



## **Quarterly Service Reports - Corporate Services**

**Quarter Ending: Monday 30 June 2014**

1. **Quarterly Service Report - Corporate Services: Quarter 1, 2014-15**

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# QUARTERLY SERVICE REPORT

# CORPORATE SERVICES

Q1 2014-15  
April - June 2015

Portfolio holders:  
Councillor Iain McCracken  
Councillor Alan Ward

Director:  
Alison Sanders

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## Section 1: Director's Commentary

The Corporate Services teams have made a good start to the first quarter of this financial year with completion of some key projects.

### **General Highlights for the quarter include:**

#### Work to support Town Centre redevelopment

Highways Agreements to facilitate Town Centre road works have been completed and the Section 106 Agreement for Winchester House re-development progressed moving this project closer to facilitating the demolition of the building.

The consolidation of the Councils' offices in the town centre to support redevelopment achieved some of the key objectives of the Accommodation Strategy:

- Completion of the Time Square Capital project to refurbish the building in time and on budget;
- Move of CYPL from Ocean House to Time Square within the agreed timescale allowing the council to vacate the offices in Ocean House;
- Restacking of all town centre staff within Time Square providing the optimum co location of directorates and services in the building;
- Improved customer environments in Time Square including new registrars offices, upgraded main reception desk and improved lighting and flooring in all public areas;
- Rationalisation of all front facing services to be delivered from one main Council office.

As CYPL have now moved to Time Square from Ocean House, Corporate Property are in discussion with the Landlords on the surrender of the lease.

ICT were heavily involved in all moves in Time Square and also in the commissioning of the back-up generator which required full building power-down over a week-end.

The Facilities Team in Easthampstead House are now located in the reception area and are now providing front of house services instead of Customer Services who have moved to Time Square. The reception area continues to be busy although the volume of public enquiries is gradually reducing as residents are directed to Time Square.

#### Work with the community

The Council has been successful in securing £200,000 to support the integration of non EU migrants by improving English language skills, health and wellbeing and access to services. £150,000 has been secured through a competitive bidding process from the European Integration Fund (EIF) managed by the Home Office with £50,000 of match funding provided by the Bracknell and Ascot CCG, Thames Valley Police and the Council. The 'Stronger Voices' project will run for twelve months from June 2014 and it builds on the 'Healthy Voices' EIF project delivered in partnership with East Berkshire PCT which ended in June 2013.

A successful MOD Community Covenant Bid of £6380 has been made to support the development of teaching materials for volunteer led English for Speakers of Other Languages classes in the Borough. The project is led by the Council's Adult and Community Learning team.

Work is progressing well on the development of The Parks Community Centre and Sports Pavilion. The Parks Community Association have held their first AGM and elected a committee and are preparing to take on the management of the facility.

### Asset Management

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

### Performance highlights

#### *Finance*

The Council's draft financial statements for 2013/14 were completed and signed off by the Borough Treasurer on 20 June 2014 – 10 days ahead of the statutory deadline.

#### *Property - Construction and Maintenance*

Monitoring of Key Performance Indicators in the Construction & Maintenance team is undertaken each quarter on capital projects.

There were 6 questionnaires returned 1 April to 30 June 2014. Of the 6 returned, the average ratings were:

3 project Excellent (50%)  
3 project Good (50%)  
0 projects Satisfactory (0%)  
0 projects Poor (0%)

From 1 April to 30 June 2014 there were 15 projects completed. Of the 15 projects completed

14 (93%) projects were completed on time and on budget.  
15 (100%) projects were completed within budget.  
14 (93 %) projects were completed on time.

#### *ICT*

Installation of the Storage Area Network (SAN) and replacement of core network switches was completed which will greatly improve our business continuity capability. A new print solution partner, Konica, has been appointed and work has begun on replacing older printers in Time Square.

### Other significant projects

#### *ICT*

Work has begun on rolling out the new Windows 7/Office 2010 laptops and desktops with completion scheduled for the end of the year

Work has also begun on replacement of the current BlackBerry email on the move solution and this will be completed by September.

#### *Customer Services*

A new Customer Relationship Management system has been procured through the G-cloud framework, funded through Invest to Save money. This system will enable the creation of on-line customer accounts, making it easier for customers to transact with the council on-line.

#### *Legal Services*

- Continuing high volume of FOI and Data Protection subject access requests.
- Completion of Section 106 Agreement for major development at Foundation House, Eastern Road, Bracknell, Berkshire.
- Work on Section 106 for major development at Warfield commenced.
- Extensive legal support provided in consequence of significant judgment in the Supreme Court concerning deprivation of liberty safeguards for persons lacking in legal capacity.

#### *Human Resources*

- The final staffing requirements of the “Balancing the Budget” exercise were completed in the quarter including the very successful exercise to redeploy 75% of the ‘At Risk’ posts in the Dementia Team in Adult Social Care, Health & Housing.
- There was significant input required into a project to address recruitment & retention problems in Children’s Social Care within the Children, Young People & Learning Directorate.
- Tenders were invited for a replacement HR and Payroll system. A total of 14 bids were received and these are currently being evaluated. Contract award is anticipated in August.
- Vacancies were filled in the Chief Executive’s Office in Business & Enterprise/Regeneration/Communications and Marketing and Corporate HR
- A successful recruitment exercise was also carried out to fill the post of Chief Officer: Planning & Transportation.

#### **Areas where performance has been more difficult are:**

The Customer Services telephony standard continues to present challenges. The launch of the automated operator service has helped with removing the majority of switch board calls, however, as more complex services are now handled by the Contact Centre, more complex customer enquiries have developed and call durations have significantly increased, with average call duration increasing from 85 seconds in 2009/10 to 120 seconds in 2013/14. The team have 2 staff on maternity leave and are currently recruiting to fill a vacant post.

Maintaining the collection rate for Business Rates in the future will prove to be particularly challenging at the moment, as some large companies have contested their rates or are participating in rate avoidance schemes.

Regulation of Investigatory Powers Act (RIPA) inspection report from Office of Surveillance Commissioners advised that following the recent departure of the Assistant Solicitor (Information Management and Corporate Governance) there has been a lapse in the high standards the Council previously demonstrated at the last inspection. An Action Plan is being formulated and will be implemented to address identified weaknesses.

Performance Indicators where performance has declined:

- L059 Percentage of Post sent second class is down to 87% due to 12,705 European Elections letters being sent first class as required by law.
- L182 Percentage of citizens using the Tell Us Once service offered by Registrars fell to 81% when the Tell Us Once system failed to work for four registrations. Five people wished to use the telephone option to contact DWP themselves.

#### **Areas where risk is closely monitored:**

The Corporate Services risk register was reviewed at the Department Management Team on 12 June 2014. The key changes made were:

- increase the likelihood of the staff resourcing risk due to retirements, maternity leave and staff changes in key posts
- reduce the likelihood and impact of the information services risk following confirmation of PSN accreditation; and
- split the electoral risk into electoral registration and elections with individual risk scores. This was done for clarification and because these elements have significantly different levels of risk likelihood and impact.



























The Cabinet Office informed us that our next PSN submission has been postponed until May 2015 greatly reducing our risk in this area.







#### **Limited Assurance Internal Audit Reports**

No limited assurance internal audit reports were issued in Quarter 1 of 2014-15.



## Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q4 2013/14	Current Figure Q1 2014/15	Current Target	Current Status	Comparison with same period in previous year
<b>Corporate Property - Quarterly</b>						
L059	Percentage of post sent second class (Quarterly)	98.00%	87.00%	96.00%		
L076	Planned maintenance spend (Quarterly)	101.60%	38.10%	12.00%		
L229	Number of clients with learning difficulties using the R-bus (Quarterly)		68	20		
<b>Customer Services - Quarterly</b>						
L051	Percentage of current year's Council tax collected in year (Quarterly)	96.59%	29.27%	29.40%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	98.79%	31.10%	30.80%		
L194	Percentage of calls answered within 20 seconds (Quarterly)	74.00%	53.50%	80.00%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)		67.60%	75.00%		
<b>Democratic and Registration Services - Quarterly</b>						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	97.00%	100.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	79.00%	87.00%	70.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)	88.00%	81.00%	90.00%		
<b>Finance - Quarterly</b>						
BV8	Percentage of invoices paid within 30 days (Quarterly)	94.0%	92.3%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	6.00%	5.00%	8.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.58%	0.49%	0.50%		
<b>ICT - Quarterly</b>						
L079	Resolution of reported ICT incidents (Quarterly)	92%	91%	95%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	98.80%	98.70%	99.00%		

Legal Services - Quarterly						
L084	Number of section 106s completed (Quarterly)	11	5			
L085	Amount of money recovered in debt collection (Quarterly)	127,646.26	28,036.52			
L086.1	Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publically available (Quarterly)	7%	8%			
L086.2	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	3%	2%			
L086.3	Number of Freedom of Information requests received (Quarterly)	341	280			
L088	Number of leases completed (Quarterly)	28	21			

Note: Key indicators are identified by shading

## Traffic Lights

Compares current performance to target



On, above or within 5% of target



Between 5% and 10% of target



More than 10% from target

## Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



Performance has improved



Performance sustained



Performance has declined

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

<b>Ind Ref</b>	<b>Short Description</b>
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)
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)
L060	Percentage response to the annual canvass (Annually – Q3)
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)
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 (Annually – Q3)
L080	ICT Project management - 5 metrics (Annually – Q4)
L087	Percentage of time recorded as chargeable time (Annually – Q4)
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service (Annually – Q4)

## Section 3: Complaints

### Corporate Complaints received

The number of complaints received in this quarter – 3.

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

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

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

A stage two complaint was received from a customer who had set up an incorrect standing order as a result of the wrong account information being printed on the annual bills. An apology was given, and the correct information provided.

Two stage three complaints:

- A stage three complaint was received regarding communications on the collection of business rates. The complaint was partially upheld.
- A complaint was received against Customer Services regarding advice given. The officer had correctly explained to the complainant that the land in question belonged to Bracknell Forest Homes. The complaint was 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	4	2	2	3.51	0	0
Customer Services	39	29	10	35.35	3	7.14
Democratic & Registration Services	19	9	10	16.05	2	9.52
Finance	37	27	10	33.86	1	2.63
Human Resources	18	15	3	17.03	0	0
ICT	40	36	4	38.35	0	0
Legal	12	8	4	10.84	1	7.69
Property Services	40	26	14	34.98	0	0
<b>Department Totals</b>	<b>212</b>	<b>155</b>	<b>57</b>	<b>192.97</b>	<b>7</b>	<b>3.2</b>

### Staff Turnover

For the quarter ending	30 June 2014	0.46
For the last four quarters	1 Jul 2013 – 30 Jun 2014	5.36

Total voluntary turnover for BFC, 2013/14: 12.64%

Average UK voluntary turnover 2012: 10.6%

Average Public Sector voluntary turnover 2012: 8.1%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

### Comments:

Voluntary Turnover for this quarter has reduced with just one leaver within Corporate Services leaving voluntarily. This has also meant the annual figure has also reduced and stands well below the average for the Authority.

Recruitment is underway for the vacancies within Customer Services and Legal Services. One of the vacancies within Democratic is because of an internal secondment which is being covered by staff within the office.

## Staff Sickness

Section	Total staff	Number of days sickness	Quarter 1 average per employee	2014/15 annual average per employee
Directorate	3	1.5	0.5	2
Community Engagement	4	2.5	0.63	2.5
Customer Services	39	55	1.41	5.64
Democratic Services	19	1	0.05	0.21
Finance	37	20	0.54	2.16
Human Resources	18	4.5	0.25	1
ICT	40	31.5	0.79	3.15
Legal	12	0	0	0
Property Services	40	22.5	0.56	2.25
<b>Department Totals (Q1)</b>	<b>212</b>	<b>138.5</b>	<b>0.65</b>	
<b>Projected Totals (14/15)</b>				<b>2.61</b>

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 13/14	5.50 days
All local government employers 2012	9.0 days
All South East Employers 2012	8.7 days

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

### Comments:

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





Sickness for this quarter stands at 138.5 days. This compares favourably with last quarter when the figure was 280.5, there have been only 22 days attributable to long term sick this quarter (one person in Revenues).

It is expected that sickness levels in this quarter would be slightly lower than the previous quarter because of warmer weather and less cold viruses around.



The annual average absence figure for Corporate Services for the year stands at 2.61 days which is lower than the actual for last year for the Authority and also very slightly lower than 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 2014/15. 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 3 actions were completed at the end of Quarter 1 () , while 51 actions are on schedule () and 2 were causing concern ( and ).

The 2 actions that are causing concern are:

Ref	Action		Progress
4.1.4	Deliver a redesigned Youth website, with improved access to on-line information and advice for young people		The redesigned site has been built using open source software, and providing much better functionality and user experience. This is currently in test, and is expected to go live early in Q2.
11.1.4	Further develop Frontline Property Management System to enable other Council services to access and update their property data		Time constraints mean the project is not progressing as quickly as originally envisaged.

## Section 6: Money

### Revenue Budget

The original cash budget for the department was £14.102m. Net transfers of £0.206m have been made bringing the current approved cash budget to £14.308m. A detailed analysis of these budget changes in this quarter is available in Annex B.

There are no variances to report in the first quarters monitoring.

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	(1,702)	(1,702)	Increased voids and void periods, resulting in reduced income.
Print Services	(57)	(57)	As other departments look to cut expenditure, printing income will be affected and income target not achieved.

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

### Capital Budget

The total approved capital budget for the year is £6,473m.

Expenditure to date is £1,062m representing 16% of the budget. The Department anticipates 100% 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

- Continuing Legal support for implementation of Town Centre Development scheme will be required.
- Section 106 Agreements for Winchester House re-development likely to be completed.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- Relocation of the market traders to High Street scheduled 18 July.
- Work starts to Easthampstead House in July to make best use of the accommodation by redesigning the vacated Registrars offices and the first floor.
- Move of the Construction and Maintenance team from the Commercial Centre to Easthampstead House.
- Rationalisation of the office space in the Commercial Centre to provide better fit for the Landscape and Highway teams and contractors.
- Expanded use of the Easthampstead House Annex as a bookable Business Continuity office area.

### Community Engagement & Equalities

- Set up and launch of the new European Integration Fund 'Stronger Voices' project to support the integration of migrant communities.
- Prepare for delivery of the 2014 Residents Survey.
- Develop an action plan to implement the recommendations from the LGA Equality Framework Peer Review.
- Lead the community empowerment scoping project.
- Facilitate the development of The Parks Community Centre/Sports Pavilion and manage the phase two Great Hollands Community Centre improvement works.
- Continue to manage the roll out of new corporate consultation software to improve the accessibility and quality of the Council's consultations and provide further consultation training to lead officers from each department.
- Support the Aiming High, services for children with disabilities budget consultation.

### Customer Services

- Implementation of the new CRM system provided by Firmstep will form a major part of the work programme for staff in Customer Services. This will include the launch of an on-line Customer Portal, facilitating more self-service through the website.
- The new queuing system at Time Square North reception will 'go-live,' enabling customers to self-serve on arrival at Time Square, ensuring they are directed to the appropriate service.
- An on-line survey covering all channels will be launched to gauge customer satisfaction with Customer services, irrespective of how they have accessed the service.
- Revenue Services will be conducting a review of Council Tax Single Person Discounts, using third party data matching for the first time. This review is planned to begin in late summer.
- Digital Services will be reviewing and reducing the number of PDF documents on the public website in order to improve website accessibility.
- The work to migrate all websites to the Drupal platform will continue, providing an enhanced and more cost effective web infrastructure. This will include

fundamental changes to design, structure and content, and will provide a single, responsive website, removing the need for a separate mobile site.

- The new website will be designed to further encourage the take-up of online access to services, and will facilitate self-service access to the CRM system using the new Customer Portal.
- A capital bid will be developed and submitted during the coming quarter, to fund this redevelopment.

#### Democratic & Registration Services

- Co-locate the Electoral Services Team with the Democratic and Members' Services Team and fully implement flexible working.
- Facilitate the move of the Minority Group Room to the fourth floor of Easthampstead House.
- Review the results of the Members' Services survey.
- Work with ICT to upgrade Members' to Windows 7.
- Organise and deliver the Mayor's Civic Service.
- Undertake actions required in the next stage of the transition to Individual Electoral Registration including verifying the identity of electors on the register against records held by the Department of Work and Pensions; writing to those electors whose details cannot be matched; and canvassing households that fail to respond to the initial write out.
- Submit the European Election accounts.
- Complete the annual tranche of primary school admission appeals.
- Prepare for and complete the stock and security assessment for the Registration Service with the General Records Office.

#### Corporate Property

- Options for development of Coopers Hill for a new youth hub to be considered with planning officers over the next three months.
- Progress legal agreements with Bracknell & Wokingham College on the proposed purchase of land for education purposes.
- Complete leases for Youth Centre at Whitegrove.
- Progress options for identifying sites for school accommodation.
- Complete legal agreements for the sale of East Lodge, subject to planning permission.
- Undertake a staff survey of catering services.
- Progress the sale of Binfield Nursery site. Completion should be after planning is granted which is scheduled for Committee in August.
- Progress discussions with Luffs on the proposals for Blue Mountain Golf Centre.
- Progress feasibility of options for Harmanswater Library and Community Centre.
- Progress discussions with Bracknell Forest Homes on agreements for access routes and services effecting BFC land.

#### ICT Services

- Completion of migration of applications to the new version of Citrix.
- Upgrade to Windows 7 and Office 2010 for desktop and Citrix to be completed by the end of November.
- Review business continuity/disaster recovery plans in light of the installation of new Storage Area Network (SAN) and Core Switch.
- Email on the move solution scheduled to be determined by the end of August.

### Legal Services

- Continuing Legal advice will be provided for development at Blue Mountain.
- Extensive Legal support to be given in connection with legislative changes affecting Adult Social Care and Special Educational Needs.
- Completion of review into joint arrangement for child care legal services hosted by Reading B.C.
- Completion of purchase of land to facilitate construction of sixth form block at Garth Hill College.
- Legal advice to be provided in connection with proposed re-development of Coopers Hill.





### Finance





- The Council's draft financial statements for 2013/14 will be subject to external audit during the quarter. The outcome of the audit will be reported to Governance and Audit Committee on 24 September.
- The Commitment Budget will be presented to the Executive in July. This sets out the Council's medium term financial strategy and is the first step in the budget setting process for 2014/15.
- Work on the replacement of the Council's HR and Payroll system will continue. Bids have been received and are currently being evaluated. Contract award is anticipated in August.
- The Council's banking contract expires on 31 March 2015. Adverts, inviting tenders for a new contract, will be placed during the quarter.
- Support will be provided for the procurement of construction projects to deliver the schools capital programme.
- Work will commence on a transport category strategy.

### Human Resources


- There are still some significant HR tasks which need to be addressed in relation to recruitment & retention difficulties in Children's Social Care; the introduction of "Golden Handcuffs" and the monitoring of their effect, the construction of a specialist recruitment microsite are only two of a series of measures which are part of the overall strategy to address this critical area of Council activity.
- The assessment and selection of the new HR/Payroll software will be completed in the next Quarter – a significant and time consuming task.
- With a refreshed marketing approach the successful programme of Health Checks for employees will continue into the next quarter and possibly beyond.
- All appraisals carried out across the Council will be completed in the next quarter with the collation of individual employees Personal Development Plans being co-ordinated by the Learning & Development team; from that a Council-wide training programme will be put in place.
- Industrial Action by 3 of the biggest public sector unions will take place in the next quarter with advice and actions for managers being carried out by Corporate HR.

## Annex A: Progress on Key Actions

MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
<b>1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.</b>				
1.3.4 Manage property transactions in accordance with the Development Agreement and in support of town centre regeneration	31/03/2015	CS		The on-going works supporting the Town Centre regeneration continue. The stopping up of the Ring, the closure of car park 7 has been completed and infrastructure work is continuing by BRP.
<b>1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.</b>				
1.9.1 Implement the Office Accommodation Strategy to rationalise the number of buildings used by the Council	30/01/2015	CS		Work to Time Square is now complete and the programme has enabled the council to reduce from 4 office buildings in the town centre to 2 main buildings. The lease for Amber House is complete. The CYPL were occupying 2 floors in Ocean House. All staff have now moved to Time Square and Ocean House is now vacant. Work is now focussed on Easthampstead House to rationalise the layout and enable the Construction & Maintenance team to be relocated from building C in the Commercial Centre.
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		The strip out of 4th floor in Easthampstead House commenced on time. The plans are to provide two large meeting rooms in the area vacated by Registration Services. The minority group will be relocated to this room by August. The Print room is mainly laid to business continuity and the remaining room is to be converted to a meeting room by end of August.
1.9.2 Implement ICT work plan to support new ways of working and Accommodation Strategy	30/06/2014	CS		Updated ICT workplan/business plan for the coming year has been agreed. Work is in hand to update the current ICT Strategy also. Work relating to Time Square is now complete and the focus has moved to Easthampstead House and the upgrading of the infrastructure to Windows 7/Office 2010. Work has also begun on upgrading 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		All customer facing services are now located at Time Square. Work is continuing to provide an enhanced queue management system, facilitating customer self service.
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 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		Notice has been given to surrender Ocean House, the building has been vacated and the process for decommissioning has commenced. Target date August 2015. The lease for Amber House has been surrendered, decommissioning has been completed and the accommodation has been handed back.
1.9.9 Implement flexible and mobile working principles across all town centre offices	31/12/2014	CS		The Time Square moves enabled the departments to reduce their desk ratios to comply with the corporate model of 5:4 for flexible workers. All services delivered the reductions in the number of desks.








## MTO 2: Protect communities by strong planning policies








Sub-Action	Due Date	Owner	Status	Comments
<b>2.5 Take strong enforcement action against those that do not comply with planning law.</b>				
2.5.2 Provide effective Legal support for planning enforcement including issuing of enforcement notices	31/03/2015	CS		Legal Advice on Planning Enforcement continues to be provided expeditiously.

## MTO 4: Support our younger residents to maximise their potential








Sub-Action	Due Date	Owner	Status	Comments
<b>4.1 Provide accessible, safe and practical early intervention and support services for vulnerable children and young people in the Borough.</b>				






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 redesigned site has been built using open source software, and providing much better functionality and user experience. This is currently in test, and is expected to go live early in Q2.
<b>4.3 Increase opportunities for young people in our youth clubs and community based schemes.</b>				
4.3.3 Implement phase three of the Modernisation of the Youth Service Programme by providing support to property changes required.	31/03/2015	CS		The lease-out of North Ascot Youth Centre has been completed. A draft lease for Whitegrove Youth Centre is agreed and close to completion.
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		Detailed plans are being discussed between the parties. Planning and negotiation are continuing.
<b>MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation</b>				
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		A strategic working group has been set up under the Older People's Partnership Board to coordinate the approach to Digital Inclusion across partners. In addition an operational group is working to ensure a broad range of activities is available, and information about activities is shared across all organisations.
<b>5.11 Ensure systems in place for effective pupil and school place planning.</b>				
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 Chief Officer: Property is negotiating the land transaction with the owners of the site and making recommendations to the project steering group on all property related matters for the delivery of the education village.
<b>MTO 6: Support Opportunities for Health and Wellbeing</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough.</b>				








6.2.2 Develop clarity in the respective roles of partners within the Health and Well Being Board	31/03/2015	CS		The Health & Wellbeing Board has begun work to review its membership and role after a year in operation. Democratic Services will be ensuring the Board runs in accordance with the constitution and procedures.
<b>6.7 Recognise the value libraries play in our communities.</b>				
6.7.1 Develop and implement the Good to Great programme theme of community empowerment.	31/03/2015	CS		Good progress is being made. This quarter a volunteer survey has been sent to all head of service and recruitment of volunteers has started for the Great Holland's Library pilot project.
6.7.4 Carry out feasibility assessments for options for the community centre and library at Harmans Water	30/06/2014	CS		An option for the conversion of the Community Centre to residential with a Community Library below is being evaluated.
<b>6.8 Support health and wellbeing through Public Health.</b>				
6.8.11 Deliver JSNA website, providing access for all service providers to needs identified in the borough	30/04/2014	CS		The JSNA website was delivered on time, and has been very well 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		Initial discussions have taken place with Public Health to better understand the requirements for new websites. It is expected that a more in-depth requirements gathering will take place during Q2.
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 Time Square and so far over 150 staff have taken advantage of the service. The programme continues.
<b>MTO 7: Support our older and vulnerable residents</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care.</b>				
7.5.3 Completion of the sale of Binfield Nursery site for residential use including Older Persons Accommodation	30/06/2014	CS		Contracts have been exchanged and the planning application is due to be considered by the planning committee in August, if the applicants application is approved the sale will complete shortly









				afterwards.
<b>MTO 10: Encourage the provision of a range of appropriate housing</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>10.1 Ensure a supply of affordable homes.</b>				
10.1.10 Arrange the disposal of Downside for affordable housing	31/08/2014	CS		Contracts have been exchanged. Completion is conditional on planning permission.
10.1.14 Work with partners to identify a suitable location to enable the relocation of the Bridgewell Centre	31/03/2015	CS		Negotiations are progressing with Bracknell Forest Homes.
10.1.8 Complete work with Thames Valley Housing Authority on development of affordable homes on the Adastron/ Byways site	30/06/2014	CS		Contracts have been exchanged. Completion is conditional on planning permission.
<b>10.2 Support people who wish to buy their own home.</b>				
10.2.1 Purchase properties for let to Housing clients	31/03/2015	CS		Some properties have now been purchased and the search for additional houses in continuing.
<b>MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>11.1 ensure services use resources efficiently and ICT and other technologies to drive down costs.</b>				
11.1.1 Expand the electronic distribution of agendas and meeting papers	31/03/2015	CS		The amount of paper copies of agendas continues to be kept under review. ICT has initiated a formal project to review why the Modern.Gov app, which provides easy electronic access to committee papers, is not working properly on all devices.
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 surveyors have been appointed to conduct an independent property review. They are due to report in August with their recommendations.
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		Time constraints mean the project is not progressing as quickly as originally envisaged.
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		The authority's GCSX connection has been successfully migrated to the new PSN service. Work is now in hand to review major telecommunications contracts. At this moment it is anticipated that the Unicorn agreement will be the vehicle used to review the contracts and appoint a new partner for the provision of telecommunications services.
11.1.7 Implement efficient business processes in tandem with a replacement Payroll and HR system	31/08/2015	CS		Tenders for a replacement Payroll and HR system have been received and are being evaluated. Contract award is anticipated in September. The first stage of the business process review work has been completed and will be developed further during system build and implementation.
<b>11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.</b>				
11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development Programme	31/03/2015	CS		Four conferences were attended by four Councillors; one member development session was attended by 10 Councillors. Two further sessions 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 for Charter+ has been rescheduled for January 2015. Evidence is being collated and will be submitted to the assessment team in December 2014.
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 self service module being piloted in two areas of Corporate Services. As it is now the end of the appraisal cycle Personal Development Plans (PDPs) are being received from all departments which will help construct the Corporate Training Programme for 2014/15.
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 Action Plan is being implemented in accordance with the agreed timetable and a full review will be carried out for the next Strategy due in Q3.

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 with regular reporting back to CMT.
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 - personal development planning for employees - extending the existing mentoring scheme. The intention is to discuss the outcomes of the work of both groups with Senior Leadership Team to embed the outcomes into the work of the Council
<b>11.3 publish information about the Council to promote openness and cost-effectiveness and accountability.</b>				
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		Transparency information transferred to Data-share website which has better search and export functionality. Data refreshed either monthly or quarterly. New information continues to be published in response to frequently asked FOI requests. Percentage of requests referred to publicly available information increased by 1% from previous quarter.
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 Open Data website has been established and is operating effectively. Work continues to identify suitable data sets for publication and enhance the data available through the site.
<b>11.4 ensure residents have fair access to the services they need.</b>				
11.4.1 Undertake a number of activities throughout the year to raise public awareness of	31/03/2015	CS		Raised awareness of the European Parliamentary election and the deadline for postal vote

the democratic process				and proxy applications through the use of social media and the website. Winkfield St Mary's School visited the Council Chamber, met the Mayor and visited the Mayor's Parlour. The Mayor also visited Ascot Heath Junior School for a question and answer session with the School Council members.
11.4.2 Undertake a review of polling districts and polling places	31/01/2015	CS		Review commenced on 1 April 2014 and public consultation on current arrangements has now closed. A report is being prepared for the Electoral Review Steering Group which will be invited to meet to consider the report.
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		Process and software training has been undertaken. The transitional IER canvass print schedules and processes have been agreed and initial project planning has commenced.
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		The action plan will be developed in Q2/3 once the peer review report has been to the Executive.
<b>11.5 develop appropriate and cost effective ways of accessing council services</b>				
11.5.1 Redevelop public website using open source technology	31/03/2015	CS		A number of micro-sites have been successfully migrated to the open source platform, providing enhanced functionality and removing the need for separate mobile versions of those sites. Work on the main website is currently in the scoping stage, and will be implemented in parallel with the replacement of the CRM system.
11.5.2 Implement new CRM system to enable customers to have a single online account	31/03/2015	CS		Procurement of a new CRM system has been completed, and implementation is underway. Scoping of the services to be migrated to the new system in Phase One has been completed, and a service redesign programme is about to begin.

<b>11.7 work with partners and engage with local communities in shaping services.</b>				
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		Bulk Print Service is now established as a shared service with Wokingham Borough Council. The management of Council's print service has now been transferred from Property Services to ICT.
11.7.12 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 redevelopment is on track to be completed in Q2. The Parks Community Centre development is progressing well and the centre is on track to open this autumn.
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 and implementation of consultation software	31/03/2015	CS		On track. Further basic and super user training has been delivered.
<b>11.8 implement a programme of economies to reduce expenditure</b>				
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 first set of services to be redesigned has been identified. Work is underway with the service areas concerned to undertake a Customer Experience Mapping exercise, to design the most effective customer experience, with a clear focus on self-service through digital channels.
11.8.12 Implement Facilities Management Category Strategy	31/03/2015	CS		The FMCS has been adopted by the Council and a working group has been established to implement the recommendations of the strategy.
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		Commitment Budget report prepared for presentation to the Executive in July. This sets out the Council's medium term financial strategy and is the starting point for the 2015/16 budget process.
11.8.3 Develop departmental proposals to help the Council produce balanced budget in 2015/16	31/03/2015	CS		Initial proposals being developed.

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

## Annex B: Financial Information

	Original Cash Budget	Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter	
	2014/2015	C/Fwds	NOTE						NOTE
	£000	£000		£000	%	£000	£000	£000	
<b><u>Director of Corporate Services</u></b>									
Director of Corporate Services	217	0		217	23	217	0	0	
Community Engagement & Equalities	185	5	D,H,M	190	-6	190	0	0	
	<b>402</b>	<b>5</b>		<b>407</b>	<b>9</b>	<b>407</b>	<b>0</b>	<b>0</b>	
<b>Head of Democratic &amp; Registration Services</b>									
Committee Services	355	0		<b>355</b>	14	355	0	0	
Member and Mayoral services	934	6	F	<b>940</b>	14	940	0	0	
Registration of Births, Deaths & Marriages	-28	25	G,J	<b>-3</b>	1,300	-3	0	0	
Registration of Electors / Elections	184	0		<b>184</b>	-3	184	0	0	
	<b>1,445</b>	<b>31</b>		<b>1,476</b>	<b>9</b>	<b>1,476</b>	<b>0</b>	<b>0</b>	
<b>Chief Officer: Customer Services</b>									
Local Tax Collection incl Cashiers	382	38	L	<b>420</b>	-28	420	0	0	
Customer Services	984	-4	A	<b>980</b>	17	980	0	0	
	<b>1,366</b>	<b>34</b>		<b>1,400</b>	<b>4</b>	<b>1,400</b>	<b>0</b>	<b>0</b>	
<b>Borough Solicitor</b>									
Legal	613	0		<b>613</b>	15	613	0	0	
<b>Chief Officer: Human Resources</b>									

Human Resources	493	10	C	503	7	503	0	0
Unified Training Unit	419	5	E	424	7	424	0	0
Health & Safety	56	0		56	-30	56	0	0
	<b>968</b>	<b>15</b>		<b>983</b>	<b>5</b>	<b>983</b>	<b>0</b>	<b>0</b>
<b>Borough Treasurer</b>								
Finance	1,926	0		1,926	7	1,926	0	0
Insurance	325	0		325	64	325	0	0
	<b>2,251</b>	<b>0</b>		<b>2,251</b>	<b>15</b>	<b>2,251</b>	<b>0</b>	<b>0</b>
<b>Chief Officer: Property Services</b>								
Property Services	282	76	B,M,N	358	18	358	0	0
Industrial & Commercial Properties	-1,699	-3	M	-1,702	29	-1,702	0	0
Construction & Maintenance	448	0		448	15	448	0	0
Operations Unit	3,841	33	I,K,M	3,874	25	3,874	0	0
	<b>2,872</b>	<b>106</b>		<b>2,978</b>	<b>21</b>	<b>2,978</b>	<b>0</b>	<b>0</b>
<b>Chief Officer: Information Services</b>								
ICT Services	2,346	0		2,346	21	2,346	0	0
<b>Chief Executive's Office</b>								
Chief Executive	344	15	O	359	23	359	0	0
Chief Executive's Office	787	0		787	13	787	0	0
Town Centre Redevelopment	53	0		53	-189	53	0	0
Voluntary Sector Grants	163	0		163	44	163	0	0

NI136 - Grant Contributions to Shopmobility & CAB	219	0	219	55	219	0	0
Community Safety	273	0	273	-1	273	0	0
	<u>1,639</u>	<u>15</u>	<u>1,854</u>	<u>5</u>	<u>1,854</u>	<u>0</u>	<u>0</u>
<b>TOTAL CS AND CX OFFICE</b>	<b>14,102</b>	<b>206</b>	<b>14,308</b>	<b>13</b>	<b>14,308</b>	<b>0</b>	<b>0</b>
<b>Memorandum item</b>							
Devolved Staffing Budget - CS and CX	9,061	0	9,061	17	9,061	0	0
<b>Non Cash Budgets</b>							
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
	<u>-6,064</u>	<u>0</u>	<u>-6,064</u>		<u>-6,064</u>	<u>0</u>	<u>0</u>



**CORPORATE SERVICES / CX OFFICE QSR 1 APRIL TO MAY 2014**

<b>Note</b>	<b>Total £'000</b>	<b>Explanation</b>
A	16	<b>Customer Services</b> The works to install the new Customer Services desk at Time Square were postponed until the completion of the works on the ground floor in May 2014. Carry forward approved.
B	10	<b>Property Services</b> Work has been commissioned for the review of the Council's commercial properties, however this work couldn't commence until 2014/15. Carry forward approved.
C	10	<b>Human Resources</b> A budget was set aside to support "Good to Great" but due to the start dates of the various workstreams the costs weren't incurred until 2014/15. Carry forward approved.
D	3	<b>Community Engagement</b> The Social Value Workshop originally planned for March was delayed until the 2014/15. Carry forward approved.
E	5	<b>Unified Training</b> All Berkshire Chief Executives were due to undergo specialised training in January, however due to the difficulties in organising a date suitable for all this has been delayed until June. Carry forward approved.
F	6	<b>Member &amp; Mayoral Services</b> The costs of equipment and furniture for the Function Room and Minority Group Room were to be met from the supplies and services underspend previously identified. However due to other works required at Easthampstead House this was delayed until June. Carry forward approved.
G	19	<b>Registration of Births, Deaths &amp; Marriages</b> The refurbishment of the Syrett Suite was been delayed by the contractor. Carry forward approved.
H	5	<b>Community Engagement &amp; Equalities</b> To enable the work replacing the windows at Priestwood Community Centre to be completed. Carry forward approved.
I	25	<b>Operations Unit</b> Planter works at Time Square have commenced but were unable to be completed before May 2014. Carry forward approved.
J	6	<b>Registration of Births, Deaths &amp; Marriages</b> Implementation of 2 Stopford modules (the registrars' diary management system) was delayed due to ICT commitments on PSN and Stopford could not reschedule the work until June. Carry forward approved.
K	13	<b>Operations Unit</b> Work is underway to install a new power supply to Building A in the Commercial Centre, whilst much of the work has been completed the contractor SSE had an issue and work ceased until 2014/15. Carry forward approved.
L	18	<b>Local Tax Collection (incl Cashiers)</b> Negotiations were underway to renew the cash receipting licence that has now expired. The supplier has provided details of a perpetual licence at a cost of £0.018m. Carry

forward approved.

- M            46    **Property Services**  
Reviews to existing contracts for building repair and lift maintenance led to the identification of council wide savings of £0.065m. The Corporate element of the lift maintenance savings of £0.008m were distributed to the Operations Unit as part of the 2014-15 budget load. The Corporate element of the building repair contract, £0.011m, has been vired in May and was distributed to Community Engagement £0.003m, Industrial & Commercial Properties £0.003m and Operations Unit £0.005m.
- The virement of £0.046m represents the balance due from the other Departments for their allocation of the savings]
- N            9     **Property Services**  
The printing of letterheads in black and white and not corporate green has resulted in a council wide saving of £0.010m. The Corporate savings were distributed as part of the 2014-15 budget load. The balance of £0.009m is the virement made from the other Departments for their allocation of the savings
- O            15    **Chief Executive**  
The Town Centre Economic Strategy aims to create a hub for small businesses making use of empty office space in the Town Centre. Following approval from CMT in 2012-13 a virement of £0.015m is requested from the Economic & Development Reserve to support this strategy by providing 23 car parking spaces to Oxford Innovations during 2014-15.

**206 Total Virements in QSR1 Period**

#### **CORPORATE SERVICES / CX OFFICE QSR 1 – APRIL TO MAY 2014**

##### **Variations**

<b>Note</b>	<b>Total</b>	<b>Explanation</b>
	<b>£'000</b>	

**0 Variations reported in QSR1 Period**

<b>Corporate Services &amp; Chief Executive's Office Capital Monitoring as at 31<sup>st</sup> May 2014</b>												
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/	/2016			
								uncommitted				
					(1)	(2)	(3)	(1)-(2+3)				
				(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
<b>Prior Year Funded Schemes</b>												
<b>Prior Year Funded Schemes - Corporate Services &amp; Chief Executive's</b>												
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	0.4	9.5	6.4	0.0	0.0	March 2015	The final plans have been submitted for approval by the Planning Department. Once approved the order will be placed, which has an approximate 12 weeks lead in time.
YM291	CRM – Reporting Enhancements	25.0	0.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2015	An assessment of the reporting capabilities in the new CRM system is underway, and full requirements are being scoped out with departments. This capital budget will be used to ensure the system is able to report on avoidable contact and channel shift-able services, to inform future service redesign. The implementation of this system will begin in July 2014.
YM293	Property & Asset Management System	36.5	0.0	36.5	36.5	0.0	4.3	32.2	0.0	0.0	March 2015	Works are ongoing to develop the system. Further development work is still required that will run into 2014/15. The next phase will be arranging training to roll the system out to building managers.
YM306	Council Chamber Audio & Visual Replacement	2.2	0.0	2.2	2.2	0	0.4	1.8	0.0	0.0	March 2015	Additional work will be required after the replacement of the windows which is yet to take place

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 been appointed to investigate booking solutions that sit in the Drupal web environment. They have delivered an assessment of the requirements in the council, and an evaluation of possible solutions. This is currently being analysed by Digital Services and Customer Services staff, and a further capital bid is likely to follow this year, to enable implementation of appropriate solutions.
YM313	ICT Helpdesk Software Replacement	15.0	0.0	15.0	15.0	0.0	9.5	5.5	0.0	0.0	March 2015	Upgrade scheduled for August 2014
YM315	Customer Relationship Management System (Invest To Save)	86.2	0.0	86.2	86.2	0.0	0.0	86.2	0.0	0.0	December 2014	System selection has been concluded, and contracts will be signed, with a contract for the new system beginning 1 July 2014. At this point the implementation will begin, and first instalments of paying for the system will need to be made.
<b>Total of Prior Year Funded Schemes - Corporate Services &amp; Chief Executive's</b>		<b>402.0</b>	<b>0.0</b>	<b>402.0</b>	<b>402.0</b>	<b>10.2</b>	<b>23.7</b>	<b>368.1</b>	<b>0.0</b>	<b>0.0</b>		
<b>Prior Year Funded Schemes - Council Wide</b>												
YM215	Replacement Revenue & Benefits System	55.3	0.0	55.3	55.3	18.1	0.0	37.2	0.0	0.0	March 2015	The new CRM may facilitate easier integration with the Revenues system, thereby making the purchase of the e-Revenues model unnecessary, although some capital would be required to fund the integration. Work will begin on this aspect in the late summer/autumn.
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	23.2	0.0	0.0	23.2	0.0	0.0	March 2015	Required for speeding up at remote sites. Delayed due to PSN. Some funds required for extension of wireless links and potential Bridgewell expansion.
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	37.4	0.0	0.0	37.4	0.0	0.0	March 2015	Need for consultancy to assist in set-up of backup schedule and DR recovery. To be revisited following completion of SAN
YM252	IPT Migration Project (Invest To Save)	55.6	0.0	55.6	55.6	0.0	0.3	55.3	0.0	0.0	March 2015	Required for extension to IP Call Manager. Additional test hardware required. Call Manager planned for October 2014
YM294	Vasco Token System Replacement	7.8	0.0	7.8	7.8	0.0	0.0	7.8	0.0	0.0	March 2015	To determine what costs involved moving to AD
YM296	Times Square Data Cabling	5.0	0.0	5.0	5.0	3.6	4.1	-2.8	0.0	0.0	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	11.9	16.1	11.7	0.0	0.0	June 2014	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	161.9	20.2	31.9	109.9	0.0	0.0	August 2014	Revised schedule being planned and revisiting file plans
YM253	Time Square Accommodation	577.6	0.0	577.6	577.6	33.7	543.6	0.4	0.0	0.0	2015-16	All the works have been completed as programmed. Final account prepared and agreed. Project now in defects until June 2015
YM298	Power Generator	166.7	0.0	166.7	166.7	166.7	0.0	0.0	0.0	0.0	Project complete	Project complete
YM304	Great Hollands Community Centre & Library	257.0	0.0	257.0	257.0	0.0	245.8	11.2	0.0	0.0	July 2014	Works commenced on site as programmed on the 14 April 2014. Works are progressing well on site and the Contractor is currently reporting the works should be completed as programmed on the 18 July 2014.
YM308	Phone System Replacement - Remote Sites	48.0	0.0	48.0	48.0	0.0	0.0	48.0	0.0	0.0	March 2015	A number of remote sites during 2013-14 had phone systems transferred to CISCO solution. Delayed due to PSN/ Cemetery and crematorium. To commence shortly.
YM309	Storage Area Networks	88.0	0.0	88.0	88.0	0.0	36.5	515.5	0.0	0.0	May 2014	Replacement of Storage Area Network in the Data Centre required. This scheme will cover replication to another site also to increase resilience. Procurement plan approved. Contract awarded and order being placed. Other integration costs required imminently.
YM310	Easthampstead House Car Park	4.0	0.0	4.0	4.0	0.0	0.0	4.0	0.0	0.0	July 2014	Works have commenced and all works should be completed by the end of March. Fees will be
YM311	Phone System Replacement - Libraries	25.0	0.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2015	To be done throughout 2014-15
YM318	Time Square Meeting Rooms - Display Screens	1.0	0.0	1.0	1.0	0.0	0.5	0.5	0.0	0.0	March 2015	Nearing completion
<b>Total of Prior Year Funded Schemes - Council Wide</b>		<b>2025.0</b>	<b>0.0</b>	<b>2025.0</b>	<b>2025.0</b>	<b>254.2</b>	<b>878.7</b>	<b>892.1</b>	<b>0.0</b>	<b>0.0</b>		

<b>Total Prior Year Funded Schemes</b>		<b>2,427.0</b>	<b>0.0</b>	<b>2,427.0</b>	<b>2,427.0</b>	<b>264.4</b>	<b>902.4</b>	<b>1,260.2</b>	<b>0.0</b>	<b>0.0</b>		
<b>Percentages</b>						<b>11%</b>	<b>37%</b>	<b>52%</b>	<b>0%</b>	<b>0%</b>		
<b>Current Year Programme</b>												
<b>Current Year Programme - Corporate Services &amp; Chief Executive's</b>												
YM243	Community Centres - S106	152.2	0.0	152.2	152.2	0.0	0.0	152.2	0.0	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM329	Replacement HR & Payroll System	0.0	250.0	250.0	250.0	0.0	0.0	250.0	0.0	0.0	August 2015	Tenders being evaluated
<b>Total of Current Year Programme - Corporate Services &amp; Chief Executive's</b>		<b>152.2</b>	<b>250.0</b>	<b>402.2</b>	<b>402.2</b>	<b>0.0</b>	<b>0.0</b>	<b>402.2</b>	<b>0.0</b>	<b>0.0</b>		
<b>Current Year Programme - Council Wide</b>												
YM002	Access Improvement Programme	155.4	100.0	255.4	255.4	0.0	147.7	107.7	0.0	0.0	Rolling programme	Works this year are concentrating on Bracknell Leisure Centre and a scheme is currently being developed to meet the BVPI requirements. This work will run over the end of the financial year and will require some of next years budget to complete.
YM165	Server and Server Component Refresh	34.1	55.0	89.1	89.1	6.2	15.8	67.1	0.0	0.0	June 2014	Servers being refreshed alongside install of new systems end of life.
YM180	ICT Maint Prog – Photocopiers	31.4	40.0	71.4	71.4	0.0	11.6	59.8	0.0	0.0	March 2015	Konica printers now being purchased
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	1,847.9	520.1	900.8	427.0	0.0	0.0	Rolling programme	Works on this years programme are underway . To date 28% of the budget has been spent with a further 49% committed.
YM297	Superfast – Broadband Match Funding	29.1	80.0	109.1	109.1	60.9	0.0	48.2	0.0	0.0	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.
YM307	CITRIX Licensing	78.0	45.0	123.0	123.0	0.0	0.0	123.0	0.0	0.0	March 2015	100 extra licenses required
YM317	Easthampstead House Accommodation	0.0	100.0	100.0	100.0	2.2	85.8	12	0.0	0.0	October 2014	Continuing the Time for a Change programme of work to deliver the principles agreed in the Accommodation strategy. This will be achieved by delivering phase 2 of the strategy; enabling the space vacated by the registrars to be remodelled for better use, bringing Democratic and Electoral services together and bring

													Construction & Maintenance from the Commercial Centre into EH to be closer to the property team.
YM319	All Services Hub	0.0	48.0	48.0	48.0	47.9	0.0	0.1	0.0	0.0	March 2015	The council maintains a range of separate directories and information resources, including the Open Object's iHub and the Family Information Directory using Synergy provided by Tribal. The council has been investigating ways to improve the quality of this information and ways to consolidate its business processes for updating and maintaining it.	
YM320	Network Refresh	0.0	107.0	107.0	107.0	0.0	0.0	107.0	0.0	0.0	March 2015	Wireless controller and EOL kit to be replaced	
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	
YM322	Oracle 11 Upgrade	0.0	70.0	70.0	70.0	0.0	0.0	70.0	0.0	0.0	March 2015	Required upgrade during year to Oracle v11	
YM323	Time Square - Eathampstead House Network Link	0.0	30.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0	October 2014	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.	
YM324	IPS Firewall	0.0	30.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0	March 2015	For internal firewall improvements - planning to commence shortly.	
YM325	Computer Estate Refresh	97.9	161.0	259.9	259.9	160.4	0.0	98.5	0.0	0.0	March 2015	Essentially for W7/Office 2010 during year.	
YM326	DNS-DHCP-IPAM System	0.0	20.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2015	To install resilient system	
YM327	Wireless Expansion	0.0	20.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2015	To be done at appropriate locations as required throughout the year.	
YM328	Network Management Software	0.0	20.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2015	Software to be procured to improve internal monitoring and reporting.	

<b>Total Current Year Programme - Council Wide</b>	773.8	2,870.0	3,643.8	3,643.8	797.6	1,561.7	1,284.5	0.0	0.0
<b>Total Current Year Programme</b>	<b>926.0</b>	<b>3,120.0</b>	<b>4,046.0</b>	<b>4,046.0</b>	<b>797.6</b>	<b>1,561.7</b>	<b>1,686.7</b>	<b>0.0</b>	<b>0.0</b>
<b>Percentages</b>					<b>20%</b>	<b>39%</b>	<b>42%</b>	<b>0%</b>	<b>0%</b>
<b>Total - Council Wide</b>	2,848.8	2,820.0	5,668.8	5,668.8	1,051.8	2,440.4	2,176.6	0.0	0.0
<b>Total - Corporate Services &amp; Chief Executives</b>	554.2	250.0	804.2	804.2	10.2	23.7	770.3	0.0	0.0
<b>Total Capital Programme</b>	<b>3,403.0</b>	<b>3,070.0</b>	<b>6,473.0</b>	<b>6,473.0</b>	<b>1,062.0</b>	<b>2,464.1</b>	<b>2,947.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Percentages</b>					<b>16%</b>	<b>38%</b>	<b>46%</b>	<b>0%</b>	<b>0%</b>