Local Plan (2013) and is supported by an adequate financial appraisal.

*P.J. Staddon* Examiner

Attached: Appendix A - Modifications that the Examiner specifies so that the Charging Schedule may be approved.

**Appendix A**

Modifications that the Examiner specifies so that the Charging Schedule may be approved.

These modifications should be read in conjunction with Examination Document PSD3 'Revised Draft Charging Schedule – Including Proposed Post-Submission Modifications.'

Modification No.	Modification
EM1	<p>Page 3</p> <p>Left hand column – delete - 'Residential Care Accommodation' and insert 'Specialist residential accommodation for older people including sheltered housing, retirement housing, Extra Care Housing and residential care accommodation.'</p> <p>Footnote – delete footnote 1 (and renumber footnote 2 accordingly).</p>
EM2	<p>Pages 1,3,5 and 6</p> <p>For the avoidance of doubt, the highlighted (yellow) changes are accepted.</p>