



NOTICE OF MEETING

Overview and Scrutiny Commission

Thursday 19 March 2015, 7.30 pm

Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: OVERVIEW AND SCRUTINY COMMISSION

Councillor Leake (Chairman), Councillor Angell (Vice-Chairman), Councillors Baily, Mrs Birch, Ms Brown, Finnie, Gbadebo, Harrison, Heydon, Mrs McCracken, McLean, Sargeant and Virgo

Church Representative Members (Voting in respect of education matters only)

Two Vacancies

Parent Governor Representative Members (Voting in respect of education matters only)

Mr R Briscoe and Mrs L Wellstead

cc: Substitute Members of the Commission

Councillors Allen, Mrs Angell, Kensall, Ms Miller, Mrs Pile, Mrs Temperton and Worrall

ALISON SANDERS
Director of Corporate Services

EMERGENCY EVACUATION INSTRUCTIONS

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If you require further information, please contact: Amanda Roden
Telephone: 01344 352253
Email: amanda.rodan@bracknell-forest.gov.uk
Published: 6 March 2015



Overview and Scrutiny Commission
Thursday 19 March 2015, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House,
Bracknell

Sound recording, photographing, filming and use of social media at meetings which are held in public are permitted. Those wishing to record proceedings at a meeting are however advised to contact the Democratic Services Officer named as the contact for further information on the front of this agenda as early as possible before the start of the meeting so that any special arrangements can be made.

Note: There will be a private pre-meeting for members of the Commission at 6.45pm in the Boardroom, Second Floor, Easthampstead House

AGENDA

Page No

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 Overview and Scrutiny Commission held on 29 January 2015.

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Matter Arising: Broadmoor Hospital Sirens (letter attached).

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 Disclosable Pecuniary 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.

6. **Economic and Skills Development**

To receive an update from David Cook, Partnership Chairman, and Victor Nicholls, Assistant Chief Executive, in respect of the work of the Economic and Skills Development Partnership and progress in implementing the Economic Development Strategy.

PERFORMANCE MONITORING

7. **Quarterly Service Reports (QSRs) 2014/15**

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the third quarter of 2014/15 (October to December 2014) relating to:

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- The Chief Executive's Office
- The Corporate Services Department

The Chairman has asked that any detailed questions arising from the reports should be referred to either the Assistant Chief Executive or Director of Corporate Services in advance and only raised in the meeting if you consider the issue requires wider discussion.

Please bring your copies of the performance monitoring reports to the meeting.

8. **Corporate Performance Overview Report**

To consider the Chief Executive's Corporate Performance Overview Report for the third quarter of 2014/15 (October to December 2014).

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The Chairman has asked that any detailed questions arising from the report should be referred to the Assistant Chief Executive in advance and only raised in the meeting if you consider the issue requires wider discussion.

HOLDING THE EXECUTIVE TO ACCOUNT

9. **Executive Forward Plan**

Forthcoming items on the Executive Forward Plan of a corporate nature are attached for consideration.

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OVERVIEW AND POLICY DEVELOPMENT

10. **Work Programme and Panel Activity Update**

To note the progress against the Overview and Scrutiny work programme for 2014-15, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work programme.

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DATE OF NEXT MEETING

The next scheduled meeting of the Overview and Scrutiny Commission is the Annual Meeting on Wednesday 27 May 2015. The following regular meeting will be held on 9 July 2015.



**OVERVIEW AND SCRUTINY COMMISSION
29 JANUARY 2015
7.30 - 9.18 PM**

Present:

Councillors Leake (Chairman), Angell (Vice-Chairman), Mrs Birch, Ms Brown, Finnie, Gbadebo, Harrison, Heydon, Mrs McCracken, McLean and Virgo

Mrs L Wellsted

Apologies for absence were received from:

Councillors Baily, Sargeant and Mrs Pile
Mr R Briscoe

Executive Members:

Councillors McCracken and Ward

In Attendance:

Andrea Carr, Policy Officer (Overview and Scrutiny)
Kirsty Hunt, Principal Democratic Services Officer (Governance)
Sarah Kingston, Revenue Services Manager
Alan Nash, Borough Treasurer
Victor Nicholls, Assistant Chief Executive
Helen Pennington, Group Accountant, Corporate Services
Amanda Roden, Democratic Services Officer
Alison Sanders, Director of Corporate Services
Abby Thomas, Head of Community Engagement and Equalities

36. Minutes and Matters Arising

RESOLVED that the minutes of the Overview and Scrutiny Commission meeting held on 20 November 2014 be approved as a correct record and signed by the Chairman.

Matters Arising

In relation to the actions from the Overview and Scrutiny Commission meeting held on 20 November 2014, Councillor Ms Brown commented that she was presenting concerns regarding car parking at Garth Hill on behalf of residents. Councillor Ms Brown was pleased to see car parking at the site as there were a higher number of pupils than average travelling to the college by car. The Chairman suggested that Councillor Ms Brown raise any further concerns regarding this issue with the report author, Neil Mathews.

37. Declarations of Interest and Party Whip

Councillor Mrs Birch declared an interest as the spouse of the Executive Member for Adult Services, Health and Housing. Councillor Mrs McCracken declared an interest

as the spouse of the Executive Member for Culture, Corporate Services and Public Protection.

38. Urgent Items of Business

There were no urgent items of business.

39. Public Participation

There were no submissions from members of the public in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

40. The Council's Budget Consultation

The Panel considered the Council's draft budget proposals for 2015/16 in relation to the Corporate Services Department and the Chief Executive's Office, and received feedback from Overview and Scrutiny Panels and overall conclusions.

The Executive agreed the Council's draft budget proposals for 2015/16 at its meeting on 16 December 2014 as the basis for consultation with the Overview and Scrutiny Commission, Overview and Scrutiny Panels and other interested parties. The consultation period would run until 27 January 2015, after which the Executive would consider the representations made at its meeting on 10 February 2015, before recommending the budget to Council.

Attached to the report were extracts from the 2015/16 Revenue Budget and Capital Programme. The extracts were comprised of Revenue Budget Report, Commitment Budget, Draft Revenue Budget Pressures, Draft Revenue Budget Savings Proposals, Proposed Fees and Charges, Capital Programme Report and Summary and Proposed Capital Schemes.

The Borough Treasurer gave an update on changes to the budget since it was published on 10 December 2014. The Government had announced provision of Local Government Finance Settlement which would result in further loss of central government grant of £195,000. Current forecasts on collection funds showed a £100,000 surplus; the take up of the Council Tax Benefit Reduction Scheme had not been as high as anticipated. There had been savings in relation to waste as tonnages sent to landfill had been revised giving a saving of £260,000, and inflation had continued to fall giving a saving of £200,000 in the budget. There had been changes to the capital budget in relation to schools and the town centre.

The budget gap had fallen from approximately £4.7 million to approximately £4 million. Risks made forecasting more unpredictable, such as the introduction of the Care Act from April and variations in relation to older people and looked after children. There had been a legal ruling in relation to Deprivation of Liberty Safeguards which would pose a cost, and the planned closure of Coral Reef at some point during the year would mean a short term loss of revenue from this site.

There had been some minor changes to the capital budget which included uncertainty regarding schools. There was usually an allocation for schools maintenance of approximately £2 million but the Council had not been advised of this allocation yet, so could not include it in the budget at present. The consultation on the budget had been active for six weeks and there had been a limited but positive response so far.

In response to Members' questions, the following points were made:

- There were funding constraints for young people post-16 with high needs and attention was drawn to a Councillor's concerns in this regard. Proposals had been considered by the Schools Forum regarding how to accommodate young people with high needs. Actions had been considered and it was possible to put more funding into the schools' budget but the Council had so far chosen to fund at the level of Dedicated Schools Grant (DSG). It was a policy issue; there was a separate budget for schools and for education. The Schools Forum made suggestions to the Council on the allocation of funding for schools. Cuts would need to be made in other service budgets in order to increase funding in the schools' budget, and so far the Council had chosen not to do this. Local authorities who had chosen to do this had then struggled to provide other services.
- A number of local authorities had started the budget consultation process earlier, before more detailed plans had been developed. The Council had chosen not to do this in the past but it could be considered. A short statistical analysis and the themes of comments from the consultation would be included in the report to the Executive on 10 February 2015. Members were welcome to see this information.
- There was a need to ensure that information provided in consultations for the public was understandable and simplified where ever possible.
- Members of the public were aware of the amount of money due to be spent on a new school and grant funding would be used where available.
- There had been an anticipated increase in income at the Peel Centre in Bracknell, of which Bracknell Forest Council had an interest and received some income from this.
- The Council was aware of where asbestos was sited in council buildings as the Council was required to undertake a more in depth survey after changes to the regulations in this area. There would likely be a three year programme to survey council buildings which would start with the schools in the borough.
- Public car parks in Bracknell were considered to be accessible to disabled people but they needed to be checked against the latest regulations. Public car parks did not meet the previous list of defined properties which were accessible and the aim was to add public car parks to this list. An audit had been undertaken and minimal changes were expected.
- The Council used open source technology for its website and was looking into reducing costs in this area. Licences were expensive but the Council used large legacy systems with a range of functions, many of which were integrated with Microsoft suite. Many suppliers had said they did not provide the integration function. Integrations in the council and their impact were being analysed, and the current ICT Strategy was being reviewed. The aim was to include this work in the next ICT Strategy. It was more sensible for the council to operate on the same system rather than different systems.

41. **Review of Business Rates and Discretionary Relief**

The Commission received a report presenting the review of Business Rates and discretionary relief undertaken by a working group of the Overview and Scrutiny Commission.

The Chairman thanked Councillor Angell for his hard work as the Lead Member of the working group. Councillor Angell asked for the names of the councillors involved in the working group to be added to the Foreword of the report. Excellent work had been identified and there was a 98% collection rate on business rates. The recommendations from the working group would be considered by the Executive if

adopted. The aim was to support small business efforts in the borough of 25 people or less. One recommendation would be for a cap amount of funding to be available for small businesses.

The scheme would be reviewed annually for a three year period, small businesses were independent and the take up of the scheme was unknown. Croydon had been given £1 million by the Government but there had been little take up in the area, so media was used to promote the scheme. The scheme in Bracknell would be available across the borough and not just in the town centre. A number of people had been spoken to regarding the scheme.

Councillor Angell requested that recommendation 5.11 of the report on pages 69 and 91 of the agenda be amended to:

'The draft discretionary Business Rates relief scheme at Appendix 2, along with further considerations and details at Appendix 3, are put forward for consideration and implementation by the Executive during 2015-16.'

In response to Members' questions, the following points were made:

- The report made reference to avoidance schemes. Avoidance was a national issue but the collection rate in Bracknell was 98% which was considered to be good. Representations had been, and continued to be, made regarding avoidance. MPs were being lobbied regarding this and lobbying was undertaken through the LGA. The scale of avoidance was considered and amounted to approximately £1-2 million per year. The government had recently issued a consultation paper on business rate avoidance. Opportunities to liaise with other local authorities to deal with larger firms would be considered.

The Chairman commented on the importance of marketing the scheme and making it part of a package of benefits for small businesses, not promoting it in isolation, but integrated.

The Overview and Scrutiny Commission:

- Adopted the attached report of the review of Business Rates and discretionary relief undertaken by a working group of the Overview and Scrutiny Commission, for sending formally to the Leader of the Council.
- Stood down the working group.

42. **Residents' Survey**

The Commission received a report on the results of the Residents' Survey 2014. The survey looked at the impact of the last two to three years on residents and the good results from the survey were encouraging.

QA Research had conducted the survey, as they had done for the last survey in 2012. There was a high rate of return and the methodology had been reviewed this time for a representative sample of people in the borough. The 2014 survey was based on the 2012 survey so that comparisons could be made and trends tracked. The Black Minority Ethnic groups were under represented so face to face surveys were undertaken with these groups. The results were detailed in Annex 1 of the report and the differences in responses were analysed. The covering report included the key findings from the survey which showed strong community cohesion. Measures were positively linked with satisfaction in the area.

There was a Member Briefing Seminar on Monday 16 March 2015 to discuss the results of the survey.

In response to Members' questions, the following points were made:

- Areas of dissatisfaction related to areas of the Council such as housing and road maintenance. Some issues such as road delays were outside the control of the Council. Further work would need to be undertaken in each service area, such as with focus groups, to identify the specific issues involved. Where planning was concerned, people may not approve of certain planning applications. A cross Council action plan was being prepared.
- Breakdown of the survey results by Ward would need further analysis to further understand people's views.
- In 2012, the Council identified people's preference for using social media and had moved more services online and increased the use of social media.
- Low levels of crime were popular in the previous survey and low levels of crime had been achieved in the Thames Valley.
- A representative sample of young people aged 16 to 24 years was surveyed. There was a separate Children and Young People's Survey conducted by the Children, Young People and Learning department and the Children's Society. Youth Services and Children's Services did ongoing engagement work with the Youth Council.
- The Residents' Survey was an overarching survey and each service area did its own engagement. Surveys were undertaken with businesses; there was a draft response to the infrastructure survey and a skills survey would soon be undertaken.

The Chairman suggested that further work could be undertaken in the area of dissatisfaction levels in the borough at a relevant point in the future.

43. **Corporate Performance Overview Report (CPOR) 2014/15**

The Commission considered the Chief Executive's Corporate Performance Overview Report for the second quarter of 2014/15 (July to September).

An analysis of the 72 council related Performance Indicators that made up the different national Outcome Frameworks was undertaken for the 16 member authorities of South East Strategic Leaders Group (SESL). Bracknell Forest was third highest overall when comparing performance across the 16 SESL member Councils.

In response to a Members' question, the following point was made:

- Overspend was as predicted and was being managed.

44. **Executive Forward Plan**

The Panel noted the forthcoming Key and Non-Key Decisions of a corporate nature.

45. **Work Programme and Panel Activity Update**

The Panel noted the progress against the Overview and Scrutiny work programme for 2014-15, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work programme.

The report of the Adult Social Care and Housing Overview and Scrutiny Panel working group which had reviewed regulated Adult Social Care services had been considered by the Executive Member for Adult Services, Health and Housing and the recommendations from the group had been largely accepted. The Group was pleased with the response from the Executive Member. This Panel was hopeful that there would be a review of homelessness in the future but this would likely be after the Elections in May 2015. This topic was in the forward plan for consideration and all reviews and working groups would be channelled through the Commission.

The issue of the current shortage of GPs surgeries was raised and it was mentioned that there was a lack of a strategy to generate new GP practices in the area. Representatives of NHS England and the Bracknell and Ascot Clinical Commissioning Group (CCG) had presented recently at the Health Overview and Scrutiny Panel and mentioned that there was a need to save 24% of their costs and re-organisation would be undertaken. The report of the inspection of GP surgeries had indicated some required improvement. The Panel had requested that its frustration over the provision of GP capacity to meet the demands of an expanding population in Bracknell Forest be conveyed to NHS England.

The Environment, Culture and Communities Overview and Scrutiny Panel's progress against its work programme was completed or on course for completion. It was agreed that the Commercial Sponsorship Member Reference Group be reconvened to assess the trial of commercial sponsorship in the Borough. The Chairman of the Overview and Scrutiny Commission expressed an interest in joining the Group.

Representatives from Broadmoor had attended a previous Commission meeting regarding the change of provision in relation to their sirens. A letter was expected confirming that the existing sirens would remain in place until the new hospital was opened in 2019, which would be circulated to Members. Then along with the two other hospitals in the UK it was proposed that the sirens be discontinued. Broadmoor was expected to present a proposal to a future Commission meeting.

46. Overview & Scrutiny Progress Report

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

47. 2015/16 Overview and Scrutiny Work Programme

The Panel considered its Work Programme for 2015/16. No suggestions for additions to the Work Programme were made.

CHAIRMAN

Patricia Brown

From: Mary Temperton
Sent: 28 January 2015 23:01
To: Patricia Brown
Subject: UNRESTRICTED: FW: IsPatricia Brown <Patricia.Brown@bracknell-forest.gov.uk> sue to be raised at O & S Commission

*** This message has been classified as UNRESTRICTED ***

-----Original Message-----

From: Mary Temperton
Sent: 27 January 2015 09:12
To: Ian Leake
Subject: UNRESTRICTED: Issue to be raised at O & S Commission

*** This message has been classified as UNRESTRICTED ***

Dear Ian,

As Chairman of the Overview and Scrutiny Commission, could you please raise the following:-

The implications of the new legislation to support the education of High Needs youngsters up to 25 is welcomed, but there is a serious underfunding from the government to pay for this. Despite the huge hole of £2m, resulting from this requirement, it was not even on the agenda of the Children, Young People and Learning Overview and Scrutiny Panel for discussion. It was discussed at the Schools Forum three days later.

Where is this £2m coming from?

Will all children in our schools be affected as a result of this?

There is a Corporate Contingency budget and in the budget papers it is suggested that this be used to fund risks from deprivation of liberty safeguards; the Care Act; the waste tonnage- all will certainly need funding.

Why cannot this also be used to fund the deficit caused by the High Needs provision?

Many thanks,
Mary

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**ACTIONS TAKEN : OVERVIEW AND SCRUTINY COMMISSION MEETING -
29 JANUARY 2015**

<u>Minute Number</u>	<u>Action Required</u>	<u>Action Taken</u>
40. Budget Consultation	Councillor Mrs Temperton's e-mail concerning funding of high needs education be incorporated into, and appended to, the minutes.	The e-mail was incorporated into, and appended to, the minutes.
	The budget minutes extracts of the O&S Panels and Commission be sent to the Borough Treasurer as responses to the Budget Consultation.	The budget minutes extracts were sent to the Borough Treasurer.
41. Review of Business Rates and Discretionary Relief	The names of the Working Group be added to the Foreword of the report and recommendation 5.11 on pages 2 and 24 be amended as specified and the finalised report be sent formally to the Leader.	The amendments were made to the report which was sent to the Leader.
45. Work Programme and Panel Activity Update	The Commercial Sponsorship Member Reference Group be reconvened and Councillor Leake be added to its membership.	The Group was reconvened with the expanded membership and a meeting took place on 24 February 2015.

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Councillor Ian Leake
Chairman
Overview and Scrutiny Committee
Bracknell Forest Council
Easthampstead House
Town Square
Bracknell, Berkshire
RG12 1AQ

Chief Executive's Office

Trust Headquarters
1 Armstrong Way
Southall
UB2 4SA

Tel: 020 8354 8067

Email: jacky.vincent@wlmht.nhs.uk

27 January 2015

Dear Councillor Leake

Thank you for taking the time to talk to me on the phone last week about our plans to de-commission the Broadmoor sirens in future. It was a very helpful conversation and I appreciate your positive response in this matter.

This letter sets out our response to the committee's request that the trust carry out additional work in the form of a conditions survey of the sirens and an acoustic survey plus further information on alternative technologies and the schools cascade. It also sets out our proposal and the timings around de-commissioning the sirens.

At the Overview and Scrutiny Committee on 22nd October 2014, I agreed to consider some of suggestions made by the councillors present. I stressed that an over-riding consideration was that any changes to the proposals by West London Mental Health NHS Trust to partly replace and decommission the sirens should not cost more than initially estimated within those proposals.

I also agreed that I would seek an additional and more extensive conditions survey of all the sirens located within Bracknell Forest and Wokingham Borough, in order to provide a best estimate of the lifespan of the siren towers. Additionally I agreed to take further advice on the acoustic velocity of the replacement sirens.

The conditions survey has been completed and it is clear that extensive remedial works are required over and above the requirement to replace the actual sirens.

I have also been informed that a detailed Radio Frequency (RF) and acoustic survey is required to identify if the sirens can operate by using RF technology. This survey carries additional considerable cost.

Assistant Chief Executive Victor Nicholls and members of the Community Safety Team were able to spend three hours at the hospital recently and visited a number of wards, patient areas and our control room.

 @wlmht

 /wlmht

 /user/wlmht

Members of Wokingham Borough Oversight and Scrutiny Committee were able to conduct a similar visit in November. I understand they found these visits valuable in helping to understand how we care for our patients and manage security and risk.

At the meeting on 22nd October, one of your councillors enquired about alternative technology - in particular geographical texting applications for smart phones. Although it wasn't mentioned at the time, in November 2013 John Hourihan invited a presentation from a UK based company Ping4 on how this technology might be used to support the cascade system. This presentation was attended by your Community Safety Manager, Ian Boswell, other members of his department, Thames Valley Police and Surrey Police. The general view is that this technology is very much in its infancy. For systems such as Ping4 to work, users must have smart phones, with the application installed and the user must be a subscriber to that application.

I believe that the schools cascade system continues to be an effective tool for communicating with all educational establishments within Bracknell Forest, Wokingham Borough and surrounding areas. This cascade system was tested recently. I gather there may have been an issue with one of the schools within Bracknell Forest were too busy to participate in the process. I have asked John Hourihan for further information. I do accept that the system should be reviewed and I have asked John to coordinate this.

I have considered at length the comments raised at Overview and Scrutiny on 22nd October and the feedback from the consultation with the various parish councils, as well as the findings of the follow up conditions survey, and the need to conduct a detailed RF and acoustic survey. I have reflected on our initial proposal to replace the sirens at Crowthorne, Sandhurst and Little Sandhurst, and to decommission the other seven sirens.

I have now come to the decision that the most appropriate way forward is to retain and maintain all community based sirens until the new hospital is completed and the secure perimeter fence is realigned in 2019. From that time all sirens will be decommissioned. However to ensure consistency with the other two high secure hospitals and to provide assurance to the Crowthorne community, I propose to install a new siren on the entrance building to the new hospital. This will of course require necessary planning permission by Bracknell Forest Council.

Please feel free to contact me if you wish to discuss our plans further.

Yours sincerely



Steve Shrubbs
Chief Executive
West London Mental Health NHS Trust



QUARTERLY SERVICE REPORT

CHIEF EXECUTIVE'S OFFICE

Q3 2014 -15
October - December 2014

Portfolio holders:
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:
Victor Nicholls

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Section 1: Director's Commentary

The quarter saw continued work to divert utilities in the town centre. Significantly, following considerable work by the **Regeneration Team**, the demolition of Winchester House began in December. This will pave the way for redevelopment for apartments as well as helping to create a new market square.

The **Business and Enterprise Service (BES)** organised business events for small and medium sized businesses, and two delegations from China. The team supported Small Business Saturday by providing a pop up shop for Year 12 Students.

A Promotion Sub Group has been set up as part of the Economic and Skills Development Partnership, aimed at promoting the borough as a preferred business. The new website to promote business is being developed. The quarter saw a survey of businesses to identify their infrastructure needs which will feed into the new Local Economic Framework which is being developed.

Elevate Bracknell Forest (formerly City Deal) is progressing well. An interim Information, Advice and Guidance hub is now open in the town centre. The ElevateMe web site is live and has received positive feedback from young people and partners. The Elevate Bracknell Forest team was represented at the Bracknell Forest Careers event and Ascot Skills Show during October.

The Business Contact Programme is about to be rolled out to the top 30 strategically important companies.

The **Community Safety Team** is consolidating with three new team members who have joined this year. The new members of the team all come with professional experience which has added significant value to the team. Overall numbers of all crimes reported to Thames Valley Police within Bracknell Forest have fallen by 3.8% in the first three quarters of this year. There has been very strong performance in the reductions of reports of robbery, vehicle crime, cycle theft and hate crime. There have been rises in the numbers of burglary dwelling, drug offences and violent crime.

The number of burglary dwellings is 6.1% higher than last year at this point but still lower than 2012/13 and still one of the lowest in Berkshire. The rise was driven by a blip in April 2014. The number of drug offences reflects increased police activity to address drug dealing and thereby reduce acquisitive crime. Violent crimes with injury have risen by 3.4% with 10 more recorded offences than at the same point last year.

The austerity measures appear to have had little, if any, significant impact on the numbers of recorded crimes. Bracknell Forest has recorded fewer Burglary non-dwellings, Theft of Motor Vehicles and Public Order offences than any other police area in the Thames Valley. Many other categories are among the lowest recorded within the Thames Valley Police area.

QA research has recently concluded the 2014 Residents Survey which has shown that residents feel that the low level of crime and disorder is still one of the best things about living in Bracknell Forest

The Domestic Homicide Review into the death of Aleksandrs Vasiljevs in Bracknell in 2013 has now been concluded and sent to the Home Office for review.

Performance and Partnerships led on the organisation two partnership events this quarter. The 2014 Bracknell Forest Careers Event, held on 9 October at Beaufort Park, was a great

success with over 1,250 people attending including approximately 950 students from the six Bracknell Forest secondary schools. This year was the first year where all secondary schools sent pupils. Over 80 business, education and training providers attended the event.

On 27th November the Partnership Board hosted a networking event with over 50 attendees, to update delegates about the future role of the Bracknell Forest Partnership, to share progress on the themed partnerships and to consult delegates on the new Sustainable Community Strategy and to discuss a new vision and set of shared priorities. The feedback from the event will inform the drafting of the Partnership's new community strategy.

The delivery of the work programme for **Overview & Scrutiny** in 2014-15 is broadly on track.

The Local Government Ombudsman has decided that there was maladministration by the Council in the case of one complaint. This is the subject of a separate report to the Executive, copied to all Members.

Communications and Marketing work to support major projects has increased significantly over the last quarter with the town centre regeneration, Coral Reef Water World and A322 road works all receiving extensive communications support.

A significant amount of groundwork has also taken place for the Business and Enterprise team and for the fast approaching Care Act (Adults), with the Learning Village – Binfield project team and Members making clear decisions about future direction for project communications.

In terms of media coverage we have seen another quarter of largely fair, balanced and extensive reporting with very positive coverage of the town centre regeneration, particularly Winchester house, our 'shop local' Christmas campaign and Coral Reef Water World refurbishment. Work to support key public health messages also secured good media coverage with two features (smoking and alcohol) on Radio Berkshire.

Strategically, the Head of Communications and Marketing continues to work with the Chief Officer for Customer Service on reputation and branding and to identify an effective solution to integrate social media and customer service. A meeting with Waitrose is scheduled in January to learn from their model.

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
Communications and Marketing - Quarterly						
L167	Number of media enquiries received (Quarterly)	73	87	N/A	N/A	
L168	Number of news releases issued in the quarter (Quarterly)	56	99	50		
L169	Increase in number of Facebook and Twitter followers (Quarterly)	495	729	250		
L171	Percentage of respondents who give an overall rating of good or excellent to Town & Country (Annually)	87.3%	89.5%	85.0%		
Community Safety - Quarterly						
CSP1.01	Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly)	103	122	114		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly)	1,914	2,568	2,831		
CSP2.01	Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts (Quarterly)	35.0	47.0	48.6		
CSP2.02	Reduce the number of Children on Child Protection Plans where DA is a factor and the perpetrator has participated in the DAPS programme (Quarterly)	18	18	11		
CSP7.01	Reduce the number of reported incidents of theft from motor vehicle (Quarterly)	69	74	115		
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle (Quarterly)	15	18	26		
L185	Reduce all crime (Quarterly)	2,258	3,589	3,621		
Overview and Scrutiny - Quarterly						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	91%	87%	93%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	3		
Performance and Partnerships - Quarterly						

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
L115	Performance reports produced to corporate timetable (Quarterly)	100%	100%	100%		

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

The following annual indicator is not being reported this quarter:

Ind. Ref	Short Description
L170	% of staff who feel; generally, the council keeps them well informed (Biennial)

Section 3: Complaints

Corporate Complaints received

The number of complaints received in this quarter – 0.

The number of complaints received from quarter 1 to quarter 3 (*year to date*) – 0

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	0	N/A
New Stage 3	0	0	N/A
New Stage 4	0	0	N/A
Local Government Ombudsman	0	0	N/A

Nature of complaints/ Actions taken/ Lessons learnt:

The Chief Executive's Office received no stages 2-4 or Ombudsman complaints in quarter 3.

For other council departments, the Office investigated one stage 4 complaint and co-ordinated the action on three complaints to the Local Government Ombudsman (LGO).

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	2	0	2	0	0
Chief Executive's Office	26	23	3	24.81	2	7.14
Department Totals	28	25	3	26.81	2	6.67

Staff Turnover

For the quarter ending	31 Dec 2014	0%
For the last four quarters	1 Jan 2014 – 31 Dec 2014	25.93%

Total voluntary turnover for BFC, 2013/14: 12.64%
Average UK voluntary turnover 2013: 12.5%
Average Local Government England voluntary turnover 2013: 12.0%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2012/13)

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2014/15 annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	26	5	0.19	7.79
Department Totals (Q3)	28	5	0.18	
Totals (14/15)		148		7.24

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 13/14	5.50 days
All local government employers 2013	8.0 days
All South East Employers 2013	6.9 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2014)

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

Comments:

The full number of day's sickness this quarter has decreased to 5 this quarter from 36 last quarter.

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 Chief Executive's Office Service Plan for 2014 – 2015. This contains 32 actions to be completed in support of 4 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 4 actions were completed at the end of Quarter 3 (), while 27 actions are on schedule () and 1 was causing concern ( and ).

The action causing concern is:

Ref	Action		Progress
11.2.9	Develop and implement the Good to Great programme theme of Communications and Cross-Department working		Two new volunteers have been identified to get involved in the group from ASCH&H and CYPL. Which will meet again in Q4?

Section 6: Money

Quarterly financial information relating to the Chief Executive's Office is presented in the Corporate Services Quarterly Service Report.

Section 7: Forward Look

Regeneration

- Focus on working with Bracknell Regeneration Partnership to complete the development agreement variation and move the project to the next unconditional, stage
- Continued utilities and highways diversion works
- Demolition of Winchester House to be complete this quarter

Business and Enterprise Service

- Focus on work to review the Local Economic Framework
- Finding a permanent base for the Information Advice and Guidance Hub
- The Business Contact Programme will be rolled out with meetings with key local companies
- Further work will be undertaken to support local small and medium sized enterprises.

Community Safety

- 3 new members of staff have joined the community safety team during 2014. They bring previous experience of crime analysis, policing and local government to help enhance the team and the Community Safety Partnership
- DHR report into death of Aleksandrs Vasiljevs in 2013 has been completed and sent to the Home Office Violent Crime Unit for review
- 'Naked Truth' workshops to address issues of access to on-line pornography to be delivered in schools through Q2 and Q3
- Work is continuing to further develop the ANPR capacity with RBWM
- Further liaison between the Community Safety Team, TVP and BRP to ensure the safety and security of Bracknell town centre during regeneration.
- Work with media to publicise the end of calendar year crime figures showing another reduction in all crime of 3.8%
- Work with police and other partners to remove drug dealing from some of our communities and provide on-going community support to residents.
- The Prevent agenda is likely to become statutory in early 2015. This will place an obligation on local authorities to have due regard for preventing people from being drawn into terrorism through all of its functions. The Community Safety Team will help the council implement this

Overview and Scrutiny

- Progressing the delivery of the 2014/15 work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and progressing the reviews being carried out by Overview and Scrutiny working groups. Activity levels in quarter 4 will be lower than usual due to long-term staff sickness absence.
- Continuing to ensure that complaints against the Council at stage 4 and through the Local Government Ombudsman are responded to fairly and promptly.

Communications & Marketing

- Develop a 'news' presence for the new website. The team has outlined a proposed model based on other successful local authorities and the Head of Service is due to start working with Digital Services to establish what can be achieved within internal capacity as there is no provision for this work in the wider project budget.
- December saw the closure of one of our two local newspapers, with the Bracknell Times now only available in its digital format. This could create some exciting

opportunities for growing our own digital reach. At the same time, this move is likely to increase demand on our press office, with deadlines no longer limited to one day a week, but 24/7. The team is meeting the editorial team at getreading.co.uk early in the New Year to explore how we can work together.

Performance and Partnerships

- Approval of refreshed departmental service plans for 2015-16
- Completing quarter 3 performance updates and reporting
- Production of the Partnership's new Community Strategy
- Planning for the Careers Event 2015
- Planning for the next Partnership Event in May 2015
- Awarding the Voluntary Sector Core Grants for 2015-16.

Annex A: Progress on Key Actions

Sub-Action	Due Date	Owner	Status	Comments
MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
1.2 Regenerate Charles Square				
1.2.1 Implement the Compulsory Purchase Order	31/03/2015	CXO		All notices served. CPO expired in June.
1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.				
1.3.1 Produce and implement a strategy for Market Square and the existing market	31/03/2015	CXO		New Market launched
1.3.3 Work with BRP to monitor and implement demolition and construction programme for town centre regeneration	31/03/2015	CXO		On track
1.4 Attract new retailers and leisure operators to underpin the regeneration of the Broadway based northern retail quarter and the creation of an '18 hour' economy.				
1.4.1 Co-ordinate the work of the Town Centre Partnership	31/03/2015	CXO		On track
1.4.2 Provide support to development partners and other occupiers where required to attract new retailers to the regenerated town centre	31/03/2015	CXO		On track
1.4.3 Work with BRP to agree a strategic brief for the Northern Retail Quarter East	31/03/2015	CXO		On track
1.6 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre				
1.6.1 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre	31/03/2015	CXO		On track
1.7 Promote residential development in the town centre, where viable, to take pressure off of our countryside to deliver housing.				
1.7.1 Coordinate proposals for residential development in Bracknell Town Centre including at Stanley Walk/Jubilee Gardens	31/03/2015	CXO		On track
1.8 Deliver high quality public realm and public spaces.				
1.8.4 Co-ordinate future public realm and town centre management	31/03/2015	CXO		On track
1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.				
1.9.13 Implement flexible and mobile working principles across all town centre offices	31/03/2015	CXO		On track
MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place				
Sub-Action	Due Date	Owner	Status	Comments

Sub-Action	Due Date	Owner	Status	Comments
8.1 Continue to seek to reduce overall crime levels, focusing particularly on burglary, domestic abuse, Internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour.				
8.1.1 Implement the Community Safety Plan priorities, to tackle burglary, domestic abuse, internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour	31/03/2015	CXO		At the end of Q3 the total number of reports of all crime had reduced by over 3.8%. The rise in the number of dwelling burglaries continues to fall and the total number compares well to the rest of the TVP area and the outcome rate is one of the highest in Thames Valley. Numbers of robberies, vehicle crime and violent crime continue to fall
8.1.2 Continue to seek to reduce overall levels through targeted action with prolific offenders	31/03/2015	CXO		The BFC Community Safety team includes a member of staff who works with prolific offenders to reduce their offending and subsequent harm to the community. This work has made a major contribution to the 10% reduction in overall crime in Q2. The offender manager also works with perpetrators of domestic abuse and some referrals under the Prevent / Channel Process. All known prolific offenders are being targeted.
8.1.3 Work with partners to ensure crime and disorder is considered as part of the town centre regeneration plans	31/03/2015	CXO		CCTV system in Bracknell town centre now incorporates BFC cameras which are monitored through the Princess Square control room. Bracknell Businesses Against Crime (BBAC) are consulted over changing patterns of crime within the town centre. BFC Community Safety Manager is engaged with police an BRP to plan for the management of the town centre post regeneration.
8.2 Reduce the incidence of anti-social behaviour.				
8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour	31/03/2015	CXO		The CSP Anti-Social Behaviour Working Group meets monthly to consider all ASB issues which merit a partnership approach. Most of these cases are currently neighbour disputes. Repeat cases and cases with vulnerable victims take priority. At the end of Q2 all ASB as recorded by CADIS has fallen by 10%
8.3 Press for more visible policing.				

Sub-Action	Due Date	Owner	Status	Comments
8.3.1 Work through the Joint Tasking process with the Police to ensure visible policing in the borough	31/03/2015	CXO		Community Safety Manager is a regular attendee at the police Daily Management Meetings and the monthly Joint Tasking meeting to make recommendations where appropriate. The CSM also has regular meetings with the Local Police Area Commander and his deputy. Regular meetings with local policing team by Community Safety Manager to influence local patrol patterns.

8.4 Work with the police and crime commissioner to maximise the benefits to residents of the borough.

8.4.1 Work with a newly elected police and crime commissioner to maximise the benefits to residents of the borough, in particular by ensuring timely communication with the new commissioner	31/03/2015	CXO		Regular contact is maintained with the PCCs office. Performance and finance data is submitted as required. Discussions are on-going between the PCCs office and CSPs over commissioning services across the Thames Valley
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MTO 9: Sustain the economic prosperity of the Borough

Sub-Action	Due Date	Owner	Status	Comments
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9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms

9.1.1 Promote superfast broadband through the implementation of the Berkshire Broadband plan	31/03/2015	CXO		On track
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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.

9.2.1 Sustain the borough's economic prosperity through co-ordination of the Bracknell Forest Economic and Skills Development Partnership	31/03/2015	CXO		Ongoing
9.2.13 Co-ordinate the Bracknell Forest Careers Event	31/03/2015	CXO		Complete
9.2.14 Implement the 'hub and spoke' proposals in the City Deal project plan, working with other Berkshire authorities and the Local Enterprise Partnership	31/03/2015	CXO		On track
9.2.15 Work with the Thames Valley Berkshire Local Enterprise Partnership, in particular to deliver the Strategic Economic Plan	31/03/2015	CXO		Ongoing

Sub-Action	Due Date	Owner	Status	Comments
implementation plan				
9.2.2 Promote economic prosperity through the establishment of a dedicated resource to support business and enterprise	31/03/2015	CXO		Complete
9.2.3 Promote inward investment through the implementation of an inward investment strategy	31/03/2015	CXO		Ongoing
9.2.4 Review the Local Economic Strategy	31/03/2015	CXO		On track
9.2.5 Support small and medium sized enterprises through the provision of advice and guidance	31/03/2015	CXO		Ongoing
9.2.6 Develop a programme of engaging with local businesses and eliminating barriers to success	31/03/2015	CXO		On track
9.2.7 Promote commercial links to China, and other emerging economies, in particular through the implementation of a programme of engagement and events	31/03/2015	CXO		The BES welcomed two delegations to the borough in October from Hunan and Tianjin.
9.2.8 Promote Bracknell Forest as a premier business location through the development of a new brand identity	31/03/2015	CXO		This work will be picked up as part of the design and development of the business-centric web site work (which is being led by the ESDP Promotion Sub-Group).

MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money

Sub-Action	Due Date	Owner	Status	Comments
11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.				
11.2.9 Develop and implement the Good to Great programme theme of Communications and Cross-Department working	31/03/2015	CXO		Two new volunteers have been identified to get involved in the group from ASCH&H and CYPL. Which will meet again in Q4?
11.7 work with partners and engage with local communities in shaping services.				
11.7.7 Continue to support the voluntary sector through the provision of core grants, to develop its capacity	31/03/2015	CXO		The process for awarding the 2015-16 core revenue grants is underway and Q2 monitoring meetings were successfully completed.
11.7.8 Lead the review and work with partners to update the Sustainable Community	31/03/2015	CXO		The strategy was consulted upon at the November BFP Event resulting in the need for a

Sub-Action	Due Date	Owner	Status	Comments
Strategy				redrafting of the strategy and further consultation with the themed partnerships.
11.8 implement a programme of economies to reduce expenditure				
11.8.5 Develop proposals to help the Council produce a balanced budget in 2015/16	31/03/2015	CXO		Ongoing

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QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q3 2014 -15
October - December 2014

Portfolio holders:
Councillor Iain McCracken
Councillor Alan Ward

Director:
Alison Sanders

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Section 1: Director's Commentary

Corporate Services have made excellent progress on key areas during the last quarter, however the illness and death of the Mayor, Cllr Alan Kendall has had a significant impact on the Mayoral Service. Mayoral engagements have been covered by the Deputy Mayor and past Mayors. Councillor Blatchford has been elected Mayor at the Council meeting on 21 January 2015.

General Highlights for the quarter include

Work to support Town Centre redevelopment

Work on the Development Agreement has reached a conclusion and drafting of the revised Section 106 Agreement for Town Centre re-development has been agreed.

Whilst the redevelopment is still being planned work is underway to support new and existing retailers.

The Council launched a guide for retailers on providing excellent customer service to people with disabilities with the Bracknell Regeneration Partnership this quarter; the guide has been entered for a national award.

Work to conclude the Office Accommodation Strategy which has released redevelopment sites in the Town Centre remains on target. The key actions which are completed this quarter include:

- The whole first floor in Easthampstead house has been redesigned as open plan office space and an improved and better sized post room has been completed.
- The Construction and Maintenance team have relocated from the Commercial Centre to Easthampstead House to work in the same building as their colleagues in the Property team.
- The ground floor reception area in Easthampstead House has been redecorated and the ceiling and lighting replaced.
- The Assistant Chief Executive's team's office has been redecorated and the layout changed to accommodate more staff using shared desks.
- In all the offices which have been redecorated in Easthampstead House the lighting has been changed to energy saving LED lighting.
- Terms have been agreed for the surrender of one floor at Ocean House.

Work with the Community

Members, various primary and secondary schools, and Bracknell & Wokingham College were involved in activities during Local Democracy Week in October. Members' Services also worked with Executive Members, senior officers, the MP, the Youth Council and colleagues in Children, Young People and Learning, to ensure the successful delivery of National Takeover Day in November.

To support planned new communities in the Borough, detailed discussions have taken place with Binfield Parish Council on the ownership and management arrangements for the Blue Mountain Clubhouse and with Crowthorne and Warfield Parish Councils on the proposed community hubs at TRL and Warfield.

The European Integration Fund 'Stronger Voices' project for non-European residents in Bracknell Forest has achieved its interim targets in December 2014. These include Participants in Health training and English for speakers of other languages (ESOL).

Customer Service

As part of the strategy to improve the service we provide to our customers, the new Firmstep CRM system was successfully launched on 1 October. The system includes a self-service portal which enables customers to log their enquiries via forms on our web site and to track progress. The system is at an embryonic stage, it currently enables customers to log enquiries for landscaping services and street cleansing. In the coming months we will be adding more services beginning with highways, tree services and then moving on to waste and recycling. Over 2000 residents had set up an online account by the end of the quarter. We anticipate publicising this more widely in the New Year.

The Youth Service website has been handed over to the service to manage, and the final microsites have successfully been migrated to the new Content Management System, Drupal.

Performance Highlights

Detailed budget proposals for 2015/16 were agreed for consultation by the Executive on 16 December 2014.

The Council's draft capital programme contained a number of major capital projects including Binfield Learning Village at Blue Mountain, Town Centre Regeneration and Coral Reef Roof and Flumes which required a significant amount of financial support and advice prior to being included in the budget proposals.

Although there is a very limited staffing impact arising from the annual Balancing the Budget exercise, the Organisational Change Protocol was triggered during the quarter and staff consultation on the proposed changes began.

Both the Annual Pay Policy Statement and The Eighth Pay and Workforce Strategy were drawn up during the quarter and subsequently approved by the Employment Committee (they will go to Full Council in January for endorsement).

The review of Single Person Discounts has now been completed with a total of £164k of cancelled discounts. This is an excellent result as the cost of the review was a fraction of this. The review was conducted by a third party and was executed very smoothly with minimal impact on the team. A review of all other discounts, e.g. students, is currently being conducted by the team.

Benchmarking

Democratic Services participated in the second year of the CIPFA Benchmarking Club. Staff costs and numbers are in the average range and are lower than two of the other Berkshire authorities that took part, and similar to the third. In addition the team services a significantly higher number of meetings than the other participants. Analysis continues to be based on population size and therefore smaller authorities such as Bracknell Forest can look disproportionately expensive given that core functions are the same regardless of population size.

Electoral Services participated in the first year of the CIPFA Benchmarking Club. This exercise sought information and data before the introduction of individual electoral registration and therefore it is difficult to draw reliable comparisons with other authorities based on current practice. Staffing costs are in the higher region due to cost analysis being based on the size of the electorate and Bracknell Forest had the smallest electorate. Half of the contributors had an electorate of at least twice the size of Bracknell Forest. However, performance was good against the performance standards for the Electoral Registration Officer and the Returning Officer.

Other significant Projects

Democratic & Registration Services

The Elections Programme Board has been established to oversee the delivery of all three elections in May: UK Parliamentary, Borough and Parish. Work has been underway engaging with new home movers/residents within the Borough including writing to each new resident and door knocking the non-responders as required by the individual electoral registration regime. The Central Post Room assisted Electoral Services Team design a "Clean" envelope for outgoing mail.

From 10 December legislation came into force allowing civil partnerships to be converted into marriages. There have been 13 conversions to date.

Finance

Implementation of the new HR/Payroll System was a high priority for this quarter; the project plan has gone very well with all the key milestones achieved. The proposed "go live" date of 1 August 2015 is therefore on target.

The Council was successful in securing grant funding from CLG for two counter fraud projects, in collaboration with a number of other local authorities. The most significant area of activity will be on Council Tax Benefit Reduction Scheme fraud.

Human Resources

A revised appraisal scheme integrating the outputs of the Good to Great work streams was developed and publicised during the quarter.

Legal Services

- Draft Section 106 Agreement for development of TRL site, Crowthorne issued.
- Section 106 and Licence Agreement for construction of part of Link Road for major development by Berkeley Homes at Warfield completed.
- Extensive legal support provided in connection with Blue Mountain project.
- Preparation for appeal by McDonalds against decision of Licensing Committee (Council decision upheld in Magistrates' Court on 8th January 2015 with costs awarded to the Council).
- Conduct of public inquiry appeal against refusal of planning permission for 72 dwellings at Tilehurst Lane, Binfield.
- Legal support provided for proposed adoption of CIL Charging Schedule.

ICT Services

- Completion of migration of applications to the new version of Citrix.
- Upgrade to Windows 7 and Office 2010 for desktop and Citrix are to be completed by the end of the year.
- Email on the move solution implementation is 90% complete.
- Upgrade to Helpdesk system is complete.
- Installation of high capacity link between Time Square and Easthampstead House is underway.

Property Services

- Vail Williams have completed a property review of operational assets. The recommendations are being assessed.
- Licenses and easements have been put in place to enable the construction of Clement House extra care facility to be progressed.
- Terms have been agreed for the purchase of two shops at Wildridings Square.
- Landscape Department lease vehicles have all been returned to Lease companies.

Construction & Maintenance

Corporate Planned Maintenance Work 54% Completed at 31 December 2014.

From 1 October to 31 December 2014 there were 19 capital projects completed. Of the 19 projects completed:

- 14 (74%) projects were completed on time and on budget.
- 17 (89%) projects were completed within budget.
- 16 (84%) projects were completed on time.

Areas where performance has been more difficult are

Customer Services target for answering the phone in 20 seconds has improved on the previous quarter to 74.6% compared to 65%. It is planned to recruit to several vacancies in the team during the next quarter which, following training, will hopefully assist in improving performance.

Areas where risk is closely monitored

The Corporate Services Risk Register was reviewed by Corporate Services DMT on 18 December. The key changes made were to increase the risk on external contractors, remove the risk on the Time for a Change project to reflect the fact that the project is nearing completion and to add in an additional risk on compliance with Payment Card Industry Standards.

Limited Assurance Internal Audit Reports

Three following audits were finalised with a limited assurance opinion during quarter 3:

Council Wide Procurement

- A limited assurance opinion was given due to a priority 1 recommendation in respect of waivers to Contract Standing Orders. The issues identified were approval of waivers being sought retrospectively and lack of sufficient evidence to support the justification that current contractors were the sole provider of the service. Action is being taken to

remind officers in each directorate to submit waivers on a timely basis to avoid the need for retrospective approval and to provide better supporting evidence for waivers submitted for approval.

Surveyors Services

- One priority 1 recommendation was raised which resulted in a limited assurance opinion. The priority 1 recommendation was in respect of delays in checking the quality of work undertaken by the reactive maintenance contractor and the amounts billed together with delays in billing by the contractor and the level of errors on bills raised. A review carried out by external consultants has identified areas for improvement in processes and a project is already scheduled to commence in January 2015 to implement improvements to these processes.

Debtors

- A limited assurance opinion was given on this audit due to a priority one recommendation being raised as the auditor identified that there was no segregation of duties within the debtors IT system for the write off of debts. The Chief Technical Accountant has now implemented a compensating control to address this weakness.

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.

Ref	Short Description	Previous Figure Q2 2014/15	Current Figure Q3 2014/15	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Quarterly						
L059	Percentage of post sent second class (Quarterly)	97.00%	95.00%	96.00%		
L076	Planned maintenance spend (Quarterly)	77.10%	84.60%	50.00%		
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	72	66	20		N/A
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	57.09%	84.82%	85.00%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	57.14%	83.12%	80.60%		
L194	Percentage of calls answered within 20 seconds (Quarterly)	65.00%	74.60%	80.00%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	86.00%	93.50%	75.00%		N/A
Democratic and Registration Services - Quarterly						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.00%	100.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	92.00%	88.00%	70.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)	82.00%	88.00%	90.00%		
Democratic and Registration Services - Annually						
L232	Percentage of confirmed electors (Annually)	N/A	98.00%	N/A		New one-off Indicator
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	91.6%	93.2%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	6.00%	5.00%	8.00%		

Ref	Short Description	Previous Figure Q2 2014/15	Current Figure Q3 2014/15	Current Target	Current Status	Comparison with same period in previous year
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.50%	0.50%	0.50%		
ICT - Quarterly						
L079	Resolution of reported ICT incidents (Quarterly)	92%	90%	95%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	98.80%	98.90%	99.00%		
L220	Number of ICT Helpdesk Calls (Quarterly)	5,980	6,139	No target set	N/A	N/A
Legal Services - Quarterly						
L084	Number of section 106s completed (Quarterly)	9	9	No target set	N/A	
L085	Amount of money recovered in debt collection (Quarterly)	42,112.64	5,783.02	No target set	N/A	
L086.1	Number of Freedom of Information requests received (Quarterly)	297	242	No target set	N/A	
L086.2	Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publically available (Quarterly)	9%	11%	No target set	N/A	
L086.3	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	3%	1%	No target set	N/A	
L088	Number of leases completed (Quarterly)	21	23	No target set	N/A	

Note: Key indicators are identified by shading

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

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

Ind Ref	Short Description
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years – 2014 Q4)
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years – 2014 Q4)
NI006	Participation in regular volunteering (Biennially) (every two years – 2014 Q4)
NI023	Perceptions that people in the area don't treat one another with respect and consideration (Biennially) (every two years – 2014 Q4)
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually – Q4)
L075	Number of commercial property voids (Annually – Q4)
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service (Annually – Q4)
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually – Q4)
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually – Q4)
L066	Top five percent earners - women (Annually – Q4)
L067	Top five percent earners - minority ethnic communities (Annually – Q4)
L068	Top five percent earners - with disability (Annually – Q4)
L070	Percentage of employees with a disability (Annually – Q4)
L071	Percentage of black and ethnic minority employees (Annually – Q4)
L072	Gender pay gap (Annually – Q4)
L073	Average number of off the job training days per employee (Annually – Q4)
L074	Average amount spent on training per employee (Annually – Q4)
L078	ICT User satisfaction – service user survey (Annually – Q4)
L130	Percentage staff voluntary turnover (Annually – Q4)
L131	Percentage of staff leaving within one year of starting (Annually – Q4)
L174	Average number of working days lost to sickness per employee (Annually – Q4)
L078	ICT User satisfaction - service user survey (Bi-annually) (Annually – Q3)
L080	ICT Project management - 5 metrics (Annually – Q4)
L087	Percentage of time recorded as chargeable time (Annually – Q4)

Section 3: Complaints

Corporate Complaints received

The number of complaints received in this quarter – 5.

The number of complaints received from quarter 1 to quarter 3 (*year to date*) – 13

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	4	10	2 upheld, 2 partially upheld, 6 not upheld
New Stage 3	1	3	1 partially upheld, 2 not upheld
New Stage 4	0	0	
Local Government Ombudsman	0	0	

Nature of complaints/ Actions taken/ Lessons learnt:

Four new stage 2 complaints:

A complaint has been received expressing concern at delay by the Council in responding to a request for surrender of a lease for a Guide Centre. The complainant has been advised that a date for surrender had already been agreed with a colleague from the Girl Guiding organisation. The surrender has now been completed. Complaint not upheld.

A complaint was received following the issue of a summons for council tax. Complaint not upheld.

A complaint received re Single Person Discount review; customer is disabled and does not feel that cancellation should have been processed without taking disability into account. We have apologised and noted the account saying we will contact by email prior to any future changes. Complaint partially upheld.

A complaint received about the queuing time in Time Square. Complaint not upheld.

1 new stage 3 complaint:

Concerning the management of the proposed Warfield Community Hub. Not upheld.

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	3	3	0	3	0	0
Community Engagement	6	2	4	4.7	0	0
Customer Services	40	32	8	37.43	3	6.98
Democratic & Registration Services	19	9	10	16	2	9.52
Finance	37	28	9	34.48	1	2.63
Human Resources	18	15	3	17.03	0	0
ICT	38	34	4	36.35	2	5
Legal	13	8	5	11.25	0	0
Property Services	40	26	14	34.98	1	2.44
Department Totals	214	157	57	195.22	9	4.04

Staff Turnover

For the quarter ending	31 Dec 2014	1.87
For the last four quarters	1 Jan – 31 Dec 2014	7.76

Total voluntary turnover for BFC, 2013/14:	12.64%
Average UK voluntary turnover 2013:	12.5%
Average Local Government England voluntary turnover 2013:	12.0%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2012/13)

Comments:

Voluntary Turnover for this quarter has decreased. There were 4 leavers within Corporate Services leaving voluntarily.

One of the vacancies within Democratic Services is because of an internal secondment which is being covered by staff within the office – this will end in the next quarter. There were a number of leavers from Customer Services which will be recruited to in the next quarter. In ICT one vacancy is being covered by an Acting Up arrangement and the other is being covered on a temporary basis by a contractor.

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2014/15 annual average per employee
Directorate	3	1	0.33	1.56
Community Engagement	6	2.5	0.42	1.33
Customer Services	40	39	0.98	4.65
Democratic & Registration Services	19	1	0.05	0.32
Finance	37	25.5	0.69	1.77
Human Resources	18	8	0.44	1.37
ICT	38	44.5	1.17	3.75
Legal	13	6	0.46	1.74
Property Services	40	70.5	1.76	4.5
Department Totals (Q3)	214	198	0.93	
Totals (14/15)				2.99

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 13/14	5.50 days
All local government employers 2013	8.0 days
All South East Employers 2013	6.9 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2014)

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

Comments:

Sickness for this quarter stands at 198 days. This is slightly higher than last quarter when the figure was 142.5, there have been 68 days attributable to long term sick this quarter.

The annual average absence figure for Corporate Services for the year stands at 2.99 which is lower than the actual for last year for the Authority and on par with last year's figure for Corporate Services. Corporate Services once again compares favourably with absence levels throughout the whole authority.

Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key actions contained in the Corporate Services Service Plan for 2014 - 2015. This contains 56 actions to be completed in support of 8 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 10 actions were completed at the end of Quarter 3 () , while 44 actions are on schedule () and 2 were causing concern ( and ) .

The 2 actions that are causing concern are:

Ref	Action		Progress
11.7.1	Work with Wokingham Borough Council to deliver a successful shared bulk print service which provides for both councils' needs		The Bulk Print Service is reviewed and monitored monthly by the ICT Services Manager at BFC and the Digital Solutions Manager at WBC with a number of improvements being actioned. The quality and timeliness of the service is very good and customer feedback is very positive. However, close monitoring has shown a decline in print volumes resulting in a potential pressure on projected income. Work is in hand to mitigate any financial impact. This trend in declining levels of print continues the trend over the last 5 years.
11.8.12	Implement Facilities Management Category Strategy		Facilities Management Category Strategy is an on-going project. Procurement of a new term maintenance contract has commenced as well as a process to establish mini competitions for specific building services. However, not all savings will be achieved in the original timescale.

Section 6: Money

Revenue Budget

The original cash budget for the department was £14.102m. Net transfers of £0.360m have been made bringing the current approved cash budget to £14.462m. A detailed analysis of these budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.047m under the current approved cash budget. A detailed analysis of the new variances this quarter is available in Annex B.

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

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(1,683)	(1,819)	There is a risk that increased voids and void periods could result in a loss of income. However, in 2014/15, due to additional income from the Peel Centre the income budget has been exceeded.
Print Services	(57)	(7)	As other departments look to cut expenditure, printing income will be affected and income target not achieved.

Capital Budget

The total approved capital budget for the year is £6.473m.

Expenditure to date is £2.615m representing 40% of the budget. The Department anticipates 85% of the total approved budget to be spent by the end of the financial year. A detailed list of schemes together with their approved budget and forecast spend is available in Annex B.

Section 7: Forward Look

Town Centre & Civic Accommodation

- Continue to work with principal developer to deliver town centre regeneration through providing financial, legal and property advice.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- Continue to work with Comer Homes to monitor demolition and delivery of new Winchester House.
- Final rationalisation of the office space in the Commercial Centre to accommodate Public Realm contactors and Highways team members from Time Square.
- Decorations and repairs to the Council Chamber and Function Room scheduled for February 2015.
- Move of Parks and Countryside team from ground floor to join ECC colleagues on floor 4 in Time Square.
- Final negotiations with BRP on the lease of Ocean House. Floor 1 has already been handed back.

Community Engagement & Equalities

- Report on the results of the 2014 Residents Survey.
- Develop an action plan to move to the Excellent Level of the Equality Framework.
- Develop the ownership and management arrangements for the new Community Hubs in the strategic housing areas.
- Take on the ownership of and open The Parks Community Centre/Sports Pavilion.
- Launch the new Civilian/Military Partnership.
- Resigning event with the RMAS for the Bracknell Forest Community Covenant
- Manage the new European Integration Fund 'Stronger Voices' project to support the integration of migrant communities and achieve its June 2015 targets.

Customer Services

- Revenue Services Team will be implementing the changes to business rates announced in the Chancellor's autumn statement.
- The annual NNDR1 government return forecasting the Business Rates income for the coming year 2015/16 will be completed.
- The annual Council Tax and Business Rates billing will be carried out at the end of February for the coming year resulting in 50,000 bills being issued to taxpayers in the Borough.
- Focus for the Customer Services team in the next quarter will continue to be on the new CRM system, implementing further services into the system, including highways, tree service and waste and recycling, and taking opportunities to add any other services to the work plan.
- The redevelopment of the Council's main website will begin, with a view to transferring the website to the Drupal content management system. A cross-council project board will be established to oversee this work.
- The Digital Services team will also be working on the development of a new website for the Business and Enterprise Service, to support delivery of their work programme.

Democratic & Registration Services

- Recruitment of Democratic Services Officer to provide maternity cover and recruitment of an Electoral Officer in response to the requirements of individual electoral registration.
- Undertake the refresh of 800 signatures for postal and proxy voters which is done every five years for each person with a postal or proxy vote.
- Preparations for the UK Parliamentary, Borough and Parish Elections in May 2015 including preparing the induction programme for Borough councillors.
- Inducting and supporting the new Mayor from 21 January.
- Managing the impact of the extension of the notice period for marriages and civil partnerships from 15 to 28 days.
- Achieve Charter+ re-accreditation.

Corporate Property

- Options for development of Coopers Hill for a new youth hub to be considered with planning officers over the next three months.
- Complete legal agreements for the sale of East Lodge, subject to planning permission.
- Complete the purchase of two shops at Wildridings Square.
- Complete the surrender of the remaining floor at Ocean House.
- Progress detailed plans for Harmanwater Library and Community Centre.
- Progress options for identifying sites for school accommodation.
- To complete the disposal of Adastron House to Thames Valley Housing Association.
- Progress discussions with Bracknell Forest Homes on agreements for access routes and services affecting BFC land.
- Progress the sale of Binfield Nursery site. The terms of the S106 agreement are being referred back to the Planning Committee in February 2015, subject to approval of which completion will then follow.
- The Executive have approved the continuing procurement and delivery of the Education Village (Blue Mountain). Details of the land transaction continue to be negotiated.
- To consider recommendations made by Vail Williams in the property review.
- Vehicle, equipment and plant found to be surplus from Landscape Services will be sold off at auction. Estimated income of £10 - £12 K
- The Council will be taking on an electric vehicle to be used as a Pool car. This will be part of Phase 2 of Low Emissions Vehicle (ULEV) programme . This is a programme part funded by The Office for Low Emission Vehicles (OLEV) and DFT.
- Procurement process for Council refreshments contract will begin.
- Responsibility for office moves now in final stage of being handed over to Transport and Support Manager.
- Procurement process for new fuel card contract is now in the evaluation stage.
- Coral Reef procurement plan to be considered prior to publishing an OJEU notice.
- Specification to be finalised for term maintenance contract.
- Feasibility options for Downshire Club House to be finalised.

ICT Services

- Email on the move solution implementation to complete by the end of the January and work on new users begun.
- Begin work on replacement of remote site phone systems.
- Following upgrade to Helpdesk system a review of processes to be undertaken and system re-configured.
- Staff Satisfaction Survey with ICT to be undertaken.
- SOCITM service benchmarking exercise to be undertaken.
- Work on library telephone systems to be completed.
- Evaluation of tablet technology for Members and remote workers to be undertaken.

Legal Services

- Recruit a new Borough Solicitor.
- Completion of Section 106 for TRL Site anticipated.
- Section 106 to be drafted and completed for major residential development at Amen Corner North.
- Preparation for issue of revised Public Contracts Regulations (governing procurement by public authorities).
- Large number of school attendance prosecutions scheduled for January and February.
- Extensive legal support will continue to be provided arising from revised legislative regime for Adult Social Care.
- Ramifications of recent Supreme Court judgement concerning Deprivation of Liberty Orders likely to become clearer and may entail significant legal resource being required.
- 2 significant Trading Standards prosecutions to be pursued.

Finance

- The 2015/16 budget and council tax will be agreed by Full Council on 25 February 2015.
- Initial preparations for the closure of the Council's 2014/15 accounts will begin. The Council has been asked by its external auditors to participate in a pilot project on early closure and audit. The implications of this will be assessed and the Council will participate if practicable.
- A new banking contract will be awarded as will a new contract for casualty insurance cover. Both contracts will commence on 1 April 2015.
- Work on the replacement of the Council's HR and Payroll system will continue. System build will be completed and testing commenced with a view to initial parallel running in April or May.
- Financial and procurement advice and support will continue to be provided for a range of significant capital projects including Binfield Learning Village at Blue Mountain, the school places programme, the Town Centre Redevelopment and Coral Reef Roof and Flumes.
- An internal audit plan for 2015/16 will be drawn up and presented to the Governance and Audit Committee for approval.

Human Resources

- A revised appraisal scheme integrating the outputs of the Good to Great work streams was developed and publicised during the quarter.
- The recruitment exercise for the Borough Solicitor post commenced during the quarter and will continue into the next one.
- The results of the staff survey were received during the period and a detailed analysis of them commenced with a view to constructing a corporate wide and departmental Action Plans.
- A re-assessment of the Essential Car user Allowance was started In Q3.
- The Coral Reef HR Strategy was constructed by Corporate HR and formally approved by Members in December, it has now started its roll out and implementation and will be closely monitored over the next 12 months until closedown.
- Work started on a bid to the DfE for continued funding for the "Step Up To Social Work" programme to recruit and train Social Workers; Bracknell is the lead partner for the Berkshire wide programme.

Annex A: Progress on Key Actions

Sub-Action	Due Date	Owner	Status	Comments
MTO 1: Re-generate Bracknell Town Centre				
1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.				
1.3.4 Manage property transactions in accordance with the Development Agreement and in support of town centre regeneration	31/03/2015	CS		Property continue to support licenses and transactions to enable the redevelopment of the town centre as the development agreement nears an unconditional stage.
1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.				
1.9.1 Implement the Office Accommodation Strategy to rationalise the number of buildings used by the Council	30/01/2015	CS		Actions identified in the Office Accommodation strategy are all running to schedule. Building C at the Commercial Centre was vacated as planned in November and is now occupied by the Council main Public Realm contractors and BF Highways team.
1.9.14 Rationalise space in Easthampstead House (and former print room) to provide accommodation for ICT and Construction & Maintenance and Minority Groups	30/11/2014	CS		Construction work in Easthampstead House was complete by December to enable the Construction and Maintenance team to move into the open plan office on floor 1. Moves in Easthampstead House are now complete with the Property Services Group all located in one building.
1.9.2 Implement ICT work plan to support new ways of working and Accommodation Strategy	30/06/2014	CS		Work relating to Easthampstead House moves has been completed and the upgrading of the infrastructure to Windows 7/Office 2010 is scheduled to complete by the end of the January. This includes upgrading the BlackBerry handsets, the technology supporting email on the move.
1.9.3 Establish Time Square as the primary town centre reception service area by moving customer-facing staff (Customer Services, Revenue Services and Registrars) currently in Easthampstead House to the ground floor of Time Square north. Support the move of the initial contact for Housing & Benefits to the ground floor south of Time Square	30/06/2014	CS		The queue management process is working effectively now, although the provision of management information has not yet been concluded.
1.9.4 Relocate ECC, CYPL, CS and ASCHH to final positions in Time Square	31/05/2014	CS		All moves related to the office refurbishment in Time Square were carried out over the final two weekends in May. All departments now occupy their final position

Sub-Action	Due Date	Owner	Status	Comments
				including the staff from Ocean House. Action is now complete.
1.9.8 Surrender the leases for Ocean House and Amber House	31/03/2015	CS		Terms have been agreed for the surrender of one floor at Ocean House. Complete the purchase of Amber House to support affordable housing.
1.9.9 Implement flexible and mobile working principles across all town centre offices	31/12/2014	CS		Flexible working has been further expanded through the refurbishment of Easthampstead House. The team office of the Assistant Chief Exec has reduced their desk ratio in line with the corporate framework and are now working on a 5:4 ratio of shared desks for flexible workers as have the Learning & Development and Health & Safety teams.
MTO 2: Protect communities by strong planning policies				
Sub-Action	Due Date	Owner	Status	Comments
2.5 Take strong enforcement action against those that do not comply with planning law.				
2.5.2 Provide effective Legal support for planning enforcement including issuing of enforcement notices	31/03/2015	CS		Legal Advice has continued to be provided on planning enforcement. The Head of Development Management has advised the Borough Solicitor that an extensive number of instructions to issue Enforcement Notices is likely to be forthcoming. In that eventuality a determination will need to be made as to whether there is sufficient in-house capacity or whether additional legal support will be required from Reading BC and West Berkshire BC under the Legal Resilience Arrangement entered into between the three authorities.
MTO 4: Support our younger residents to maximise their potential				
Sub-Action	Due Date	Owner	Status	Comments
4.1 Provide accessible, safe and practical early intervention and support services for vulnerable children and young people in the Borough.				
4.1.4 Deliver a redesigned Youth website, with improved access to on-line information and advice for young people	30/06/2014	CS		The new website for the Youth Service has been completed, and handed over to the service for ongoing updating. The Digital Services team will continue to provide maintenance and support, and the site will continue to be reviewed and developed on an iterative basis.
4.3 Increase opportunities for young people in our youth clubs and community based schemes.				
4.3.3 Implement phase three of the Modernisation of the Youth Service	31/03/2015	CS		The leases for North Ascot Youth Centre and Whitegrove Youth

Sub-Action	Due Date	Owner	Status	Comments
Programme by providing support to property changes required.				Centre have now been completed.
4.3.5 Work with Thames Valley Housing to develop proposals for the Coopers Hill site to facilitate the provision of a new youth hub.	31/03/2015	CS		Colleagues in CYPL are preparing an update report to Members in the first quarter of 2015.
MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners				
Sub-Action	Due Date	Owner	Status	Comments
5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation				
5.10.3 Co-ordinate a partnership approach to delivering opportunities a 'digital inclusion' programme, facilitating access to IT and the internet for the digitally excluded, in particular older people.	31/03/2015	CS		Digital Inclusion work continues, working with Adult Social Care colleagues, external partners and the Open Learning Centre to enhance the opportunities for developing ICT and internet skills.
5.11 Ensure systems in place for effective pupil and school place planning.				
5.11.2 Support CYPL in finding suitable sites for school extensions and new schools and supporting procurement activity around these	31/03/2015	CS		Property Services continue to advise and support CYPL in the delivery of school places throughout the Borough.
5.11.4 Provide advice and support in relation to the Blue Mountain site for the provision of a 9 form entry secondary school, a 2 form entry primary school and a nursery provision	30/09/2014	CS		The Executive have approved the continuing procurement and delivery of the Learning Village. Details of the land transaction continue to be negotiated.
MTO 6: Support Opportunities for Health and Wellbeing				
Sub-Action	Due Date	Owner	Status	Comments
6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough.				
6.2.2 Develop clarity in the respective roles of partners within the Health and Well Being Board	31/03/2015	CS		Democratic Services has worked with the Board to consider its role and membership and will continue to support the Board and ensure that it runs in accordance with the constitution and agreed procedures.
6.7 Recognise the value libraries play in our communities.				
6.7.1 Develop and implement the Good to Great programme theme of community empowerment.	31/03/2015	CS		Good progress. 10 volunteers have been attracted to support the extension of opening hours at Great Hollands library which now opens on Thursdays.
6.7.4 Carry out feasibility assessments for options for the community centre and library at Harmans Water	30/06/2014	CS		Options were considered for the future use and refurbishment of the property and proposals are included in the budget for 2015/16.
6.8 Support health and wellbeing through Public Health.				
6.8.11 Deliver JSNA website, providing access for all service	30/04/2014	CS		The JSNA website was delivered on time, and has been very well

Sub-Action	Due Date	Owner	Status	Comments
providers to needs identified in the borough				received by users.
6.8.12 Deliver website for Public Health Bracknell, providing access to information about public health services in the borough	31/03/2015	CS		The Public Health team has identified requirements for a new website addressing drug and alcohol misuse. The full scope of the project is being finalised, and development of the website will take place over the coming months.
6.8.9 Promote healthy living by implementing employee health checks	01/04/2015	CS		NHS health checks are usually available at a GP surgery but the Council has developed a programme which allows them to be carried out at work for those aged between 40 and 74 who are not already being treated for a long term health condition. The checks are carried out in work time at a number of Council work places including a small number of schools. As the result of a publicity drive in this quarter the delivery of the programme was boosted and it is now anticipated that in addition to the 150 staff who have taken advantage of the service. A further 200 staff will have health checks over quarter 4 and into quarter 1 of 2015/16.

MTO 7: Support our older and vulnerable residents

Sub-Action	Due Date	Owner	Status	Comments
7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care.				
7.5.3 Completion of the sale of Binfield Nursery site for residential use including Older Persons Accommodation	30/06/2014	CS		The terms of the S106 agreement are being referred back to the planning committee in January 2015, subject to approval of which completion will then follow if approved.

MTO 10: Encourage the provision of a range of appropriate housing

Sub-Action	Due Date	Owner	Status	Comments
10.1 Ensure a supply of affordable homes.				
10.1.10 Arrange the disposal of Downside for affordable housing	31/08/2014	CS		Title issues to be resolved prior to completion
10.1.14 Work with partners to identify a suitable location to enable the relocation of the Bridgewell Centre	31/03/2015	CS		Heads of Terms have been agreed in principle. Further detailed work and consultations to be carried out.
10.1.8 Complete work with Thames Valley Housing Authority on development of affordable homes on the Adastron/ Byways site	30/06/2014	CS		Planning has been resolved to be granted, subject to the completion of S106, which is currently being agreed.
10.2 Support people who wish to buy their own home.				
10.2.1 Purchase properties for let to Housing clients	31/03/2015	CS		The search for additional houses is continuing.

Sub-Action	Due Date	Owner	Status	Comments
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money				
Sub-Action	Due Date	Owner	Status	Comments
11.1 ensure services use resources efficiently and ICT and other technologies to drive down costs.				
11.1.1 Expand the electronic distribution of agendas and meeting papers	31/03/2015	CS		Officers have successfully tested access to confidential papers on IOS and Android devices. However there continues to be little interest in using personal tablets to receive agenda papers with the result that printing costs remain relatively high.
11.1.2 Complete a programme of property reviews to ensure Council buildings are fully utilised, dealing with vacant accommodation as appropriate, taking into account market conditions and other possible Council uses, to secure disposals	31/07/2014	CS		Vail Williams have completed a property review of operational assets. The recommendations are being considered.
11.1.3 Work in partnership with West Berkshire Council for the procurement of a shared contract for heating and ventilation	30/04/2014	CS		The procurement process is complete and contracts in place.
11.1.4 Further develop Frontline Property Management System to enable other Council services to access and update their property data	31/03/2015	CS		The project team commences work in January 2015 as detailed in the previous quarter.
11.1.5 Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey	31/03/2015	CS		Unicorn agreed as procurement vehicle for this project and response received. Project to be signed off by Executive in March 2015. Assessing capacity required by remote sites as part of the project. It is anticipated that capacity will be increased without increasing cost.
11.1.7 Implement efficient business processes in tandem with a replacement Payroll and HR system	31/08/2015	CS		The project team has received training and system build has commenced. Backfill arrangements have been put in place to ensure the project team focus on implementing the new system, which is due to go live in September 2015.
11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.				
11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development Programme	31/03/2015	CS		Four conferences were attended by six councillors; one Member development session was attended by 15 councillors; one training session was attended by nine councillors. Two further sessions

Sub-Action	Due Date	Owner	Status	Comments
				were arranged to be held during the next quarter.
11.2.2 Achieve re-accreditation for the Charter+ award for Member development	31/01/2015	CS		The reassessment date has been rescheduled to January 2015. The self-assessment evidence has been submitted to the Assessment Team.
11.2.3 Ensure the new Learning & Management system is in place and functioning efficiently, deliver the agreed corporate training plan with priority given to key areas such as management development information security and safeguarding	31/03/2015	CS		Implementation of LMS is going according to plan with the self service module pilots completed in two areas of Corporate Services and the results being assessed. The end of the Appraisal cycle meant all Personal Development Plans (PDPs) were received from departments which enabled the construction of the Corporate Training Programme for 2014/15 to take place.
11.2.4 Implement the Pay and Workforce Strategy Action Plan relating to organisational, leadership and skill development, recruitment and retention, pay and rewards	31/03/2015	CS		The 2013/14 Action plan is being implemented in accordance with the agreed timetable. A revised Pay & Workforce Strategy was considered by Corporate Management Team and the Employment Committee in Quarter 3 and recommended for acceptance by full Council at their January 2015 meeting.
11.2.7 Develop and implement the Good to Great programme theme of Managing Performance	31/03/2015	CS		The group of volunteers has been very engaged with the process of developing a new approach to performance management by the Council. Their work programme has included the following elements: - reviewing the current staff appraisal scheme from a performance perspective - constructing a Performance Management Toolkit - piloting a revised approach to 121 discussions between an employee and their manager. Progress has been very good in all those areas. Going forward, the new, digitised appraisal scheme which incorporates all the guidelines produced by the Good to Great team is being piloted with view to introducing it in the 2015/16 appraisal cycle.
11.2.8 Develop and implement the Good to Great programme theme of Developing and Releasing Talent	31/03/2015	CS		As with the Managing Performance group progress has been good in this area. The work programme covers 4 areas: - also reviewing the appraisal scheme but from a personal development perspective - constructing a secondment policy

Sub-Action	Due Date	Owner	Status	Comments
				- personal development planning for employees - extending the existing mentoring scheme. See Comment in 11.2.7 on the roll out programme.
11.3 publish information about the Council to promote openness and cost-effectiveness and accountability.				
11.3.1 Implement the Data Transparency Best Value Guidance by continuing the development and expanding the open data website to improve the accessibility of information to the public	30/09/2014	CS		New information continues to be published in response to frequently asked FOI requests. Percentage of requests referred to publicly available information increased by 2% from previous quarter. The majority of the additional information which required publication in accordance with the Transparency Code 2014 has now been completed.
11.3.2 Implement the Data Transparency Best Value Guidance by continuing the development and expanding the open data website to improve the accessibility of information to the public	31/03/2015	CS		The content of the site continues to be developed, in response to information requests from members of the public, and as data appropriate for publication is identified.
11.4 ensure residents have fair access to the services they need.				
11.4.1 Undertake a number of activities throughout the year to raise public awareness of the democratic process	31/03/2015	CS		During Local Democracy Week students attended a citizenship ceremony and spoke about what it means to be British and a Bracknell Forest resident; six primary schools met the Executive Member for Children, Young People & Learning; the Youth Council had a question and answer session with Executive Members; and sessions were also held at Easthampstead Park School with 10 students and at Bracknell & Wokingham College with 35 students.
11.4.2 Undertake a review of polling districts and polling places	31/01/2015	CS		Council approved the Steering group's recommendations and the outcome of the review was implemented.
11.4.3 Deliver the European Election for Bracknell Forest Borough	23/06/2014	CS		The European Parliamentary Election was delivered successfully.
11.4.4 Implement the Cabinet Office programme for the transition to Individual Electoral Registration	31/03/2015	CS		The IER canvass took place in October and the IER Register was published on 1 December and distributed to statutory bodies as per the Electoral Commission and Cabinet Office guidelines. Phase one IER transition has been completed and phase two is about to commence.

Sub-Action	Due Date	Owner	Status	Comments
11.4.5 Deliver the Equality Scheme 2012-16 action plan and monitor its implementation	31/03/2015	CS		On track
11.4.6 Deliver the Equality Framework peer review action plan.	31/03/2015	CS		On track
11.5 develop appropriate and cost effective ways of accessing council services				
11.5.1 Redevelop public website using open source technology	31/03/2015	CS		Recruitment to the additional posts in the Digital Services Team is underway, and work has begun on establishing a project board to oversee the redevelopment of the public website.
11.5.2 Implement new CRM system to enable customers to have a single online account	31/03/2015	CS		The new CRM system went live, as planned on 1 October, with Street Scene and Landscaping service. At the end of December, over 2,000 customers had created an online account. Work is currently underway to implement Highways services in the new system, to be followed by Waste services in the new year.
11.7 work with partners and engage with local communities in shaping services.				
11.7.1 Work with Wokingham Borough Council to deliver a successful shared bulk print service which provides for both councils' needs	31/03/2015	CS		The Bulk Print Service is reviewed and monitored monthly by the ICT Services Manager at BFC and the Digital Solutions Manager at WBC with a number of improvements being actioned. The quality and timeliness of the service is very good and customer feedback is very positive. However, close monitoring has shown a decline in print volumes resulting in a potential pressure on projected income. Work is in hand to mitigate any financial impact. This trend in declining levels of print continues the trend over the last 5 years.
11.7.13 Facilitate the delivery and opening of The Parks community centre and sports pavilion and the redevelopment of Great Hollands Community Centre	31/03/2015	CS		The Great Hollands Community Centre will have an opening event following the redevelopment works in Q4; some maintenance work is required before the opening. The Parks Community Centre was completed this quarter and will be transferred to the Council in spring 2015.
11.7.2 Implement the partnership Community Engagement Strategy 2013-16	31/03/2015	CS		On track
11.7.3 Improve the transparency and quality of consultation and engagement activity through training	31/03/2015	CS		On track

Sub-Action	Due Date	Owner	Status	Comments
and implementation of consultation software				
11.8 implement a programme of economies to reduce expenditure				
11.8.1 Redesign services using a 'digital first' approach to encourage channel shift to more cost effective channels, where appropriate	31/03/2015	CS		The Landscaping and Street Cleansing Services have been redesigned using a 'digital first' approach, and work well on mobile devices. This approach is continuing as we redesign the Highways and Waste services for delivery through the new CRM system.
11.8.12 Implement Facilities Management Category Strategy	31/03/2015	CS		Facilities Management Category Strategy is an on-going project. Procurement of a new term maintenance contract has commenced as well as a process to establish mini competitions for specific building services. However, not all savings will be achieved in the original timescale.
11.8.2 Update the Medium Term Financial Strategy to include changes to the local government finance regime, strategic policy changes and lead on the development of the Council's annual budget	31/03/2015	CS		Detailed budget proposals for 2015/16 were agreed for consultation on 16 December. Full Council will agree the budget and council tax for 2015/16 on 25 February. Work is underway to update the medium term financial strategy and develop five year financial forecasts.
11.8.3 Develop departmental proposals to help the Council produce balanced budget in 2015/16	31/03/2015	CS		Detailed proposals included in the budget agreed for consultation by the Executive on 16 December.

Annex B: Financial Information

	Original Cash Budget	Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter	
	2014/2015	C/Fwds	NOTE	£000	%	£000	£000	£000	NOTE
	£000	£000		£000	%	£000	£000	£000	
<u>Director of Corporate Services</u>									
Director of Corporate Services	217	0		217	86	217	0	0	
Community Engagement & Equalities	185	5		190	46	190	0	0	
	402	5		407	68	407	0	0	
Head of Democratic & Registration Services									
Committee Services	355	-1		354	62	354	0	0	
Member and Mayoral services	934	8		942	58	942	0	0	
Registration of Births, Deaths & Marriages	-28	26		-2	2,100	-2	0	0	
Registration of Electors / Elections	184	3		187	56	187	0	0	
	1,445	36		1,481	56	1,481	0	0	
Chief Officer: Customer Services									
Local Tax Collection incl Cashiers	382	38		420	86	420	0	0	
Customer Services	984	-11		973	67	973	0	0	
	1,366	27		1,393	73	1,393	0	0	
Borough Solicitor									
Legal	613	0		613	59	613	0	0	
Chief Officer: Human Resources									

Human Resources	493	12		505	61	505	0	0		
Unified Training Unit	419	6		425	49	425	0	0		
Health & Safety	56	0		56	50	56	0	0		
	968	18		986	55	986	0	0		
Borough Treasurer										
Finance	1,926	0		1,926	67	1,926	0	0		
Insurance	325	0		325	9	325	0	0		
	2,251	0		2,251	59	2,251	0	0		
Chief Officer: Property Services										
Property Services	282	74		356	79	412	56	56	5,6	
Industrial & Commercial Properties	-1,699	16	A	-1,683	123	-1,819	-136	-19	1	
Construction & Maintenance	448	0		448	64	448	0	0		
Operations Unit	3,841	166		4,007	64	3,990	-17	-5	2	
	2,872	256		3,128	34	3,031	-129	32		
Chief Officer: Information Services										
ICT Services	2,346	-4	B	2,342	79	2,392	50	2	3,4	
Chief Executive's Office										
Chief Executive	344	15		359	40	359	0	0		
Chief Executive's Office	787	38		825	80	825	0	0		
Town Centre Redevelopment	53	0		53	364	53	0	0		
Voluntary Sector Grants	163	0		163	100	163	0	0		
NI136 - Grant Contributions to Shopmobility & CAB	219	0		219	100	219	0	0		
Community Safety	273	-31		242	39	242	0	0		
	1,839	22		1,861	79	1,861	0	0		

TOTAL CS AND CX OFFICE	14,102	360	14,462	60	14,415	-47	34
Memorandum item							
Devolved Staffing Budget - CS and CX	9,061	99	9,160	70	9,160	0	0
Non Cash Budgets							
Capital Charges	1,740	0	1,740		1,740	0	0
IAS19 Adjs	909	0	909		909	0	0
Recharges	-8,713	0	-8,713		-8,713	0	0
	-6,064	0	-6,064		-6,064	0	0

CORPORATE SERVICES / CX OFFICE QSR 3 - SEPTEMBER TO NOVEMBER 2014

Note	Total £'000	Explanation
	292	Virements reported in QSR2 Period
A	20	Industrial & Commercial Properties. In order to reflect the Ringway contract with ECC, the income budget within Corporate Services will be offset with the expenditure budget within ECC
B	48	ICT Contingency funding has been approved for the additional resources required to support the W7/Office 2010 rollout, the PSN return and the completion of the office moves
	68	Virements reported in QSR3 Period
	360	Total Virements Reported To Date

CORPORATE SERVICES / CX OFFICE QSR 3 – SEPTEMBER TO NOVEMBER 2014
Variations

Note	Total £'000	Explanation
	-81	Variations reported in QSR2 Period
1	-19	Industrial & Commercial Properties. A refund has been received from the Council's insurers for the costs of the fire at Adastron House
2	-5	Operations Unit Underspends have been identified of £0.005m within the Pool Cars budget.
3	-48	ICT Contingency funding has been approved for the additional resources required to support the W7/Office 2010 rollout, the PSN return and the completion of the office moves reversing the previously reported overspend
4	50	ICT As other services look to make efficiencies through a reduction in printing costs, this impacts on the print room income target. Following the receipt of the third quarters figures the pressure on the income target is £0.050m
5	90	Property Services Whilst work is underway to identify the council wide framework savings which formed part of the 2014-15 budget process, the savings will not start to be realised until 2015-16/2016-17 resulting in a pressure of £0.090m
6	-34	Property Services A review of budgets has been undertaken to identify underspends which will partially offset the framework pressure. A saving of £0.020m has been identified within Town Centre Management. In addition there are savings of £0.010m across various supplies and services budgets, and additional income of £0.004m from the right to buy scheme
	-34	Variations reported in QSR3 Period
	-47	Total Variations Reported To Date

Corporate Services & Chief Executive's Office Capital Monitoring as at 30 November 2014												
Cost	Project Description	2013/2014	2014	Approved	Cash	Expenditure	Current	2014/15	Carry Forward	(Under) /	Target for	Current status of the project
Centre		brought forward	/2015 Budget	Budget	Budget	to date	Commitment	Cash		Over	Completion	Notes
			Budget		2014/15			Budget	2015	Spend		
								unspent/ uncommitted	/2016			
					(1)	(2)	(3)	(1)-(2+3)				
				(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
Prior Year Funded Schemes												
Prior Year Funded Schemes - Corporate Services & Chief Executive's												
YM248	The Parks Community Centre/Sports Pavilion	200.8	0.0	200.8	200.8	0.0	0.0	200.8	0.0	0.0	March 2015	The budget includes a virement of £0.025m from ECC towards the multi use games area.
YM259	North Ascot Community Centre	16.3	0.0	16.3	16.3	11.1	0.0	5.2	0.0	0.0	March 2015	The final plans have been approved by the Planning Department and the works have started
YM291	CRM – Reporting Enhancements	25.0	0.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2015	The first set of reports from the new CRM system have been produced, and the department concerned is providing feedback on the sorts of reports required. The CRM Development Team has gained access to Crystal Reports and is arranging training in its use to facilitate the development of bespoke reports.
YM293	Property & Asset Management System	36.5	0.0	36.5	4.7	0.4	4.3	0.0	31.8	0.0	March 2016	Development work generally has been hampered by time constraints but resources are being made available in the 4 th quarter to resolve this. We now expect this project to extend into 2015-16.
YM306	Council Chamber Audio & Visual Replacement	2.2	0.0	2.2	2.2	0	2.2	0.0	0.0	0.0	February 2015	Work is scheduled and will be completed by the end of February.
YM312	On-Line Booking Systems	20.0	0.0	20.0	20.0	9.8	0.0	10.2	0.0	0.0	March 2015	A consultant has provided an assessment of the requirements in the council, and an evaluation of possible solutions. This is currently being analysed and possible solutions investigated. A further capital bid is likely to follow next year to enable implementation of appropriate solutions.

YM313	ICT Helpdesk Software Replacement	15.0	0.0	15.0	15.0	0.3	14.7	0.0	0.0	0.0	March 2015	Awaiting invoice for upgrade which will go live in December 2014.
YM315	Customer Relationship Management System (Invest To Save)	86.2	0.0	86.2	86.2	40.9	1.4	43.9	0.0	0.0	December 2014	Recently applied fixes by Firmstep have resolved the issues affecting the running of appraisal forms in Internal Self. Initial testing is positive. Work has been undertaken to connect demo forms to Confirm system API to ensure two way communication achieved in live system. The automated system to upload LLPG to AchieveService servers has been completed. Initial meeting has taken place with Forest Care and these will be progressed early in the New Year. Other work will be the continuing development of management reports and the integration with NewCall and PayNet.
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		402.0	0.0	402.0	370.2	62.5	22.6	285.1	31.8	0.0		
Prior Year Funded Schemes - Council Wide												
YM215	Replacement Revenue & Benefits System	55.3	0.0	55.3	55.3	19.4	20.0	15.9	0.0	0.0	March 2015	The new CRM may facilitate easier integration with the Revenues system, thereby making the implementation of the e-revenues model unnecessary, although some capital would be required to fund the integration. We will also investigate whether an integration through this system would facilitate delivery of online access to the benefits service, as the Northgate module has proved unsuitable.
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	10.2	0.0	0.0	10.2	13.0	0.0	March 2016	Required for speeding up at remote sites. Delayed due to PSN. Some funds required for extension of wireless links and potential Bridgwell expansion. Work continues to replace these
YM247	Market Street Properties	471.8	0.0	471.8	471.8	0.0	0.0	471.8	0.0	0.0	March 2015	Budget required to meet outstanding CPO claims in addition to the provision of £0.150m. The outstanding CPO claims and adequacy of the provision are reviewed as part of the final accounts process.
YM250	Backup System Replacement	37.4	0.0	37.4	17.4	0.0	0.0	17.4	20.0	0.0	March 2016	Upgrade to enable Windows 2012 server in place but required further testing. Disc space being assessed with view to creating another store which is required for expansion Expenditure is dependant what amount of backups is required to be kept off site and what

													system is chosen to be used moving forward.
YM252	IPT Migration Project (Invest To Save)	55.6	0.0	55.6	55.6	3.9	51.0	0.7	0.0	0.0	March 2015	Required for extension to IP Call Manager. Additional test hardware required. Estimate £30k required for Call Manager which will be installed in the next few weeks.	
YM294	Vasco Token System Replacement	7.8	0.0	7.8	6.8	3.3	0.0	3.5	1.0	-3.5	March 2016	Vasco now transferred to AD	
YM296	Times Square Data Cabling	5.0	0.0	5.0	5.0	11.4	1.7	-8.2	0.0	8.2	March 2015	Complete - budget overspend will be met from other project underspends	
YM003	ICT Infrastructure Development/Network Refresh	39.7	0.0	39.7	39.7	25.5	7.9	6.3	0.0	0.0	March 2015	Core switches installed. Ongoing replacement of redundant kit taking place. Proxy servers and UPS to be done.	
YM214	Electronic Documents Records Management System	161.9	0.0	161.9	87.9	46.9	28.6	12.4	74.0	0.0	March 2016	£15k to be spent this financial year on SOCITM consultancy. Remainder to be used for renegotiation of contracts with Opentext and for CYP&L to develop an Information Management strategy to inform EDRMS.	
YM253	Time Square Accommodation	558.3	0.0	558.3	513.3	424.2	89.1	0.0	45.0	0.0	June 2015	All the works have been completed as programmed. Final account prepared and agreed. Project now in defects until June 2015. Phases 1-6 are now out of defects.	
YM298	Power Generator	186.0	0.0	186.0	186.0	179.3	0.0	6.7	0.0	-6.7	Project complete	Project complete	
YM304	Great Hollands Community Centre & Library	257.0	0.0	257.0	236.8	198.7	38.1	0.0	20.2	0.0	August 2015	All works completed as programmed on the 18th July. Final account prepared and agreed. Project in defects until 17th July 2015..	
YM308	Phone System Replacement - Remote Sites	48.0	0.0	48.0	25.0	3.3	0.0	21.7	23.0	0.0	June 2015	A number of remote sites during 2013-14 had phone systems transferred to CISCO solution. First site Cemetery and crematorium complete. Portman Close now completed. The Oaks and Rowan to be done.	
YM309	Storage Area Networks	88.0	0.0	88.0	88.0	27.5	53.0	7.6	0.0	0.0	March 2015	SAN installed and currently monitoring performance and resilience. Some invoices outstanding and some final consultancy required to coincide with backups set-up.	
YM310	Easthampstead House Car Park	4.0	0.0	4.0	4.0	1.8	0.0	2.2	0.0	-2.2	July 2014	Works have been completed, fees claimed in July 2014.	
YM311	Phone System Replacement - Libraries	25.0	0.0	25.0	25.0	0.0	0.8	24.2	0.0	0.0	March 2015	To be done throughout 2014-15, work being planned and is estimated to be completed by March 2015.	
YM318	Time Square Meeting Rooms - Display Screens	1.0	0.0	1.0	1.0	4.6	1.2	-4.8	0.0	4.8	June 2014	Overspends to be met from other project underspends	
Total of Prior Year Funded Schemes - Council Wide		2025.0	0.0	2025.0	1,789.2	924.3	283.5	581.3	196.2	0.6			

Total Prior Year Funded Schemes		2,427.0	0.0	2,427.0	2,159.3	986.9	306.1	866.4	228.0	0.6		
Percentages						46%	14%	40%	10%	0%		
Current Year Programme												
Current Year Programme - Corporate Services & Chief Executive's												
YM243	Community Centres - S106	149.2	0.0	149.2	0.0	0.0	0.0	0.0	149.2	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM329	Replacement HR & Payroll System	0.0	250.0	250.0	160.0	51.6	35.4	73.0	90.0	0.0	August 2015	Contract awarded to MidlandTrent. Backfill arrangements for project team being implemented. System build underway.
YM332	Bullbrook Community Centre - S106	3.0	0.0	3.0	3.0	2.4	0.0	0.6	0.0	0.0	March 2015	Furniture purchased for use at Bullbrook Community Centre
Total of Current Year Programme - Corporate Services & Chief Executive's		152.2	250.0	402.2	163.0	54.0	35.4	73.6	239.2	0.0		
Current Year Programme - Council Wide												
YM002	Access Improvement Programme	155.4	100.0	255.4	202.9	136.5	66.4	0.0	52.5	0.0	Rolling programme	Work is almost complete at Bracknell Leisure Centre to meet BVPI requirements. Design work is ongoing for improvements to two libraries and Larchwood. Access audits of the two large car parks have been commissioned.
YM165	Server and Server Component Refresh	34.1	55.0	89.1	74.1	17.5	17.9	38.7	15.0	0.0	March 2016	Approximately 26 Windows OS upgrades, 3 physical server upgrades and warranties before end of March 2015 required.
YM180	ICT Maint Prog – Photocopiers	31.4	40.0	71.4	71.4	50.5	16.7	4.2	0.0	0.0	March 2015	Konica printers now being purchased and will replace RICOH printers following EOL. All budget should be spent before year end.
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	0.0	400.0	0.0	0.0	0.0	March 2015	Monies transferred as part of the final accounts process.
YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	347.9	1,500.0	1,847.9	1,617.9	919.3	698.6	0.0	230.0	0.0	Rolling programme	Works on this year's programme are underway . To date 44% of the budget has been spent with a further 43% committed. Approximately £180k of the expected carry forward relates to one High Street car park with the balance being a handful of smaller projects that are likely to be delayed for a variety of reasons.
YM297	Superfast – Broadband Match Funding	29.1	80.0	109.1	109.1	60.9	68.3	-20.0	0.0	20.0	March 2015	Capital funding for a market procurement using the Broadband Delivery UK procurement framework to buy a broadband infrastructure improvement solution across the Thames Valley. The profiling of the budget has meant that the overspend is due to the remaining budget falls in 2015-16.

YM307	CITRIX Licensing	78.0	45.0	123.0	53.0	9.2	0.0	43.8	70.0	0.0	September 2015	Partial extra licenses ordered Additional ones required before year end.
YM317	Easthampstead House Accommodation	0.0	100.0	100.0	100.0	73.4	26.6	0.0	0.0	0.0	November 2014	The project will be complete by 28/11/14 due to extra work to the HR area being incorporated to the contract. The initial budget was to cover the refurbishment of floor 4 and 1 in Easthampstead House, both of which will be finished in time and within the agreed costs. Work which was incorporated was funded from other sources to complete the first floor.
YM319	All Services Hub	0.0	48.0	48.0	48.0	48.4	0.0	-0.4	0.0	0.4	March 2015	First drafts of the Governance Model have been circulated with an updated version due in early January. The mobile site is now live and can be found at http://search3.openobjects.com/kb5/bracknell/directory/mobile/home.page . An accessibility review has been commissioned from The Shaw Trust on 5th January 2015 which will inform next design steps. iHub changes are currently being consulted on and ASC will report back to the project board in February.
YM320	Network Refresh	0.0	107.0	107.0	91.7	45.1	12.2	34.4	55.0	0.0	March 2016	Will spend on CUCM servers and EOL equipment. Some will now fall into 2015/16
YM321	SQL Server Licences	0.0	44.0	44.0	44.0	0.0	0.0	44.0	0.0	0.0	March 2015	To replace SQL 2005. Test servers to true-up. True-exercise of all licences for SQL required and then purchase requirement. Current estimations are that most of the budget will be required.
YM322	Oracle 11 Upgrade	0.0	70.0	70.0	20.0	8.0	0.0	12.0	50.0	0.0	March 2016	Some server upgrades required during year to Oracle v11 for business systems.
YM323	Time Square - Easthampstead House Network Link	0.0	30.0	30.0	30.0	0.0	32.7	-2.7	0.0	2.7	February 2015	Additional data centre traffic between these two sites requires a separate link to ensure that there is no impact on the current data and voice traffic and provides dedicated bandwidth to enable SAN replication and the free movement of virtual servers between the two sites. Will be required later in year when Call Manager installed and upgraded. Order to be placed Dec 14.
YM324	IPS Firewall	0.0	30.0	30.0	10.0	0.0	0.0	10.0	20.0	0.0	March 2016	For internal firewall improvements - planning underway. Likely to slip depending on PSN requirements.
YM325	Computer Estate Refresh	97.9	161.0	258.9	258.9	205.2	27.1	26.6	0.0	0.0	March 2015	Essentially for W7/Office 2010 during year. Issues with server being rolled out. Rollout commenced and due for completion by 2015 - approx 80% complete. Budget also needs to accommodate replacement kit as required. Large operational order to be placed Dec 14.

YM326	DNS-DHCP-IPAM System	0.0	20.0	20.0	20.0	.0	0.0	20.0	0.0	0.0	March 2015	To install resilient system. Not yet started.- planning for Q4 2014/15.
YM327	Wireless Expansion	0.0	20.0	20.0	0.0	0.0	0.0	0.0	20.0	0.0	September 2015	To be done at appropriate locations as required – not likely to be completed this year.
YM328	Network Management Software	0.0	20.0	20.0	9.7	0.0	9.7	0.0	10.3	0.0	September 2015	Software to be procured to improve internal monitoring and reporting. Not yet started Q4 2015.
YM331	Pocket Park	0.0	0.0	0.0	0.0	0.2	13.8	-13.9	0.0	0.0	March 2015	First drafts of the Governance Model have been circulated with an updated version due in early January. The mobile site is now live and can be found at http://search3.openobjects.com/kb5/bracknell/directorymobile/home.page . An accessibility review has been commissioned from The Shaw Trust on 5th January 2015 which will inform next design steps. iHub changes are currently being consulted on and ASC will report back to the project board in February.

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Total Current Year Programme - Council Wide	773.7	2,870.0	3,643.7	3,160.6	1,574.0	1,390.0	196.5	522.8	23.1
Total Current Year Programme	925.9	3,120.0	4,045.9	3,323.5	1,628.0	1,425.4	270.2	762.0	23.1
Percentages					49%	43%	8%	19%	1%
Total - Council Wide	2,848.8	2,820.0	5,668.8	4,949.7	2,498.4	1,673.5	777.9	719.0	23.7
Total - Corporate Services & Chief Executives	554.1	250.0	804.1	533.1	116.5	58.0	358.7	271.0	0.0
Total Capital Programme	3,402.9	3,070.0	6,472.9	5,482.9	2,614.9	1,731.5	1,136.6	990.0	23.7
Percentages					48%	32%	20%	15%	0%



CORPORATE PERFORMANCE OVERVIEW REPORT

Q3 2014 - 15
October - December 2014

Chief Executive:
Timothy Wheadon

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Section 1: Chief Executive's Commentary

1 Introduction

- 1.1 This report sets out an overview of the Council's performance for the third quarter of 2014/15 (October - December 2014). The purpose of the report is to provide the Executive with a high-level summary of key achievements, and to highlight areas where performance is not matching targets or expectations, along with any remedial action that is being taken. It complements the detailed Quarterly Service Reports (QSRs) produced by each Director, which were circulated to Members in February.
- 1.2 Overall good progress has been made against the actions in the departmental service plans. At the end of the quarter progress shows that
- 45 actions (17.1% of the total) are complete;
 - 195 actions (74.1%) are on target;
 - 17 actions (6.5%) either have not yet started or where they have been started there is a possibility that they may fall behind schedule;
 - 2 actions (0.8%) should have been started but have not yet begun, or are behind schedule;
 - 4 actions (1.5%) are no longer applicable.
- 1.3 Section 2 of this report contains information on the key performance indicators across the Council. Again the picture is positive, showing that the current status for the Council's indicators is:
- 53 (60.2%) green – i.e. on, above or within 5% of target;
 - 7 (7.9%) amber – i.e. between 5% and 10% of target;
 - 12 (13.5%) red – i.e. more than 10% from target.

In addition there are 13 indicators where it is not appropriate to set a target and 3 indicators where the data is currently not available largely due to third party information not yet being released.

2 Overview of the 3rd quarter

- 2.1 Key performance measures show that overall the Council continues to perform well and there were a number of areas where performance was good or improved. Notable highlights from the performance information shows:
- The quarter featured intense activity to reach the stage at which the Development Agreement with BRP would become unconditional. As part of this process the agreement with the major anchor store, Fenwicks, was finalised and significant progress was made with a number of other major retailers.
 - Delayed transfers of patients to hospital attributable to social care per 100,000 population has continued to improve, with an average of 3.1 patients being ready for transfer but still occupying a hospital bed in Q3 compared to 3.4 in Q2 against a target of 5.
 - The percentage of major applications determined in 13 weeks increased from 85% in Q2 to 89% in Q3 against a target of 80%

- The Family Focus team turned around 95% of the targeted group of families (52 families with 6 families remaining to complete by May 2015). Based on this success the Department for Culture & Local Government have invited the team to become an Early Starter for phase 2 of the programme.
- Much work was done to develop the Council's budget proposals which were issued for consultation in December and subsequently agreed by Council in February. A key feature of the proposals this year is the long term capital investment in the Borough to support the Town Centre regeneration, refurbish and upgrade Coral Reef and to provide a new secondary and primary school as part of a comprehensive learning village in Binfield.

2.2 There are a small number of areas where performance did not match targets, which is inevitable in a large and diverse organisation. The most noteworthy are highlighted below.

- 50 children have been added to child protection plans in the last 3 months, with 30 children receiving plans in October due to some large families being conferenced including 2 families of 6 children and 6 families of 4 children. In a small local authority like Bracknell Forest this can have quite an impact i.e. 8 families with a total of 36 children. The parental factors that have led to the additional risks for the children have been varied but over this quarter were mainly linked with parental alcohol issues.
- Although the percentage of major applications determined within 13 weeks improved, overall performance continues to be affected by staff losses, sickness and increased application numbers. The pressure has been added to by a higher than usual number of appeals earlier in the year and negotiations on major allocated housing sites. The addition of a new Senior Planning Officer and several interim staff means that progress is being made on reducing the backlog of enforcement investigations and of planning applications although the market remains difficult. Further attempts to recruit will be made in the coming quarter. The pending changes to the structure of the Planning and Transport Division will also create the opportunity for the team to operate more proactively in the monitoring of development (including compliance with conditions and legal obligations) and in dealing with breaches of planning regulations, whilst still operating within existing budgets.
- Performance was below target for the percentage of SEN statements being issued within 26 weeks (excluding exception cases) with only 75% of statements being issued within the time against a target of 100%. Changes to the cohorts of pupils now attending the special school have necessitated a review of funding bands to re-align them to pupil needs. These negotiations resulted in a slight delay to some of the statementing processes which it is not anticipated will happen again.
- The achievement gap between pupils eligible for free school meals and their peers at Key Stage 4 was 32% this quarter against a target of 22.0%. Underachievement of pupils on free school meals is a key issue nationally, but particularly in the South East region which has the biggest gaps. Evaluation of the strategy put in place for 2013-14 showed little impact and so a further review has been put in place to support schools in addressing this issue. The percentage of children taught in schools that are rated 'good' or 'outstanding' by Ofsted also fell as the result of a small

number of disappointing inspection outcomes. Of course, positions in national rankings are deceptive as a reduction in the grade of one three form entry primary school can swing the percentage by 3% in Bracknell Forest. Actual achievement of pupils has stayed above national averages but within Bracknell Forest the aspiration is for more. As part of the response, the Council is offering more challenge and support to Heads and Governing Bodies – particularly those facing inspection. There have also been changes of leadership in a number of schools. Most inspections of schools, particularly of those that have struggled, remain positive about the quality of support provided by the Council to schools.

- The Local Government Ombudsman has decided that there was maladministration by the Council in the case of one complaint. This was the subject of a separate report to the Executive, copied to all Members.

2.3 Other issues not specifically included in the performance data but worthy of mention are:

- Elevate Bracknell Forest (formerly City Deal) is progressing well. An interim Information, Advice and Guidance hub is now open in the town centre and the ElevateMe web site is live and has received positive feedback from young people and partners.
- The 2014 Bracknell Forest Careers Event, held on 9 October at Beaufort Park, was a great success with over 1,250 people attending including approximately 950 students from the six Bracknell Forest secondary schools. This year was the first year where all secondary schools sent pupils.

3 External inspections, audit and scrutiny

3.1 The Community Infrastructure Levy (CIL) Examination was held on 21 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. The schedule was subsequently agreed by Council in February. The Council will be able to commence CIL charging in April 2015.

3.2 Larchwood Short Break Unit was inspected in November 2014 and achieved an Ofsted grade of 'Outstanding'. Larchwood is a short break unit providing respite care for children and young people aged between 5 to 18 who have a severe learning disability.

3.3 Analysis of the results of the 2014 National Highways and Transportation Customer Satisfaction Survey once again placed the Borough's highway maintenance service within the top ten of all Unitary Authorities. The 2014 Residents' Survey highlighted this as an area where improvement was needed but the difference in results is explained by the sample selection, the timing and format of questions with two different groups of people being surveyed, different questions being asked and the two surveys being conducted at different times of the year.

3.4 The Overview and Scrutiny (O&S) work programme for 2014/15 is being delivered substantially as planned. The Executive agreed most of the recommendations by the O&S Working Groups which reviewed Cultural Services and Regulated Adult Social Care Services. The Working Group on Business Rates and Discretionary Relief concluded its review in quarter 3, and the O&S Commission agreed the Group's report and recommendations on 29 January 2015. The report will now be considered by the Executive on 31 March. The Working Group reviewing substance misuse by

children and young people is nearing the end of its information gathering stage. Feedback from senior officers on the quality and usefulness of O&S reviews continued to be very positive, at 90% satisfaction overall, to date.

- 3.5 Under the Regulation of Investigatory Powers Act (RIPA) one directed surveillance operation for under age sales of alcohol was granted by Magistrates for the 5 December. Nine premises were visited with 8 refusals and 1 sale to the under-age volunteers.

4 Strategic Risks

The Strategic Risk Register is reviewed quarterly by the Strategic Risk Management Group (SRMG), twice a year by the Corporate Management Team (CMT) and by Members at least once a year. During quarter 3 of 2014/15, the Register was reviewed by SRMG on 4 December and by CMT on 17 December 2014. The key changes made to the register were to

- Reduce the overall impact score for risk 6-Other Major projects, to reflect changes to risks on individual projects.
- Increase the likelihood score for risk 7-Business Continuity, due to reduction of staffing and resilience of out of hours cover in the Emergency Planning team.
- Reduce the likelihood of risk 9-Infrastructure and Maintenance, of assets in response to progress on backlog maintenance.
- Reduce the likelihood for risk 12-Town Centre, in response to progress made on the project.

5 Forward Look

- 5.1 The coming months will see a great deal of building work to increase school capacity with construction at Owlsmoor, Garth Hill College and Brakenhale. At Owlsmoor the school expansion will create 98 new school places by refurbishing and extending the existing Key Stage 1 building. An additional 350 school places will be created at Garth Hill College by constructing a new detached Post 16 Centre. At Brakenhale, works to the Post 16 accommodation will provide an enhanced and expanded contemporary 21st Century learning environment.
- 5.2 The award of contract for the construction works to convert the former BROCC (Adult Learning Centre) at Eastern Road into a SEN facility was agreed by the Executive in January 2015. Construction will start later in the Spring term.
- 5.3 The procurement of the Binfield Learning Village will commence during the coming quarter with a view to bringing a Pre-Construction Agreement for award of contract to an Executive Sub Committee meeting in April. The scheme will deliver essential statutory school places which are required in the Borough alongside meeting the need for new housing and associated community facilities.
- 5.4 The Section 106 agreement for the Transport Research Laboratory Site was completed during December. Development on the site will start during this year and will see the construction of 1,000 new homes. Meanwhile, as mentioned above, Community Infrastructure Levy will be introduced from 6 April.
- 5.5 The next quarter will also see the launch of both the national and local communications campaigns on the introduction of the Care Act, and the launch of draft guidance, and consultation, on phase 2 which focuses on the funding reforms. Locally, a Programme Board has been established for the Care Act in order to

oversee successful implementation and to ensure that the Department meets its statutory obligations in respect of the Act.

- 5.6 Preparations for the UK Parliamentary, Borough and Parish Elections in May 2015 and the induction programme for Borough councillors is well underway. This is the first time all three elections have been on the same day since 1979. Briefings by the Chief Executive and the Borough Treasurer for all candidates standing are scheduled for March.
- 5.7 As part of looking at the recruitment and retention of social workers and modernisation of working practices, a Children's Social Care (CSC) Programme Board has been established, chaired by the Director of Children, Young People and Learning. This board is focusing on four work streams:
- Develop and improve IT provision by the re-commissioning of a new IT system, together with associated IT equipment;
 - Explore different working methods - to further develop valuing social work practice, as well as support, and training and development;
 - Systems and processes – focus on improving social work systems and processes;
 - Structure – to consider different structures looking at our current way of working plus different models of working in other Local Authorities and career progression routes.
- A Member Reference Group has also been established to give advice and challenge to the process. The work will conclude in March and report in early summer with recommendations.
- 5.8 The demolition of Winchester House is due to be completed during this quarter. This demolition is one of the most substantial, and singular, signs of regeneration in the town centre and involves very specialist technical skills from the demolition contractor.
- 5.9 Finally, the next quarter will see the long awaited construction of Bracknell Town Centre commence. Work is already underway but the main contractor, MACE, will formally begin levelling for the new Marks & Spencer site on 23 March. Piling will commence on 27 April and steel will begin to arrive on 8 June.

Timothy Wheadon
Chief Executive

Section 2: Key Indicator Performance

Adult Social Care, Health and Housing

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
ASCHH All Sections - Quarterly						
NI135	Carers receiving needs assessment or review and a specific carer's service, or advice and information (Quarterly)	20.3%	29.4%	24.8%		
OF2a.1	Permanent admissions to residential or nursing care per 100,000 population 18-64 (Quarterly)	2.7	2.7	5.1		
OF2a.2	Permanent admissions to residential or nursing care per 100,000 population 65 or over (Quarterly)	234.60	288.20	482.50		
L172	Timeliness of financial assessments (Quarterly)	97.40%	97.40%	95.00%		
L214	Delayed transfers of care (delayed bed days) from hospital per 100,000 population (Quarterly)	658.7	772.0	644.3		N/A
Community Response and Reablement - Quarterly						
OF2c.1	Delayed transfers of care - total delayed transfers per 100,000 population (Quarterly)	7.5	8.6	8.0		
OF2c.2	Delayed transfers of care - delayed transfers attributable to social care per 100,000 population (Quarterly)	3.4	3.1	5.0		
L135.1	Percentage of Enhanced Intermediate Care Referrals seen within 2 hours (quarterly)	94.80	95.80	95.00		
L135.2	Occupational Therapy (OT) assessments that were completed within 28 days of the first contact (Quarterly)	98.1%	98.6%	90.0%		N/A
Community Team for People with Learning Difficulties - Quarterly						
OF1e	Adults with learning disabilities in paid employment (Quarterly)	16.6%	15.7%	15.0%		
OF1g	Adults with learning disabilities who live in their own home or with their family (Quarterly)	87.9%	87.8%	85.0%		
Housing - Benefits - Quarterly						
NI181	Time taken to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	7.0	N/A	10.0	N/A	N/A
L033	Percentage of customers receiving the correct amount of benefit (Sample basis) (Quarterly)	98.6%	98.5%	97.0%		
Housing - Forestcare - Quarterly						
L030	Number of lifelines installed (Quarterly)	159	214	130		
Housing - Options - Quarterly						
NI155	Number of affordable homes delivered (gross) (Quarterly)	5	34	51		
L178	Number of household nights in B&B across the quarter (Quarterly)	2,119	1,811	1,650		

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
L179	The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (Quarterly)	90.24%	89.29%	90.00%		

Children, Young People & Learning

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
Children's Social Care - Quarterly						
NI043	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody (Quarterly)	0.00	N/A	0.00	N/A	N/A
CSP9.01	Reduce the reoffending rate of the Bracknell Forest local cohort of all young offenders (Quarterly)	0.59 (Freq) 19.0% (Bin) Jun 14	0.66 (Freq) 24.1% (Bin) Sept 14	No target set	N/A	N/A
L092	Number of children on protection plans (Quarterly)	123	137	No target set	N/A	N/A
L140	Percentage of children looked after in family placement or adoption (Quarterly)	67%	63%	64%		
L161	Number of looked after children (Quarterly)	112	105	No target set	N/A	N/A
Learning and Achievement – Quarterly						
NI103.1	Special Educational Needs - statements issued within 26 weeks - excluding exception cases (Quarterly)	90.9%	75.0%	100.0%		
NI103.2	Special Educational Needs - statements issued within 26 weeks - all cases (Quarterly)	84.6%	60.0%	90.0%		
L139	Schools judged good or better by Ofsted (Quarterly)	64.0%	61.0%	75.0%		
L209	Participation of employees offering support to young people (City Deal) (Quarterly)	N/A	N/A	80.0%	N/A	N/A
Learning and Achievement – Annually						
NI073	Achievement at level 4 or above in Reading, Writing and Maths at Key Stage 2 (Annually)	78.0%	78.0%	82.0%		
NI075	Achievement of 5 or more A(star)-C grades at GCSE or equivalent including English and Maths (Annually)	63.0%	56.0%	67.0%		
NI092	Narrowing the gap between the lowest achieving 20 percent in the Early Years Foundation Stage Profile and the rest (Annually)	27.3%	25.1%	24.5%		
NI102.1	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 2 (Annually)	20.0%	26.0%	20.0%		
NI102.2	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 4 (Annually)	32.0%	32.0%	22.0%		
NI107	Key Stage 2 attainment for Black and minority ethnic groups containing more than 30 pupils who achieve level 4 in Reading	95.2%	92.7%	80.0%		

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
	(Annually)					
NI108	Key Stage 4 attainment for Black and minority ethnic groups (Annually)	347	368	365		
L153	Percentage of children looked after (as at 31st March) reaching level 4 in Reading at Key Stage 2 (Annually)	50.0%	80.0%	50.0%		
L154	Percentage of children looked after (as at 31st March) reaching level 4 in Maths at Key Stage 2 (Annually)	50.0%	80.0%	50.0%		
L155	Percentage of children looked after achieving 5 A(star)-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths) (Annually)	7.0%	12.5%	25.0%		
L158	Reduction in number of schools where fewer than 60% of pupils achieve Level 4 in Reading, Writing and Maths at KS2 (Annually)	1	1	0		
L190	Percentage of children looked after (as at 31st March) reaching level 4 in Writing at Key Stage 2 (Annually)	50.0%	80.0%	50.0%		
L191	Progression by 2 levels in Writing between Key Stage 1 and Key Stage 2 (Annually)	94.0%	94.0%	86.0%		
L192	Key Stage 2 attainment for Black and minority ethnic groups containing more than 30 pupils who achieve level 4 in Writing (Annually)	93.3%	91.8%	80.0%		
L193	Key Stage 2 attainment for Black and minority ethnic groups containing more than 30 pupils who achieve level 4 in Maths (Annually)	93.3%	90.0%	80.0%		
L207	Analysis of primary school performance data and track pupil progress (Annually)	N/A	0.0%	No target set	N/A	N/A
L208	Analysis of secondary school performance data and track pupil progress (Annually)	N/A	66.6%	No target set	N/A	N/A
Strategy, Resources & Early Interventions – Quarterly						
NI067	Percentage of child protection cases which were reviewed within required timescales (Quarterly)	100.0%	100%	98.0%		
L141	Number of attendances at projects funded or supported by the Youth Service (Quarterly)	4,599	9,123	6,000		
L203	Number of Referrals to Early Intervention Hub (Quarterly)	71	74	No target set	N/A	N/A
L204	Number of CAF or Family CAFs undertaken (Quarterly)	42	73	No target set	N/A	N/A

Corporate Services

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
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	57.09%	84.82%	85.00%		

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
L053	Percentage of current year's Business Rates collected in year (Quarterly)	57.14%	83.12%	80.60%		
L194	Percentage of calls answered within 20 seconds (Quarterly)	65.00%	74.60%	80.00%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	86.00%	93.50%	75.00%		N/A
Democratic and Registration Services - Annually						
L232	Percentage of confirmed electors (Annually)	N/A	98.00%	No target set		One-off Indicator for 14/15
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	91.6%	93.2%	95.0%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.50%	0.50%	0.50%		

Chief Executive's Office

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
Community Safety - Quarterly						
CSP1.01	Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly)	103	122	114		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly)	1,914	2,568	2,831		
CSP2.01	Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts (Quarterly)	35.0	47.0	48.6		
CSP2.02	Reduce the number of Children on Child Protection Plans where DA is a factor and the perpetrator has participated in the DAPS programme (Quarterly)	18	18	11		
CSP7.01	Reduce the number of reported incidents of theft from motor vehicle (Quarterly)	69	74	115		
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle (Quarterly)	15	18	26		
L185	Reduce all crime (Quarterly)	2,258	3,589	3,621		
Overview and Scrutiny - Quarterly						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	91%	87%	93%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	3		

Environment, Culture & Communities

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
Environment & Public Protection - Quarterly						
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%		
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
Leisure and Culture - Quarterly						
L003	Number of visits to leisure facilities (Quarterly)	1,192,872	1,670,876	1,500,000		
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		
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		
Planning and Transport - Quarterly						
NI154	Net additional homes provided (Quarterly)	102	236	No target set	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%		

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
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	
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	

Traffic Lights		Performance Trend	
Compares current performance to target		Identifies direction of travel compared to same point in the previous year or quarter	
	On, above or within 5% of target		Performance has improved (more than 5% from same point in previous year or quarter)
	Between 5% and 10% of target		Performance sustained (within 5% of same point in previous year or quarter)
	More than 10% from target		Performance has declined (more than 5% from same point in previous year or quarter)

The following key indicators are annual measurements where data is not due to be reported this quarter:

Adult Social Care, Health & Housing

Ind Ref	Short Description
OF1c.1	Proportion of social care clients receiving Self Directed Support
OF1c.2	Proportion of social care clients receiving Direct Payments
OF2b	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services
OF3a	Overall satisfaction of people who use the service with their care and support (Adult Social Care Survey)
OF3b	Overall satisfaction of carers with social services (Adult Social Care Survey) (Biennially)
L032	Number of benefits prosecutions and sanctions per 1000 caseload
NI155	Number of affordable homes delivered (gross)

Children, Young People & Learning

Ind Ref	Short Description
NI019	Rate of proven re-offending by young offenders
NI061	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption

Ind Ref	Short Description
NI062	Stability of placements of looked after children - number of placements
NI063	Stability of placements of looked after children - length of placement
NI064	Child Protection Plans lasting 2 years or more
NI065	Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time
NI066	Looked after children cases which were reviewed within required timescales
NI147	Care leavers in suitable accommodation
NI148	Care leavers in suitable education, employment or training
L188	Percentage of single assessment for children's social care carried out within 45 working days
L189	Percentage of referrals to children's social care going on to single assessments
L205	Number of adoptive families recruited
L206	Recruit foster carer households
NI111	First time entrants to the Youth Justice System aged 10-17
NI079	Achievement of a Level 2 qualification by the age of 19
NI080	Achievement of a Level 3 qualification by the age of 19
NI081	Inequality gap in the achievement of a Level 3 qualification by the age of 19
NI082	Inequality gap in the achievement of a Level 2 qualification by the age of 19
NI087	Secondary school persistent absence rate
NI091	Participation of 17 year-olds in education or training
NI092	Narrowing the gap between the lowest achieving 20 per cent in the Early Years Foundation Stage Profile and the rest
NI103.1	SEN - statements issued within 26 weeks - Percentage of final statements of special educational needs issued within 26 weeks excluding exception cases
NI103.2	SEN - statements issued within 26 weeks - Percentage of final statements of special educational need issued within 26 weeks
NI114	Rate of permanent exclusions from school
NI117	16 to 18 year olds who are not in education, training or employment (NEET)

Corporate Services

Ind Ref	Short Description
NI006	Participation in regular volunteering (Biennially – 2014 Q4)
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people
L075	Number of commercial property voids
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March
L054	Cumulative percentage of business rates collected for the previous year at 31 March
L060	Percentage response to the annual canvass
L070	Percentage of employees with a disability
L071	Percentage of black and ethnic minority employees
L072	Gender pay gap
L073	Average number of off the job training days per employee
L130	Percentage staff voluntary turnover
L131	Percentage of staff leaving within one year of starting
L174	Average number of working days lost to sickness per employee
L078	ICT User satisfaction - service user survey (Bi-annually – Q4)

Chief Executive's Office

There are no key indicators within the Chief Executive's Office reported annually.

Environment, Culture & Communities

Ind Ref	Short Description
NI191	Residual household waste in kgs per household
NI192	Percentage of household waste sent for reuse, recycling and composting
NI193	Percentage of municipal waste land filled
NI196	Improved street and environmental cleanliness -- fly tipping
NI167	Congestion - average journey time per mile during the morning peak
NI168	Principal roads where maintenance should be considered
NI169	Non-principal classified roads where maintenance should be considered
L200	Percentage of the Borough's households participating in recycling
NI154	Net additional homes provided
L160	Supply of ready to develop housing sites
L175	People killed or seriously injured in road traffic accidents in the preceding 12 months (percentage change)

Section 3: Corporate Health

A) Summary of Complaints

Corporate Complaints

The total number of corporate complaints received this quarter was 15.

The total number of corporate complaints received this year to the end of December was 42.

Department	Stage	New complaints activity in Q3	Complaints activity year to date	Outcome of total complaints activity year to date
Adult Social Care, Health & Housing	Stage 2	4	8	5 partially upheld, 3 not upheld
	Stage 3	1	1	1 partially upheld
	Stage 4	0	1	1 not upheld,
	Ombudsman	0	1	1 not upheld
Children, Young People & Learning	Stage 2	2	3	2 not upheld; 1 on-going
	Stage 3	0	1	1 partially upheld
	Stage 4	0	1	1 on-going,
	Ombudsman	1	2	1 on-going, 1 not upheld
Corporate Services	Stage 2	4	10	2 upheld, 2 partially upheld, 6 not upheld
	Stage 3	1	3	1 partially upheld, 2 not upheld
	Stage 4	0	0	
	Ombudsman	0	0	
Chief Executive's Office	Stage 2	0	0	
	Stage 3	0	0	
	Stage 4	0	0	
	Ombudsman	0	0	
Environment, Culture & Communities	Stage 2	0	2	1 upheld, 1 not upheld
	Stage 3	0	2	2 upheld
	Stage 4	1	3	2 not upheld, 1 partially upheld
	Ombudsman	1	4	3 not upheld, 1 upheld with maladministration

Statutory Complaints

The total number of statutory complaints received this quarter was 16.

The total number of statutory complaints received this year to end December was 29.

Department	Stage	New complaints activity in Q3	Complaints activity year to date	Outcome of total complaints activity year to date
Adult Social Care, Health & Housing	Statutory Procedure:	8	18	7 not upheld, 4 upheld, 5 partially upheld, 2 on-going.
	Ombudsman	0	0	
Children, Young People & Learning	Statutory Procedures:			
	Stage 1	6	8	7 not upheld, 1 upheld
	Stage 2	2	3	1 not upheld, 2 on-going
	Stage 3	0	0	
	LSCB complaint procedure	0	0	
Ombudsman	0	0		

No complaints were received in respect of Public Health.

B) Audits with Limited or No Assurance Opinions

Three audits were finalised with a limited assurance opinion during quarter 3:

- *Council Wide Procurement* - A limited assurance opinion was given due to a priority 1 recommendation in respect of waivers to Contract Standing Orders. The issues identified were approval of waivers being sought retrospectively and lack of sufficient evidence to support the justification that current contractors were the sole provider of the service. Action is being taken to remind officers to submit waivers on a timely basis to avoid the need for retrospective approval and to provide better supporting evidence for waivers submitted for approval.
- *Surveyors Services* - One priority 1 recommendation was raised which resulted in a limited assurance opinion. The priority 1 recommendation was in respect of delays in checking the quality of work undertaken by the reactive maintenance contractor and the amounts billed together with delays in billing by the contractor and the level of errors on bills raised. A review carried out by external consultants has identified areas for improvement in processes and a project is already scheduled to commence in January 2015 to implement improvements to these processes.
- *Debtors* - A limited assurance opinion was given on this audit due to a priority 1 recommendation being raised as the auditor identified that there was no segregation of duties within the debtors IT system for the write off of debts. The Chief Technical Accountant has now implemented a compensating control to address this weakness.

C) Summary of People

Staff Turnover

Department	Quarter 3 (%)	For the last four quarters (%)	Notes
Adult Social Care, Health & Housing	2.96%	11.87%	Staff Turnover has increased this quarter from 2.26% to 2.96%. This increase is due to an increase in voluntary leavers and a couple of voluntary retirements.
Corporate Services	1.87%	7.76%	Voluntary Turnover for this quarter has decreased. There were 4 leavers within Corporate Services leaving voluntarily.
Chief Executive's Office	0.0%	29.53%	Despite a high turnover over the past year, Quarter 3 staffing levels have now stabilised.
Children, Young People & Learning	3.1%	12.73%	Quarter 3 has been relatively stable in terms of overall staffing numbers. 15 employees joined the authority. There was a decrease in the number of leavers this quarter to 12.
Environment, Culture & Communities	2.38%	10.56%	The vacancy rate has increased from 7.42% last quarter to 8.44% this quarter due to there being 5 more vacancies compared to last quarter (47). Quarterly and annual staff turnover have decreased this quarter.

Comparator data	%
Total voluntary turnover for BFC 2013/14	12.64%
Average UK voluntary turnover 2013	12.5%
Average Local Government England voluntary turnover 2013	12.0%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2012/13)

Staff Sickness

Department	Quarter 3 (days per employee)	2014/15 Projected Annual Average (days per employee)
Adult Social Care, Health & Housing	1.80	7.77
Corporate Services	0.93	2.99
Chief Executive's Office	0.18	7.24
Children, Young People & Learning	1.69	5.86
Environment, Culture & Communities	1.99	5.80

Adult Social Care, Health & Housing – There are eleven cases of Long Term Sickness. Of these, one person has now left the organisation, eight have returned to work and two have not yet returned but are being monitored by Occupational Health.

Corporate Services - Sickness for this quarter stands at 198 days. This is slightly higher than last quarter when the figure was 142.5. There have been 68 days attributable to long term sickness this quarter. The annual average absence figure for the year stands at 2.99 which is lower than the actual for last year for the Authority and on par with last year’s figure for Corporate Services.

Chief Executive’s Office - The full number of day’s sickness has decreased to 5 this quarter from 36 in quarter 2.

Children, Young People & Learning – 33% of absence was due to four long term sickness cases within Children’s Social Care, all of which arose during the last quarter. 59% of the absence in this branch (219 working days) is accounted for by long term sickness. The long term sickness cases are all being managed under the absence management policy in conjunction with Occupational Health. One employee’s role transferred to another authority during this quarter. Another has resigned and will leave early in February. The remaining two cases have recently been seen by Occupational Health and are expected to return to work during Quarter 4.

Environment, Culture & Communities - 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 10 employees who were on long-term sick this quarter either returned to work or left the Council before the end of this quarter.

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 2013/14	5.50 days
All local government employers 2013	8.0 days
All South East Employers 2013	6.9 days

(Source: Chartered Institute of Personnel and Development Absence Management Survey 2014)

D) Summary of Money

At the end of quarter three the budgetary control reports for the General Fund reported a potential over spend of £0.629m. Details of individual variances are outlined in each department's Quarterly Service Report (QSR).

This net over spend comprises the following:

- Placement costs within Children's Social Care exceed the current budget (£0.384m). There have been a number of changes to the forecast made when the budget was set in December, which in line with the budget strategy of the Council included removing costs of known leavers but not adding a provision for future placements. Overall, there are 14 full time equivalent extra high cost placements being supported compared to when the budget was set, 10 of which are with in-house fostering.
- The staffing budget in Children's Social Care remains under pressure, primarily due to the use of relatively high cost agency staff to cover staff vacancies and absences. The current estimate is for an additional cost of £0.364m.
- The Council, along with its re3 partners, are involved in a contractual dispute. After many months of discussion and a successful adjudication hearing in July it was hoped that a settlement could be agreed. The contractor is, however, intending to appeal against the outcome of the hearing. Income of -£0.567m is required to be received in this financial year to achieve the budget. As the outcome of the legal process is far from certain at this stage a pressure of £0.567m has been declared.
- New contracts covering Landscape, Street Cleansing and Highway Maintenance services commenced on 1 October 2014. Net savings have been achieved which are -£0.330m in excess of the previously budgeted savings in 2014/15.
- The Council is required to pay off an element of the accumulated General Fund capital spend each year through a revenue charge known as the Minimum Revenue Provision (MRP). Refinancing of prior years' capital expenditure, higher than forecast capital receipts in 2013/14 and additional capital carry forwards into 2014/15 have all helped to create an under spend against the MRP (-£0.391m).

This projected over spend excludes the £0.458m balance on the Contingency. A further £0.430m will also be returned to the Contingency once the overall capital budget for Coral Reef has been agreed by Full Council. Overall a small under spend is therefore now anticipated (approximately -£0.3m).

In addition to the above variances a significant pressure has been identified within the ring fenced Schools Budget, primarily relating to post-16 high needs pupils. This relates to insufficient funding being provided by the Education Funding Agency to meet this new burden (for support up to the age of 25), under lying cost pressures from 2013/14 and number of unforeseen placements that have been required from the start of the academic year (£1.557m). An action plan to address the over spend was approved by the Schools Forum in January. The additional Council resources required to carry out the action plan have been included in the 2015/16 draft budget proposals (£0.060m) and the resulting pressure offset by an equivalent cost transfer (-£0.060m) to the Schools Budget relating to educational support for looked after children.

At this stage in the financial year some of the significant risks to the budget begin to diminish. Those budgets representing the greatest risk will, however, continue to be scrutinised in detail as part of the Council's usual budget monitoring arrangements.

**TO: OVERVIEW AND SCRUTINY COMMISSION
19 MARCH 2015**

**EXECUTIVE KEY AND NON-KEY DECISIONS RELATING TO
CORPORATE ISSUES
Assistant Chief Executive**

1 PURPOSE OF REPORT

- 1.1 This report presents scheduled Executive Key and Non-Key Decisions relating to corporate issues for the Commission's consideration.

2 RECOMMENDATION

- 2.1 **That the Overview and Scrutiny Commission considers the scheduled Executive Key and Non-Key Decisions relating to corporate issues appended to this report.**

3 REASONS FOR RECOMMENDATION

- 3.1 To invite the Commission to consider scheduled Executive Key and Non-Key Decisions.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

- 5.1 Consideration of Executive Key and Non-Key Decisions alerts the Commission to forthcoming Executive decisions and facilitates pre-decision scrutiny.
- 5.2 To achieve accountability and transparency of the decision making process, effective Overview and Scrutiny is essential. Overview and Scrutiny bodies are a key element of Executive arrangements and their roles include both developing and reviewing policy; and holding the Executive to account.
- 5.3 The power to hold the Executive to account is granted under Section 21 of the Local Government Act 2000 which states that Executive arrangements of a local authority must ensure that its Overview and Scrutiny bodies have power to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the Executive. This includes the 'call in' power to review or scrutinise a decision made but not implemented and to recommend that the decision be reconsidered by the body / person that made it. This power does not relate solely to scrutiny of decisions and should therefore also be utilised to undertake pre-decision scrutiny.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

No advice was sought from the Borough Solicitor, the Borough Treasurer or Other Officers or sought in terms of Equalities Impact Assessment or Strategic Risk Management Issues. Such advice will be sought in respect of each Executive Forward Plan item prior to its consideration by the Executive.

7 CONSULTATION

7.1 None.

Background Papers

Local Government Act 2000

Contact for further information

Andrea Carr – 01344 352122
e-mail: andrea.carr@bracknell-forest.gov.uk

OVERVIEW & SCRUTINY COMMISSION**EXECUTIVE WORK PROGRAMME**

REFERENCE:	I052152
TITLE:	Community Safety Partnership (CSP) Plan 2014-17 - 2015 Refresh
PURPOSE OF REPORT:	To endorse the 2015 Refresh to the Community Safety Partnership (CSP) Plan 2014-17
DECISION MAKER:	Executive
DECISION DATE:	31 Mar 2015
FINANCIAL IMPACT:	Not applicable.
CONSULTEES:	Partners of the Community Safety Partnership, Overview & Scrutiny (Crime & Disorder Committee)
CONSULTATION METHOD:	The Plan has been consulted on with the Community Safety Partnership, Overview & Scrutiny Commission (Crime & Disorder Committee).

REFERENCE:	I051746
TITLE:	Overview & Scrutiny Commission Review of Business Rates
PURPOSE OF REPORT:	To consider the Executive's response to the Overview and Scrutiny Commission Working Group's review of business rates.
DECISION MAKER:	Executive
DECISION DATE:	31 Mar 2015
FINANCIAL IMPACT:	Additional cost arising from the introduction of a Discretionary Business Rate Relief Scheme.
CONSULTEES:	None
CONSULTATION METHOD:	None

Unrestricted

REFERENCE:	I050267
TITLE:	Contract Award for the Supply of Telecoms, Network Links and ISP Connections
PURPOSE OF REPORT:	To agree the award of the contract for the Supply of Telecoms, Network Links and ISP Connections
DECISION MAKER:	Director of Corporate Services, Environment, Culture & Communities
DECISION DATE:	31 Mar 2015
FINANCIAL IMPACT:	Within current budgets.
CONSULTEES:	Meetings with interested parties including procurement, legal and finance officer groups.
CONSULTATION METHOD:	Meetings with interested parties

REFERENCE:	I050179
TITLE:	Corporate Performance Overview Report
PURPOSE OF REPORT:	To inform the Executive of the Council's performance over the third quarter of 2014-15
DECISION MAKER:	Executive
DECISION DATE:	31 Mar 2015
FINANCIAL IMPACT:	No financial implications
CONSULTEES:	Chief Executive and Assistant Chief Executive, Officer groups
CONSULTATION METHOD:	Draft document

Unrestricted

REFERENCE:	I045472
TITLE:	Discretionary Rates Relief - New Applications
PURPOSE OF REPORT:	To consider new applications for discretionary rate relief and hardship relief.
DECISION MAKER:	Executive Member for Culture, Corporate Services and Public Protection
DECISION DATE:	31 Mar 2015
FINANCIAL IMPACT:	Within existing budget
CONSULTEES:	Not required
CONSULTATION METHOD:	Not required

REFERENCE:	I052700
TITLE:	Binfield Learning Village at Blue Mountain
PURPOSE OF REPORT:	Executive Member for Transformation & Finance to agree the terms of acquisition of land.
DECISION MAKER:	Executive Member for Transformation & Finance
DECISION DATE:	1 Apr 2015
FINANCIAL IMPACT:	Within existing budget
CONSULTEES:	None.
CONSULTATION METHOD:	None

Unrestricted

REFERENCE:	I052727
TITLE:	Capital Expenditure Outturn 2014/15
PURPOSE OF REPORT:	To note outturn expenditure and financing and to approve carry forwards.
DECISION MAKER:	Executive
DECISION DATE:	23 Jun 2015
FINANCIAL IMPACT:	None at this time.
CONSULTEES:	Not applicable.
CONSULTATION METHOD:	None

REFERENCE:	I052629
TITLE:	Revenue Expenditure Outturn 2014/15
PURPOSE OF REPORT:	To note outturn expenditure and make recommendations to the Governance and Audit Committee on Reserves.
DECISION MAKER:	Executive
DECISION DATE:	23 Jun 2015
FINANCIAL IMPACT:	None at this time.
CONSULTEES:	None.
CONSULTATION METHOD:	Not applicable.

REFERENCE:	I052159
TITLE:	Corporate Performance Overview Report
PURPOSE OF REPORT:	To inform the Executive of the Council's performance over the fourth quarter of 2014-15.
DECISION MAKER:	Executive
DECISION DATE:	23 Jun 2015
FINANCIAL IMPACT:	No financial implications.
CONSULTEES:	Not applicable
CONSULTATION METHOD:	Not applicable

Unrestricted

REFERENCE:	I052153
TITLE:	Service Plans 2015-16
PURPOSE OF REPORT:	Following adoption of the Medium Term Objectives, this report sets out detailed actions for the Council to develop through 2015-16.
DECISION MAKER:	Executive
DECISION DATE:	23 Jun 2015
FINANCIAL IMPACT:	Contained within the report.
CONSULTEES:	Departments
CONSULTATION METHOD:	DMTs

REFERENCE:	I050873
TITLE:	Discretionary Rates Relief - New Applications
PURPOSE OF REPORT:	To consider new applications for discretionary rate relief and hardship relief
DECISION MAKER:	Executive Member for Culture, Corporate Services and Public Protection
DECISION DATE:	30 Jun 2015
FINANCIAL IMPACT:	Within existing budget
CONSULTEES:	Not required
CONSULTATION METHOD:	Not required

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**TO: OVERVIEW AND SCRUTINY COMMISSION
19 MARCH 2015**

**WORK PROGRAMME AND PANEL ACTIVITY UPDATE REPORT
Assistant Chief Executive**

1 PURPOSE OF REPORT

- 1.1 This report provides an update on the Overview and Scrutiny (O&S) Work Programme for 2014-15 and Panel activity, with particular reference to Working Groups of the Overview and Scrutiny Commission.

2 RECOMMENDATION(S)

That the Overview and Scrutiny Commission:

- 2.1 **Reviews the progress by the O&S Commission and the O&S Panels against the work programme.**
- 2.2 **Notes the progress achieved to date by the Commission's Working Group.**

3 SUPPORTING INFORMATION

O&S Work programme

- 3.1 The O&S Work Programme for 2014-15, incorporating (where available) each Chairman's assessment of progress, is at Appendix 1.

Business Rates Working Group

- 3.2 This Working Group, comprising Councillors Angell (Lead Member), Leake, Heydon and Virgo, commenced on 19 May 2014 and has completed its work. The Working Group's report was agreed and adopted by the Commission at its meeting held on 29 January 2015 and sent formally to the Leader of the Council for the Executive's response, which is awaited.

**4 ALTERNATIVE OPTIONS CONSIDERED / ADVICE RECEIVED FROM
STATUTORY AND OTHER OFFICERS / EQUALITIES IMPACT ASSESSMENT /
STRATEGIC RISK MANAGEMENT ISSUES / CONSULTATION**

- 4.1 Not applicable.

Background Papers - None.

Contact for further information

Andrea Carr – 01344 352122
e-mail: andrea.carr@bracknell-forest.gov.uk

Monitoring Of Work Programme for Overview and Scrutiny in 2014/15

The Overview and Scrutiny (O&S) Chairmen's assessment of the progress on the work programme for O&S in 2014/15 is shown below, where the symbols represent:



Completed or on course for completion.



Delayed or completion at risk.



Will not be achieved in 2014-15.

Comments by O&S Commission Chairman

Routine activities and progress have been maintained. A letter from the Chief Executive of the West London Mental Health NHS Trust, Mr Steve Shrubb, has been received confirming maintenance of all Broadmoor sirens until the new Hospital opens in 2019.

OVERVIEW AND SCRUTINY COMMISSION		Status / Comment
1.	Co-ordination of the work of the Overview and Scrutiny Panels	
2.	Routine monitoring of the performance of the Council's corporate functions	
3.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan	
4.	2015/16 Budget Scrutiny To review the Council's budget proposals for the Chief Executive's Office and the Corporate Services Department for 2015/16, and plans for future years. To include a discussion with the Borough Treasurer during 2014 on the evolving budgetary position.	
5.	Crime and Disorder Committee To include an annual meeting with representatives of the Community Safety Partnership.	
6.	Other Policy Development To make an input to the review of the <u>Economic Development Strategy</u> .	
7.	Business Rates To review the impact of Re-Localisation of Business Rates, and the connection with economic development initiatives.	

Comments by Adult Social Care and Housing Overview and Scrutiny Panel Chairman

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ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Monitoring the performance of the Adult Social Care, Health and Housing Department</p> <p>To include receiving statutory plans and reports (such as the annual reports on complaints received), monitoring the action taken by the Executive to earlier reports by the Panel, and being briefed on the implications of new legislation, including the Government's Care Bill.</p>	
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>	
3.	<p>2015/16 Budget Scrutiny</p> <p>To review the Council's Adult Social Care and Housing budget proposals for 2015/16, and plans for future years.</p>	
4.	<p>The Council's Role In Regulated Adult Social Care Services</p> <p>To complete the review of the Council's role in regard to care governance and managing safeguarding in regulated services.</p>	
5.	<p>Forestcare</p> <p>A review of the lifeline alarms and other services provided under Forestcare.</p>	

Comments by Children, Young People and Learning Overview and Scrutiny Panel Chairman

The last Panel meeting of this administration was held on Wednesday 4th March. The agenda included the minutes of the Corporate Parenting Advisory Panel from 10th December 2014. The performance monitoring gave particular attention to the outcomes of Ofsted School Inspections, Special Educational Needs provision, child sexual exploitation and current head teacher recruitment.

The main theme of the meeting was education with an excellent Virtual Schools Annual report, a detailed report concerning the Pupil Premium about how the money has been used and the School Places Plan for 2014-19.

The Panel considered the draft Substance Misuse panel working group report, and all comments and observations are going to be incorporated before it is sent to the Executive for a response.

I would like to take this opportunity to thank all the members of the Panel for their support and interest in the young people of our borough. Their challenge and knowledge has meant

that provision for our young people has improved. Many thanks to all those Panel members who took part in reviews, and helped form our reports, that changed and enhanced our support to all young people in the borough.

CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Monitoring the performance of the Children, Young People and Learning Department</p> <p>To include receiving statutory plans and reports (such as the annual reports of the Local Safeguarding Children Board, and on complaints received). Monitoring:</p> <ul style="list-style-type: none"> • The number of Looked After Children, and the implications for service delivery and resources; • Schools' performance, particularly secondary schools; • The action taken by the Executive to earlier reports by the Panel 	
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>	
3.	<p>2015/16 Budget Scrutiny</p> <p>To review the Council's Children, Young People and Learning budget proposals for 2015/16, and plans for future years.</p>	
4.	<p>The Provision of School Places</p> <p>To complete the review of the Council's arrangements for planning and providing places for children in Bracknell Forest's schools.</p>	
5.	<p>Substance Misuse</p> <p>Further to the 2012-13 review by the Adult Social Care and Housing O&S Panel, to review actions to minimise substance misuse by children and young people.</p>	

Comments by Environment, Culture and Communities Overview and Scrutiny Panel Chairman

The Commercial Sponsorship Member Reference Group established by the Panel has reviewed the commercial sponsorship trial and it has been recommended to the Panel that a full procurement be undertaken in order to implement a permanent commercial sponsorship contract. The Group has completed its work for the time being and is being stood down.

ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Monitoring the performance of the Environment, Culture and Communities Department</p> <p>To include the performance of the Leisure operations, review of any inspection reports or self-evaluations; monitoring the action taken by the Executive to earlier reports by the Panel, and monitoring significant departmental developments.</p>	
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>	
3.	<p>2015/16 Budget Scrutiny</p> <p>To review the Council's Environment, Culture and Communities budget proposals for 2015/16, and plans for future years.</p>	
4.	<p>Cultural Services</p> <p>To complete the review of the Council's cultural services offering, in the context of pressure on public finance, with particular reference to libraries and assistance for South Hill Park.</p>	

Comments by Health Overview and Scrutiny Panel Chairman

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HEALTH OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Implementing the new Approach to Health Scrutiny</p> <p>To deliver the new approach to health scrutiny as recommended by the Panel's Working Group on the Francis report. This might in due course lead to a focussed review in 2014/15 or later years.</p>	
2.	<p>2015/16 Budget Scrutiny</p> <p>To review the Council's budget proposals for public health in 2015/16, and plans for future years.</p>	

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