



NOTICE OF MEETING

The Executive

Tuesday 22 September 2015, 5.00 pm

Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: The Executive

Councillor Bettison (Chairman), Councillor Dr Barnard (Vice-Chairman), Councillors D Birch, Brunel-Walker, Mrs Hayes MBE, Heydon, McCracken and Turrell

ALISON SANDERS

Director of Corporate Services

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Published: 13 September 2015



The Executive
Tuesday 22 September 2015, 5.00 pm
Council Chamber, Fourth Floor, Easthampstead House,
Bracknell

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AGENDA

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1. Apologies	
2. Declarations of Interest	
Any Member with a Disclosable Pecuniary Interest or an Affected Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.	
3. Minutes	
To consider and approve the minutes of the meeting of the Executive held on 21 July 2015.	1 - 20
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. Medium Term Financial Strategy 2016/17-2020/21	
To update the Executive on the significant issues that are likely to impact upon the Council's budget in future years and set out the next steps towards setting a budget for the 2016/17 financial year and beyond.	21 - 30
6. Consultation Draft Parking Standards Supplementary Planning Document	
To seek approval to consult the public and other interested parties on the draft Parking Standards Supplementary Planning Document.	31 - 112
7. Council Tax Penalties and Sanctions	
To seek approval to impose Council Tax Penalties and to agree consultation on the proposed changes.	113 - 120

8. **Complaints Against Bracknell Forest Council in 2014/15**
 To brief the Executive about complaints made against the Council in 2014/15 as part of the ongoing work to be responsive to residents' concerns. 121 - 134
9. **Corporate Performance Overview Report**
 To inform the Executive of the performance of the Council over the 1st quarter of the 2015/16 financial year (April - June 2015). 135 - 158
10. **Reactive Maintenance & Repair Contract Award**
 To award the contract for reactive maintenance and repair services. 159 - 164
11. **Exclusion of Public and Press**
 To consider the following motion:

 That pursuant to Regulation 4 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2012, members of the public and press be excluded from the meeting for the consideration of item 12 which involves the likely disclosure of exempt information under the following category of Schedule 12A of the Local Government Act 1972:

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

(NB: No representations have been received in relation to the notice published pursuant to Regulation 5 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2012.)
12. **Request to Waive CIL Liability**
 To consider whether or not to write off a debt relating to a Community Infrastructure Levy charge. 165 - 178

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**EXECUTIVE
21 JULY 2015
5.00 - 5.45 PM**



Present:

Councillors Bettison (Chairman), Dr Barnard (Vice-Chairman), Brunel-Walker, Mrs Hayes MBE, Heydon, McCracken and Turrell

Apologies for absence were received from:

Councillors D Birch

4. Declarations of Interest

There were no declarations of interest.

5. Minutes

RESOLVED that the minutes of the meeting of the Executive on 23 June 2015 together with the accompanying decision records be confirmed as a correct record and signed by the Leader.

6. Executive Decisions

The Executive considered the reports submitted on the items listed below and the decisions taken are recorded in the decision sheets attached to these minutes and summarised below:

Item 5: Implementation of the Care Act

The Executive were informed that due to recent changes in government guidelines part of the recommendations were no longer required. These include:

- 2.2. 7. That the Council amends its policy to allow it to charge a fee to self funder in care home settings, in readiness for a change in regulations; and
- 2.4 That the Executive note the changes to the Means Test proposed by the Government as part of the Funding Reforms phase of the Care Act.

Therefore the Executive **RESOLVED** that

- 1 The changes in regulations on charging for Adult Social Care services introduced by the Care Act be noted.
- 2 The following options for charging should be consulted on:
 - i) That the Council continues to charge for Residential and Nursing care on the basis of the detailed regulations set out in the Charging for Residential Accommodation Guide

- ii) That the Council changes its policy on the financial assessment of couples to be compliant with the Care Act, and the interim arrangements for people who are adversely affected by this change.
- iii) That the Council charges interest on Universal Deferred Payments at the rate set by the Department of Health
- iv) That the Council charges interest on discretionary Deferred Payments at the maximum rate set by the Department of Health
- v) That the Council charges administration fees for setting up, and managing, a Universal Deferred Payment that meets the cost of that work
- vi) That the Council charges a fee to self funders in community based settings for setting up care arrangements that fully recovers the cost of that work.

The proposed Consultation document is given in Appendix 1, and a set of proposed questions in Appendix 2 to the report.

- 3 It be agreed not to introduce charges for Carers Services at this time.

Item 6: Tendering for Older People's Housing Related Support Services

RESOLVED that

- 1 Subject to consultation:
 - i) A contract be let to procure a housing related support service assessment;
 - ii) A contract be let to procure housing related support services on a floating / peripatetic basis;
 - iii) That the specification of housing related services be reviewed;
 - iv) That consultation takes places to inform the approach to the above procurement.

Item7: Local Council Tax Benefit / Reduction Scheme

RESOLVED that

- 1 It be agreed to review the Local Council Tax Benefit Scheme (LCTBS) for working age households including the following key elements:
 - 1.1 That working age households will receive a maximum of 80% of LCTBS support to help pay their Council Tax liability.
 - 1.2 That working age households income disregards will be increased so that they get to keep more of their income such that:
 - i) a single person disregard will increase from £5 a week to £10;

- ii) a couple from £10 to £15 a week;
 - iii) a single parent from £25 to £30 a week.
- 1.3 That self employed income is taken as minimum wage at 35 hours a week from 12 months after the customer for LCTB becomes self employed;
 - 1.4 That child maintenance should be taken into account when calculating household income;
 - 1.5 That a transition scheme will be established for households who face financial hardship due to changes implemented following the review of the scheme;
 - 1.6 That subject to the elements agreed above a consultation programme takes place so as to inform the LCTBS to be implemented for 2016/17;
 - 1.7 To note that it may be necessary to revise the LCTBS in line with the roll out of Universal Credit (UC).

Item 8: Capital Expenditure Outturn 2014/15

RESOLVED that

- 1 The outturn capital expenditure and in particular the key variances identified in paragraph 5.5 of the report be noted.
- 2 The carry forward of £27.951m from the 2014/15 capital programme to 2015/16 including £1.300m relating to projects approved in 2013/14 be approved (see paragraph 5.6).
- 3 The financing of capital expenditure as shown in Table 2 to the report be noted.
- 4 Amendments to the 2015/16 Schools Programme as agreed by the Education Capital Programme Board, outlined in Annex F to the report be approved.

Item 9: Revenue Expenditure Outturn 2014/15

RESOLVED that

- 1 The outturn expenditure for 2014/15, subject to audit, of £85.801m, which represents an under spend of -£3.771m compared with the approved budget be noted.
- 2 The budget carry forwards of £0.202m be noted (see paragraph 5.9 and Annexe C to the report).
- 3 The Treasury Management performance in 2014/15 as set out in Annexe B to the report be recommended to Council.
- 4 The earmarked reserves as set out in Annexe D to the report be approved.

- 5 The virements relating to the 2014/15 budget between £0.050m and £0.100m be approved and recommend those that are over £0.100m for approval by Council (see Annexe E).

Item 10: Safeguarding Adults Annual Report

RESOLVED that the Bracknell Forest Safeguarding Adults Partnership Board Annual Report be noted.

7. Exclusion of Public and Press

RESOLVED that pursuant to Regulation 21 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000, members of the public and press be excluded from the meeting for the consideration of items 12 and 13 which involves the likely disclosure of exempt information under the following category of Schedule 12A of the Local Government Act 1972:

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

Item 12: Recruitment and Retention in Children's Social Care

RESOLVED that

- 1 The work undertaken by the Children's Social Care Management Board in developing options for permanent solutions to address the long term shortage of experienced and qualified Social Workers directly employed by the council be noted.
- 2 Option 1, which will require an overall budget increase of £1.2m to facilitate the recommendations to increase staffing and improve remuneration be agreed.
- 3 The values statement at Appendix D which endorses our commitment to staff both in terms of day to day support, investing in their training and ongoing development and also valuing their contribution be endorsed.
- 4 The Council continue to actively seek out new opportunities that fit with our ambitions to further develop, attract and retain high quality staff to Children, Young People & Learning.

RECOMMENDED that:

- 5 Full Council approve a new 2015-16 capital budget of £0.1m to introduce Blackberries and Tablets, or other appropriate mobile devices in Children's Social Care to improve efficiency.
- 6 Employment Committee, to provide more attractive pay and conditions, is invited to approve, the market premium payments to relevant staff, at estimated full year cost of £0.262m; and the extension of the golden handcuff payments to at least 2018 at an estimated full year cost of £0.163m from 2017-18.

Item 13: Acquisition of Emergency Temporary Accommodation

RESOLVED that

- 1 The Chief Officer: Property be endorsed to make an offer to purchase the freehold interest of the property in question and adjoining land.
- 2 The Director of Adult Social Care, Health and Housing, Executive Member Adult Social Care, Health and Housing and Executive Member Transformation and Finance and the Borough Treasurer be delegated the authority to agree the detail of the offer to be made and to enter into contract .
- 3 Subject to the offer being accepted, refer to full Council on the 16th September 2015 to agree a supplementary capital estimate reflecting the agreed purchase price and ancillary costs.

CHAIRMAN

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Bracknell Forest Council Record of Decision

Work Programme Reference	I052372
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1. **TITLE:** Implementation of the Care Act
2. **SERVICE AREA:** Adult Social Care, Health & Housing
3. **PURPOSE OF DECISION**

To approve the approach to implementing the next phases of the Care Act.

- 4 **IS KEY DECISION** Yes
5. **DECISION MADE BY:** Executive

6. **DECISION:**

- 1 That the changes in regulations on charging for Adult Social Care services introduced by the Care Act be noted.
- 2 That the following options for charging should be consulted on:
 - i) That the Council continues to charge for Residential and Nursing care on the basis of the detailed regulations set out in the Charging for Residential Accommodation Guide
 - ii) That the Council changes its policy on the financial assessment of couples to be compliant with the Care Act, and the interim arrangements for people who are adversely affected by this change.
 - iii) That the Council charges interest on Universal Deferred Payments at the rate set by the Department of Health
 - iv) That the Council charges interest on discretionary Deferred Payments at the maximum rate set by the Department of Health
 - v) That the Council charges administration fees for setting up, and managing, a Universal Deferred Payment that meets the cost of that work
 - vi) That the Council charges a fee to self funders in community based settings for setting up care arrangements that fully recovers the cost of that work.

The proposed Consultation document is given in Appendix 1, and a set of proposed questions in Appendix 2 to the report.

- 2 That it be agreed not to introduce charges for Carers Services at this time.

7. **REASON FOR DECISION**

The Care Act 2014 imposes powers and duties on Local Authorities in relation to these matters from April 2015, with further expected changes in April 2016.

8. ALTERNATIVE OPTIONS CONSIDERED

There is no alternative to implementing the requirements of the Care Act 2014 however there are decisions to be made regarding the detail of local implementation.

9. **PRINCIPAL GROUPS CONSULTED:** Professional partners

10. **DOCUMENT CONSIDERED:** Report of the Director of Adult Social Care, Health & Housing

11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	29 July 2015

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I054458
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1. **TITLE:** Tendering for Older People's Housing Related Support Services

2. **SERVICE AREA:** Adult Social Care, Health & Housing

3. **PURPOSE OF DECISION**

The Executive is asked to consider the approach to procuring Housing Related Support for vulnerable households.

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

1 That subject to consultation:

- i) A contract be let to procure a housing related support service assessment;
- ii) A contract be let to procure housing related support services on a floating / peripatetic basis;
- iii) That the specification of housing related services be reviewed;
- iv) That consultation takes places to inform the approach to the above procurement.

7. **REASON FOR DECISION**

The legacy supporting people housing related support contracts come up for renewal from March 2016. Therefore, an opportunity exists to review the approach procuring housing related support services to ensure that services are targeted at the most vulnerable and achieve value for money.

The approach proposed in this report, subject to consultation, supports the Council's role in promoting community leadership and achieving value for money.

8. **ALTERNATIVE OPTIONS CONSIDERED**

An alternative option would be to maintain the current approach to procuring housing related support for older people. This would miss the opportunity to target resources to provide housing related support to those in greatest need. In particular it would hamper the ability to direct resources to support older people in extra care housing as part of the Older Person's Accommodation and Support Services Strategy. As more extra care housing is developed in the Borough it will be necessary to redirect resources to wards such schemes and away from households that need lower levels of support. Moving towards an approach which assesses need and costs the support on a peripatetic basis will enable more costs effective packages to be established across agencies providing support to a household. Moreover, it

will allow complimentary services to be added into housing related support or for housing related support to be included in other services thus providing a more economic service provision but also a single services provider for customers.

- 9. **PRINCIPAL GROUPS CONSULTED:** Providers of Housing Related Support and customers of Housing Related Support
- 10. **DOCUMENT CONSIDERED:** Report of the Director of Adult Social Care, Health & Housing
- 11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	29 July 2015

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I054277
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1. **TITLE:** Local Council Tax Benefit / Reduction Scheme

2. **SERVICE AREA:** Adult Social Care, Health & Housing

3. **PURPOSE OF DECISION**

Proposals to submit for consultation to amend the Council's current Local Council Tax Benefit / Reduction Scheme.

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

1 That it be agreed to review the Local Council Tax Benefit Scheme (LCTBS) for working age households including the following key elements:

1.1 That working age households will receive a maximum of 80% of LCTBS support to help pay their Council Tax liability.

1.2 That working age households income disregards will be increased so that they get to keep more of their income such that:

i) a single person disregard will increase from £5 a week to £10;

ii) a couple from £10 to £15 a week;

iii) a single parent from £25 to £30 a week.

1.3 That self employed income is taken as minimum wage at 35 hours a week from 12 months after the customer for LCTB becomes self employed;

1.4 That child maintenance should be taken into account when calculating household income;

1.5 That a transition scheme will be established for households who face financial hardship due to changes implemented following the review of the scheme;

1.6 That subject to the elements agreed above a consultation programme takes place so as to inform the LCTBS to be implemented for 2016/17;

1.7 To note that it may be necessary to revise the LCTBS in line with the roll out of Universal Credit (UC).

7. **REASON FOR DECISION**

The Council established its Local Council Tax Benefit / Reduction Scheme in 2013/14. At the

time the Council benefitted from a transitional Government grant of £119,000 to wards the costs of the scheme. That grant has subsequently been withdrawn.

As the scheme has now been running for two financial years the time is right to undertake a review to ensure that the Council is providing community leadership and value for money. Moreover, as national welfare reform progresses it is necessary to ensure that the Council's scheme responds to any changes that may arise. The Council's current scheme can be seen as generous in the level of support it provides to customers compared to schemes provided by other councils.

8. ALTERNATIVE OPTIONS CONSIDERED

It could be decided not to review the LCTBS. However, this would deny the opportunity to review the scheme in the light of the Council's policy priorities and the budget setting process for the next financial year.

9. **PRINCIPAL GROUPS CONSULTED:** Local Council Tax Benefit/Reduction Scheme customers and the wider community.

10. **DOCUMENT CONSIDERED:** Report of the Director of Adult Social Care, Health & Housing

11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	29 July 2015

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I052727
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1. **TITLE:** Capital Expenditure Outturn 2014/15

2. **SERVICE AREA:** Corporate Services

3. **PURPOSE OF DECISION**

To note outturn expenditure and financing and to approve carry forwards.

4 **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

1 That the outturn capital expenditure and in particular the key variances identified in paragraph 5.5 of the report be noted.

2 That the carry forward of £27.951m from the 2014/15 capital programme to 2015/16 including £1.300m relating to projects approved in 2013/14 be approved (see paragraph 5.6).

3 That the financing of capital expenditure as shown in Table 2 to the report be noted.

4 That amendments to the 2015/16 Schools Programme as agreed by the Education Capital Programme Board, outlined in Annex F to the report be approved.

7. **REASON FOR DECISION**

The reasons for the recommendations are set out in section 5 of the report.

8. **ALTERNATIVE OPTIONS CONSIDERED**

Not applicable.

9. **PRINCIPAL GROUPS CONSULTED:** Not applicable.

10. **DOCUMENT CONSIDERED:** Report of the Director of Corporate Services

11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	29 July 2015

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I052629
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1. **TITLE:** Revenue Expenditure Outturn 2014/15

2. **SERVICE AREA:** Corporate Services

3. **PURPOSE OF DECISION**

To note outturn expenditure and make recommendations to the Governance and Audit Committee on Reserves.

4 **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

1 That the outturn expenditure for 2014/15, subject to audit, of £85.801m, which represents an under spend of -£3.771m compared with the approved budget be noted.

2 That the budget carry forwards of £0.202m be noted (see paragraph 5.9 and Annexe C to the report).

3 That the Treasury Management performance in 2014/15 as set out in Annexe B to the report be recommended to Council.

4 That the earmarked reserves as set out in Annexe D to the report be approved.

5 That the virements relating to the 2014/15 budget between £0.050m and £0.100m be approved and recommend those that are over £0.100m for approval by Council (see Annexe E).

7. **REASON FOR DECISION**

The recommendations are intended to inform the Executive of financial performance against budget in the 2014/15 financial year.

8. **ALTERNATIVE OPTIONS CONSIDERED**

The report sets out the Council's actual financial performance in 2014/15 and the consideration of options is not therefore appropriate.

9. **PRINCIPAL GROUPS CONSULTED:** None.

10. **DOCUMENT CONSIDERED:** Report of the Director of Corporate Services

11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	29 July 2015

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I051912
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1. **TITLE:** Safeguarding Adults Annual Report
2. **SERVICE AREA:** Adult Social Care, Health & Housing
3. **PURPOSE OF DECISION**

To endorse the Annual Report in relation to Safeguarding Adults within the Borough.

4. **IS KEY DECISION** Yes
5. **DECISION MADE BY:** Executive

6. **DECISION:**

That the Bracknell Forest Safeguarding Adults Partnership Board Annual Report be noted.

7. **REASON FOR DECISION**

The Care Act 2014 states that each the local Safeguarding Adults Partnership Board (SAPB) must publish an annual report detailing what the SAPB has done during the year to achieve its main objectives, and what each member organisation has done to implement the strategy as well as detailing the findings of any Safeguarding Adults Reviews (previously known as Serious Case Reviews) and subsequent action.

This report details the breadth of activity undertaken by Board members and identifies the achievements against the Boards development plan for year.

The Board's development plan for 2015-2016 is contained within the report and sets out the planned developments for the coming 12 months. In line with the requirements set out in the Care Act the Board will develops its strategic objectives and consult with the public during the coming year.

Ensuring there is a local Safeguarding Adults Partnership Board and that the Board is effective is a statutory duty for the Council; as such it is important that the executive are sighted on the work of the Board.

8. **ALTERNATIVE OPTIONS CONSIDERED**

Not applicable.

9. **PRINCIPAL GROUPS CONSULTED:** Bracknell Forest Safeguarding Adults Partnership Board
10. **DOCUMENT CONSIDERED:** Report of the Director of Adult Social Care, Health & Housing
11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	29 July 2015

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I054733
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1. **TITLE:** Recruitment and Retention in Children's Social Care

2. **SERVICE AREA:** Children, Young People and Learning

3. **PURPOSE OF DECISION**

To provide an update and recommendations for the Executive to proactively address the ongoing recruitment and retention of social workers in Children's Social Care.

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

1 That the work undertaken by the Children's Social Care Management Board in developing options for permanent solutions to address the long term shortage of experienced and qualified Social Workers directly employed by the council be noted.

2 That Option 1, which will require an overall budget increase of £1.2m to facilitate the recommendations to increase staffing and improve remuneration be agreed.

3 That the values statement at Appendix D which endorses our commitment to staff both in terms of day to day support, investing in their training and ongoing development and also valuing their contribution be endorsed.

4 That the Council continue to actively seek out new opportunities that fit with our ambitions to further develop, attract and retain high quality staff to Children, Young People & Learning.

RECOMMENDED that:

5 Full Council approve a new 2015-16 capital budget of £0.1m to introduce Blackberries and Tablets, or other appropriate mobile devices in Children's Social Care to improve efficiency.

6 Employment Committee, to provide more attractive pay and conditions, is invited to approve, the market premium payments to relevant staff, at estimated full year cost of £0.262m; and the extension of the golden handcuff payments to at least 2018 at an estimated full year cost of £0.163m from 2017-18.

7. **REASON FOR DECISION**

The Children's Social Care Programme Board was established and commissioned to focus proactively on seeking permanent ways of addressing in a planned and considered way the staffing situation within CSC.

8. **ALTERNATIVE OPTIONS CONSIDERED**

Two options are put forward in the report and one recommended – Option 1. Option 2 involved approximately £0.147m additional expenditure as more posts were included.

9. **PRINCIPAL GROUPS CONSULTED:** Children’s Social Care Programme Board
10. **DOCUMENT CONSIDERED:** Report of the Director of Children, Young People & Learning.
11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	30 July 2015

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I054756
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1. **TITLE:** Acquisition of Emergency Temporary Accommodation

2. **SERVICE AREA:** Adult Social Care, Health & Housing

3. **PURPOSE OF DECISION**

The Executive is asked to provide authority for the Council to make an offer to acquire emergency temporary accommodation for homeless households.

4 **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

1 That the Chief Officer: Property be endorsed to make an offer to purchase the freehold interest of the property in question and adjoining land.

2 That the Director of Adult Social Care, Health and Housing, Executive Member Adult Social Care, Health and Housing and Executive Member Transformation and Finance and the Borough Treasurer be delegated the authority to agree the detail of the offer to be made and to enter into contract .

3 That subject to the offer being accepted, refer to full Council on the 16th September 2015 to agree a supplementary capital estimate reflecting the agreed purchase price and ancillary costs.

7. **REASON FOR DECISION**

The Council has a statutory obligation to provide emergency accommodation for homeless households. The Council achieves this by procuring bed and breakfast accommodation both inside Bracknell Forest and in Berkshire and North Hampshire.

The Council procures rooms with facilities as well as communal kitchens so that customers have the ability to provide their own food. At present the Council is procuring emergency accommodation in Slough, Aldershot and Maidenhead. Suitable bed and breakfast accommodation is in short supply and Local Authorities in Berkshire are competing to acquire emergency accommodation.

As emergency accommodation has to be affordable for the homeless households the council sets the rate it charges at the maximum housing benefit that can be achieved if a family is out of work. That is below the cost of the emergency accommodation and thus this generates a cost to the Council.

If the Council is able to acquire its own emergency accommodation at a cost that could be supported by the current charges then it would be able to achieve a significant economy. Thus the Council would be able to deliver improved value for money. Moreover, as the accommodation in question is located in Bracknell Forest there will be ancillary economies

for the Council such as school transport cost savings as children will not need to be transported from outside Bracknell Forest to schools. In addition the provision of emergency accommodation within Bracknell Forest will enable customers to maintain contact with support groups, family and maintain employment at a difficult time in their lives.

8. ALTERNATIVE OPTIONS CONSIDERED

The Council can continue to procure emergency temporary accommodation on the open market. Although the cost of this could be contained within available budgets it would not deliver an economy.

9. PRINCIPAL GROUPS CONSULTED: Not applicable

10. DOCUMENT CONSIDERED: Report of the Director of Adult Social Care, Health & Housing

11. DECLARED CONFLICTS OF INTEREST: None.

Date Decision Made	Final Day of Call-in Period
21 July 2015	29 July 2015

TO: THE EXECUTIVE
DATE: 22 SEPTEMBER 2015

UNRESTRICTED

MEDIUM TERM FINANCIAL STRATEGY 2016/17 – 2020/21 (Borough Treasurer)

1 PURPOSE OF DECISION

- 1.1 This report updates the Executive on the significant issues that are likely to impact upon the Council's budget in future years and represents the next step towards setting a budget for the 2016/17 financial year and beyond.

2 RECOMMENDATIONS

- 2.1 That the Commitment Budget for the period 2016/17 to 2020/21, summarised in Annex A of the report be approved.
- 2.2 That the proposed budget process and timetable for 2016/17 as set out in paragraphs 5.17 to 5.19 of the report be approved.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The recommendations are designed to allow the Executive to develop its Medium Term Financial Strategy and to start to consider an appropriate budget strategy for 2016/17 and beyond.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 Background information relating to the options considered is included in the report.

5 SUPPORTING INFORMATION

Resources

- 5.1 There are a number of inherent difficulties in medium-term financial planning, in terms of accurately estimating both available resources and spending needs. Following the General Election in May 2015 the Government announced a Spending Review to be concluded and published on 25th November 2015. Its aim will be to identify savings required to eliminate the national deficit by 2019-20 and is expected to contain large reductions in public expenditure. As with past Spending Reviews, the information provided will be at a Government Department level and it will be of limited value in terms of identifying the impact on Bracknell Forest as an individual authority. This detail will be provided as part of the provisional Local Government Financial Settlement (LGFS) which is expected to be announced in December (the 2015/16 provisional LGFS was published on 17th December 2014).
- 5.2 The changes announced in the LGFS are likely to be significant and include reforms to the funding mechanism with the possibility of changes to specific grants, the New Homes Bonus regime and the Council Tax Freeze scheme. As such there is a high level of uncertainty surrounding both the quantum of funding available to Local Authorities and the distribution of funding, both of which may substantially reduce the resources available to Bracknell Forest. It is likely however that a settlement beyond one year will be announced, which will at least provide some certainty around future resources that the Council can use for its medium term planning strategy.

- 5.3 Given the complexities of the funding mechanism used to distribute resources to local authorities it is increasingly difficult to predict the likely impact of the Spending Review decisions. For planning purposes an estimate of the reduction in central government support has been incorporated within these Budget Projections reflecting a further cut of £3.0m in 2016/17. For the remaining period of the Commitment Budget a reduction of 6% overall in government support has been assumed. This would amount to an overall reduction over the next five years of a real terms cut of 30%. The progress made over the coming months by the Treasury, Government Departments and the LGA with respect to the Spending Review will be closely monitored and any further evidence that could be used to update the various scenarios will be modelled and shared as part of the on-going Budget Process.
- 5.4 The Council identified a range of significant risks in preparing the 2015/16 Budget and it was deemed prudent to increase the contingency fund from £1m to £2m. Whilst the Council continues to face uncertain times, given the level of reserves held by the Council and progress made on some of these factors, it is proposed to reduce the level back to £1m from 2016/17 onwards. This position will be reviewed following the announcement of the Spending Review.
- 5.5 The Council also receives substantial external funding through a number of specific grants for which the following assumptions have been included within the latest budget projections.

Council Tax Freeze Grant (CTFG)

It is unclear whether any future support to freeze the Council Tax from 2016/17 onwards will be provided by the Government. It has been assumed that the existing funding received by the Council up to 2015/16 with respect to this initiative will be maintained, but that there will be no new support going forward.

Other Specific Grants

Some of the largest specific grants received by the Council are the ring-fenced Public Health, NHS funding streams and Better Care Fund, totalling over £11m in 2015/16. It has been assumed that these funding streams will be used to support services and initiatives within the health and social care area and as such are financially neutral for planning purposes at this stage in the budget cycle.

New Homes Bonus

This non-ringfenced grant is designed to reward and encourage development of new properties in local communities and will generate £3.3m for Bracknell Forest Council in 2015/16. Each year's bonus is payable for 6 years. An increase of £0.6m has been incorporated at this stage of the budget process, bringing the total level of budget support to £3.9m. The funding mechanism was initially designed to deliver a rolling 6-year's worth of funding, as such with the scheme starting in 2011/12, that years funding will fall out in 2017/18. On the assumption that the funding stream will continue and that growth levels remain in line with the recent trend of new housing delivery, there will be no additional growth in funding from this grant. However, given the medium-term plans for growth in the borough there may be increase in the overall amount received – however this will depend upon the timing of housing completions, alternatively there may be adjustments made to the scheme as part of the Spending Review. This should become clear as part of the 2016/17 LGFS in December.

Inflation and Interest Rates

- 5.6 Forecasting future levels of inflation and interest rates is fraught with considerable risk as the outlook for global economy continues to recover from the long-term economic shocks of 2008. The greatest risk faced by the UK and the USA is the “unwinding” of the monetary easing that has been in place for many years. Historically low interest rates

and never-before attempted quantitative easing now represent challenges to be overcome as both economies continue to grow.

- 5.7 Based on the most up-to-date information and commentary from respected economists and the Governor of the Bank of England himself, UK interest rates may begin to rise in the new year, however any changes are likely to be minimal given the level of private sector debt (in particular personal levels of mortgage debt) and as such are unlikely to have a material impact on the Council's investment income over the short-term.
- 5.8 Whilst the Councils retains significant levels of surplus cash, the Capital Programme embarked on by the Council in 2015/16 – including the investment in the Town Centre regeneration and related highway works, the development of the Binfield Learning Village and the re-development of the Coral Reef Water World, will see these levels of surplus cash substantially depleted over the next 12 to 18 months. As a result the Council will no-longer be debt-free and will have to borrow to fund its on-going capital commitments. With borrowing rates still at historically low levels and unlikely to significantly rise in the coming 18 months, the Council will be borrowing at a relatively fortuitous time. However with long-term borrowing rates close to 3%, there will be a material interest cost that will need to be factored into the Council's forward budget projections. The actual level of debt-servicing costs will depend both on future levels of interest rates and more importantly in the short-term the actual timing of the need to borrow which will itself depend on the progress on the various capital schemes. The figures included within the Commitment Budget are a best estimate at this stage and will be closely monitored and updated as the major capital schemes progress and economic conditions change.
- 5.9 The outlook for inflation, over the period covered by the Commitment Budget, remains benign and is currently significantly below the 2% target set by the Monetary Policy Committee. In the short-term, expectations are for inflation to remain below target and only approach this level over the next 2 -3 years. The Consumer Price Inflation rate has been measured at close to zero for the past two months, with the Retail Price Index fixed at 1%. Given the underlying economic conditions (strong price competition on food, falling oil-prices and favourable Sterling exchange rates) this is unlikely to change over the short-term. Allowances for budget increases due to inflation are calculated based on September indices as an estimate has been made at this stage of 0% for CPI and 1% for RPI. This translates into a non-pay inflationary pressure of £0.3m. The final figure will be updated once the September figures are published. However given inflationary pressures elsewhere, for example the introduction of the National Living Wage, it may prove difficult to sustain cash-limited budgets in areas of contracted out services.
- 5.10 In terms of pay inflation, it has been assumed that there will be a 1% increase in public sector pay in 2016/17 and for the near future. An increase of 1% in pay represents an additional cost of £0.5m

Fees and Charges

- 5.11 Increases in fees and charges are determined by the overall economic conditions, the willingness of customers to pay the higher charges and continued demand for Council services. For planning purposes it has been assumed that income from fees and charges will increase in line with RPI. The Council's long term average rate of increase in fees and charges is between 2% and 3%. If the market will bear increases of this magnitude in 2016/17 this will have a positive impact on the budget forecasts. As a guide, a further 1% increase in fees and charges could be expected to yield an additional £0.2m in 2016/17.

Business Rates

- 5.12 Following the transfer of a significant business ratepayer on to the Council's local valuation list approximately £6m of additional income was added to the local collection of business rates. The 2015/16 base-budget was supported by an on-going transfer of £3m annually from this additional income on top of a one-off transfer of £3.988m from accumulated surpluses. Given the known risks surrounding business rates projections and outstanding appeals and revaluations it is prudent to limit transfers to the on-going £3m.

Capital Programme

- 5.13 The indicative Council funded three year General Fund capital programme included with the budget assumptions are £8m each year (excluding the commitments made on Coral Reef, Town Centre regeneration and Binfield Learning Village in 2015/16 – which are separately allowed for in the proposals). The long-term capital programme will be funded from a combination of capital receipts and borrowing. For 2016/17 an estimate of proceeds arising from Community Infrastructure Levy have been included along with a contribution from the Councils Right-To-Buy/VAT sharing agreement with Bracknell Forest Homes (which will end in 2018) and the sale of surplus assets. With the scope for generating income from capital receipts limited by the availability of surplus land/assets the capital programme has a significant impact on the revenue account with accounting regulations requiring resources to be set aside to cover underlying borrowing costs. Therefore the Council will need in due course to consider whether an indicative capital programme of approximately £8m is affordable as part of its overall budget strategy.

Budget Overview

- 5.14 Drawing together the above projections for future commitments and resources provides a starting point for considering the budget strategy for 2016/17 and beyond.

Table 1: Preliminary Budget Overview 2016/17 to 2020/21

	2016/17 £000	2017/18 £000	2018/19 £000	2019/20 £000	2020/21 £000
Base Budget	79,179	83,030	85,493	88,050	90,053
Known Commitments (see Annex A)	524	797	692	381	119
Add back one-off use of NNDR Reserves	3,988	0	0	0	0
Reduction in Contingency Fund	-1,000	0	0	0	0
Additional New Homes Bonus	-602	0	0	0	0
Capital Programme/Interest Rates	141	466	365	72	60
Inflation	800	1,200	1,500	1,550	1,600
Budget Requirement	83,030	85,493	88,050	90,053	91,832
Government Support	28,265	26,399	24,564	22,716	20,879
Council Tax (inclusive of yield increase)	47,704	48,106	48,585	49,085	49,585
Funding	75,969	74,505	73,149	71,801	70,464
Funding Gap	7,061	10,988	14,901	18,252	21,368

- 5.15 The table above indicates, based on currently available information, that the Council faces an underlying funding gap of around £21m by 2020/21. However, it should be noted that this is before considering service pressures and developments. At this stage it is not possible to quantify the precise impact but experience has shown that the

Council typically needs to add around £2.0m per annum to the budget for essential service pressures. This is expected to increase to £3.1m in 2016/17 following the decision taken by the Council this year in respect of Childrens Social Worker pay and conditions. This therefore suggests that the total budget gap over the next five years may be £32m (i.e. approximately 40% of the budget requirement in 2015/16).

- 5.16 The total budget gap of £32m makes no allowance for the anticipated housing growth over the medium term or increased business rate and car parking income arising from the redevelopment of the town centre. Whilst it is difficult to predict the precise timing of this additional income it will have a positive impact potentially reducing the total gap over five years to nearer £25m

Budget Strategy

- 5.17 When reporting on the financial outturn for 2014/15 general balances were approximately £10.9m at 31 March 2015. The 2015/16 budget includes plans to spend £0.9m of this reserve on the assumption that the Council is able to spend within budget for the eighteenth consecutive year. Historically £4m has been considered to be the minimum prudent level for revenue balances. There is therefore £6m available to support future expenditure. The earmarked Business Rates Reserve has a balance of £13.7m at the 31st March 2015 and this is expected to be reduced to £6.7m after allowing for the effect of outstanding appeals and revaluations.

- 5.18 The focus over the coming months will be on the challenge posed by the likely funding gap in 2016/17. The Council has a track record of delivering efficiency savings and reducing back office costs in order to protect front line services although it is becoming increasingly difficult to achieve similar types of savings year-on-year. This will not be sufficient to bridge the anticipated funding gap so the Council will also need to consider:

- a) taking a firm line to limit future year’s pressures
- b) utilising available balances
- c) increasing the Council Tax. Each 1% increase above this level will generate approximately £0.47m additional income, although the need to hold a referendum for excessive increases (previously regarded as 2%) will severely limit this as an option
- d) identifying savings to front line services which may result in service reductions or closures.
- e) utilising some of the business rate surplus from previous years.

- 5.19 In practice it is likely that a combination of approaches will be required.

Budget Timetable

- 5.20 Preparatory work at officer level has already been instigated by the Corporate Management Team to allow greater time to explore options. Within this context the key milestones for budget preparation are set out below:

Developing a new Council Plan and the associated Service Plans	Jul 15 – Feb 16
Development of savings proposals	Jul 15 – Nov 15
Provisional settlement	Late December 15
Executive agree proposals for consultation	15 Dec 15
Overview and Scrutiny Commission reviews budget proposals	28 Jan 16

Executive considers responses to consultation and agrees final budget proposals 9 Feb 16

Council agrees budget and Council Tax 24 Feb 16

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The Local Government Finance Act 1992 requires the Council to set the level of the Council Tax by 11 March each year. It is impossible to achieve this without having agreed an affordable revenue budget for the year in question.

Borough Treasurer

- 6.2 The financial implications of this report are included in the supporting information.

Equalities Impact Assessment

- 6.3 None.

Strategic Risk Management Issues

- 6.4 The Borough Treasurer, as the Council's Chief Finance Officer (section 151 officer) must formally certify that the budget is sound when it is recommended for approval in February. This will involve identifying and assessing the key risk areas in the budget to ensure the robustness of estimates and ensuring that appropriate arrangements are in place to manage those risks, including maintaining an appropriate level of reserves and contingency. This formalises work that is normally undertaken each year during the budget preparation stages and in monthly monitoring after the budget is agreed.

The budget includes resources sufficient to enable the Council to monitor these key risks and where possible to minimise their effects on services in accordance with the strategic risk actions plans. Specific risk reduction measures that are in place include the following:

- Budget Setting Process
 - Production and regular monitoring of a robust medium-term financial strategy
 - Regular analysis of budgets to identify legislative, demographic, essential and desirable service pressures / enhancements
 - Detailed consideration of budgets by officers and Members to identify potential budget proposals
 - Robust scrutiny of budget proposals prior to final agreement
 - Ensuring adequacy and appropriateness of earmarked reserves
- Budget Monitoring
 - Robust system of budgetary control with regular reporting to CMT and through the Quarterly Service Reports (QSR's) to Members
 - Exception reports to the Executive
 - Annual review of the Councils' budget monitoring arrangement by external audit to ensure they remain fit for purpose
 - Taking corrective action during the year to ensure the budget is delivered every year (as in 2009/10, 2006/07, 2005/06 and 2000/01)
 - Specific regular review by Group Accountants of particularly volatile budget areas

7 CONSULTATION

Principal Groups Consulted

7.1 No groups have been consulted at this stage.

Background Papers

None.

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Commitment Budget 2016/17 to 2020/21

	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000	2020/21 £'000
Adult Social Care, Health and Housing						
Approved Budget	33,386	33,386	33,396	33,396	33,396	33,396
Fixed civil penalties - failure to declare changes in circumstances		10				
Net Inter Departmental Virements						
Adult Social Care and Health Adjusted Budget	33,386	33,396	33,396	33,396	33,396	33,396
Children, Young People and Learning						
Approved Budget	15,622	15,622	15,592	15,602	15,592	15,602
Suitability surveys		-20				
Schools Music Festival		-10	10	-10	10	-10
Net Inter Departmental Virements						
Children, Young People and Learning Adjusted Budget	15,622	15,592	15,602	15,592	15,602	15,592
Corporate Services / Chief Executive's Office						
Approved Budget	14,243	14,243	14,139	14,110	14,139	14,110
Vacating Seymour House/Ocean House		-14				
Borough Elections		-80				
Residents Survey		29	-29	29	-29	29
Councillors access to the Local Government Pension Scheme		-3				
Legal Services income relating to S106 agreements		8				
Facilities Management Category Savings		-50				
Revenue impact of 2015/16 Capital Programme - ICT costs		6				
Net Inter Departmental Virements						
Chief Executive / Corporate Services Adjusted Budget	14,243	14,139	14,110	14,139	14,110	14,139
Environment, Culture and Communities						
Approved Budget	24,305	24,305	24,352	24,212	24,437	24,437
Waste Disposal PFI		87	98	252		
Local Development Framework		-39	-130	-26		
Capital Invest to Save 06/07 - Easthampstead Park		-1	-1	-1		
Car Parking income			-80			
London Road Landfill Site			-14			
Capital Invest to Save 2014/15 - Easthampstead Park outdoor wedding gazebo			-13			
Net Inter Departmental Virements						
Environment, Culture and Communities Adjusted Budget	24,305	24,352	24,212	24,437	24,437	24,437
Total Service Departments	87,556	87,479	87,320	87,564	87,545	87,564
Non Departmental / Council Wide						
Approved Budget	-8,377	-8,377	-7,776	-6,820	-6,372	-5,972
Minimum Revenue Provision		300	556	148	400	100
2015/16 Capital Programme - Interest		45				
Ceasing to pay Pension Fund contributions in advance		0	100			
Increase in employers Pension Fund contributions		256	300	300		
Net Inter Departmental Virements						
Non Departmental / Council Wide Adjusted Budget	-8,377	-7,776	-6,820	-6,372	-5,972	-5,872
TOTAL BUDGET	79,179	79,703	80,500	81,192	81,573	81,692
Change in commitment budget		524	797	692	381	119

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TO: EXECUTIVE
22 SEPTEMBER 2015

APPROVAL FOR PUBLIC CONSULTION ON A DRAFT PARKING STANDARDS SUPPLEMENTARY PLANNING DOCUMENT.

Director of Environment, Culture and Communities

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek the approval of the Executive to consult the public and other interested parties on the draft Parking Standards Supplementary Planning Document (SPD) at Appendix A for a six week period as set out in Section 7 of this report.

2 EXECUTIVE SUMMARY

- 2.1 The existing Parking Standards Supplementary Parking Document (SPD), 2007 is becoming out-of-date and in need of a review. The Council has undertaken a review of the standards through, for example, research into the parking provision in new residential development; Census 2011 data and officer expertise in preparing a draft SPD for public consultation. Following consultation, all comments received will be taken account of in preparing a final version of the document for adoption in 2016. The adopted Parking Standards SPD will replacing the existing document and will be a material consideration in the determination of planning applications.
- 2.2 There are two documents to be consulted upon, namely:
- The Consultation Draft Parking Standards SPD (Appendix 1); and,
 - The Evidence Review Background Paper (Appendix 2).
- 2.3 The content of draft SPD is structured as follows:
- Chapter 1 provides an introduction and context.
 - Chapter 2 sets out a parking strategy for dealing with existing parking problems using the statutory powers of the council in its role as the Local highways Authority;
 - Chapters 3 sets the preferred options for new parking standards from new development which includes five topic areas, each with a table which sets out the identified alternative options with their pros and cons. This chapter also focuses on the main areas of suggested changes to the existing standards with rationale why.
 - Chapter 4 provides the parking standards tables for new development in full with the preferred changes as reviewed in Chapter 3.
- 2.4 There are five Annexes, four of which are updated versions of those in the existing Parking Standards SPD which relate to the design of car parking, disabled, bicycle and motorcycle parking. The fifth is a new annex related to electric vehicle charging and relates to topic E in the preferred options in Chapter 3.

3. RECOMMENDATION(S)

- 3.1 That the Executive:

- (i) **approves the Consultation Draft Parking Standards SPD at Appendix A and its evidence base at Appendix B for public consultation;**
- (ii) **authorises the Executive Member for Planning and Transport to agree any minor changes to the Consultation Draft SPD and its evidence base prior to the public consultation period.**

4 REASONS FOR RECOMMENDATION(S)

4.1 Evidence shows that the existing Parking Standards SPD is becoming increasingly out-of-date and does not cover certain issues such as school pick up. There is a need to review the existing SPD which was adopted 8 years ago to better reflect the current parking needs of the Borough. The Consultation Draft SPD includes a strategy for dealing with certain existing parking issues. Consultation is a statutory stage in the process of adopting a new SPD so that it becomes a material consideration in the determination of planning applications.

5 ALTERNATIVE OPTIONS CONSIDERED

5.1 Not reviewing the Parking Standards SPD would mean the council continuing to implement its existing Parking Standards SPD (2007). This is increasingly out-of-date and does not address parking problems associated with new development such as the low levels of use of domestic garage parking.

6 SUPPORTING INFORMATION

Background to the Parking Standards SPD

- 6.1 The Council has been applying its adopted Parking Standards SPD since 2007. However, as time has passed the need has arisen to review parking requirements to include consideration of guidance on where it may be appropriate to apply standards more flexibly as well as consideration of whether the standards themselves should be changed.
- 6.2 Appendix 1 provides the Consultation Draft SPD for consideration.

The Consultation Draft SPD

6.3 The Draft SPD is structured as follows:

Chapter/Title	Content
Chapter 1 – Introduction and context	Context to how and why the SPD is being reviewed.
Chapter 2 - Strategy for Existing Parking Issues	A parking strategy based on measures the Local Highways Authority can take to resolve existing parking issues in the Borough. Some measures will need planning applications to implement but most are normal statutory functions of the Local Highways Authority.
Chapter 3 - Preferred Options for New Parking Standards.	Sets out a preferred option for each topic area and describes the alternative options considered. The main areas of suggested changes are: <ul style="list-style-type: none"> i. Not to include domestic garages as part of the parking provision unless they meet certain size requirements

	<p>and have separate storage.</p> <ul style="list-style-type: none"> ii. Revised parking standards for affordable housing. This considers whether the generally lower levels of car ownership in these forms of development could be reflected in a lower standard if supported by evidence which considers issues such as location, accessibility, local circumstances, shared ownership and right to buy. iii. School drop-off and pick-up standards. Each school is different and therefore standards should be applied flexibly on a case by case basis based on evidence. iv. Adapting parking provision for future technology and climate change. This introduces a requirement for a proportion of new parking spaces to be capable of easy conversion to electric point charging should the anticipated demand come forward. v. Revisions and preferred options to the existing parking standards. This sets out the proposed changes to the parking standards tables.
Chapter 4 - Parking Standards Tables.	This sets out the existing parking standards tables in the current SPD (2007) in black text with suggested changes in blue and highlighted text. These changes relate to the options in Chapter 3 above and some other recommended changes.
Annex A - Design requirements for residential and non-residential parking provision.	These annexes are updated versions of those in the 2007 Parking Standards SPD with new photographs and updated accompanying text.
Annex B - Technical design requirements for disabled parking.	
Annex C - Technical design requirements for cycle parking.	
Annex D - Technical design requirements for motorcycle parking.	
Annex E - Provision for Electric Vehicle Charging	

Evidence

6.4 A supporting background document has also been produced in Appendix B (Evidence Review Background Paper). This background paper sets out the evidence as follows.

A. Policy and Guidance Requirements.

6.5 National planning policy and guidance in the NPPF states that parking standards should take account of local accessibility, public transport and levels of car ownership. They should not be set as maximum nor set below a reasonable level. Existing planning policies ensure that development provides adequate levels of parking and promotes sustainable development in accessible locations. The Local

Transport Plan Policy TP16 Parking sets the Local Highway Authority priorities for parking which include promoting all forms of parking for development including for cycles and electric vehicles. It also promotes improving the quality of existing car parks.

- 6.6 The Draft SPD accords with national and local policy and guidance. For example, introducing potential lower car parking standards for affordable housing schemes is proposed to be on the basis of evidence including proximity to facilities and public transport. The parking standards for residential development also take account of the size of dwellings in terms of the number of bedrooms. The draft SPD promotes electric vehicle charging points in line with the government's aim to reduce vehicle emissions.

B. Census 2011 Data

- 6.7 The findings from analysis of local Census 2011 data are:

- Car ownership has increased slightly from 2001 to 2011.
- The average number of cars per ward in 2011 can be compared to the equivalent figures from the residents' survey (see Appendix 2 Table 1). This shows that most new developments are consistent with the census findings. However, Wykery Copse has a relatively high level of average ownership (1.92 cars/vans per household).
- When combining the households 75.1% of all households in 2011 had either one or two cars/vans (compared to 76.1% in 2001). The current parking standards are consistent with this level of demand which indicates that only minor changes are required.

C. Residents Survey of New Developments.

- 6.8 The New Developments Residents' Survey (Sept 2014) was carried out by consultants 'Qa Research'. The research was carried out during July 2014 and focused on fifteen housing developments built in the last few years. Residents were asked what they liked and disliked about their properties, the developments and the Borough. The responses to questions on parking and other amenities on the developments have been used to prepare the Draft SPD.

- 6.9 The findings of the survey can be summarised as follows:

- Generally, for market housing, the existing residential parking standards meet the recorded levels of car/van ownership - but parking was still seen as a problem for many.
- Garages are under-used for parking cars which can lead to on-street parking problems.
- Garages were cited as being too small for car parking and often used for storage instead.
- Affordable housing development has generally lower car/van ownership levels than market housing which implies that there is a scope for more flexibility in provision.

D. Officer Consideration.

- 6.10 Officers from various departments have had input to the Draft SPD. The views reflected in the SPD include the need for larger garages, adapting parking for electric vehicle charging and ensuring that applications for school accommodation are accompanied by robust evidence to justify how many drop-off and pick-up spaces are provided.

E. Other Local Authorities.

- 6.11 Other Local Authority standards have been reviewed including providing larger garages or limiting their use as part of the standards and providing a proposition of new parking space for electric vehicle charging.

F. Employment Survey and Employment Density Review.

- 6.12 Qa Research has also undertaken a survey for the Council with local business seeking their views on a number of infrastructure issues including parking. One finding is that they want adequate parking to allow their businesses to grow and thrive.
- 6.13 The employment densities used in the 2007 Parking Standards are out of date (source: Berkshire Employment Density Study (1998)) and need to be revised. Officers consider that many of the densities proposed in the Homes and Communities Agency Employment Densities Guide 2010 (2nd edition) are relevant and are considered as preferred options in the Draft SPD. Some are not considered relevant here because they relate to employees rather than customers such as A3 - 5 land uses (Restaurants/Cafes, Drinking Establishments and Hot Food Takeaways). In these circumstances the Council does not propose to review its existing parking standards.

G. Places of Worship

- 6.14 Consultation was undertaken with local places of worship on their parking provision and needs. However the responses provided were inconclusive and therefore the preferred option is for the amount of parking provision to be determined on a case-by-case basis subject to evidence.

Conclusions

- 6.15 The current residential standards appear to be consistent with the evidence on car ownership levels. However there remains clear dissatisfaction from some residents with what is happening on the ground. The provision of garages within the standards will need to be addressed. There is a need for flexibility in the application of standards especially where there is clear evidence that lower standards of provision would be appropriate such as for affordable housing. Further analysis will be undertaken to assess whether different formats of parking are more or less effective including the proportion of allocated and unallocated spaces, the balance of on-street and off-street parking and the levels of use of parking courts. Consideration of other matters such as electrical charging should also be undertaken as part of the process.

7 Consultation and Future Programme

- 7.1 The Consultation Draft SPD will undergo full public consultation for a statutory 6 week period from Monday, 19th October until Monday, 30th November 2015. The consultation will seek views from the public, town and parish councils, developers, agents, businesses and other interested parties. Copies of the Draft SPD and its supporting information will be placed in libraries and town/parish offices for inspection. All documentation will also be available on-line using the Council's consultation portal.
- 7.2 The future programme for the Draft SPD is:
- Public consultation – October/November 2015.

- Consideration of comments received and revision of Draft SPD – December 2015 – January 2016
- Executive Adoption of Parking Standards SPD – March 2016.

8 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

8.1 Nothing to add to the report.

Borough Treasurer

8.2 The costs associated with the public consultation can be met from within the existing Local Development Framework revenue budget.

Equalities Impact Assessment

8.3 A draft Equalities Screening Record has been undertaken for this stage of the process which will be completed with the final adopted Parking Standards SPD and included as an appendix for the Executive agenda in March 2016.

Strategic Risk Management Issues

8.4 None as a consequence of this report.

Consultation

8.5 The preparation of the draft SPD has been informed by technical evidence and consultation with officers across the Council including the Local Highways Authority.

8.7 The proposed public consultation is detailed in paragraph 7.1 above.

Background Papers

APPENDIX A	Consultation Draft Parking Standards Supplementary Planning Document (SPD)
APPENDIX B	Evidence Review Background Paper
Not appended	The New Developments Residents' Survey (Sept 2014) Qa Research http://www.bracknell-forest.gov.uk/new-developements-residents-report.pdf
Not appended	Business Survey 214 (Infrastructure) April 2015 Qa Research. (available on request)

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APPENDIX A

Consultation Draft Parking Standards Supplementary Planning Document August 2015

Contents

Section	Title	Page Number
Chapter 1	Introduction and Context.	To be added in consultation draft
Chapter 2	Strategy for Existing Parking Issues	
Chapter 3	Preferred Options for New Parking Standards.	
Chapter 4	Parking Standards Tables.	
Annex A	Technical design requirements for residential and non-residential parking provision.	
Annex B	Technical design requirements for disabled parking.	
Annex C	Technical design requirements for cycle parking.	
Annex D	Technical design requirements for motorcycle parking.	
Annex E	Provision for Electric Vehicle Charging	

1 Introduction and Context.

1.1 This Consultation Draft Parking Standards Supplementary Planning Document (SPD) is being consulted on between Monday, 19th October and Monday, 30th November 2015. All comments will be considered in finalising the document and reported to the Council's Executive before it is formally adopted. The final SPD will replace the Parking Standards SPD (2007). It will form part of the Council's planning framework and be a material consideration in the determination of planning applications.

1.2 The Consultation Draft SPD:

- provides a parking strategy for dealing with existing parking problems for residential and business in the borough;
- updates some of the existing standards for parking provision and maintains others for new residential, business and other development;
- proposes changes to the standards and their application;
- Ties the new standards to surface water drainage requirements; and,
- updates the technical Annexes with detailed guidance on residential and non-residential, disabled, cycle and motorcycle parking.

1.3 The Draft SPD has been produced using:

- the borough's spatial vision, policy and guidance;

- technical and factual updates;
- survey work and consultation; and,
- Council officer expertise and experience.

Status of the Parking Standards SPD

1.4 The Parking Standards SPD provides guidance to support the Development Plan policies and LTP3. Once adopted this SPD will be a material consideration in the determination of planning applications. It will support the Council's planning and transport framework which includes:

- The Core Strategy Development Plan Document(2008);
- The Bracknell Forest Borough Local Plan (2002) and
- The Site Allocations Local Plan (2013);
- A number of guidance documents (SPDs); and,
- The Local Transport Plan (LTP3) sets out the Council's strategic transport policies and schemes.

1.5 An effective strategy for dealing with parking issues is vital to deliver sustainable growth in the borough. A balanced approach to delivering parking standards can help stimulate growth and meet the needs of our residents. The Draft SPD therefore aims to deliver effective parking solutions while taking account of other planning considerations. It is not intended to suppress the use of the car, or to promote the car over other forms of transport such as walking, cycling or public transport.

1.6 This document updates the Bracknell Forest Council's existing parking standards to better reflect changing local circumstances. It includes a parking strategy for tackling existing parking problems within the borough. Many of our existing neighbourhoods were built when car ownership levels were much lower than they are today. This results in localised parking hotspots which cause problems for residents. Chapter 2 identifies a set of measures to tackle these issues.

1.7 The focus of the Draft SPD also builds in the need for flexibility in the consideration of parking requirements rather than a rigid and strict approach where appropriate should a robust evidence base be provided. This does not mean that standards will be relaxed in each and every circumstance nor will it set a precedent for lower parking provision but where there is justifiable and robust evidence supporting a planning application the Council will consider it in determining a planning application.

Problems with the existing parking standards for new development

1.8 The Council's 2007 Parking Standards SPD increased requirements from the previous average of 1.5 spaces per new dwelling to reflect the relatively high car ownership levels in the borough. Experience since 2007 has identified that the use of these standards can still result in parking issues on some new developments. One issue is that garages are often not used for parking but for storage. Another issue is parking which is located too far from the properties it serves. Both can result in cars being parked on streets rather than on plots or in designated areas.

1.9 Another issue is the impact of the morning and afternoon school runs. The Council is embarking on a programme to provide several new schools in new residential developments. We need to ensure that effective parking solutions are delivered at the design stage rather than the Council trying to later implement a costly parking solution for a problem which could have been avoided. Parking issues with the expansion of existing schools also require further guidance.

Balancing parking solutions with other considerations

1.10 Any new parking standards and solutions must be balanced with other issues. These may include:

- Higher parking standards may require more land thus lowering densities of development which in turn will result in more land being required for development
- Increased standards could result in the over-dominance of car parking to the detriment of the street scene including the ability to include meaningful landscaping;
- The need for effective storage solutions within new properties and a design led approach to achieve effective parking solutions for end-users.
- The need for guidance on where there may be flexibility in the application of standards.

Evidence Review

1.11 This SPD is supported by evidence in seven key topic areas:

- A. Policy and guidance requirements.
- B. Census 2011 data.
- C. Residents Survey of new developments.
- D. Officer Consideration.
- E. Other Local Authorities.
- F. Employment Survey and Employment Density Review.
- G. Places of Worship.

A summary of the evidence base can be viewed in the Consultation Draft Parking Standards SPD Evidence Background Paper which accompanies this document.

Consultation Details

1.12 The Draft SPD and its evidence are available for consultation for 6 weeks between 9am Monday 19th October 2015 and 5pm 30th November 2015. All consultation documents will be available on-line or paper versions at:

- Council Offices (Time Square and Easthampstead House).
- Town and Parish Council offices.
- All libraries in Bracknell Forest Borough.

Consultation response should be made in writing either:

- Using the consultation portal.
- By e-mail at development.plan@bracknell-forest.gov.uk
- In writing to:

Spatial Policy
Bracknell Forest Council
Time Square
Market Street
Bracknell
RG12 1JD

2 Strategy for Existing Parking Issues

2.1 This section describes the Council's strategy for dealing with existing local parking problems. It provides information on all the measures currently undertaken to address existing parking problems and the preferred future strategy.

Context and evidence

2.2 Since many of the neighbourhoods and estates in the Borough have been built there has been a significant increase in car ownership. This has resulted in many streets not having sufficient parking for current needs. A lack of adequate parking has resulted in local tensions, neighbour disputes and unsatisfactory parking on verges and open space areas. This can erode the quality of life and cause inconvenience for residents. In some neighbourhoods the problems are exacerbated where the original parking solutions such as garage blocks are no longer used for parking and garage owners park elsewhere, including on streets which cannot always cope with the parking demands. The original parking is therefore not used and is no longer fit for purpose.

2.3 Certain local businesses have raised concerns over the need for additional parking to support their operations. In determining an appropriate way forward there is a need to provide flexibility for businesses to allow growth but without compromising relevant transport and planning policies. A balanced approach, providing access by all modes, should be achieved while recognising the aims of other policies. For example, providing business parking capacity and ignoring other measures such as public transport, cycling, etc. will simply encourage car use and increase congestion which in turn is detrimental to business growth and other environmental concerns. A balanced solution which includes parking provision, public transport, footway / cycleways and travel planning is necessary to provide an attractive and flexible environment for business to thrive.

Available Measures

2.4 The Council already undertakes a programme of local measures to help resolve existing parking problems. These are listed below and explained further in the following paragraphs:

- Residential Off-Street Parking Provision;
- The Residents Parking Scheme;
- Residential Disabled Persons Parking Bays;
- On-street Waiting Restrictions; and,
- Dropped Kerbs to Off-Street Parking.

2.5 The Council also works closely with Bracknell Forest Homes (BFH) to create additional parking on land within their control. This approach will continue and in combination with Council schemes will help mitigate the impacts of on-street parking.

Residential Off-Street Parking Provision

2.6 The Council receives many requests each year to create more parking spaces in residential areas to relieve local pressures. While the Council does not have a duty to provide extra parking, it helps where it can with limited capital resources.

2.7 In 2008, a priority list of roads within all wards requiring additional parking was drawn up. From these ward lists, a borough-wide priority list was established having first categorised roads across the borough into:

- Category 1 - providing the most extra capacity and reducing obstruction;

- Category 2 - providing extra capacity only; and,
- Category 3 - providing parking spaces on damaged grass verges already being parked on (i.e. no additional capacity, but tidying up the grass).

2.8 In 2014/15, the Council's Integrated Transport Capital Programme financed the design and implementation of schemes to tackle local parking issues. A budget of £100,000 was approved to match-fund the contribution from BFH and a priority list of schemes was drawn up with the help of local members and BFH.

2.9 14 schemes were completed in 2014/15 creating 64 additional off-street parking bays and more schemes are under investigation in 2015/16 for which a combined Council/BFH budget of £220,000 has been approved. The Council will consider further funding for future years through its normal budget setting process.

2.10 The views of local residents are invited on existing problems associated with parking on grass verges and the creation of off-street parking, with a view to relaxing the rules preventing the creation of car parking spaces instead? Subject to the response on this issue, the preferred strategy is to continue with how it currently manages the situation which is:

The Council will continue to support residential off-street parking schemes on a priority basis provided they do not have unacceptable adverse impacts upon character, amenity, sustainable drainage, trees, open space or highways safety.

Residents Parking Scheme

2.11 The Council is currently undertaking a two year trial of Residents' Parking Permit schemes in six areas near Bracknell Town Centre (see www.bracknell-forest.gov.uk/parkingpermits). All vehicles parked in the defined zones (apart from delivery vehicles or street works contractors) need to display a permit during the scheme's hours of operation. The key aims of the trial are to protect residents from increased parking pressures arising from the town centre regeneration and be simple for residents to use. The scheme is enforced by the Council's parking attendants.

2.12 Permits are issued for use by residents, their visitors and other essential users of the streets. Vehicles not displaying a valid permit during the hours of operation are not legally allowed to park. This aims to ensure that additional parking demand does not prevent local residents from parking on-street where they have little other choice.

2.13 The preferred strategy is:

Depending on the results of the trial, to expand the Residents Parking Scheme to other areas of the Borough where residents need protection from increased parking pressures.

Residential Parking Bays for Disabled People

2.14 Certain residents who hold blue disabled badges, and meet certain other criteria, can apply to the Council for a disabled bay near their home (see www.bracknell-forest.gov.uk/disabledpeopleparkingbays). Applications are reviewed on a six monthly basis with the approved spaces being formalised via a Traffic Regulation Order. The making of an Order allows the Council to enforce the restrictions via its Civil Enforcement Officers. These disabled persons' bays can be used by any valid blue badge holder and assist those in need to park close to their home. The Council installs approximately thirty such spaces each year. Periodically the council also removes disabled parking spaces

when it has been made aware that there is no further need with in the community they serve.

2.15 The preferred strategy is:

The Council will continue to provide new disabled parking bays under the current application procedure, and to remove redundant bays as appropriate.

On-street waiting restrictions

2.16 The introduction of waiting restrictions can have positive benefits for residents, retailers and businesses. The Council introduces waiting restrictions in response to obstruction or safety issues that have been brought to its attention by residents or other parties. Following notification of a concern, Council Officers will normally visit the area in question several times to establish the nature of the issue. In appropriate cases a waiting restriction scheme will be drawn up to alleviate the issues. This will take account of parking needs in the area. The Traffic Regulation Orders for waiting restrictions are usually processed in groups every six months. They can vary from simple double yellow lines at junctions to more significant schemes for entire estates. The Council installs an average of ten new waiting restriction schemes each year.

2.17 The preferred strategy is:

The Council will continue to implement new on-street waiting restriction schemes on a priority basis for local residents, businesses and retailers.

Dropped kerbs to off-street parking

2.18 The Council helps provide dropped kerbs for residents who have sufficient frontage to have a driveway installed and where highway safety will not be adversely affected. There may also be circumstances where it will not be acceptable to agree a dropped kerb, for example, within a conservation area, where on-plot parking may be harmful to the character of the area. The Council helps by inspecting the property, providing a quotation, and installing the works at the resident's cost if they wish to proceed. Further information and advice on how to apply for a dropped kerb on an unclassified road can be found at: www.bracknell-forest.gov.uk/vehicleaccesskerbs.

2.19 Dropped kerbs can improve parking congestion and highway safety in estate roads by removing vehicles parked on streets. They can also help by increasing overall parking capacity where the road alongside the dropped kerb can be parked on by the occupiers of the dwelling or their visitors.

2.20 The preferred strategy is:

Subject to highways safety and other planning considerations, the Council will support the installation of new dropped kerbs to enable off-street parking.

Commercial vehicle parking

2.21 There are rules and regulations in place regarding the parking of commercial vehicles on the public highway whether or not there is a residents parking scheme. Certain commercial vehicles require a Goods Vehicle Operators Licence. Any vehicle meeting the criteria for such a licence is required to be stored in an 'operating centre' (depot / storage yard) and therefore should not be parked on the public highway (residential or otherwise) when not in use as this would be in breach of the conditions of an operator's licence. If the vehicle meets any of the following criteria then it requires an operator's licence:

- A gross plated weight of more than 3.5 tonnes: or
- If it has no gross plated weight, an unladen (empty vehicle) weight of more than 1525kg.
- Recovery vehicles are exempt to these rules.

2.22 The Traffic Commissioner for the area, who is responsible for granting operator licences, has the power to remove the operating licence which is the ultimate sanction to control the use of such vehicles in residential areas.

2.23 The goods vehicle operators licencing rules do not generally apply to 'Transit' or 'Luton' (box van) sized vehicles as the majority of these, either standard or longer (long wheel base versions) vehicles, have a 'gross vehicle weight' that is 3.5 tonnes or less and therefore do not meet the criteria for requiring a licence.

3 Preferred Options for New Parking Standards

- 3.1** This section focuses on the main changes required from the existing Parking Standards and where identified gaps need filling. It sets out preferred options with the consideration of alternative options following each. Preferred and alternative options have been developed for:
- i. Domestic Garages
 - ii. Revised parking standards for affordable housing
 - iii. School drop-off and pick-up standards
 - iv. Adapting parking provision for future technology and climate change
 - v. Revisions and preferred options to existing parking standard tables

i. Domestic Garages

- 3.2** The preferred option is to continue to include garages as part of the standards provided that they meet minimum size requirements which are larger than those prescribed in the existing parking standards. If a developer chooses not to provide a larger garage/storage space then they will need to provide an alternative to the garage such as a car port or parking space. Therefore the preferred option is:

1. Garages will be included as part of the parking standards if they are large enough to incorporate a separately accessed storage room. To meet this requirement the minimum dimensions required are 7.5m (length) by 3.5m (width) by 2.4m (height). The garage dimensions should not be obstructed by structural pillars. The use of Planning Conditions will be considered to ensure that the garage use is restricted for parking purposes.

2. The garage element should be a minimum of 6m (length) by 3.5m (width) by 2.4m (height) and the storage element should be a min of 1.5m width) by 2.4m (height). The garage door should be at least 2.4m high by 2.4m wide.

3. A planning condition will be imposed restricting the use of the garage element to the parking of motor vehicles.

- 3.3** This approach would help reduce parking problems by providing garages that are large enough to park an average sized car and provide usable additional internal storage space. Regarding the proposed new garage dimensions will comfortably fit cars in and allow car doors to be opened. In context a land rover discovery is 4.8m long, 2.2m wide and 1.9m high and a Ford Focus is around 4.3m long, 2m wide and 1.5m in height.

3.4 The alternative options considered are set out in Table 1 below:

Table 1

	ALTERNATIVE OPTION	PROS	CONS
1	Keep garages within standards as they are	Development can be delivered at the current density levels making the most efficient use of land without the need for additional space on plots and, by association, new additional sites due to increased land take. Could include a condition which requires the garage to be used for car parking only and to ensure that its size is adequate for modern vehicle sizes. The provision of adequate storage space within homes could help reduce the use of garages for storage.	The evidence shows that this is likely to result in problems caused by the parking of displaced vehicles as many garages are not used for this purpose. This unplanned on-street parking is likely to cause detriment of the streetscene and increased friction between neighbours through increased parking disputes.
2	Remove garages from counting towards the parking allocation in the standards	This will mean that parking provision will be met by external parking spaces which could resolve some of the parking problems in new residential development by reducing on-street parking.	This could result in developers providing an extra parking space on plot in addition to retaining a garage which could cause the loss of garden space, landscaping and amenity space and drive down housing densities. Lower densities will require more sites and land to be developed to achieve the Borough Council's housing target. Additionally, this is likely to receive resistance from developers because a garage is seen as a desirable feature when marketing a house.
3	Count each garage as 0.2 (one fifth) of a parking space rounded to the nearest whole space across a development.	This is supported by the results of the Council's new development survey findings relating to garage usage. It could resolve a large proportion of the perceived parking problems as demonstrated by the evidence section. It does give developers some allowance for the parking provided by garages in line with recorded actual usage levels.	The developer would still need to provide the balance of parking to meet the standards through other means (parking spaces or car ports). This will have an impact on the extent of land required for car parking and the achievable densities of development.

ii. Revised parking standards for affordable housing

3.5 Evidence over recent years indicates that affordable housing schemes require lower levels of parking than market housing. This is a general trend rather than necessarily being the case on every site and indicates that it would be appropriate to take a flexible approach to the application of the parking standards for certain developments. Flexibility

which is fully justified by a Transport Assessment or Transport Statement can be an effective solution which can help to deliver sustainable development. The types of acceptable evidence could be surveys of comparable sites and the location of the site in relation to public transport and local facilities and the consideration of issues such as shared ownership and right to buy. The preferred option is:

1. **The starting point for applications for affordable housing is that they should meet the prescribed parking standards in Table 6; and,**
2. **The Council may allow lower parking standards for affordable housing schemes on the basis of robust site-specific evidence which demonstrates that the development will generate less demand than is prescribed and which considers future issues such as right to buy.**

3.6 The alternative options considered are set out in Table 2 below:

Table 2

	ALTERNATIVE OPTION	PROS	CONS
1	Lower the existing parking standards for affordable housing schemes	This could better reflect car/van ownership on affordable housing schemes and help reduce development costs.	There is no evidence to suggest what the lower standards should actually be because the cases examined in the QA research varied in car ownership levels making it difficult to pinpoint a specific standard. Certain locations may also warrant higher or lower requirements than prescribed in the standards.
2	Keep to the existing parking standards maintaining parity of parking standards for affordable and market housing schemes.	This provides consistency between different schemes and also future-proofs affordable housing schemes if car/van ownership rises and/or if the tenure changes.	This adds costs to affordable housing schemes and where affordable housing schemes are flatted, results in a car dominant streetscene detracting from soft landscaping and amenity.

iii. School drop-off and pick-up standards

3.7 The existing Parking Standards SPD does not cover parking required for school pick up and drop off periods. Inappropriate parking during these times can cause severe friction with affected residents. Over-provision of spaces could limit opportunities to deliver effective school travel plans to reduce car travel to and from school and undermine walking and cycle to school initiatives. Different circumstances will apply to each school in the Borough which makes a specific standard difficult to establish. The preferred option for new school or extensions to existing schools therefore is as follows:

The parking requirements for new or expanded schools will be considered on a case by case basis and informed by robust evidence including the capacity of the school. The evidence required will form part of a Transport Assessment or Transport Statement including information on the existing parking situation, car ownership levels and other relevant information relating to the impact of the proposal and need.

3.8 The preferred option above allows up-to-date traffic data and local circumstances to be taken into account and will require proposals to be accompanied by robust evidence. The alternative options considered are set out in Table 3 below:

Table 3

	ALTERNATIVE OPTION	PROS	CONS
1	Fixed standards for provision	This will provide early certainty to the process and allow schools to be planned on this basis.	This would not take account of local circumstances which may result in a higher or lower provision. This does not take account of school travel planning which could be an important determinant of the requirement for parking spaces. This may not work where the available site is restricted – particularly for school expansion proposals.
2	Minimise pick-up and drop-off as a policy position	This could encourage alternative patterns and modes of travel to and from school.	Where cars are still used, this approach is likely to cause problems in surrounding residential areas resulting in complaints and excessive parking in local streets

iv. Adapting parking provision for future technology and climate change

3.9 The future will bring advances in technology and it is likely that the potential for electrically powered cars will grow significantly. It is difficult to accurately estimate the extent of this growth and the likely need for parking spaces with charging points. The Council will take a proactive position to encourage and support the uptake of electric vehicles. The preferred option is:

1. For residential schemes: on sites larger than 10 dwellings, require 40% of all space to be designed and constructed to be readily adaptable to provide charging points.

2. For employment schemes: on sites with over 500 sq. m net internal area, require 30% of new spaces to be designed and constructed to be readily adaptable to provide charging points.

3. For retail schemes: on sites over 1000 sq. m net internal area, require 20% of new spaces to be designed and constructed to be readily adaptable to provide charging points.

3.10 The preferred option above is similar to proposals in the London Plan and will help gear up the housing, commercial and retail development sectors for increased demand for charging points. As demand is unpredictable, this avoids a situation where charging points are required but there is a lack of demand. One issue is that without a mechanism to implement the charging points there may be a risk that the potential of these ‘passive’ spaces is forgotten and remains untapped, especially if they are on land not owned or adopted by the Council. Consideration of demand and provision in nearby boroughs will

also be taken into account when bringing the electric parking infrastructure into use. The alternative options are set out in Table 4 below:

Table 4

	ALTERNATIVE OPTION	PROS	CONS
1	No changes to the standards regarding technology advances	Allows the market to decide and can keep pace with demand. It does not add cost for developers.	Does not support innovation or the Council's climate change and air quality objectives. Does not support the council's medium term objective of a Town Centre for the 21 st Century. Retrofitting EV chargers as demand increases may be more expensive and disruptive than planned provision.
2	<p>For residential schemes: Require 20% of new spaces to be active and 20% passive spaces in line with the London Plan on sites larger than 10 dwellings.</p> <p>For employment schemes: Require 20% of new spaces to be active and 10% passive spaces in line with the London Plan on sites over 500 sq. m net internal area</p> <p>For retail schemes: Require 10% of new spaces to be active and 10% passive spaces in line with the London Plan on sites over 1000 sq. m net internal area</p>	It gears up the housing market for change in a positive manner should demand for electric charging points increase. The active spaces have electric charging points and the passive provision includes cabling to enable the space to be easily adapted in the future.	Technology is moving fast and there is a risk the standards will become out-of-date quickly and become meaningless. May increase costs for developers. Need for better understanding and coordination. Need to engage widely with neighbouring authorities.

v. Revisions and preferred options for existing parking standard tables

- 3.11** Evidence indicates that the parking standards in the 2007 SPD are not completely out-of-date but there are areas which need further clarification. For clarity all those standards not affected by alternative preferred options are proposed to remain. Comments are also invited on these standards. The proposed changes are set out in the following paragraphs.
- 3.12** It is proposed to increase garage and storage sizes in line with paragraph 3.2 above and to provide parking for schools on a case by case basis as set out at paragraph 3.7 above.
- 3.13** Change certain existing standards in line with the HCA Employment Densities Guide (see section F in the Evidence Review Background Paper). These are:
- Table 8, Section 1, for A1 (Shops) (food retail and non-food retail) under 1000 m² to increase the car parking requirement from 1.30 m² or 1 space (whichever is greater) to **1:19 m² Net Internal Area (NIA) or 1 space (whichever is greater)**.
 - Table 8, Section 1 for A1 land use (Shops) (food retail and non-food retail) between 1000 and 2000 m² to increase the car parking requirement from 1.20 m² to **1:17 m² NIA**.

- Table 8, Section 1 for A1 land use (Shops) (food retail and non-food retail) over 2000 m² (Food Retail) to reduce the car parking requirement from 1:14 m² to **1:17 m² NIA**.
- Table 8, Section 1 for A1 land use (Shops) (food retail and non-food retail) over 2000 m² (Non-food Retail) to reduce the car parking requirement from 1.20 m² to **1:90 m² NIA**.
- Table 8, Section 2, for A2 land use to increase the car parking requirement from 1:30 m² to **1:16 m² NIA**.
- Table 8, Section 2, for A3 – 5 land uses to decrease the car parking requirement from 1:5 m² to **1:18 m² NIA**.
- Table 8, Section 4, for B2 land use (Industrial) to replace the two parking Standards (1:25 m² for development up to 235 m² floorspace and 1:50 m² for additional floorspace) with a single standard of **1:36 m² Gross Internal Area (GIA)**.

3.14 Table 8, section 3, for B1 land use (Offices, Light Industrial) the following table shows BFC's existing parking standards; the HCA employee ratio/standards; and BFC's preferred standards. The Council's preferred option is based on officers' experience, potential increased employee densities and providing for a balanced choice of travel modes.

Standard Parking Space		
1. BFC's Existing Parking Standards based on employee rate of 1 employee per 19 m ²	2. The HCA standards based on one space per employee	3. Preferred Option
Existing Requirement: 1:30 (under 2,500 m ²) Existing Requirement: 1:35 (above 2,500 m ²)	B1(a) General Office – 1:12m ² NIA B1(a) Call centres – 1:8 m ² NIA B1(a) IT/Data Centres – 1:47m ² NIA B1(a) Business Park – 1:10m ² NIA B1(a) Serviced Office – 1:10m ² NIA B1(c) Light Industry (business park) – 1:47m ² NIA	B1(a) General Office – 1:25 m² NIA B1(a) Call centres – 1:20 m² NIA B1(a) IT/Data Centres – 1:47m² NIA B1(a) Business Park – 1:25 m² NIA B1(a) Serviced Office – 1:25 m² NIA B1(c) Light Industry (business park) – 1:25 m² NIA

3.15 Table 8, Section 5, for B8 (Offices and warehouses) the following table shows: BFC's existing standards; the HCA standards; and, BFC's preferred standards. The reason the Council prefers an alternative to the HCA standards is to simplify the requirement having a single parking standard broadly in line with the HCA's.

Standard Parking Space		
1. BFC's Existing Parking Standards based on employee rate of 1 employee per 19 m ²	2. The HCA standards based on one space per employee	3. Preferred Option
Existing Requirement: 1:25 m ² up to 235 m ² Existing Requirement: 1:200 m ² additional floorspace	General – 1:70 m ² Gross External Area (GEA) Large Scale and High Bay Warehousing – 1:80 m ² GEA	1:70 m² Gross External Area (GEA)

3.16 There have been parking issues with some of the Borough's churches and places of worship over recent years, especially where they are also used for non-religious purposes. It has been clear that the current parking space standards of 1 space per 10 seats in the facility are no longer effective. Officers carried out a local consultation on places of worship, the results of which can be found in Section G of the Evidence Review Background Paper. The results were inconclusive and therefore the existing standard for

D1 Places of Worship in Table 8, Section 8 is proposed to be replaced with a preferred option of **providing parking on a case-by case basis subject to evidence provided in support of a planning application.**

3.17 The following seeks to clarify the situation where the existing standard omits some specific uses. These are:

- Table 8, Section 2 – to include an additional provision for Drive-Through-Restaurants - **Preferred Option is for them to provide parking on a case-by case basis subject to evidence provided in support of a planning application.**
- Table 8, Section 7 for C2 (Residential Institutions) – to include an additional provision for Dementia Care Homes relating to Standard Car Parking Spaces, Disabled parking Spaces, Cycle and Motorcycle - **Preferred Option is for them to provide parking on a case-by case basis subject to evidence provided in support of a planning application.**
- Nursing Homes/Dementia Care Homes greater than 50 beds in line with the Planning Obligations SPD (Feb 2015) - **Preferred Option is for an additional requirement for Dementia Care Homes to provide a Travel Plan for staff and visitors.**

3.19 The Council has also reviewed some land uses as prescribed in the HCA Density Guide (section F in the Evidence Review Background Paper) but do not propose to change the existing standards to align with the HCA standards. This is because the HCA standards relate to employees only rather than customers. In the recent experience of the Council in operating its standards for these uses the existing standards have proved effective and fit-for purpose. Therefore the land uses that the Council will look to consider are:

- In Table 8, Section 2 for A3 - 5 land uses (Restaurants/Cafes, Drinking Establishments and Hot Food Takeaways);
- In Table 8, Section 6 for C1 land uses (Hotels/Motels); and,
- In Table 8, Section 9 for D2 land uses (Assembly and Leisure).

3.20 It should be noted that the references to Travel Plans thresholds and requirements in the existing standards tables are proposed to be removed because they have already been revised in the Planning Obligations Supplementary Planning Document (February 2015) (see Appendix 1, paragraph 1.1 and its associated table).

4 Parking Standard Tables

4.1 This chapter provides the existing parking standards in the 2007 SPD for ease of viewing. It is proposed that they remain the same unless otherwise specified in blue and highlighted text (the changes relate to the proposals in Chapter 3 above). Comments are invited on the tables which will be finalised in the adopted SPD.

Bracknell Town Centre Standards

4.2 This document details proposed parking standards for all vehicle and planning use types. Integrated tables showing all standards including car, cycle, motorcycle, servicing and disabled parking arrangements for town centre uses are presented in Table 5 below.

4.3 Bracknell Town Centre will be significantly redeveloped over the coming years. While there will be additional car parking in the new scheme, one of the key ambitions of the Council is to ensure that we have a town centre fit for the 21st century. To reflect that the Town Centre is the most sustainable location in the Borough, the Council adopted more rigorous standards for this part of the Borough in the 2007 Parking Standards SPD. These may require review to reflect changes in the role of town centres and the nature of shopping since the previous standards were adopted. The Council is consulting on the existing standards and will seek evidence during the consultation period as to whether changes are required. With future Town Centre sites such as the Southern Gateway and The Point potentially coming forward in due course it is necessary to get the views on whether the Town Centre parking standards need changing. The current proposal is to apply them as minimum standards. The consideration of these standards should be on the basis that they are proposed to be minimum not maximum standards and that they may be subject to more evidence-based flexibility including to affordable housing (see paragraph 3.5 - Revised parking standards for affordable housing).

Table 5 Use	Parking Type	Threshold	Standard
Non Food Retail (A1)	Standard car parking spaces	Development Under 2000 m2	1 space per 30 m2
		Development over 2000 m2:	1 space per 25m2
	Cycle Parking	All development	1 space per 200 m2 (at least 2) whichever greater
	Motorcycle	See standards set out in Table 8 (Non-Residential Standards)	
	Disabled Parking		
	Lorry Parking		
Travel Plan	Development over 1000 m2		
Additional Information		<ul style="list-style-type: none"> • Transport Statement – 800 m2 – 1500 m2 • Transport Assessment– greater than 1500 m2 • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) 	
Food Retail (A1)	Standard car parking spaces	Development Under 2000m2	1 space per 30 m2

Table 5 Use	Parking Type	Threshold	Standard
		Development over 2000m2:	1 space per 14m2
	Cycle Parking	All development	1 space per 150 m2 (at least 2) whichever greater
	Motorcycle	See standards set out in Table 8 (Non-Residential Standards)	
	Disabled Parking		
	Lorry Parking		
	Travel Plan	See Planning Obligations SPD, Appendix 1, paragraph 1.1	
Additional Information	<ul style="list-style-type: none"> • Transport Statement – 250 m2 – 800 m2 • Transport Assessment– greater than 800 m2 • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) 		
Financial/Professional Services (A2)	Standard car parking spaces	All development	1 space per 30 m2
	Cycle Parking	All development	1 space per 150 m2 (at least 2) whichever greater.
	Motorcycle	See standards set out in Table 8 (Non-Residential Standards)	
	Disabled Parking		
	Lorry Parking		
	Travel Plan	Not required	
Additional Information	<ul style="list-style-type: none"> • Transport Statement – 1000 m2 – 2500 m2 • Transport Assessment– greater than 2500 m2 • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) 		
Restaurants, Drinking establishments, Hot Food takeaway (A3-A5)	Standard car parking spaces	All development	1 space per 10 m2
	Cycle Parking	All development	1 space per 75 m2 (at least 2 whichever greater)
	Motorcycle	See standards set out in Table 8 (Non-Residential Standards)	
	Disabled Parking		
	Lorry Parking		
	Travel Plan	Not required	
Additional Information	<p>A3</p> <ul style="list-style-type: none"> • Transport Statement – 300 m2 – 2500 m2 • Transport Assessment– greater than 2500 m2 • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) <p>A4</p> <ul style="list-style-type: none"> • Transport Statement – 300 m2 – 600 m2 • Transport Assessment– greater than 600 		

Table 5 Use	Parking Type	Threshold	Standard
		m2 <ul style="list-style-type: none"> In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions – CIL or S106 (see Planning Obligations SPD) A5 <ul style="list-style-type: none"> Transport Statement – 250 m2 – 500 m2 Transport Assessment– greater than 500 m2 In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions – CIL or S106 (see Planning Obligations SPD) 	
Office/Business (B1)	Standard car parking spaces	All development	1 space per 40 m2
	Cycle Parking	All development	1 space per 150 m2 (at least 2 whichever greater)
	Motorcycle	See standards set out in Table 8 (Non-Residential Standards)	
	Disabled Parking		
	Lorry Parking		
	Travel Plan	Travel Plan Required over 1500 m2	
Additional Information	<ul style="list-style-type: none"> Transport Statement – 1500 m2 – 2500 m2 Transport Assessment– greater than 2500 m2 In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions – CIL or S106 (see Planning Obligations SPD) 		
Leisure (D2)	Standard car parking spaces	All development	1 space per 40 m2
	Cycle Parking	All development	1 space per 50 m2
	Motorcycle	See standards set out in Table 8 (Non-Residential Standards)	
	Disabled Parking		
	Lorry Parking		
	Travel Plan	Leisure (General) Greater than 1000 m2	
Additional Information	<ul style="list-style-type: none"> Transport Statement – 500 m2 – 1500 m2 Transport Assessment– greater than 1500 m2 In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions – CIL or S106 (see Planning Obligations SPD) 		
Cinema (D2)	Standard car parking spaces	All development	1 space per 40 m2
	Cycle Parking		1 space per 50 seats
	Motorcycle	See standards set out in Table 8 (Non-Residential Standards)	
	Disabled Parking		
	Lorry Parking		
Travel Plan	Leisure (General) Greater than 1000 m2		

Table 5 Use	Parking Type	Threshold	Standard
	Additional Information	<ul style="list-style-type: none"> • Transport Statement – 500 m² – 1500 m² • Transport Assessment– greater than 1500 m² • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) 	
Higher and Further Education (D1)	Standard car parking spaces	All development	1 space per 2 staff and 1 space per 15 students
	Cycle Parking	All development	1 space per 3 students (for staff/students/visitors)
	Motorcycle Disabled Parking	See standards set out in Table 8 (Non-Residential Standards)	
	Lorry Parking		
	Travel Plan	All additional space	
	Additional Information	<ul style="list-style-type: none"> • Transport Statement – 500 m² – 1000 m² • Transport Assessment– greater than 1000 m² • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) 	
Residential (C3)	Standard car parking spaces	All development	0.9 spaces per dwelling as an average
	Cycle Parking	All development	Secure storage at 1 space per bedroom
	Motorcycle Disabled Parking	See standards set out in Figure 4.3 (Non-Residential Standards)	
	Lorry Parking		
	Travel Plan	100 dwellings or all zero car schemes	
	Additional Information	<ul style="list-style-type: none"> • Transport Statement – 25 – 50 units • Transport Assessment– greater than 50 units • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) 	
All other uses	Standard car parking spaces	See standards set out in Table 8 (Non-Residential Standards)	
	Cycle Parking		
	Motorcycle Disabled Parking		
	Lorry Parking		
	Travel Plan		
	Additional Information		

Note: the Disabled parking space standards for the Town centre are the same as for Non-residential parking standards as in Table 3 below.

Residential Parking Standards

4.4 Table 6 below shows the recommended parking standards for residential development. Please note it should be read in conjunction with parking design guidance for cars and other vehicles, disabled spaces, bicycles, motorcycles and electric vehicle charging found in Annexes A, B, C, D and E.

Table 6 Uses	Dwelling Houses	Flats	Retirement Housing
1 bed or studio Standard car parking spaces	1 space per unit	1 space per unit	1 space per unit
2 and 3 beds Standard car parking spaces	2 spaces per unit	2 spaces per unit including communal	1 space per unit
4+ beds Standard car parking spaces	3 spaces per unit	3 spaces per unit	1 space per unit
Visitor Car Parking Spaces	1 space per 5 units (over 5 units)	1 space per 5 units (over 5 units)	1 space per 5 units (over 5 units)
Cycle	Secure storage at 1 space per bedroom (to be accommodated within secure storage if no garage is provided) Visitors at 1 space per 5 units if no garage provided	Secure storage at 1 space per bedroom (to be accommodated within secure storage if no garage is provided) Visitors at 1 space per 5 units if no garage provided	Secure storage at 1 space per 4 units (to be accommodated within secure storage if no garage is provided) inclusive of visitors
Motorcycle	Secure storage facilities should be provided (Considered on Need)		
Disabled Parking	Where communal parking is provided, 10% should have the capability of being made into a disabled parking space for any future residents with a defined need		At least 10% and should flexibly be able to accommodate more if necessary
Travel Plan	100 dwellings or all zero car development		Not required
Additional Information	<ul style="list-style-type: none"> • Transport Statement - 25 to 50 units • Transport Assessment - greater than 50 units • In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment • Transport Contributions – CIL or S106 (see Planning Obligations SPD) 		

Design of standard parking spaces

4.5 Table 7 shows the existing design standards (2007) in black with proposed changes (preferred options) in blue.

Table 7 Category	Specification
Standard Parking Space	4.8m long x 2.4m wide
Disabled Parking Space	<ul style="list-style-type: none"> • Standard Parking Space - 4.8m long x 2.4m wide; and, • 1.2m wide safety zone for boot access and cars with rear hoists; and, • 1.2m wide marked access zone between designated parking spaces
Car ports and enclosed parking spaces (see below)	5.5m long x 3.0m wide
Garage (internal dimensions)	<p>Existing requirement: 6.0m long x 3.0m wide x 2.0m high.</p> <p>Preferred Option: See paragraph 3.2 to replace the existing requirement with:</p> <ul style="list-style-type: none"> • for combined garage/storage - 7.5m (L) X 3.5m (W) X 2.4m (H) • comprising a garage 6.0m (L) X 3.5m (W) X 2.4m (H) and, • storage 1.5m (L) X 3.5m (W) X 2.4m (H)
Depth from dwelling frontage to highway boundary to cater for parking space (associated with dropped kerb application)	5.5 metres (need to coordinate such a change with dropped kerb team as currently 5m. Change would tie in with car ports above. Alternatively add new line in for enclosed spaces 5m x 3m)
Distance to highway boundary from the face of the garage	6 metres
Distance to the carriageway edge on access ways from the face of the garage	7 metres
Cycle storage	2.0m long x 0.5m wide
Motorbike storage	2.8m long x 1.5m wide

(Please see Annexes A – D for more information)

Non-Residential Parking Standards

4.6 The parking standards for non-residential uses are in Table 10 below. The standards in black are as existing (2007) and where appropriate proposed amendments (preferred options) in red reflect the employment densities evidence (Table 1 in the Evidence Review Background Paper).

Table 8 Non-Residential Use	Standards
Section 1	
A1 (Shops), (food retail and non-food retail)	
Less than 1000m²	
Standard car parking spaces	<p>Existing Requirement: 1:30 m² or 1 space (whichever is greater)</p> <p>Preferred Option to replace the existing requirement: 1:19 m² NIA or 1 space (whichever is greater) (see also paragraph 3.13).</p>
Cycle Parking	1:200 m ² or 2 spaces (whichever is greater)
Motorcycle	Considered on need
Lorry Parking	Not required if adequate street servicing is available otherwise a designated space should be available for a small-medium sized delivery vehicle

Table 8 Non-Residential Use	Standards
Disabled Parking	1 space or 6% of the total capacity of spaces for customers (whichever greater)
Travel Plan	No travel plan required
Additional Information	<p>Food retail Transport Statement 250 m² – 800 m² Transport Assessment – >800 m²</p> <p>Non-food retail Transport Statement 800 m² – 1500 m² Transport Assessment – >1500 m²</p> <p>In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment</p> <p>All Transport Contributions (see Limiting Impact of Development SPD)</p>
Between 1000-2000m²	
Standard car parking spaces	Existing Requirement: 1:20 m ² Preferred Option to replace the existing requirement: 1:17 m² NIA (see also paragraph 3.13).
Cycle Parking	1: 200 m ²
Motorcycle	Government guidance suggests that the ratio of cars to motorcycles is 1:35. In addition to this the Council recognises the positive contribution of motorcycles in terms of reducing congestion and pollution and would like to see additional space beyond 1:35. If it can be demonstrated in green travel plans that car parking spaces will be set aside for extra motorcycling should the need arise then the standard will be 1:500 m ² . If this cannot be demonstrated then the Council may seek higher standards although this will be on a case by case basis.
Lorry Parking	Food Retail: A bay capable of holding a lorry plus one additional space per 500 m ² (Lorry space 3m x 16m) Non food retail: A bay capable of holding a lorry per 500 m ² (Lorry space 3m x16m)
Disabled Parking	1 space or 6% of total capacity of spaces for customers (whichever greater)
Travel Plan	Travel Plan Required
Additional Information	<p>Transport Statement – As stated on page 18 Transport Assessment – As stated on page 18</p> <p>All Transport Contributions (see Limiting Impact of Development SPD)</p>
More than 2000m²	
Standard car parking spaces	<p>Food Retail Existing Requirement: 1:14 m² Preferred Option to replace the existing requirement: 1:17m² NIA (see also paragraph 3.13).</p> <p>Non-food retail Existing Requirement: 1:20 m² Preferred Option to replace the existing requirement: 1:90m² NIA (see also paragraph 3.13).</p>
Cycle Parking	<p>Food Retail 1: 200 m²</p> <p>Non-food retail 1:300 m²</p>

Table 8 Non-Residential Use	Standards
Motorcycle	Government guidance suggests that the ratio of cars to motorcycles is 1:35. In addition to this the Council recognises the positive contribution of motorcycles in terms of reducing congestion and pollution and would like to see additional spaces beyond 1:35. If it can be demonstrated in green travel plans that car parking spaces will be set aside for extra motorcycling should the need arise then the standard will be 1:500 m2 for Food Retail and 1:750 m2 for Non-Food Retail. If this cannot be demonstrated then the Council may seek higher parking standards although this will be on a case by case basis.
Lorry Parking	Food Retail: A bay capable of holding a lorry vehicle per 1000 m2 (3m x16m) Non-food retail warehouses: A bay capable of holding an articulated vehicle per 500 m2 (3m x 16m)
Disabled Parking	1 space or 6% of total capacity of spaces for customers (whichever greater)
Travel Plan	Travel Plan Required
Additional Information	Transport Statement – As stated on page 18 Transport Assessment – As stated on page 18 All Transport Contributions (see Limiting Impact of Development SPD)
Section 2 A2 (Financial/Professional Services) A3 (Restaurants/Cafes) A4 (Drinking Establishments) A5 (Hot Food Takeaway)	
Standard car parking spaces	A2 Existing Requirement: 1:30 m2 Preferred Option to replace the existing requirement: 1:16m2 NIA (see paragraph 3.13 above) A3-A5 1:5 m2 (Gross Floor Area) Preferred option to include an additional parking standard: Drive Through Restaurants On a case by case basis subject to evidence submitted with a planning application (see paragraph 3.17 above)
Cycle Parking	A2 1:200 m2 (At least 2 spaces) A3-A5 1:100 m2 (At least 2 spaces)
Motorcycle	At least 1 space above that considered on need
Lorry Parking	Considered on need
Disabled Parking	1 space or 6% of total capacity of spaces for customers (whichever greater)
Travel Plan	No travel plan required
Additional Information	A2 Transport Statement - 1000 m2 - 2500 m2 Transport Assessment > 2500 m2 A3 Transport Statement - 300 m2 - 2500 m2 Transport Assessment >2500 m2 A4 Transport Statement - 300 m2 - 600 m2 Transport Assessment >600 m2

Table 8 Non-Residential Use	Standards
	<p>A5 Transport Statement - 250 m2 - 500 m2 Transport Assessment >500 m2</p> <p>In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment</p> <p>All Transport Contributions (see Limiting Impact of Development SPD)</p>
<p>Section 3 B1 (Offices, Light Industrial)</p>	
Standard car parking spaces	<p>Existing Requirement: 1:30 (under 2,500 m2) Existing Requirement: 1:35 (above 2,500 m2)</p> <p>Preferred Options to replace the existing requirements: B1(a) General Office – 1:25 m2 NIA B1(a) Call centres – 1:20 m2 NIA B1(a) IT/Data Centres – 1:47m2 NIA B1(a) Business Park – 1:25 m2 NIA B1(a) Serviced Office – 1:25 m2 NIA B1(c) Light Industry (business park) – 1:25 m2 NIA (See also paragraph 3.14 above)</p>
Cycle Parking	1:200 m2 or 2 spaces (whichever greater)
Motorcycle	Government guidance suggests that the ratio of cars to motorcycles is 1:35. In addition to this the Council recognises the positive contribution of motorcycles in terms of reducing congestion and pollution and would like to see additional space beyond 1:35. If it can be demonstrated in green travel plans that car parking spaces will be set aside for extra motorcycling should the need arise then the standard will be 1:1000 m2. If this cannot be demonstrated then the Council will seek higher standards although this will be on a case by case basis.
Lorry Parking	Considered on need
Disabled Parking	<p>Existing Development 1 space or 2% of total capacity of new spaces (whichever greater)</p> <p>New Development 1 space or 5% of total capacity (whichever is greater).</p> <p>This threshold includes both employees and visitor spaces</p>
Travel Plan	Travel Plan Required over 1500 m2
Additional Information	<p>Transport Statement – 1500 m2 -2500 m2 Transport Assessment - >2500 m2</p> <p>In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment</p> <p>Transport Contributions (see Limiting Impact of Development SPD)</p>
<p>Section 4 B2 (Industrial)</p>	
Standard car parking spaces	<p>Existing Requirement: 1:25 m2 up to 235m2 floorspace Existing Requirement: 1:50 m2 for additional floorspace</p> <p>Preferred Option to replace the existing requirements: 1:36m2 GIA (see also paragraph 3.13 above)</p>
Cycle Parking	2 spaces for first 235 m2 then 1:350 m2 additional floorspace

Table 8 Non-Residential Use	Standards
Motorcycle	Government guidance suggests that the ratio of cars to motorcycles is 1:35. In addition to this the Council recognises the positive contribution of motorcycles in terms of reducing congestion and pollution and would like to see additional space beyond 1:35. If it can be demonstrated in green travel plans that car parking spaces will be set aside for extra motorcycling should the need arise then the standard will be 2 for the first 235 m2 then 1:1500 m2 for additional floorspace. If this cannot be demonstrated then the Council may seek higher standards although this will be on a case by case basis.
Lorry Parking	Minimum of 1 lorry space + 1 per 500 m2
Disabled Parking	Existing Development 1 space or 2% of total capacity of new spaces (whichever greater) New Development 1 space or 5% of total capacity (whichever is greater) This threshold includes both employees and visitor spaces
Travel Plan	Travel Plan Required over 1500 m2
Additional Information	Transport Statement – 2500 m2 -4000 m2 Transport Assessment - 4000 m2 In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions (see Limiting Impact of Development SPD)
Section 5 B8 (Storage and Warehousing)	
Standard car parking spaces	Existing Requirement: 1:25 m2 up to 235 m2 Existing Requirement: 1:200 m2 additional floorspace Preferred Option to replace the existing requirements: 1:70 GEA (see also paragraph 3.15)
Cycle Parking	2 spaces for first 235 m2 then 1:500 m2 additional floorspace
Motorcycle	Government guidance suggests that the ratio of cars to motorcycles is 1:35. In addition to this the Council recognises the positive contribution of motorcycles in terms of reducing congestion and pollution and would like to see additional space beyond 1:35. If it can be demonstrated in green travel plans that car parking spaces will be set aside for extra motorcycling should the need arise then the standard will be 2 for the first 235 m2 then 1:3000 m2 for additional floorspace. If this cannot be demonstrated then the Council may seek higher standards although this will be on a case by case basis.
Lorry Parking	Minimum of 1 lorry space + Up to 2000 m2 – 1 per 500 m2 + Over 2000 m2 – 1 per 1000 m2
Disabled Parking	Existing Development 1 space or 2% of total capacity of new spaces (whichever is greater) New Development 1 space or 5% of total capacity (whichever is greater). This threshold includes both employees and visitor spaces
Travel Plan	Travel Plan Required over 3000 m2
Additional Information	Transport Statement – 3000 m2 -5000 m2 Transport Assessment - 5000 m2 In addition certain developments that are in sensitive locations

Table 8 Non-Residential Use		Standards
		may require a Transport Statement/Transport Assessment Transport Contributions (see Limiting Impact of Development SPD)
Section 6 C1 (Hotels, Guesthouses)		
Standard car parking spaces		Hotels/Motels: Existing Requirement: 1 space per bedroom (guests) Existing Requirement: 1 space per 3 bedroom (staff) Existing Requirement: 1:5 m2 bar/restaurant GFA within hotel Guest Houses/Hostels: Existing Requirement: 1 space per bedroom (guests) Existing Requirement: 1 space per 3 bedrooms (staff)
Cycle Parking		1 per 5 bedrooms or 1 space (whichever greater)
Motorcycle		1 per 15 bedrooms or 1 space (whichever greater)
Lorry Parking		Facilities should be provided within the site for the loading, unloading and manoeuvring of delivery vehicles
Disabled Parking		1 space or 6% of total capacity of spaces for customers (whichever greater)
Travel Plan		100+ bedroom hotels
Additional Information		C1 Hotels Transport Statement – 75–100 bedrooms Transport Assessment - >100 bedrooms In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions (see Limiting Impact of Development SPD)
Section 7 C2 (Residential Institutions)		
Standard car parking spaces		Hospitals Staff: 1 space per emergency staff at busiest time 1 space per 3 employees (all others) at busiest time Visitors: 1 space per 3 beds Outpatients: 1 space per 2 consulting rooms Nursing Homes Staff: 1 space per nursing staff (at busiest time) 1 space per 3 associated staff Visitors: 1 space per 4 beds Sheltered accommodation Residents: 1 space per 1.5 units (flexibly applied dependent on mobility requirements of residents) Visitors: 1 space per 4 units If warden controlled then space should be provided for each warden present at busiest time Preferred Option: An additional requirement for Nursing Home/Dementia Care Homes: Travel Plan required for staff and visitors (see paragraph 3.17)
Cycle Parking		Hospitals Staff: 1 space per 8 staff or 1 space (whichever greater) Visitors/Patients: 1 space per 12 beds or 2 spaces (whichever greater) Outpatients: 1 space per 3 consulting rooms Nursing Homes Staff: 1 space per 8 staff or 1 space (whichever greater) Visitors: 1 space per 12 beds or 2 spaces (whichever greater)

Table 8 Non-Residential Use	Standards
	<p>Sheltered accommodation Residents and Visitors: 1 space per 3 units (at least one space) Preferred Option for including an additional standard: Dementia Care Homes on a case by case basis subject to evidence (See also paragraph 3.17 above)</p>
Motorcycle	<p>Hospitals 1 space per 30 beds or 1 space (whichever greater) Nursing Homes Considered on need Sheltered accommodation Considered on need Preferred Option for including an additional standard: Dementia Care Homes on a case by case basis subject to evidence (See also paragraph 3.17 above)</p>
Lorry Parking	<p>Facilities should be provided within the site for the loading, unloading and manoeuvring of delivery vehicles Hospitals and Nursing Homes Only Suitable ambulance (patient transport) bays must be provided</p>
Disabled Parking	<p>1 space or 6% of total capacity of spaces for customers (whichever greater) Sheltered housing should have a minimum 10% of total space required to be to the same specifications as disabled parking Preferred Option for including an additional standard: Dementia Care Homes on a case by case basis subject to evidence (See also paragraph 3.17 above)</p>
Travel Plan	<p>Hospitals 2500 m² Nursing Homes 500 m² or 15 bedrooms Sheltered accommodation Not Needed Preferred Option: An additional requirement for Dementia Care Homes: Travel Plan required for staff and visitors (see paragraph 3.17 above)</p>
Additional Information	<p>C2 (Hospitals, Nursing Homes) Transport Statement – 30–50 beds Transport Assessment >50 beds In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions (see Limiting Impact of Development SPD)</p>
<p>Section 8 D1 (Non – residential institutions)</p>	
Standard car parking spaces	<p>Place of Worship Existing Standard: 1 space per 10 seats Preferred Option to replace the existing requirement: On a case by case basis subject to evidence submitted with a planning application (see paragraph 3.16 above) Libraries 1 space per 30 m² Consulting Surgeries (including clinics) 3 spaces per consulting room (including nurses treatment rooms) for patients and visitors and 1 space per consulting staff (at busiest time).</p>

Table 8 Non-Residential Use	Standards
	<p>1 space per 3 other staff</p> <p>Nursery/Playgroup/Creche Staff: 1 space per staff member Parents/Visitors: 1 space per 4 children.</p> <p>Primary Schools Staff: 1 space per teaching staff member 1 space per 3 non-teaching staff members Visitors: 1 space per 30 pupils</p> <p>Preferred Option to include an additional car parking standard: School drop-off and pick up on a case by case basis subject to evidence submitted with a planning application (see paragraph 3.7 above)</p> <p>Secondary Schools Staff: 1 space per teaching staff member 1 space per 3 non-teaching staff members Visitors and sixth form students: 1 space per 15 pupils (1 space per 30 pupils if no sixth form)</p> <p>Preferred Option to include an additional car parking standard: School drop-off and pick up on a case by case basis subject to evidence submitted with a planning application (see paragraph 3.7 above)</p> <p>Further Education (sixth form college, higher education facility) Staff: 1 space per teaching staff member 1 space per 3 non-teaching staff members Visitors and Students: 1 space per 15 students (peak daily attendance)</p> <p>Halls of Residence Students and visitors: 1 space per 6 students If warden controlled then space should be provided for each warden present at busiest time</p>
Cycle Parking	<p>Place of Worship 1 per 30 seats (at least 2 – whichever the greater)</p> <p>Nursery/Playgroup/Creche Staff/Visitors: 1 per 10 children (at least 2 – whichever the greater)</p> <p>Libraries Staff/Visitors: 1 per 90 m2. (at least 2 – whichever the greater)</p> <p>Consulting Surgeries (including clinics) Staff/Visitors: 2 per consulting room. (at least 2 – whichever the greater)</p> <p>Schools: Staff/Pupils/Visitors: 1 space per 10 pupils</p> <p>Further Education Staff/Students/Visitors: 1 space per 5 students (peak daily attendance)</p> <p>Halls of Residence Students/staff/visitors: 1 space per 3 students</p> <p>Schools: Staff/Visitors: 1 per 250 pupils (at least 1 –whichever the greater)</p> <p>Further Education Staff/Students/Visitors: 1 per 150 students (at least 1 – whichever the greater)</p> <p>Halls of Residence Staff/Students/Visitors: 1 per 50 students (at least 1 – whichever</p>

Table 8 Non-Residential Use	Standards
	the greater) All Others Consider on need
Motorcycle	Schools: Staff/Visitors: 1 per 250 pupils (at least 1 –whichever the greater) Further Education Staff/Students/Visitors: 1 per 150 students (at least 1 – whichever the greater) Halls of Residence Staff/Students/Visitors: 1 per 50 students (at least 1 – whichever the greater) All Others Consider on need
Lorry Parking	Facilities should be provided within the site for the loading, unloading and manoeuvring of delivery vehicles for all facilities within this use class
Disabled Parking	1 space or 6% of total capacity of spaces for all facilities in this use class
Travel Plan	All educational development
Additional Information	Transport Statement – 500 m2 – 1000 m2 Transport Assessment – 1000 m2 In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions (see Limiting Impact of Development SPD)
Section 9 D2 (Assembly and Leisure). (For Theatres, Casinos and Nightclubs see Sui Generis)	
Standard car parking spaces	Dance and Concert Halls, Cinemas, Bingo Halls and Conference Facilities Customers and Staff – 1 space per 5 seats Sports facilities (excluding stadia) Customers and Staff – 1 space per 22 m2 Stadia Customers and Staff – 1 space per 15 seats
Cycle Parking	Sports Facilities (excluding stadia) 1: 50 m2 or 2 spaces (whichever greater) All Others 1 space per 50 seats or 2 spaces (whichever greater)
Motorcycle	Sports Facilities (excluding stadia) 1: 250 m2 or 2 spaces (whichever greater) All Others 1 space per 250 seats or 2 spaces (whichever greater)
Lorry Parking	Facilities should be provided within the site for the loading, unloading and manoeuvring of delivery vehicles for all uses within this class
Disabled Parking	1 space or 6% of total capacity of spaces for customers (whichever greater)
Travel Plan	Leisure (General) 1000 m2+ Leisure (Stadia) 1500 seats
Additional Information	Transport Statement – 500 m2 – 1500 m2

Table 8 Non-Residential Use	Standards
	Transport Assessment – 1500 m2 In addition certain developments that are in sensitive locations may require a Transport Statement/Transport Assessment Transport Contributions (see Limiting Impact of Development SPD)
Section 10 Transport Interchanges	
Standard car parking spaces	Bus Stations/Park and Ride – Considered on need Rail Stations – Considered on need Proposals to increase parking at existing transport hubs should be backed up by a sound evidence base
Cycle Parking	Bus Station/Park and Ride 2 spaces per bus stand or 2 spaces per 100 peak passengers (whichever greater) Rail Station 5 spaces per peak period train or 2 spaces per 100 peak passenger (whichever greater)
Motorcycle	Bus Station/Park and Ride 2 spaces per 5 bus stands or 2 spaces per 500 peak passengers (whichever greater) Rail Station 1 space per peak period train or 2 spaces per 500 peak passengers (whichever greater)
Lorry Parking	Considered on need
Disabled Parking	Fewer than 20 spaces – minimum of 1 reserved space 20-60 spaces – minimum of 2 reserved spaces 61-200 - 6% of total capacity, with a minimum of 3 reserved spaces Over 200 Spaces – 4% of capacity plus 4 reserved spaces
Travel Plan	Use is generator of sustainable trips therefore does not require a travel plan
Section 11 Sui Generis	
Standard car parking spaces	Vehicle Sales – Staff: 1 space per 2 Staff Customers: 1 space per 35 m2 display area Vehicle Workshops – Staff: 1 space per 2 Staff Customers: 3 spaces per service bay Petrol Filling Stations – Staff: 1 Space per 2 Staff Customers: 1 Space per 20 m2 of shop Nightclubs and Casinos Staff: 1 Space per 2 Staff Customers: Considered on need Theatres 1 space per 5 seats (staff and visitors) All Other uses – Considered on need
Cycle Parking	Nightclubs and Casinos: Staff: 1 space per 6 Staff Customers: Considered on need Theatres 1 space per 25 seats All Other uses: At least 2 spaces (above that considered on need)
Motorcycle	Nightclubs and Casinos:

Table 8 Non-Residential Use	Standards
	Staff: 1 space per 40 staff (at least 2 – whichever greater) Customers: Considered on need Theatres 1 per 100 seats (at least 2 – whichever greater) All Other uses: Considered on need
Lorry Parking	Facilities should be provided within the site for the loading, unloading and manoeuvring of delivery vehicles for all facilities where there is a demonstrable need
Disabled Parking	1 space or 6% of total capacity of spaces for customers (whichever greater)
Travel Plan	Travel plan will be required for nightclubs and casinos over 1000 m ²

Annex A – Design Approach for Parking

A.1 This guidance sets out the preferred design approach for providing car parking in the borough. It takes account of good design principles, highways safety and the need to create a function but well designed street scene. Developers and planning agents should take account of this annex in preparing pre-application and detailed application schemes.

(a) RESIDENTIAL PARKING

1) General Guidance

A.1.1 Residential parking, although much smaller in scale to large communal parking often associated with commercial premises, should also adhere to Government guidelines on creating safer places. One of the most secure places to park a car is in a garage or parking court which is overlooked by properties, however some communal parking areas are perceived as unsafe due to their distance from homes.

A.1.2 A private garage can be a secure place to park a car and often will be attached to the property traditionally making it the preferred choice for parking. However garage use has declined, due to both increased demands from larger car sizes and the spilling over of storage from the house to the garage. Parking therefore takes place more often on driveways, in carports within the curtilage of the house and on street. This can be less secure and can cause congestion on certain estate roads.

A.1.3 Manual for Streets, published in March 2007 recommended that: in determining what counts as parking and what does not, the following should be taken into account:

- carports are unlikely to be used for storage and should therefore count towards parking provision; and
- whether garages count fully will need to be decided on a scheme-by-scheme basis. This will depend on factors such as:
 - the availability of other spaces, including on-street parking - where this is limited, residents are more likely to park in their garages;
 - the availability of separate cycle parking and general storage capacity – garages are often used for storing bicycles and other household items; and
 - the size of the garage - larger garages can be used for both storage and car parking, and many authorities now recommend a minimum size of 6m by 3m.

A.1.4 Bracknell Forest Council would like to see garages, where provided, count towards the parking standards by being large enough to contain both modern family cars and bicycles. For this reason we are adopting a larger width requirement for garages to encourage this. Automatic garage doors will also be encouraged by the Highway Authority to help facilitate garage use.

A.1.5 It is however recognised that garages may not always be the best option and may not even be included in the development. As such the Borough Council welcomes other secure off-street solutions such as single or double carports and parking barns for multiple vehicles if designed sensitively within the streetscene. As with garages, larger widths will be required for spaces to include secure bicycle storage and modern family cars. Alternative secure covered cycling should be provided if parking barns or garages are not present.

NOTE - The sections A1.1, A1.2, A1.3, A1.4 and A1.5 above are dependent on the outcome of the options consultation in paragraph 3.2 above on garages therefore depending on which option is chosen this text will be kept, deleted or amended, for example, to increase minimum garage sizes.

A.1.6 As an overarching approach, the Borough Council welcomes good design that can add flexibility to the application of these parking standards. Imaginative solutions and flair can be used to overcome strict adherence to standards in appropriate circumstances.

The following guidance is not intended to be exhaustive, but rather sets a general design approach.

2) Off-Street Parking

A.1.7 Traditional off-street parking:




Issue – Poorly designed on-plot parking	
The road is uncluttered although cars dominate the frontage of the houses giving a poor streetscene due to a lack of planted landscaping.	
Figure A1 Example of poor on plot parking	
Solution – Parking in courtyards or well designed streetscene	
Parking does not have to be located to the front of properties. This can create a streetscene that is dominated by parked vehicles. Parking It can be hidden from view to the rear of properties or provided by way of carports, garages or communal parking areas. This approach can help to achieve well designed residential environments which focus on public spaces rather than parked cars.	
Figure A2 Good example of Courtyard parking to the rear of properties.	
Proper landscaping can help soften a potentially hard landscape due to on-plot parking.	
Figure A3 – well designed on-plot parking.	
Solution – Parking in barns or carports	
Carefully design car ports or parking barns are effective in providing a parking solution which is actually used. They should be well designed and relate well to the homes they serve either on housing plots or in a communal parking court.	

Figure A4 – An example of a parking barn in a communal parking courtyard.



Figure A5 – An example of a well-designed and well-used carport in a new development



A.1.8 Garage Blocks and Parking Courts

Issue – Traditional garage blocks

Despite garages being a secure place to park a car many existing garage blocks are unused for parking and in poor condition. They are poorly surveyed, dark at night and increase the fear of crime. This garage block (below) looks uncared for and has become a target for crime and vandalism. Placing parking away from houses can reduce natural surveillance.

Figure A6 Example of Poor garage block parking.



Solution – Parking in courtyards or well designed streetscene

Create secure and well overlooked parking areas, associated with those houses the parking is serving. Do not locate cars in open ground floor structures where residents are unable to overlook their cars. Blank ground floors without surveillance from either pedestrians or ground floor units encourage car and street crime. Residents will feel vulnerable accessing their cars if there is unlikely to be anyone else around. Parking also does not have to be located to the front of all properties. This can create a streetscene that is dominated by parked vehicles. Parking It can be hidden from view to the rear of properties or provided by way of carports, garages or communal courtyard parking areas. This approach can help to achieve well designed residential environments which focus on public spaces rather than parked cars. The parking court option (Figure A5) shows a safe and secure place to park, however it is not appropriate in all circumstances as it is sometimes difficult to integrate into development.

Figure A7 Example of a well overlooked parking court.



Where integral garages are provided, ensure that the houses they serve are wide enough to accommodate at least a front door and a habitable room with window on to the street.

Ensure good access routes from the parking to front or rear doors to encourage ease of use.

Figure A8 shows courtyard parking with a car port, surveillance and ease of access to property.



Put visitor parking to the front of properties to encourage active streets

A.1.9 Best Practice:

- Off street, within-curtilage parking should not detract from the overall street scene. Ideally parking provision should be set alongside a development rather than overwhelming it. As a minimum, landscaping should be used to soften the effects of this. In more dense developments, other solutions will be welcomed as long as they provide natural surveillance.
- Parking should be close to dwellings and overlooked.
- Rear parking areas should be naturally overlooked, have good pedestrian access for the residents to encourage ease of use and are integrated with the wider environment.
- Parking courts should not be overly large. The important thing is to create a sense of place.
- Good quality lighting and disabled access must be incorporated in all parking areas.
- If CCTV is used, it should be optimally placed to cover the whole of the parking environment.
- Parking facilities for cycling and motorcycles should be available where practical. These facilities should include anchor points or hitching rails.
- Where parking spaces are provided between dwellings, overlooking from habitable rooms (via a window in the gable end wall) should be provided and for the safety of occupants during access and security of vehicles when unattended, the recess should be provided with a Passive Infra-Red (PIR) operated light fitting.

Figure A9: Examples of Passive Infra-Red (PIR) lights.



3) On-Street Parking

A.1.10 The following show some ways in which parking can be accommodated into the urban area using the space between buildings.

Traditional on-street parking

Issue – Poorly designed streets leading to anti-social parking problems

Limited parking to the front of the houses in a street with a narrow road may encourage residents to park two wheels on the pavement, rather than take vehicles round the back of properties to parking courts.

Figure A10 Example of a street where cars park partly on the pavement and the street is too narrow to include landscaping and trees.



Solution – create well designed streets that are wide enough to accommodate on-street parking safely.

Plan for some parking areas to the front of properties in wide enough streets with spaces.

Figure A11 showing parking within the street for new development in a mature landscaped setting.



Ensure streets are wide enough to accommodate on-street parking and that planting is added to soften the impact of cars and to discourage on-street parking in inappropriate locations.

Figure A12 showing on-street parking on a wider street with mature planting.



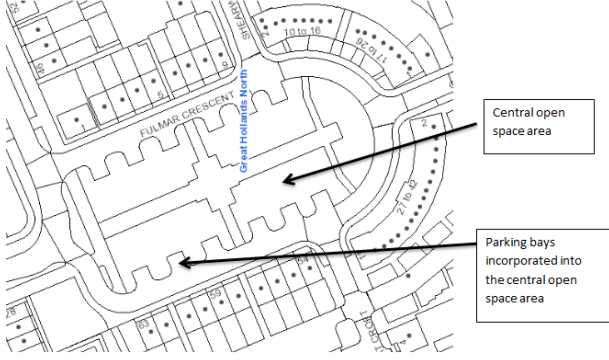





When constructing footways, use materials to distinguish between footway and carriageway and use appropriate kerb heights

Figure A13 – showing a standard kerb.



Parking Bays

<p>Issue – Poorly designed streets leading to anti-social parking problems</p> <p>Parking bays which are not close enough to the front door will not be used by residents in favour of the space by the front door. In some cases the Local Highways Authority may have to control the expensively detailed streetscape with double yellow lines. Parking bays that obscure visibility for users will not be accepted.</p>		
<p>Figure A14 showing parking bays which are located away from housing which limits their use.</p>		
<p>Solution – Parking in courtyards or well designed streetscene</p> <p>Where appropriate create some parking bays within the carriageway and in view of homes with planting and street trees.</p>		
<p>Figure A15 showing integrated parking bays in The Parks development showing newly planted street trees</p>	<p>Figure A16 showing the plan view of a scheme in Jennet's Park showing parking bays which are incorporated into the perimeter of a central open space area in the clear view of the facing properties.</p>	
		
<p>The design and layout should clearly and obviously inform use and use appropriate materials which sustainable drain surface water and minimise flood risk</p>		
<p>Figure A17 showing clearly marked out parking bays</p>	<p>Figure A18 showing permeable block paving</p>	<p>Figure A19 showing different block material which clearly define the road and parking</p>
		

Drainage of Parking Areas and Bays

A.1.11 Parking areas and bays should be drained using sustainable drainage components, which may form part of an overall sustainable surface water drainage scheme.

A.1.12 The most practicable sustainable drainage element for parking areas and bays is permeable paving. This usually takes the form of permeable concrete block paving, although in some circumstances alternative permeable paving materials may be acceptable.

A.1.13 The use of loose gravel or shingle for parking areas and bays is not recommended adjacent to the public highway. This is due to material being transferred onto the public highway, causing damage and hazards for users of the highway.

A.1.14 A summary of best practice is:

- The Borough Council recognises that the approach used depends on the constraints of the development site. Garages may not always provide the most efficient form of parking provision and the Borough Council will therefore encourage other secure means of car parking where possible.
- New development should provide a number of alternative means of parking, using solutions which best suit the site and its constraints. The opportunity to create shared and unallocated parking can be one way in which flexible parking solutions can be achieved whilst achieving higher density urban settlements.
- With new development in existing terraced or densely built-up areas, on-street parking may be the most appropriate or even the only option available. Parking bays set alongside the road should respect the width of the street and include good quality landscaping. Landscaping should not however obscure public surveillance.

(b) NON-RESIDENTIAL PARKING

1) Safer Parking Scheme

A.1.15 Central government policy now suggests that all communal parking administered by local authorities should meet the 'Safer Parking' Standards. Those that do are awarded a kite mark or 'Park Mark – Safer Parking' label as shown below.



Figure A19: Park Mark

A.1.16 The scheme is open to both private operators and local authorities and as far as possible, the local authority will work with these operators to ensure that any new car parks are designed to the highest possible standards. For more information on this, developers should seek advice from the Thames Valley Police Crime Prevention Design Adviser.






A.1.17 Aspects of this award include:

- access and movement;
- structure;
- surveillance;
- ownership;
- physical protection;
- activity; and,
- management and maintenance.

A.1.18 All communal car parks should therefore carry out their function with these issues in mind. This will also include:

- Taking into account the needs of all of the community.
- Ensuring that facilities are convenient, user-friendly and well lit.
- Appropriate designs that limit the opportunity for crime and promote natural surveillance.
- Clear entrance and exit markings.
- Physical security measures such as CCTV.

2) Multi-Storey Parking


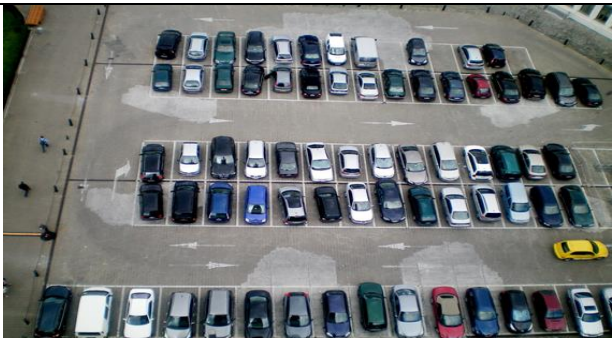


Examples of poor design		
<p>Figure A20 An example of poor car park which is dark and uninviting</p>	<p>Figure A21 A multi-storey car park stairwell which narrow, poorly ventilated without any windows.</p>	
		
Examples of good design		
<p>Figure A22 A good example of a bright, well signed and open interior</p>	<p>Figure A23 A multi-storey car park with landscaping and a green roof</p>	<p>Figure A24 Using simple design in creating an effectively designed car park</p>
		

A.1.19 Best practice, multi-storey car parks should:

- Be well integrated with their surroundings.
- Be well signed and well lit.
- Provide clearly defined disabled bays close to accessible entrance and exit points.
- Enable good views within and out from stairwells.
- Be in good working order.
- Utilise CCTV (such as 'dome' cameras).
- Design out hiding places and alcoves.
- Provide good visibility and public surveillance.
- Provide well lit level and direct footways to and from the car park.

3) Surface Parking

A.1.20 With regard to surface car parking it is important to follow these simple design concepts.

Examples of poor design	
<p>Figure A24 Too much landscaping can obscure views, which limits surveillance over the parked cars leading to issues of personal safety and vehicle security.</p> 	<p>Figure A25 On the other hand no landscaping and tarmac surfacing for large areas creates sterile and poor visual environments.</p> 
Examples of good design	
<p>Figure A26 A good example of a surface car park which strikes a balance between landscaping and security.</p> 	<p>Figure A27 A surface car park with mature trees providing a soft edge.</p> 

A.1.21 In summary the best practice points are:

- Larger car parks should have identifiable sub-areas.
- Parking bays and footways should be well lit and signed.
- Landscaping should be sensitively integrated to reduce the environmental impact of the car park but not at the expense of security.
- A long-term management plan should be in place to maintain the surface, markings and landscaping.
- Use permeable materials or include other sustainable drainage methods to drain the car park.
- All users should be taken into account in the design with level access, pavement markers and clearly defined pedestrian routes.
- Utilise CCTV (such as 'dome' cameras)
- Facilities such as hotels, hospitals, pubs, colleges, transport nodes such as railway stations and long stay parking such as park and ride facilities should have particular regard to safer parking standards as these are considered to be vehicle crime hot spots.

Annex B Disabled Parking

B.1 The key points when designing a disabled parking bay are:

B.1.1 Blue Badge car parking bays should be provided as near to principal entrances as possible. The installation of parent with pushchair parking facilities is welcomed and encouraged although not at the expense of disabled parking in the most accessible locations.

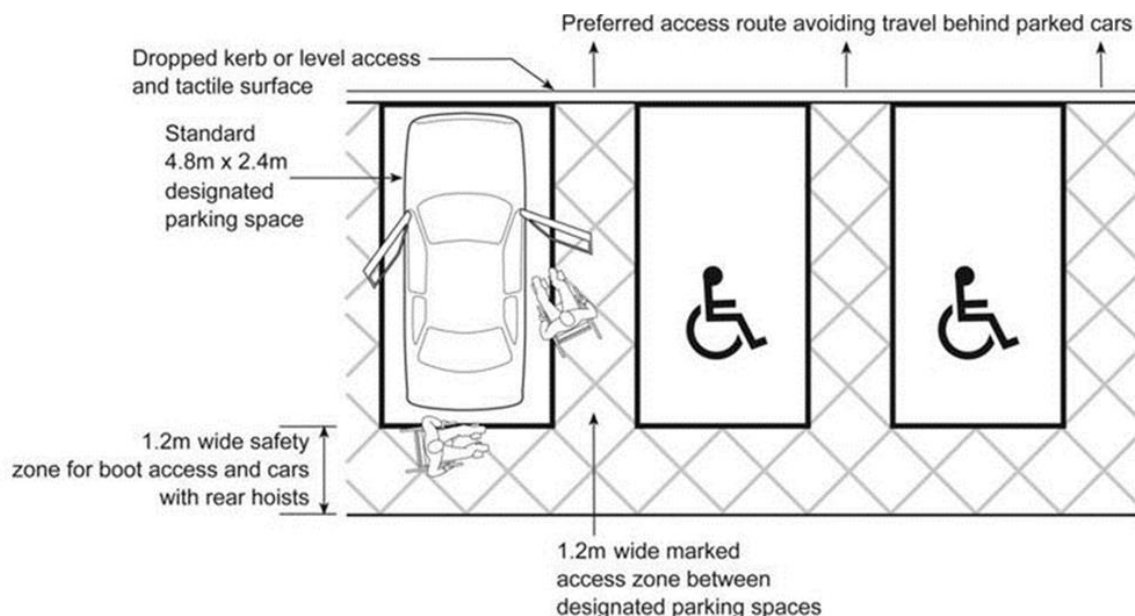
B.1.2 Parking bays in local authority ownership and privately owned for public use should include Blue Badge parking spaces. Access should be level from the designated space to the principal entrance.

B.1.3 The bays should be designed as detailed in the diagram below. Wider and longer bays will allow for car doors to be opened to their fullest extent, providing people with more manoeuvring space in-between and to the rear of cars, particularly important when trying to transfer into or out of a wheelchair or exiting from the rear of a vehicle.

B.1.4 The number of disabled persons' parking bays that should be provided will depend on the land use, potential need and the ability to accommodate space on the site.

B.1.5 Disabled persons' parking bays must also be provided for staff and be located as close as possible to the staff entrance (if different from the main entrance). If you have an employee with a disability who uses a car, discuss where the most appropriate location of a bay would be for them.

Figure B1: Current Standards and the preferred layout for disabled parking



Annex C: Cycle Parking

C.1 An increasing requirement of new development is to provide suitable amounts of secure bicycle and motorcycle storage. Developments are encouraged to be particularly sensitive to users' needs.

Residential

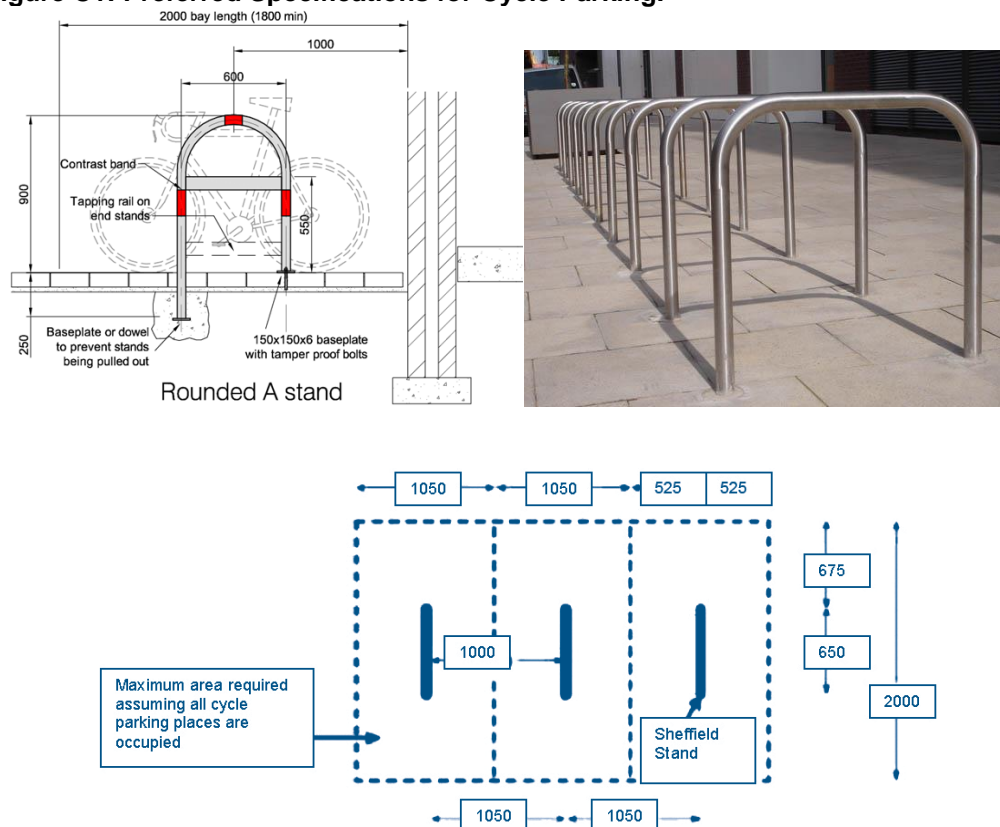
C.2 Space for the storage of bicycles should be provided for each dwelling. This should usually be in a larger garage (wider than 3m and longer than 6m internal dimensions) but where a garage is not present, secure storage should be provided to enable the storage of bicycles in line with the standards set out in this guidance. Storage facilities should be at least 2m in length by 0.9m wide to accommodate one bicycle. External access to a rear garden with a cycle store or shed will be included as provision.

Non-Residential

C.3 In general the following guidelines should be adhered to:

- Bicycle space should be approximately 2.0 m long x 0.5 m wide.
- Short-term cycle parking shall be of a type which provides for the cycle frame to be leant against a stand such as a hoop stand (ideally 'Sheffield Stand' or a Rounded A stand).
- Sheffield Stand should be 850 mm high, 650 mm long with a minimum distance of 1000mm between stands to accommodate two bicycles.
- Provision of a lower rail closer to the ground can prevent a wheel turning and allow children's bicycles to be secured.
- Wall loops are appropriate where there is a limited amount of space to fit a Rounded A or Sheffield Stand. The loops should be between 750 mm and 900 mm from the ground, no more than 50 mm from the wall and be a minimum of 1800 mm apart.
- The use of butterfly or single wheel holders is not advised nor is the provision of concrete slots as these only hold the wheel, providing little security.

Figure C1: Preferred Specifications for Cycle Parking.



- Stands should not be positioned so that they impede pedestrian movement and the location of stands should be clearly signposted. They should be protected from the weather, particularly where bicycles are likely to be parked for long periods (for instance at train stations) and should be located in a well overlooked position.
- Cycle lockers for secure storage may be required in some circumstances for visitors/customers (check the standards set out earlier).
- Visitor/customer cycle parking should be secure and in convenient locations as close to the entrance or pedestrian access points of a building as possible.
- Employee cycle parking may be located towards the side or rear of a building and associated with the staff entrance to the building.
- At workplaces, or locations where bicycles are likely to be left for more than a couple of hours, secure and covered compounds are expected.
- Secure lockers and showering and changing facilities will be expected for employees in new development where cycle parking is required, to encourage increased levels of people cycling to work.

Figure C2: Good examples of cycle lockers



Figure C3: Good examples of cycle stands



Annex D: Motorcycle Parking

Technical Specifications

D.1 Each motorcycling parking bay should be roughly 1.5 m wide x 2.8 m deep although it is not necessary to mark individual bays.



Figure D1: Examples of Motorcycle Parking Bays

D.2 The anchor point should remain below the surface, often concealed by a hinged steel plate set flush with the road surface. The plate is raised by the user, allowing a loop to be lifted up and the user's own lock passed through. In selecting a design of ground level anchor, consideration should be given as to whether they are able to be left upstanding by users, or could jam in the raised position, thus constituting a danger and possibly an illegal obstruction of the highway. Anchor points require regular maintenance and can be dirty to use.

Figure D2: Ground Level Loop



Horizontal Bar

D.3 Parking can also be achieved using a bar. It is often not possible to pass a lock through a motorcycle frame hence any anchor point provided needs to be at a suitable height for locking the wheel. The top rail should therefore be about 40-60 cm from the ground. This style is generally provided at the edge of the carriageway and again requires the rider to use his/her own lock. This type can represent a trip hazard or impediment if installed along the edge of footways. Preferably, they should be integral with pedestrian railings or protected by other means to safeguard pedestrians, particularly people with impaired vision. Where high density parking is closely associated with pedestrian guard railings, users may need to put their hands through the vertical railings in order to reach the horizontal bar to use their locking cables. In such situations the width between the vertical bars of the railings should be approximately 160 mm.

Figure D3: Examples of Bar Motorcycle Parking Stands



Placement

D.4

- Motorcycle parking should be encouraged, because motorcycles use less land than car spaces, are cheaper to provide for and release fewer emissions than cars.
- Motorcycle parking should be located in areas of good visibility, lit, well-marked, away from trees and reasonably close to main entrances.

Visitors and Employees

D.5

- For larger developments, secure storage for helmets and other equipment should be provided. This can be combined with lockers for cycling facilities.

Annex E: Provision for Electric Vehicle Charging

Introduction

E.1 Electric vehicles and associated charging infrastructure is an area where technology, standards and best practice are rapidly evolving. The purpose of this guidance document is to provide detail on expectations in terms of the provision of electric vehicle charging infrastructure in new developments.

E.2 For the purposes of this document, an Electric Vehicle (EV) is considered as any road vehicle with a battery that is intended to be charged from mains electricity. Therefore, plug-in hybrid, extended range EVs and pure electric EVs are all included under the definition of EV used in this document.

E.3 Almost all major vehicle manufacturers are bringing EVs to market and the Committee on Climate Change in their Fourth Carbon Budget report predict that by 2020 sixteen per cent of new car and van sales will be EVs, rising to sixty per cent by 2030. In order to future proof developments, we are seeking EV charging infrastructure in new developments that will reflect and exceed this predicted demand.

Active and Passive provision

E.4 Active provision requires fully wired and connected 'ready to use' charge points at parking spaces. Passive provision requires the necessary underlying infrastructure (e.g. capacity in the connection to the local electricity distribution network and electricity distribution board, as well as cabling to parking spaces) to enable simple installation and activation of a charge point at a future date.

E.5 Passive charging infrastructure provides a future-proof of new developments for the projected increase in take-up of EVs over the longer term. It is significantly cheaper and less disruptive to install the underlying infrastructure for EV charge points during construction than to retrofit later. Passive charging infrastructure enables future users of that development to not only choose whether or not to own an EV, but also provides future choice as to which charging point best suits their requirements.

Standard / Fast / Rapid charge infrastructure definitions and applications

E.6 Three levels of capability are identified: standard, fast, and rapid. Standard charge points can provide a typical full charge in approximately 5-7 hours, fast in approximately 2-3 hours and rapid in around 30 minutes. Table 2 lists some typical technical standards for the different charge capability.

Table – Typical charge points technical standards.

Voltage (V)	Current (Amps)		Nominal charge power (kW)	Typical application
Standard	230 AC	13-16, single phase	3	Residents' parking Employees' parking
Fast	230AC	32, single phase	7	Retail / leisure parking Residential & employment visitor parking
Rapid	400 AC and 500-600 DC	32-63A three phase and up to 125 DC	20-50	Specialist applications

E.7 The minimum current rating recommended for 'standard' EV charging infrastructure is 16 Amps. Three-pin 13 Amp domestic sockets are not endorsed for EV charging because they are

not designed for continuous full power operation. Indeed, EV manufacturers generally limit charging from a 13 Amp supply to 10-11 Amps in order to protect standard circuits. The additional power capability of a 16 Amp supply will ensure a full charge can be delivered in the approximate 6-hour overnight period of low background electricity demand.

E.8 In determining the appropriate power capability to install at a given parking space the main consideration is how long cars would typically be expected to park at that location. For example, parking spaces at residential developments that are intended for use by residents could reasonably be fitted with 'standard' charge points as it is expected that vehicles would be parked overnight. In a similar manner, 'standard' charging infrastructure would generally suffice at employee parking spaces where cars would typically be parked for a number of hours. However, charging infrastructure at visitor parking at residential and employment developments, as well as retail parking would generally be expected to provide an element of 'fast' charge capability due to the shorter amount of time a vehicle would typically be parked for.

E.9 The connection to the local electricity distribution network, the electricity distribution board within the development and any other necessary electricity supply infrastructure should have sufficient capacity to enable all active and passive EV charging points to operate simultaneously at the full power they are designed for.

E.10 In line with guidance from the Office for Low Emissions Vehicles and the European Automobile Manufacturers' Association, the default socket type to install at 'active' charge points should be the Type 2 IEC62196-2 connector.

E.11 In order to reduce clutter in parking areas the installation of charge points with two outputs should be considered, i.e. one charge post with an outlet on either side to serve two active parking spaces.

Accessibility of charge points

E.12 Charge points at public parking spaces, for example at retail car parks or visitor parking at residential locations, must be accessible to the general public. Management and maintenance arrangements for charge points in private car parks should be determined on a site by site basis to meet the needs of the users in question.

E.13 It is expected that 'active' EV parking spaces will be located in prominent positions in car parks in order to contribute to raising the profile of EVs. In public parking areas it would generally be expected that parking spaces with 'active' charging provision are dedicated to EVs, with appropriate penalties in place to deter the space being taken by other vehicles. However, in a large car park with multiple charge points it could be reasonable that only a proportion of 'active' parking spaces are dedicated to EVs at the outset and that this is reviewed regularly through a travel plan or equivalent process

E.14 At private car parking spaces, for example resident's parking and employee parking, the onus of responsibility to activate the passive EV charging infrastructure is expected to sit with those private individuals who own and use the car park.

E.15 At public parking spaces, such as at retail developments and visitor parking at residential developments, it is recommended that regular review procedures are put in place to trigger conversion of passive capability. For example, a travel plan document could include a review procedure to trigger conversion of passive to active charging provision in advance of capacity being exhausted at existing parking spaces. For private parking spaces it is the responsibility of the freeholder or Management Company to install and operate appropriate charging mechanisms.

Glossary

Use Class	Definition
Shops (A1)	Shops, retail warehouses, hairdressers, undertakers, travel and ticket agencies, post offices, pet shops, sandwich bars, showrooms, domestic hire shops, dry cleaners, funeral directors and internet cafes
Financial/Professional Services (A2)	Financial services such as banks and building societies, professional services (other than health and medical services) and including estate and employment agencies. It does not include betting offices or pay day loan shops (See 'Sui Generis')
Restaurants & cafes (A3)	For the sale of food and drink for consumption on the premises - restaurants, snack bars and cafes.
Drinking establishments (A4),	Public houses, wine bars or other drinking establishments (but not night clubs).
Hot Food takeaway (A5)	For the sale of hot food for consumption off the premises.
Office/Business (B1)	Offices (other than those that fall within A2), research and development of products and processes, light industry appropriate in a residential area.
General industrial (B2)	Use for industrial process other than one falling within class B1 (excluding incineration purposes, chemical treatment or landfill or hazardous waste).
Storage and Warehousing (B8)	This class includes open air storage.
Hotels, Guesthouses (C1)	Hotels, boarding and guest houses where no significant element of care is provided (excludes hostels).
Residential institutions (C2)	Residential care homes, hospitals, nursing homes, boarding schools, residential colleges and training centres.
Secure Residential Institution (C2A)	Use for a provision of secure residential accommodation, including use as a prison, young offenders institution, detention centre, secure training centre, custody centre, short term holding centre, secure hospital, secure local authority accommodation or use as a military barracks.
Dwelling houses (C3)	covers use by a single person or a family, up to six people living together as a single household and receiving care or allows for groups of people (up to 6) living together as a single household.
Houses in multiple occupation (C4)	small shared houses occupied by between three and six unrelated individuals, as their only or main residence, who share basic amenities such as a kitchen or bathroom
Non – residential Institutions (D1)	Clinics, health centres, crèches, day nurseries, day centres, schools, art galleries (other than for sale or hire), museums, libraries, halls, places of worship, church halls, law court. Non residential education and training centres.
Assembly and Leisure (D2).	Cinemas, music and concert halls, bingo and dance halls (but not night clubs), swimming baths, skating rinks, gymnasiums or area for indoor or outdoor sports and recreations (except for motor sports, or where firearms are used).
Sui Generis	Betting offices/shops, pay day loan shops, theatres, houses in multiple occupation, hostels providing no significant element of care, scrap yards. Petrol filling stations and shops selling and/or displaying motor vehicles. Retail warehouse clubs, nightclubs, laundrettes, taxi businesses, amusement centres and casinos.
Transport Interchanges	Bus Stations, Park and Ride and Rail Stations
Term	Definition
Gross Plated Weight	This is the maximum weight of the vehicle including a full load and is specified by a metal plate attached to the vehicle. For example, a vehicle with a gross plated weight of 7.5 tonnes may weigh (when empty) 4.5 tonnes, this means it can carry a maximum payload of 3 tonnes.
Gross Vehicle Weight	Also known as Maximum Authorised Mass (MAM) or permissible maximum weight. It means the weight of a vehicle or trailer including the maximum load that can be carried safely when it's being used on the road.

Term	Definition								
Traffic Commissioner	<p>Traffic Commissioners (TC) are appointed by the Secretary of State for Transport and are responsible for the licensing and regulation of those who operate heavy goods vehicles, buses and coaches, and the registration of local bus services. They are assisted in this work by deputy Traffic Commissioners, who preside over a number of public inquiries.</p> <table border="1"> <thead> <tr> <th>Area</th> <th>TC</th> <th>Deputy TC</th> <th>Address</th> </tr> </thead> <tbody> <tr> <td>South Eastern and Metropolitan Traffic Area</td> <td>Nick Denton</td> <td>John Baker Mary Kane</td> <td>Office of the Traffic Commissioner Ivy House 3 Ivy Terrace Eastbourne East Sussex BN21 4QT</td> </tr> </tbody> </table>	Area	TC	Deputy TC	Address	South Eastern and Metropolitan Traffic Area	Nick Denton	John Baker Mary Kane	Office of the Traffic Commissioner Ivy House 3 Ivy Terrace Eastbourne East Sussex BN21 4QT
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South Eastern and Metropolitan Traffic Area	Nick Denton	John Baker Mary Kane	Office of the Traffic Commissioner Ivy House 3 Ivy Terrace Eastbourne East Sussex BN21 4QT						
Gross External Area (GEA)	Gross External Area (GEA) is the whole area of a building taking each floor into account, including perimeter walls. This includes: Perimeter wall thickness and external projections.								
Gross Internal Area (GIA)	Gross Internal Area (GIA) is the area of a building measured to the internal face of the perimeter walls at each floor level. Including: Areas occupied by internal walls and partitions. Columns, piers, chimney breasts, stairwells, lift-wells, other internal projections, vertical ducts, and the like.								
Net Internal Area (NIA)	The NIA is the GIA less the floor areas taken up by lobbies, enclosed machinery rooms on the roof, stairs and escalators, mechanical and electrical services, lifts, columns, toilet areas (other than in domestic property), ducts, and risers.								

APPENDIX B

Draft Parking Standards Supplementary Planning Document (SPD) Evidence Review Background Paper

- 1.1 This background paper reviews the evidence base for revising the Parking Standards SPD providing officer comments where relevant. It focuses on seven elements:
- A. Policy and guidance requirements.
 - B. Census 2011 data.
 - C. Residents Survey of new developments.
 - D. Officer Consideration.
 - E. Other Local Authorities.
 - F. Employment Density Review.
 - G. Places of Worship

A. Policy and guidance requirements

- 1.2 This policy and guidance review looks at the up-to-date framework and provides commentary against each.

Government National Planning Policy Framework (NPPF) (2012)

- 1.3 Paragraph 39 states that *if setting local parking standards for residential and non-residential development, local planning authorities should take into account:*

- *the accessibility of the development;*
- *the type, mix and use of development;*
- *the availability of and opportunities for public transport;*
- *local car ownership levels; and*
- *an overall need to reduce the use of high-emission vehicles.*

The new Parking Standards SPD will need to meet all the aims of the NPPF Paragraph 39.

DCLG, National Planning Practice Guidance (NPPG)

- 1.4 In the section of the NPPG regarding, Travel Plans, transport assessment and statements in decision making, paragraph 8 (dated 06 March 2014), is clear that the Government is opposed to the setting of maximum parking standards and that parking provision should be appropriate to the needs of the development and not reduced below an unreasonable level.

To ensure consistency with the NPPG, the Parking Standards SPD will not prescribe maximum standards.

Bracknell Forest Borough Local Plan (BFBLP)(2002)

- 1.5 The following saved policies are relevant:

- *Policy M7 Access for people with disabilities* seeks wider parking bays by promoting the provision of disabled parking and negotiating parking facilities.

BFBLP Policy M7 is still relevant and the Parking Standards must be consistent to ensure the satisfactory delivery of disabled parking. This will be achieved in Technical Annex B.

- *Policy M9 Vehicle and cycle parking* states that development will not be permitted unless satisfactory parking provision is made.

BFBLP Policy M9 is a clear statement that developments must comply with parking standards. The supporting text to the policy also states such standards will be reviewed from time to time in the context of national policy and Local Transport Plans.

- Paragraph 6.60 recognises the need to remedy shortfalls in parking provision in certain areas through the Council continuing to promote and provide additional residential parking areas. In locations with attractive landscape areas that are being harmed by inappropriate parking, the Council may investigate parking regulation.

Parking schemes to remedy shortfalls in provision in existing areas are supported in principle and such schemes should conform to the Parking Standards SPD.

- Paragraph 6.61 supports improved parking in centres and railways stations.

The existing Parking Standards SPD (2007) contains standards that relate to centres and railways stations in conformity with paragraph 6.61. The existing standards form part of the consultation on the Draft SPD

- Paragraph 6.62 states that parking problems should be addressed by an integrated approach including traffic management, providing cycle parking and by promoting public transport.

Once adopted, the Parking Standards SPD will form part of the Council's strategy to deliver an integrated transport system with other policies and guidance in accordance with BFBLP Policy M9 paragraph 6.61.

- *Policy M10 Parking for Countryside Recreation* requires appropriate vehicle and cycle parking facilities for recreational facilities in the countryside.

The Draft SPD will consult on standards to meet BFBLP Policy M10.

Core Strategy Development Plan Document (DPD)(2008)

1.6 The following policies are relevant:

- *Policy CS1: Sustainable Development* is a criteria-based policy which includes that development will be permitted which is located so as to reduce the need to travel.

One aim of Policy CS1 is to reduce the need to travel. The Council's objective in this respect is not to suppress car ownership but to promote choice. Policy CS1 does not support the over provision of parking provision which could encourage excessive car use over alternative, more sustainable, modes of transport. A pragmatic approach taking account of the high levels of average car ownership in the Borough but supporting and promoting non-car-modes will be sought through the Parking Standards SPD.

- *Policy CS7: Design* sets a number of criteria against which development proposals will be assessed.

Parking provision should seek to meet parking needs in ways that do not harm the streetscene of a development. Over provision of parking could detract from the overall aims of this policy which requires a balanced approach to parking standards.

- *Policy CS21: Retail Development in Town Centres* promotes the choice of modes of transport in retail development and improves access to key services and facilities.
- *Policy CS22: Out of Town Centre Retail Development* states that development will not be permitted unless accessible by a choice of means of transport amongst other criteria.
- *Policy CS23: Transport* states that the Council, will use its planning and transport powers promote alternative modes of travel.

These policies do not support the over provision of parking provision which could undermine sustainability by not promoting choice of modes of transport.

Local Transport Plan Core Strategy and Implementation Plan (LTP3)(2011)

1.7 Policy TP16: Parking states the Council's overall policy for parking which is:

The Council will continue to facilitate the provision of parking in the Borough through:

- *The use of Development Management to bring about appropriate parking provision in all forms of new development and redevelopment within an overall Parking Strategy.*
- *Improving the provision, quality, convenience and security of public parking facilities for cycles.*
- *Improving the quality, security and convenience of public car parks.*
- *Managing car parking to support sustainable local facilities.*
- *Promoting dedicated parking bays with recharging points for electric vehicles.*
- *The Parking Strategy which sets out council provision of on street parking within the borough, provision of public parking areas and the role of enforcement within those provisions.*

This is the Local Highway Authority's overall policy for parking in the Borough. The Parking Standards SPD will help to deliver this policy strand relating to new development.

B. Census 2011 Data

1.8 This section reviews the latest statistics from the 2011 Census with regards to car ownership levels across the Borough and compares them with the previous count in 2001.

One key point is that the existing parking standards for new development generally fit with the actual levels of car/van ownership.

1.9 The tables in Appendix 1 provide comparisons between both censuses and the following paragraphs pick out the key points and analysis.

1.10 Appendix 1, Table 1 shows the average car ownership per household in the Borough has risen from 1.4 cars per household in 2001 to 1.5 in 2011. The average for the developments in the recent resident's survey was 1.53 (see section C below).

1.11 Tables 2 and 3 of Appendix 1 show the number of cars/vans per household for 2001 and 2011. Table 3 shows the difference between both Census dates showing increases in green and decreases in red. The headlines are:

- The total number of cars increased by 6291 from 2001 and 2011 vehicles compared to an increase of 2,486 households with the total number of vehicles in 2001 being 62,083 rising to 68,374 by 2011.
- The make-up of cars/vans per household in 2011 was:
 - 6275 households with no cars/vans (13.7% of all households).
 - 17,818 households with 1 car/van (38.8%).
 - 16,656 households with 2 cars/vans (36.3).
 - 3,794 households with 3 cars/vans (8.3%).
 - 1,335 households with 4 or more (2.9%).
- There have been increases in the numbers households with cars/vans as follows:
 - 321 more households with 1 car/van (+1.5%);
 - 1,127 more with 2 (+1.5%);
 - 729 more with 3 (+1.2%); and,
 - 341 more with 4 or more vehicles (+0.6%).
- Within the individual wards, most of the percentage increases/decreases as a proportion of each household category between 2001 and 2011 have been minor (under 2%).
- Focusing on increases/decreases greater than 3% in each household category, the following points are highlighted:
 - College Town has seen a drop of 4.7% as a proportion of households with 2 cars/van from 2001 to 2011 (i.e. 41% of households in this ward had 2 in 2001 falling to 36.3% in 2011).
 - Crown Wood saw a decrease of 3.5% of its proportion of households with 1 car or van (47.4% in 2001 compared to 43.9% in 2011).
 - Great Hollands North has seen a fall of 5% in the proportion with no vehicles (20.3% in 2001 and 15.3 in 2011). This ward has also: seen a 3.8% decrease in 1 vehicle households (44.1% in 2001 to 40.3% in 2011). These falls in proportion have been at the expense of a large proportional increase in households with 2 cars/vans of 8.5% (27.2% of households in Great Holland North in 2001 rising to 35.7% in 2011).
 - Harmans Water has seen a fall of 3% of household with 1 car or van (44.6% proportion in 2001 falling to 41.6% proportion in 2011).
 - Old Bracknell has seen an increased proportion of 2 or more cars/vans of 3.5% (25.5% proportion in 2001 rising to 29% in 2011).
 - Priestwood and Garth has seen a fall by proportion in no car ownership of 3% (26.7% in 2001 to 23.7% in 2011).
 - In Warfield Harvest Ride there has been a 6% drop in 1 car households (38% in 2001 to 32% in 2011) but a 3.4% increase in 2 car households (50.2% in 2001 and 53.5% in 2011).
 - Wildridings and Central has seen a fall in households with no car/van of 3.4% (29.8% in 2001 to 26.4% in 2011).
 - Winkfield and Cranborne has seen a 5.2% decrease in 2 car households (41.7% in 2001 to 36.5% in 2011).

1.12 From the Census information the following conclusions can be drawn:

- Whilst car ownership has increased from 2001, the increases have been small scale.
- Where there are high increases by percentage within wards (e.g. Great Hollands North and Harmans Water) this is explained by the large new developments being built in these wards leading to an increase in households resulting in more cars/vans.
- The average number of cars per household for each ward in 2011 can be compared to the results in the residents' survey of new developments (see Appendix 1, Table 1). This shows that most of the new developments are consistent with the census findings. However, Wykery Copse has a high level of ownership (1.92 cars/vans per household) which is not consistent with the ward figure. Table 5 indicates that it is because of a high proportion of 3 bedroom dwellings with 1 of their allocated spaces being a garage (which is often not used for car parking). Locational factors might also contribute to this high average car/van ownership.

1.13 When combining the number of households with 1 car/van with those having 2 cars/vans it accounted for 75.1% of all households in 2011 (compared with 76.1% in 2001). There are similar results between both censuses for overall provision also which validates the rationale that the parking standards need minor revisions rather than wholesale changes.

C. New Developments Residents' Survey

1.14 A survey of residents in new developments was undertaken in July 2014. The results were published in September 2014 and can be found on this link: (<http://www.bracknell-forest.gov.uk/new-developments-residents-report.pdf>). Consultancy Qa Research was commissioned to ask residents of new developments their opinions on a number of issues relating to their homes, the wider development and the neighbourhood. They were also asked a number of questions about car ownership and parking habits, problems and desires. The survey is published alongside the Consultation Draft Parking Standards SPD.

1.15 The key observations that can be made from this analysis are:

- **Generally, for market housing the existing residential parking standards meet the recorded levels of car/van ownership but parking was still seen as a problem for many.**
- **Garages are under-utilised for parking cars leading to on-street parking problems**
- **Garages were cited as being too small for car parking and used for storage instead.**
- **Affordable housing development has generally lower car/van ownership levels than market housing which means that there is a need for more flexibility in provision.**

Other findings relevant to parking provision were:

- There is low satisfaction with parking provision from the sample (3%, See Figure 24 of the survey) and high dissatisfaction. Two of the three things least liked about the development people lived in related to a lack of parking (23%) and badly parked vehicles (21%), Figure 25.
- 36% stated that parking is one of the three things that most needs improving (Figure 27).

- The vast majority (90%) of households have 1 or more cars. 37% have 1 car, 47% have 2, and 6% have 3 or more; while only 9% are without any car or van (Figure 33).
- Car (or van) ownership is 1.53 vehicles per household on average (Figure 34).
- Of the larger developments, The Parks has an average of 1.64 (Figure 35) and Jennets Park 1.67, Figure 36).
- Wykery Copse has the highest average vehicle ownership (1.92, Figure 26) and a high proportion of allocated spaces being used daily (98%). On this development, of those with a garage, 67% say their garage is too small, 45% use their garage daily and 100% say their garage is used for storage and 92% say there is not enough parking (all Figure 41).
- Davey Place has the lowest average car/van ownership at 0.92 per household (Figure 26).
- Developments with a high proportion of market housing generally have a high car ownership at 90% and social housing developments generally have a lower percentage (in the range 67% - 72%) (Figure 34).
- Less than a quarter of households (23%) use their garage for parking on a daily basis (Figure 37).
- Of the households who do not use their garages, 73% say this is because it is used for storage and 40% say it is too small (Figure 38).
- When householders are asked why they park on the street, 52% said it was because they needed more space than is allocated and 28% said it was because there is nowhere else to park (Figure 39).
- A majority (60%) of all respondents said that there is not adequate parking for their needs compared to 36% who said there is (Figure 40).

1.16 The residents survey indicates a number of issues that should be addressed, these are:

- Car ownership at an average of just over 1.5 per household is not as high as might have been predicted, and does not suggest that the Council's current parking standards are too low. This indicates that there is no overriding need to completely change standards. Minor changes are necessary though to allow more flexibility in their application in appropriate situations and where this is properly justified and/or where alternative measures are proposed.
- The findings suggest that a lower standard may be appropriate for affordable housing.
- Garages, whilst counting towards parking provision under the current standards, are often not being used for parking.
- Whilst a high proportion of respondents stated that they are unhappy with parking provision, it should be noted that the actual stated car ownership is not far off the standards of provision on the site. This suggests that minor revisions to the standards might be required. It may also be worth looking at how efficiently the overall parking provision is being used – for example is the balance between allocated and unallocated spaces appropriate.
- Within the phases of The Parks and Jennetts Park there are variations in ownership with some showing lower than average car ownership against the other phases. This appears to apply to parcels containing affordable dwellings which have a similar average number of cars per household as the other affordable dwelling schemes such as Chadwick Mews.
- Appendix 1, Table 5 shows which of the developments were built in accordance to the Parking Standards SPD and those which were not. Comments on the parking for each development explains why there may be some negative responses coming out of the residents' survey.

- Appendix 1, Table 5 also shows that many of the developments were not built to the BFC parking standards which may contribute to the recorded dissatisfaction.

D. Officer Considerations

1.17 A number of issues have been identified which should be addressed through the new Parking Standards SPD including:

- how the standards impact and how they might need to change;
- changes in design standards; and,
- advances in technology.

Local Highway Authority

1.18 Regarding residential parking provision, there is a need to address the issue of displacement of parking onto the street (roads and footways) from the lack of use of garages for on-plot parking. The Council has received numerous complaints and requests to deal with on-street parking issues. There is concern that even making garages larger for combined parking and storage will still not guarantee cars will be parked in them. There is a need to ensure that streets can safely operate and function for residents and accessibly by large service vehicles and emergency vehicles. There may be a need for combined measures to accompany larger garages such as imposing conditions on the use of garages and /or other regulation. There should be reference to how the use of car ports provides a usable alternative with a similar land take to a garage. Further in respect to residential standards the current Parking Standards omits visitor parking which needs to be addressed

1.19 If parking courts are to be relied upon, there is a need to ensure they designed to be visible, easy to park in, with easy access to properties they serve. This has implications for greater land take but will be essential if they are to be fully utilised.

1.20 Observations at schools in the borough supported by mode of travel to school data, show that there are a significant number of parents who choose to drive their children to school. Parking generally occurs as close to the school gate as restrictions will allow, which causes conflict with pedestrians and other road users and can impact on residential amenity. When contemplating parking at schools consideration should therefore be given to providing a degree of managed parent parking on site. Without an effective solution such pressure can cause safety concerns for vulnerable people (children) if not properly managed. New schools should recognise the likely impacts and provide adequate facilities as part of the proposal. Any expanded schools will need to consider current habits and introduce a raft of measures to provide and control parking as well as encourage the use of other facilities (park and stride locations) and increase travel by non-car modes.

1.21 The standards for Churches need increasing (to more like 1 space per 4 seats for the main hall although further survey work may be required) based upon the experience of the Council and consideration to other operational spaces within churches because churches are now being used as community facilities which have considerably different demand compared to religious services. Reference to other religious facilities that have specific religious operations should be included as the parking impacts are quite different to a church.

With regard to Employment development, the most up-to-date employment densities should be used to increase parking standards slightly for B1 offices. This would help meet parking demand and also help meet the needs of local businesses, some of

which are trying to increase parking of their sites. There made be also a need to ensure there is flexibility if there is clear and robust evidence to demonstrate the need for less parking.

- 1.22 Other areas requiring further thought are restaurants with a drive through which can create issues with parking. The standards for nursing homes need to be expanded to consider dementia type care as well. Also there is a need to expand
- 1.23 The Council is currently undertaking a two-year trial for Residential Parking Zones. Should the trail prove to be successful and they are made permanent and there is a further expansion into other residential areas, then any new residential properties that are constructed within such zones need to provide adequate parking. This may also result in restricting new residents to visitor passes only to alleviate further vehicles parking in the street to avoid further pressure to that area.

Urban Design

- 1.24 The Parking Standards SPD needs to balance a range of issues such as individual plot or garden size, amenity or landscaping in the streetscene. There is concern that losing garages altogether from the standards might meet resistance from developers because they are an important part of their marketing model. If garages are provided in addition to the required spaces (or if parking standards are increased generally) this would increase the land take for parking and could harm amenity, landscaping, house/garden sizes and/or reduce the density of development. If densities are lowered then site capacities will be reduced and more land will be required to deliver overall housing numbers. This would place more pressure on the countryside. Options for consideration should be developed.
- 1.25 Application of the standards should allow for flexibility (above or below normal standards) where clear evidence demonstrates that this is desirable and would not cause unacceptable problems. This approach could support a range of alternative solutions and allow the other benefits of development to be considered alongside parking provision. Mitigation measures may be required that promote alternative and more sustainable transport modes. Careful consideration needs to be given to various options and it should be ensured that the streetscene is not dominated by parked vehicles.
- 1.26 Forms of acceptable parking are on and off plot purposely designed spaces, car ports, parking barns, larger garages and well-designed parking courts. Further, the technical annexes require amending as they are out-of-date or not entirely clear in their intention. Revisions have been made to these annexes as shown in the Draft SPD taking account of the options for parking solutions as detail in Chapter 3. The finalised annexes should be produced in tandem with which options the Parking Standards SPD adopts.

Climate Change

- 1.27 The Government has a vision that by 2050, almost every car and van in the UK will be an ultra-low emission vehicle (ULEV), i.e. a motor vehicle that emits extremely low (under 75g of CO₂ per km) levels of emissions – these are not necessarily fully electric as hybrids with small combustion engines also fit this category.
- 1.28 While owners of ULEVs are likely to install charging points at their own property, there will be a need for public access charging points for visitors and for those needing a top-up while parking in the borough.

- 1.29 There are various electric vehicle (EV) chargers available for residential, car park, and fleet use as well as fast chargers allowing users to charge up to 80% of the battery in 30 minutes. Suitable EV chargers should be installed in public parking areas to encourage and support the growth of ULEVs in the borough.
- 1.30 While “trickle” chargers might be suitable in long-term parking areas, such as the Station Car Park, fast chargers should be installed in Bracknell Town Centre and major leisure sites, where customers require a faster turn-around.
- 1.31 Hotter summers anticipated from a changing climate may increase the demand for shading of motor vehicles in public car parks. While shade structures would increase the cost of car parking, the structures could be used to generate solar electricity, which would provide an income stream to off-set the additional cost.
- 1.32 Climate change is predicted to result in more frequent and severe extreme weather events, including increased incidence of storms and flooding in the UK. Run-off from paved parking areas could increase the risk of localised flooding and damage to property. Consideration should be given to permeable parking surfaces or other sustainable drainage solutions.

E. Other Local Authority Standards

- 1.33 Examples of up-to-date parking standards from three local authorities (a Unitary, County, District Council and London) have been reviewed. These are all considered relevant to Bracknell Forest in terms of high parking demand and the limited use of garages etc. The relevant part of the London Plan Implementation Framework covering electric charging points has also been reviewed.

Wokingham Borough Council

- 1.34 Wokingham published their parking standards in the Managing Development Delivery Document (Local Plan) (2014). Regarding residential standards they taken a formulaic approach based on empirical data where the amount of parking depends on type of dwelling, location and the amount of unallocated demand for spaces (i.e. off-plot parking). The limitations are that it is based on census 2001 data on a ward basis which reflects all development. However the Council are taking an approach which takes account of need from new development (section C above). Therefore, both methods are not necessarily compatible

Essex County Council

- 1.35 Essex CC’s Parking Standards Design and Good Practice document (2009) focuses on parking standards for all modes of transport and design guidance. It also clearly shows good and bad examples of parking provision which is a useful visual aid to developers. It states that for garages to be counted as part of the residential parking standards they need to be a minimum size to accommodate an average sized family car and additional storage.

Fareham District Council

- 1.36 Fareham has adopted a Residential Car and Cycle Parking SPD (2009) which has eight key requirements:
 - Residential development provides parking in accordance to the standards
 - Lesser standards will only be considered in areas of high accessibility or specific residential development that creates lower parking demand subject to evidence

- Where 50% of spaces are allocated, an extra 0.2 visitor spaces per dwelling should be provided.
- 10% of all spaces must be disabled spaces with a 3.6m width
- Garages will not normally count towards overall parking provision unless it is demonstrated it is the only means of parking. Conditions to retain use for parking will also be sought
- Every sub-divided dwelling will be expected to meet the standards
- All new developments must provide appropriately located and designed cycle parking to meet the standards
- All new developments should follow the design principles in the SPD

London Mayor

- 1.37** The Land for Industry and Transport Supplementary Planning Guidance (2012) forms part of the London Plan 2011, Implementation Framework. This document supplements the London Plan strategy to gear up London for an increase in electric vehicle charging. It cites evidence that 16% of vehicles will be electric in 2020 increasing to 60% by 2030. The document provides technical and implementation guidance to help meet the target for 20% of parking spaces to be active (full provision of infrastructure and charging points) and 20% to be passive (the infrastructure and cabling in place for easy adaption in the future). The conclusions are that the Council should consider options for a similar level of type and provision.

F. Employment Survey and Employment Density Review

Business Survey 2014 (Infrastructure) April 2015.

- 1.38** A piece of research was undertaken on behalf of the Council seeking to engage with businesses in the borough to understand their views regarding local infrastructure. The research involved 350 telephone interviews with a range of businesses in 2014. Of these 291 were local companies; 29 national and 26 international companies. Of the questions asked, respondents gave a satisfaction rating between 1 and 5 (with 1 being extremely poor and rating as excellent).
- 1.39** Regarding parking:
- 46% cent of respondents gave a score of 4 or 5 on the availability of car parking;
 - 64% felt there was sufficient available;
 - almost a third (31%) saying otherwise that there was not sufficient parking;
 - only 5% prioritised more availability of car parking as the most important aspect needed to improve the borough with 2% saying that the Council and partners could grow the Bracknell Forest economy by increasing its availability..
- 1.40** Of the third of respondents saying that there was not sufficient parking, when asked where the biggest problems were:
- Bracknell town centre (41%)
 - Crowthorne (13%)
 - Sandhurst 12 (12%)
 - Residential estates (11%)
 - Everywhere (10%)
 - Railway station areas (7%)
 - Great Hollands (5%)
 - Industrial estates (3%)
 - Ascot 2 (2%)
 - Other (7%)

- Don't know (2%)

1.41 These respondents were also asked if their organisation does anything to help provide parking for employees with 41% saying parking is provided on the premises and a fifth (21%) say they park at home/ work from home.

1.42 Overall there are some concerns with the availability of parking and that the main area of concern is the availability of parking within Bracknell Town Centre. As a result it is necessary to including extra within the SPD to help business where appropriate and that there may need to be a review of Bracknell Town Centre standards as the regeneration takes hold.

Employment densities

1.43 The employment densities used in the 2007 Parking Standards are out of date (source: Berkshire Employment Density Study (1998)) and need to be revised. It is proposed that the evidence base for updating parking standards for various employment related uses is based upon the Homes and Communities Agency Employment Densities Guide 2010 (2nd edition) as follows:

Table 1

Use Class	Use	Metres ²
Industrial		
B2	General	36 GIA see Note 1
B1(c)	Light Industry (business park)	47 NIA Note 2
Warehouse and distribution		
B8	General	70 GEA Note 3
B8	Large Scale and High Bay Warehousing	80 GEA
Office		
B1(a)	General Office	12 NIA
B1(a)	Call centres	8 NIA
B1(a)	IT/Data Centres	47 NIA
B1(a)	Business Park	10 NIA
B1(a)	Serviced Office	10 NIA
Retail		
A1	High Street	19 NIA
A1	Food superstores	17 NIA
A1	Other superstores / Retail Warehouses	90 NIA
A2	Financial and professional services	16 NIA
A3	Restaurants and cafes	18 NIA
Leisure and Visitor Attractions		
C1	Budget Hotels	1 employee per 3 bedrooms plus casual staff
C1	General Hotels (3 star)	1 employee per 2 bedrooms
C1	4/5 Star Hotels	1 employee per 1.25 bedrooms
D1	Cultural Attractions	36 GIA
D2	Cinemas	9 GIA
D2 Note 4	Amusement and entertainment centres	70 GIA
D2	Sports centres and private clubs	65 GIA

Notes:

Note 1 – GIA - Gross Internal Area (floorspace m²)

Note 2 – NIA - Net Internal Area (floorspace m²)

Note 3 – GEA – Gross External Area (floorspace m²)

Note 4 – Some Sui Generis use classes are applicable – includes launderettes, taxi businesses, car hire businesses, filling stations, scrap yards, shops selling or displaying motor vehicles for sale, retail warehouse clubs, hostels, theatres, amusement arcades and centres, fun fairs, night clubs and casinos.

G. Places of Worship

1.44 All existing places of worship were contacted by the Council for their opinions on parking needs. Appendix 2 details the responses to the questions asked in this survey. In summary, parking issues are mixed for places of worship where the age of the building and its site is a factor as is the location. Obviously where people live within easy walking distance the majority of the congregation walks, however, those less able require on-site or easy accessible parking nearby. In certain situations parking is at a premium and better solutions are needed. There cannot be an overall conclusion drawn from the results to justify a blanket ratio especially when places of worship have wider community uses and hire out there facility for community an income generation. Therefore, parking requirements for places of worship should be on a case-by case basis.

Appendix 1

Table 1

Borough/Ward	2001 Census Average No. of Cars or Vans per Household	2011 Census Average No. of Cars or Vans per Household	Residents survey site	Residents survey Sample Average No. of Cars or Vans per Household
Bracknell Forest	1.4	1.5	All sites	1.53
Ascot	1.6	1.7		
Binfield with Warfield	1.7	1.7	Wykery Copse	1.92
			Jadine Place	1.31
Bullbrook	1.2	1.2	Davey Place	0.92
			Kelvin Gate	0.96
Central Sandhurst	1.5	1.6		
College Town	1.6	1.6		
Crown Wood	1.4	1.4		
Crowthorne	1.5	1.6	78-84 Waterloo Road	1.00
			Kings Court	1.33
Great Hollands North	1.3	1.4	Jennetts Park	1.67
Great Hollands South	1.6	1.6		
Hanworth	1.3	1.4		
Harmans Water	1.3	1.3	Rufford Gate	1.75
			The Parks	1.64
Little Sandhurst and Wellington	1.7	1.7		
Old Bracknell	1.2	1.2	Chadwick Mews	0.93
			Dalton Mews	1.67
			Netherby Gardens	1.13
Owlsmoor	1.7	1.7		
Priestwood and Garth	1.1	1.2		
Warfield Harvest Ride	1.6	1.7		
Wildridings and Central	1.0	1.1	Windermere Gate	1.36
Winkfield and Cranborne	1.7	1.7		

Table 2: Car or Van Availability (KS404EW) March 2011

Borough /Ward	All Households	No Cars or Vans in Household		1 Car or Van in Household		2 Cars or Vans in Household		3 Cars or Vans in Household		4 or more cars or Vans in Household		All cars or Vans in the Area
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Bracknell Forest	45,878	6,275	13.7	17,818	38.8	16,656	36.3	3,794	8.3	1,335	2.9	68,374
Ascot	2,228	186	8.3	804	36.1	922	41.4	231	10.4	85	3.8	3,730
Binfield with Warfield	3,534	250	7.1	1,228	34.7	1,560	44.1	357	10.1	139	3.9	6,045
Bullbrook	2,531	593	23.4	1,042	41.2	676	26.7	166	6.6	54	2.1	3,122
Central Sandhurst	2,124	208	9.8	824	38.8	820	38.6	201	9.5	71	3.3	3,362
College Town	2,055	208	10.1	831	40.4	746	36.3	192	9.3	78	3.8	3,239
Crown Wood	3,381	415	12.3	1,483	43.9	1,162	34.4	252	7.5	69	2	4,866
Crowthorne	2,095	283	13.5	707	33.7	824	39.3	209	10	72	3.4	3,301
Great Hollands North	2,188	335	15.3	882	40.3	781	35.7	151	6.9	39	1.8	3,061
Great Hollands South	1,910	255	13.4	679	35.5	723	37.9	187	9.8	66	3.5	2,964
Hanworth	3,476	507	14.6	1,495	43	1,167	33.6	239	6.9	68	2	4,841
Harmans Water	3,420	637	18.6	1,422	41.6	1,060	31	222	6.5	79	2.3	4,560
Little Sandhurst and Wellington	2,006	184	9.2	659	32.9	833	41.5	232	11.6	98	4.9	3,465
Old Bracknell	2,402	492	20.5	1,057	44	697	29	120	5	36	1.5	2,963
Owlsmoor	1,997	150	7.5	645	32.3	889	44.5	222	11.1	91	4.6	3,483
Priestwood and Garth	3,191	757	23.7	1,285	40.3	863	27	223	7	63	2	3,970
Warfield Harvest Ride	3,112	120	3.9	997	32	1,665	53.5	255	8.2	75	2.4	5,409
Wildridings and Central	2,073	548	26.4	915	44.1	482	23.3	93	4.5	35	1.7	2,302
Winkfield and Cranborne	2,155	147	6.8	863	40	786	36.5	242	11.2	117	5.4	3,691

Crown Copyright 2013

Table 3: Cars or Vans - (Table KS17) March 2001

Borough /Ward	All Households	No Cars or Vans in Household		1 Car or Van in Household		2 Cars or Vans in Household		3 Cars or Vans in Household		4 or more cars or Vans in Household		All cars or Vans in the Area
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Bracknell Forest	43,392	6,307	14.5	17,497	40.3	15,529	35.8	3,065	7.1	994	2.3	62,083
Ascot	2038	222	10.9	714	35.0	850	41.7	189	9.3	63	3.1	3247
Binfield with Warfield	3234	221	6.8	1157	35.8	1479	45.7	294	9.1	83	2.6	5376
Bullbrook	2102	516	24.6	848	40.3	592	28.2	105	5.0	41	2.0	2535
Central Sandhurst	2168	241	11.1	829	38.2	856	39.5	171	7.9	71	3.3	3353
College Town	1979	170	8.6	780	39.4	811	41.0	164	8.3	54	2.7	3135
Crown Wood	3503	439	12.5	1661	47.4	1189	33.9	176	5.0	38	1.1	4738
Crowthorne	1923	306	15.9	667	34.7	729	37.9	146	7.6	75	3.9	2887
Great Hollands North	1634	331	20.3	720	44.1	444	27.2	109	6.7	30	1.8	2064
Great Hollands South	1950	221	11.3	732	37.5	735	37.7	202	10.4	60	3.1	3060
Hanworth	3606	577	16.0	1596	44.3	1150	31.9	219	6.1	64	1.8	4829
Harmans Water	3074	582	18.9	1371	44.6	873	28.4	193	6.3	55	1.8	3935
Little Sandhurst and Wellington	1900	178	9.4	614	32.3	813	42.8	216	11.4	79	4.2	3222
Old Bracknell	1951	410	21.0	935	47.9	498	25.5	84	4.3	24	1.2	2290
Owlsmoor	2064	157	7.6	704	34.1	939	45.5	202	9.8	62	3.0	3448
Priestwood and Garth	3106	829	26.7	1338	43.1	748	24.1	137	4.4	54	1.7	3484
Warfield Harvest Ride	3322	141	4.2	1261	38.0	1666	50.2	209	6.3	45	1.4	5409
Wildridings and Central	2125	633	29.8	951	44.8	442	20.8	77	3.6	22	1.0	2163
Winkfield and Cranborne	1713	133	7.8	619	36.1	715	41.7	172	10.0	74	4.3	2908

Crown Copyright 2003

Table 4: Difference 2001 -2011

Borough /Ward	All Households	No Cars or Vans in Household		1 Car or Van in Household		2 Cars or Vans in Household		3 Cars or Vans in Household		4 or more cars or Vans in Household		All cars or Vans in the Area
		Count	% Diff	Count	% Diff	Count	% Diff	Count	% Diff	Count	% Diff	Count
Bracknell Forest	2,486	-32	-0.8	321	-1.5	1,127	0.5	729	1.2	341	0.6	6,291
Ascot	190	-36	-2.6	90	1.1	72	-0.3	42	1.1	22	0.7	483
Binfield with Warfield	300	29	0.3	71	-1.1	81	-1.6	63	1.0	56	1.3	669
Bullbrook	429	77	-1.2	194	0.9	84	-1.5	61	1.6	13	0.2	587
Central Sandhurst	-44	-33	-1.3	-5	0.6	-36	-0.9	30	1.6	0	0.0	9
College Town	76	38	1.5	51	1.0	-65	-4.7	28	1.0	24	1.1	104
Crown Wood	-122	-24	-0.2	-178	-3.5	-27	0.5	76	2.5	31	0.9	128
Crowthorne	172	-23	-2.4	40	-1.0	95	1.4	63	2.4	-3	-0.5	414
Great Hollands North	554	4	-5.0	162	-3.8	337	8.5	42	0.2	9	0.0	997
Great Hollands South	-40	34	2.1	-53	-2.0	-12	0.2	-15	-0.6	6	0.4	-96
Hanworth	-130	-70	-1.4	-101	-1.3	17	1.7	20	0.8	4	0.2	12
Harmans Water	346	55	-0.3	51	-3.0	187	2.6	29	0.2	24	0.5	625
Little Sandhurst and Wellington	106	6	-0.2	45	0.6	20	-1.3	16	0.2	19	0.7	243
Old Bracknell	451	82	-0.5	122	-3.9	199	3.5	36	0.7	12	0.3	673
Owlsmoor	-67	-7	-0.1	-59	-1.8	-50	-1.0	20	1.3	29	1.6	35
Priestwood and Garth	85	-72	-3.0	-53	-2.8	115	2.9	86	2.6	9	0.3	486
Warfield Harvest Ride	-210	-21	-0.3	-264	-6.0	-1	3.4	46	1.9	30	1.1	0
Wildridings and Central	-52	-85	-3.4	-36	-0.6	40	2.5	16	0.9	13	0.7	139
Winkfield and Cranborne	442	14	-1.0	244	3.9	71	-5.2	70	1.2	43	1.1	783

Table 5 –Number of cars or vans by development with officer comments

Development	Base	Percentage with net: Any cars/van	Mean number of cars/vans	Built to current parking standards	Officer observations/comments
Wykery Copse	53	98%	1.92	YES	Considerable amount of 3 bed units with one space in a garage.
Rufford Gate	8	100%	1.75	NO	Previous applications under old standards. Many units with one space in a garage, no visitor parking
Davey Place	12	67%	0.92	YES	Resident parking to standard on site no visitor parking due to public car park adjacent
New Manor House	-	-	-	YES	Parking 1 space per unit, exceeds TC standard
Jadine Place	13	92%	1.31	YES	Many units with 1 space in a garage
Chadwick Mews	31	71%	0.93	YES	No garages, most parking in front of units some rear parking courts
Dalton Mews	6	100%	1.67	YES	Limited garages, car ports and open parking
Windermere Gate	11	91%	1.36	NO	3 bed units have 2 spaces 2 bed units have average of 1.5 spaces. No garages all open parking
Netherby Gardens	8	88%	1.13	NO	All open parking and at least 1.5 space per dwelling
78 – 84 Waterloo Road	2	100%	1.00	YES	Rear parking courts for the houses and garages make up a large part of the parking stock.
Kelvin Gate	75	72%	0.96	NO	Planning appeal allowed at 1 space per unit. Private management company operates parking restrictions.
Kings Court	3	100%	1.33		
Old Tollgate Close	-	-	-	YES	Large properties with garages but many have 2 on plot parking spaces as well.
The Parks	159	96%	1.64	NO	Consented under previous standards, many parts have parking to standards but garages are not to current size.
Jennetts Park	238	93%	1.67	YES	Parking provision varies across the development older parts under previous standards, later consents to current standards including visitor provision
Total	619	90%	1.53		

(Source: Data from Figure 34. From Qa Research results)

Appendix 2

Table 6 – Consultation results with existing places of worship

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
Church Meeting Hall 37 Bay Road Bracknell Berkshire RG12 2NP	No response received	at least 13 (counted from 2013 ariel photo)	No response received	No response received	No response received	No response received	No response received	No response received	No response received
Church of Jesus Christ of Latter Day Saints, Ringmead, Hanworth	No response received	at least 27 (counted from 2013 ariel photo)	No response received	No response received	No response received	No response received	No response received	No response received	No response received

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
Holy Ghost Catholic Church 51 New Wokingham Road, Crowthorne	250	9	No	No	Nearby streets	Overspill of parking into neighbouring residential streets can, at peak times, cause congestion and upset the residents. Traveller's funerals and weddings always present parking challenges and usually block the road.	Sundays between 10.45am and 12.00noon and weddings and funerals, on any given day.	n/a	n/a

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
Holy Trinity Church, The Ring									
New Covenant Church, Crowthorne Rd North	No response received	No response received	No response received	No response received	No response received	No response received	No response received	No response received	No response received
The Methodist Church, Shepherds Lane	No response received	No response received	No response received	No response received	No response received	No response received	No response received	No response received	No response received
St Peter's Hatchet Lane, Cranbourne	120	No onsite parking – all parking is on Hatchet Lane	n/a	n/a	n/a	n/a	Sundays at 11 am plus occasional weddings and funerals	Indoor bowling on Thursday afternoons – few cars. Vicar's tea party on first Thursday of each month – few cars. Pre-school worship on first Friday of each month – few cars	n/a

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
Parish Church of St John the Baptist, Waterloo Road, Crowthorne	No response received	No Car Park. People park in the surrounding roads.	n/a	n/a	n/a	n/a	n/a	n/a	n/a
St Andrew's, Priestwood Court Road	150	12 & no disabled designated	St Andrews has 12 spaces. But the community centre car park and the Admiral Cunningham car park are close by. So although parking is not adequate at St Andrews there is close by provision.	One size doesn't fit all. The urban context of St Andrews means yes. The rural context of St Mikes means no.	n/a	n/a	St Andrews is Sunday's mainly.	youth group, kids groups, toddlers groups, Brownines	n/a

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
St Mark's Church, Popeswood Road	200	15	No	No	parking on the roads around the churches.	n/a	At ST Marks, Sunday morning, Monday morning, Friday evening, Saturday morning.	St Marks doubles up as a hall and church so gets used for services on a Sunday and midweek at lunchtime and in the evening once a month, keep fit, youth club, prayer meetings, clothes sorting for clothesbank, meetings, coffee mornings.	Is there a grant that would help us to create more parking spaces around St Marks?

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
All Saints Church, Church Hill/Terrace Rd North	500	20	No	No	parking on the roads around the churches.	At All Saints the roads are not very wide and the church is on a blind corner which makes crossing difficult for those with children and those who are less mobile.	Sunday mornings at All Saints mainly. Some Weddings which are mainly on Saturdays, some Funerals	n/a	n/a
St Martin's, Church Road, Chavey Down	60-80	45-50 parking spaces	yes	yes	<i>The provision meets our need. The local community however need further parking so frequently use the church car park</i>	None	<i>It is in constant use as the church car park includes the hall.</i>	<i>The hall is used by the community for various activities including: brownies, bridge, keep fit, most afternoons and evenings</i>	No

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
St Mary's, Church Road, Winkfield	250 pew spaces	15	No	No	On road Parking	Insufficient parking spaces for weddings, baptisms and funerals and special services	Church related activity meetings	n/a	n/a
Kerith Centre Church Road, Bracknell	650 seated, 1000 standing	2 Disabled, 55 regular	No	No	Hire of the Bracknell and Wokingham College Car park for Sunday Meetings	Not enough spaces for Sunday Meetings, Unauthorised parking by students and shoppers/town workers during week preventing spaces being used by church visitors	Sunday (All Day) Mon pm/Tues am/Fri am during our mothers and toddlers group sessions	Yes, as above as well as social justice ministries including Foodbank, job club, conferences, prayer meetings etc. Daily Mon - Sun	Parking is a continual struggle as the church and social justice needs of the community grows

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
St Michaels, Church Lane, Warfield	240	46 & 4 disabled	However, St Michaels often exceed this with children's activities and parents and toddlers etc. The car park has recently been extended to cope with the demand. It now has 50 spaces. So working with your 1:10 model. Nevertheless the rural location of St Mikes means everyone has to drive, so car parking is often a	One size doesn't fit all. The urban context of St Andrews means yes. The rural context of St Mikes means no.	Unfortunately the park on the verges at St Mikes and cause our neighbours some difficulties.	n/a	St Mikes is Sunday, Monday and Friday	St Mikes is youth group, kids groups, toddlers groups, etc.	n/a

Location	The capacity of your place of worship (number of seats available)?	The number of on-site parking spaces (including disabled parking provision)?	Whether this provision meets your current demand?	Whether the current provision meets your anticipated future demand?	If your parking provision does not meet your current demand, how is the demand met (nearby car parks or streets etc.)?	What are your parking issues/problems, if any?	What are the peak times and days for demand?	Do you use your facility for other community uses and if so, what use and when?	Any other comments?
			problem. While the ratio remains 1:10 we will not be able to increase provision further so a lower ratio would help us here. Say 1:8 or even 1:5						
St Joseph's Catholic Church, Stanley Walk	500	40 (2 disabled)	Nope	No	used to be able to park in BFC service yard D, however now part off regeneration town centre, so normally Princess Sq.	Not enough spaces	Saturday 6pm, Sunday 8.30 , 10.30, tues/weds/thurs 9.30, Friday midday	Toddler groups, spiritual groups, youth & elderly groups	ongoing - bollards installation,

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TO: EXECUTIVE
22 SEPTEMBER 2015

COUNCIL TAX PENALTIES
Director of Adult Social Care Health and Housing
Director of Corporate Services

1 PURPOSE OF REPORT

- 1.1 To seek Executive consideration for imposing Council Tax Penalties and as such to agree consultation on the changes.

2 RECOMMENDATIONS

- 2.1 That the Executive agree that consultation takes place on the implementation of a fixed penalty of £70 to Council tax charge payers, permitted under the provisions of the Local Government Finance Act 1992, who intentionally or knowingly fail to notify the Council of any change affecting Council Tax Liability or Local Council Tax Benefit Scheme (LCTBS) without reasonable excuse.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The Council has powers under the Local Government Finance Act 1992 (Schedule 3) to impose civil penalties to those charge payers who wilfully neglect to inform the Council of changes which affect their Council Tax liability.

The Council aims to deliver value for money. Introduction of a penalty scheme will encourage customers to inform the Council of changes as soon as possible thus reducing collection costs.

These penalties would be applied using a consistent approach to those already in receipt of Housing Benefit where Civil Penalties are already imposed.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 An alternative to the proposed approach would be for the Authority to undertake a fraud investigation under Detection of Fraud and Enforcement regulations. This course of action would require investigation where it is evident that the behaviour of the charge payer warrants a criminal investigation. In order for these investigations to take place, the Council would need to employ an authorised officer or buy in a specific fraud service. The Authority still reserves the right where it is found that the evidence is strong enough for a prosecution, a fine could be imposed of 50% of the excess discount applied to the Council Tax levy, up to a value of £1000. However, the cost of this approach is likely to be in excess of the discount that has been fraudulently claimed and so the approach will not be cost effective in the majority of cases despite the deterrent effect.
- 4.2 In respect of Council Tax liability, in the most serious of cases only, where a person presents information that they know to be false with a view to obtaining a financial benefit to which they are not entitled, the person may be subject to prosecution under the Theft Act 1968 for obtaining a pecuniary advantage by deception.

- 4.3 A fraud investigation or prosecution under the Theft Act would only be used in those cases where it is established that a false statement or negligence by the charge payer justifies this approach.

5 SUPPORTING INFORMATION

- 5.1 It is proposed the Council would impose a penalty when a charge payer fails to report a change in their circumstances or provide information requested within one month, and has not provided a reasonable explanation for the delay in reporting the change resulting in excess discount or incorrect Council Tax liability.

- 5.2 The penalty could be applied in any of the following circumstances:

- Failure to notify the Council that Single Person Discount should no longer apply to the Council Tax charge;
- Failure to notify the Council that an exemption on a dwelling should have ended;
- Failure to notify the Council that any other discount applied is no longer applicable;
- Failure to notify the Council of a change of address within 21 days or as soon as practicable. For Local Council Tax Benefit Scheme 1 calendar month is permissible. The timescale is different to that of Housing Benefit and implementing these changes we will extend this time limit to align with the one calendar month used in Housing Benefit;
- Failure to notify the Council of a change in liable party;
- Failure to provide information requested to identify liability, by a third party.
- Failure to provide information requested after a liability order had been obtained;
- A false application for Local Council Tax Benefit, or failing to report a change in circumstances which results in the person no longer being entitled to receive the reduction or a reduced amount.

- 5.3 Guidelines for the application of penalties and an internal review procedure for dealing with any appeals will be drawn up to ensure consistency between the officers responsible for imposing the penalties for both Council Tax and Local Council Tax Benefit Scheme.

- 5.4 When a penalty has already been applied and further requests for the same information are made, additional penalties of up to £280 may be imposed.

- 5.5 Penalties are payable directly to the authority that imposed them, and can be collected by adding the penalty to the person's Council Tax liability and detailing it on their Council Tax bill. The authority may quash a penalty that it has imposed if it sees fit. It may not impose a penalty in respect of incorrect liability caused by a member of staff having administered the account inaccurately.

- 5.6 A charge payer may appeal to the Valuation Tribunal for England if aggrieved by the imposition of a penalty and they are unsatisfied with the council's internal review. An appeal would be dismissed if it is not initiated within two months of the date of service of the penalty notice, unless the tribunal is satisfied the delay was caused by circumstances outside the appellant's control and authorises the appeal to be

entertained. It is anticipated that the number of appeals, should there be any, will be minimal.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The legal power to impose a civil penalty arises where a person fails to supply the information requested as well as where in purported compliance with a request he knowingly supplies information which is inaccurate. The consultation process should reflect Cabinet Office Good Practice Guidance which stresses the need for the information that is provided as part of the consultation to be useful and accessible. The timeframe should be proportionate (up to 12 weeks) and consideration should be given to informal forms of engagement such as email or web based forums, public meetings, working groups, focus groups and surveys.

Borough Treasurer

- 6.3 The purpose behind introducing council tax penalties is to encourage council tax payers to notify the Council of changes to their circumstances promptly. This will ensure their liability to council tax is correct. The Council does not expect to use this sanction frequently and it is not considered to be an income generating policy. No additional income should, therefore, be built into the Council's budget at this stage. The amount of income actually generated through penalties, together with changes to council tax income will continue to be monitored on a monthly basis and should sustainable changes to income levels be identified these will be brought forward as future budget proposals.

Strategic Risk Management Issues

- 6.4 There is a potential risk to the Council's reputation should any penalties be applied inconsistently or unfairly, however this risk will be managed by the drafting of a robust policy that will provide clear guidelines to staff making such decisions and allow an element of discretion in exceptional circumstances.

Other Officers

- 6.5 Chief Officer: Customer Services

It is important that any penalty scheme introduced is implemented fairly and consistently, and that information provided to residents on when penalties will be applied is very clear. Digital access channels need to be developed so that residents can notify the Council of changes using their preferred channel, and at a time that is convenient for them.

- 6.6 Chief Officer: Housing

It is logical that the design of a penalty scheme where customers fail to inform the Council in a change of circumstances that affects their Council tax liability is consistent with the existing scheme for civil penalties for housing benefit. Customers face the prospect of being faced with a total of £120 of penalties across both schemes. This is likely to be a significant incentive to ensure customers inform the Council of changes in a timely way.

6.7 Equalities Impact Assessment

A screening has been carried out and the results are attached.

7 CONSULTATION

Principal Groups Consulted

- 7.1 Consultation will take place with taxpayers of the borough and interested groups such as Citizens advice Bureau.

Method of Consultation

- 7.2 Consultation will take place via the council's online consultation portal.

Representations Received

- 7.3 To be reported following consultation.

Background Papers

Contact for further information

Shanaz Alam ASCH&H - 01344 351344

Shanaz.alam@bracknell-forest.gov.uk

Sarah Kingston Corporate Services – 01344 352097

Sarah.Kingston@Bracknell-Forest.gov.uk

Initial Equalities Screening Record Form

Date of Screening: 11/8/2015	Directorate: Corporate Services/ Adult Social Care Health & Housing	Section: Revenue Services/ Benefit Services	
1. Activity to be assessed	The consultation on and potential imposition of £70 penalties in respect of Council Tax and Local Council Tax Support Scheme where a taxpayer knowingly fails to provide information relating to their liability without reasonable excuse.		
2. What is the activity?	<input checked="" type="checkbox"/> Policy/strategy <input type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change		
3. Is it a new or existing activity?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Existing		
4. Officer responsible for the screening	Sarah Kingston, Shanaz Alam		
5. Who are the members of the screening team?	Sarah Kingston, Shanaz Alam, Abby Thomas, Jane Sherwood		
6. What is the purpose of the activity?	To ensure that taxpayers are aware of the requirement to report changes in their circumstances that affect their Council Tax liability in a timely manner, to deter repeat offences of failure to report changes which will help ensure a value for money service for all residents.		
7. Who is the activity designed to benefit/target?	Any taxpayer who knowingly fails to report a change in their circumstances that affects their Council Tax liability.		
Protected Characteristics	Please tick yes or no	Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.	What evidence do you have to support this? E.g equality monitoring data, consultation results, customer satisfaction information etc Please add a narrative to justify your claims around impacts and describe the analysis and interpretation of evidence to support your conclusion as this will inform members decision making, include consultation results/satisfaction information/equality monitoring data
8. Disability Equality – this can include physical, mental health, learning or sensory disabilities including conditions such as dementia.	Y	There could be some difficulty in understanding the policy and its potential impacts if a person has learning difficulties, inability to read/write and/or reduced mental capacity.	The main way in which the council interacts with its residents is in writing – whether that be by post or digitally – it is likely to involve reading and digesting information which people with disabilities may find difficult. In order to mitigate these factors we would look to engage with adult social care/social workers who may be supporting these individuals. We would also look to ensure that the information is as well publicised as possible to both residents and staff using methods such as posters, leaflets in libraries,

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			surgeries and leisure centres, publication in Town and Country and making direct contact with stakeholders. A leaflet to be included with all annual Council Tax bills is also being considered to raise awareness.
9. Racial equality	Y		<p>There could be a potential impact for any residents where English is not their first language.</p> <p>There could be a language barrier which could mean that the recipient may not understand the communications and the need to report changes.</p> <p>In order to mitigate this we would look to include a statement on each communication stating that the information can be provided in a different language or format on request. Also by making contact with community groups, via Involve, who may represent these groups.</p>
10. Gender equality		N	<p>Neutral</p> <p>No impact identified at this time</p>
11. Sexual orientation equality		N	<p>Neutral</p> <p>No impact identified at this time</p>
12. Gender re-assignment		N	<p>Neutral</p> <p>No impact identified at this time</p>
13. Age equality		N	<p>Neutral</p> <p>No impact identified at this time</p>
14. Religion and belief equality		N	<p>Neutral</p> <p>No impact identified at this time</p>
15. Pregnancy and maternity equality		N	<p>Neutral</p> <p>No impact identified at this time</p>
16. Marriage and civil partnership equality		N	<p>Neutral</p> <p>No impact identified at this time</p>

<p>17. Please give details of any other potential impacts on any other group (e.g. those on lower incomes/carers/ex-offenders, armed forces communities) and on promoting good community relations.</p>	<p>There could be an adverse impact on those with low incomes as the addition of a penalty would increase their bill. There could be a minimal impact on the armed forces community who may be paying Council Tax for the first time and have little understanding of the process and the necessity to report changes. The Council can raise awareness of this change working with the Royal Military Academy Sandhurst.</p> <p>Some of the households who would be affected by the proposed implementation of civil penalties will be on low incomes. The housing and benefit service has been redesigned to ensure that households receive advice on benefit/discount entitlement and also on how and why changes in circumstances should be informed to a case worker. This should mitigate the impact of the penalties if implemented.</p>		
<p>18. If an adverse/negative impact has been identified can it be justified on grounds of promoting equality of opportunity for one group or for any other reason?</p>	<p>The introduction of this policy will demonstrate that the council is aiming to provide a value for money service to its residents by endeavouring to reduce the administration and financial implications associated with late notification of changes.</p>		
<p>19. If there is any difference in the impact of the activity when considered for each of the equality groups listed in 8 – 14 above; how significant is the difference in terms of its nature and the number of people likely to be affected?</p>	<p>The impact on the two groups identified is of a similar nature. It is not possible to give an estimation of the number of residents within those groups will be directly affected as we do not hold this information on the Revenues or Benefits systems and it would not be possible to estimate the number that may forget or choose not to advise of any changes. There will, however, be an element of discretion written in to the policy to ensure that those with genuine difficulties or reasons for not notifying of changes are not penalised.</p>		
<p>20. Could the impact constitute unlawful discrimination in relation to any of the Equality Duties?</p>		<p>N</p>	<p>There are mitigating factors, as explained above, to help to minimise the impact on those adversely affected.</p>
<p>21. What further information or data is required to better understand the impact? Where and how can that information be obtained?</p>	<p>Not applicable.</p>		
<p>22. On the basis of sections 7 – 17 above is a full impact assessment required?</p>		<p>N</p>	<p>There are mitigating factors, as explained above, to help to minimise the impact on those adversely affected and it is not expected that the use of penalties will be a regular occurrence. The element of discretion will also help to minimise any adverse impacts where it is deemed necessary.</p>
<p>23. If a full impact assessment is not required; what actions will you take to reduce or remove any potential differential/adverse impact, to further promote equality of opportunity through this activity or to obtain further information or data? Please complete the action plan in full, adding more rows as needed.</p>			
<p>Action</p>	<p>Timescale</p>	<p>Person Responsible</p>	<p>Milestone/Success Criteria</p>
<p>Develop a consultation communications plan to incorporate the actions noted above to ensure that impacts are mitigated,</p>	<p>30/09/15</p>	<p>Sarah Kingston/ Shanaz Alam</p>	<p>Ensuring that consultation is as widely acknowledged and understood as possible.</p>

24. Which service, business or work plan will these actions be included in?			
25. Please list the current actions undertaken to advance equality or examples of good practice identified as part of the screening?	Please list		
26. Chief Officers signature.	Signature:		Date:

**TO: THE EXECUTIVE
22 SEPTEMBER 2015**

**COMPLAINTS AGAINST BRACKNELL FOREST COUNCIL IN 2014/15
Assistant Chief Executive**

1 PURPOSE OF DECISION

- 1.1 To brief the Executive about complaints made against the Council in 2014/15 as part of the ongoing work to be responsive to residents' concerns, in pursuit of Medium Term Objective 11, a key action for which is, 'publish information about the Council to promote openness and cost-effectiveness and accountability'.

2 RECOMMENDATIONS

That the Executive:

- 2.1 **Endorses the approach taken to dealing with and learning from complaints to the Council;**
- 2.2 **Notes the Annual Review letter of the Local Government Ombudsman to the Council for 2014/15;**
- 2.3 **Notes the information on other complaints against the Council in 2014/15; and**
- 2.4 **Notes the developments in complaints handling.**

3 REASONS FOR RECOMMENDATIONS

- 3.1 This report gives the Executive information on an important aspect of the Council's services to residents, in keeping with the Council's Charter for Customers, which includes always putting the customer first, learning from feedback, and continually aiming to improve the Council's service and performance.
- 3.2 To support the implementation of the corporate Customer Contact Strategy, endorsed by the Council's Executive on 5 July 2011. This strategy's overarching aim is to improve the quality of customer service to residents and service users.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

Annual Review Letter From the Local Government Ombudsman

- 5.1 The Local Government Ombudsman (LGO) has statutory powers under the Local Government Act 1974 to investigate complaints of injustice arising from maladministration by local authorities. The LGO investigates complaints about most council matters including housing, planning, education, social services, consumer protection, drainage and council tax. The objective of the LGO is to secure, where appropriate, satisfactory redress for

Unrestricted

complainants and better administration for the authorities. Since 1989, the LGO has had power to issue advice on good administrative practice in local government based on experience derived from their investigations.

- 5.2 The LGO usually requires complainants to give the council concerned an opportunity to deal with a complaint against it first, using the council's own complaints procedure, and if this has not been done, the LGO deems such complaints to be 'premature'. If the complainant is not satisfied with the action the council takes, he or she can complain to the LGO, or ask a councillor to do so on their behalf. The LGO's Annual Letter is therefore an important, independent 'barometer' of the effectiveness of the Council's complaints resolution process and service to residents generally.
- 5.3 Within the Council, the Chief Executive's Office co-ordinates the responses to any complaints referred from the LGO to the Council in liaison with departmental officers, and acts as the main contact point with the LGO.
- 5.4 The LGO's Annual Review Letter to the Council for 2014/15 is attached at Appendix 1. Drawing on this, also other published and internal information, notable points are:
- a) The 18 complaints received by the LGO against the Council in 2014/15 is:
 - a. Lower than the 28 complaints received in 2013/14, and similar to the annual average of 19 complaints the LGO received about the Council over the preceding three years 2010/13.
 - b. Lower than the average of 50 complaints the LGO received for all councils in 2014/15.
 - c. Lower than all other Unitary authorities in Berkshire (the next lowest being 31, and the highest being 62 complaints to the LGO).
 - b) The LGO made formal decisions on 18 complaints against the Council (some of which related to complaints from 2013/14) and decided to uphold one complaint; the circumstances of which were reported publicly to the Executive in February 2015. All other Unitary Authorities in Berkshire had one or more complaint upheld by the LGO.
 - c) In their 2014/15 Annual Report, the LGO stated, '*We upheld 46% of all complaints where we carried out a detailed investigation*'. The corresponding figure for Bracknell forest Council was much lower, at 17%.
 - d) The Council's average speed in responding to LGO cases has remained well within the 28 days requested by the LGO.
 - e) The LGO have asked that councillors should be encouraged to make use of a workbook they have produced on supporting local people with their complaints. This has been drawn to the attention of Member Services for their consideration.
 - f) The LGO have asked that councils review their complaints procedures with reference to a new service standards document they have produced. This has been drawn to the attention of the Chief Officer: Customer Services for her consideration.
- 5.5 In summary, the number of complaints to the LGO concerning Bracknell Forest Council has fallen since 2013/14 and is low when compared to other authorities, and very low in view of the huge number of customer interactions by the Council each year. The extent to which complaints to the LGO are upheld is lower still. This continues the positive trend in recent years. Nevertheless, it must be recognised that, however few complaints are made, they are all important to the people who raise them.
- 5.6 There was a significant change in the way the LGO issued its decisions on complaints from 1 April 2014. The most notable points were:
- In cases where councils had been at fault and had made an appropriate apology and remedy, the LGO had previously usually issued the decision, '*Investigation complete and satisfied with authority actions or proposed actions and not*

appropriate to issue report S30(1B). From April 2014, the LGO replaced this with decision wording: *'upheld/not upheld; Maladministration/No Maladministration; Injustice/no Injustice'*. The LGO has stated, *'We record a complaint as upheld when we find some fault in the way a council acted, even if it has agreed to put things right during the course of our investigation or had accepted it needed to remedy the situation before the complainant approached us.'*

- Even very minor faults can now result in an LGO decision that there was Maladministration: *'In the past, the term maladministration was often reserved for reports, where the fault is likely to have been significant. However, it is not how significant the fault is that decides whether there is maladministration. If there has been administrative fault, then it is maladministration'*.

- 5.7 The consequence of the changes is that all councils can expect to receive more LGO decisions that complaints have been upheld, and that there has been maladministration. The fairness of the changes was challenged by the Public Sector Complaints Network (a group of some 850 local authority corporate complaint managers across the UK public sector) in 2014, without success. The LGO has reported that in 2014-15 they upheld 46% of all complaints where they carried out a detailed investigation, adding that, *'This year we saw a small, yet unprecedented, increase in the number of councils that sought to challenge our decisions'*.
- 5.8 Bracknell Forest did this and it resulted in significant changes to draft decisions, including one where the LGO had initially concluded maladministration. It is very time consuming and costly challenging incorrect assessments and we will only do so on really significant cases.
- 5.9 The Borough Solicitor, as Monitoring Officer, is required by Section 5A of the Local Government and Housing Act 1989 to prepare a report to the Executive on any cases where the LGO had determined there was maladministration, and these reports are required to be copied to each Member of the Council. The LGO has acknowledged this, saying, *'While we recognise this may mean a change in your own practices and reporting arrangements, we consider this is an important step to increase the transparency and accountability of LGO'*.

Other Complaints Against the Council

- 5.10 The Council's overall complaint statistics for 2014/15, as reported by departments in their Quarterly Service Reports (QSR), shows a 25% reduction on the 2013/14 figures, and are given in Appendix 2. Individual complaints which move through the different stages are recorded separately at each stage of the process. The figures at Appendix 2 exclude complaints dealt with at the point of service, such as verbal reports to front line staff, where issues are resolved locally. No central records are kept of such stage 1 complaints. The figures also exclude complaints to schools, matters for which a right of appeal to a tribunal or other legal remedy exists, and any complaints about councillor conduct, for which there is a separate procedure. Following Executive approval, there are separate annual reports published on complaints received by Adult Social Care, also on Children's Social Care and Public Health, which are governed by statutory requirements.
- 5.11 The statistics in Appendix 2 continue to show that the majority of complaints are resolved without recourse to later stages in the process. The figure of 8 LGO complaints cases differs to the 18 in the LGO letter mainly because it excludes complaints dealt with by the LGO without reference to the Council. Officers have queried with the LGO why they no longer inform us of such cases.

Learning From Complaints in 2014/15

- 5.12 The Council's overall approach has continued, to train and empower front line staff to deal effectively with complaints at the earliest opportunity. The Council's publication, 'Comments, Compliments or Complaints about council services' was last revised and reissued in 2014, as were the Council's internal guidelines for staff on handling complaints. This revision reduced the number of levels through which a complainant can appeal a decision. This is now more in line with most other local authorities. Quarterly Service Reports, which are reviewed by Departmental Management Teams, the Corporate Management Team, the Executive and Overview & Scrutiny members, publish information on complaints and how the Council has learnt from them. Examples of this learning process in 2014/15 have included:

Adult Social Care, Health and Housing

- 5.13 Improvements in practices and processes arising from complaint investigations in 2014-15 included:
- There has been a review of procedures to ensure that there is a lead named worker co-ordinating a person's care and support.
 - A more robust supervision structure has been implemented for locum Social Workers working within Council teams, to monitor and support their work and understanding of services provided.
 - Everybody who funds their own care and support, but chooses to have the Council arrange it for them, are more clearly informed of all the implications, and the responsibilities of all parties, so that an informed choice can be made
 - The Recording Policy was improved, to incorporate timescales for individuals to receive written copies of reviews and other documentation
 - There has been a review of the role of staff undertaking reviews and how to ensure that any outstanding actions are taken forward and that individuals and their families are clear about who is taking responsibility for co-ordinating and communicating the outcomes to all significant people
- 5.14 As a result of a complaint concerning the Emergency Duty Service, the department decided to review: its guidance and procedures for investigating allegations against a volunteer Appropriate Adult (AA) ensuring staff know how to report concerns; and the frequency of feedback to volunteer AAs.
- 5.15 On housing, a number of complaints concerned customers' dissatisfaction with the response they received to their housing register applications. The lesson learnt was that the service failed to properly advise customers at the outset of the likely waiting time before their application would be successful and also the nature of the property that would be likely to become available. To address this all welfare and housing caseworkers were provided with information on the average waiting times by applicant band for different sizes of properties. Although a rough indicator, it provides better information to customers. Some complaints relating to housing pointed to a need for further customer care training around officers' understanding and awareness of the customer's position.
- 5.16 Complaints related to homelessness/housing advice indicated a lack of awareness by customers of the service the Council could offer, leading to their dissatisfaction. In order to address this, the process of advising customers on the homelessness route and what the Council can offer and how much the accommodation will cost that the council can offer, was reviewed. Advice on options and costs now begins much earlier in the process.

Corporate Services

- 5.17 A complaint was received from a customer who purchased a marriage certificate which Royal Mail subsequently failed to deliver. The complainant was unhappy that he had not been given the option to have the certificate sent by recorded delivery. Information on the website was subsequently clarified and the web forms were updated to allow for recorded delivery to be selected at the point of payment.

Children, Young People and Learning

- 5.18 Where a complaint has been difficult or complex, 'a learning from complaints' meeting is held with Senior Managers in Children's Social Care to ensure the Council is able to reflect and learn from the situation and put in place measures to reduce the risk of issues arising in the future. Examples of actions included:
- Social Workers are now asked to provide their direct email addresses to the families they work with, so that they have an alternative means of contact.
 - Social Workers are encouraged to update the 'child or young person' they are working with at every step of the process involved.
 - Templates are used to ensure consistencies of process and documentation.
 - Managers proof read assessments before they are sent out to the family.
 - Appointments for Looked After Children reviews are now confirmed by letter (not by telephone, unless this is unavoidable).
- 5.19 As a result of a complaint about children's services, it was decided to make two service improvements:
- Officers in the Family Placement Team were reminded to promptly seek appropriate alternatives for care, when a need becomes apparent.
 - Officers in the Disabled Children team were reminded of the need to formally acknowledge, in writing, all correspondence.

Environment, Culture and Communities

- 5.20 Arising from a complaint about Planning, it was decided to:
- Consider the wider learning points from the case, and ensure they are applied in staff and management training;
 - Expand the standard acknowledgement letter to planning applicants, concerning their right to appeal to the Planning Inspectorate if the time target was not met;
 - Remind Planning Officers that they should seek to agree in writing to planning applicants any extension of the determination dates for decisions, give reasons for that request and if not agreed to determine the application with the information they hold; and
 - Ensure that all requests for substantial information such as a sequential test are made within the pre-planning advice stage.
- 5.21 The learning points actioned from other complaints included:
- Clarification around taxi licensing delegation to officers
 - A contractor was reminded about the correct recording of Parking charge notices
 - Reviewing procedures to deal with vacant properties.

Developments in Complaints Handling and Records

- 5.22 The Corporate Management Team decided to streamline the Corporate Complaints Procedure, by reducing the number of stages from four to three, from 1 January 2015:
Stage 1: Informal complaint to member of staff
Stage 2: Formal complaint to Director of relevant service area
Stage 3: Formal complaint to Chief Executive
- 5.23 This speeded up the process for customers, whilst retaining the involvement of officers at a senior level, and the Chief Executive for the final stage. This change was accompanied by a revised procedure published for customers and revised internal guidance for staff.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The Monitoring Officer is required by law to report to the Executive on any Local Government Ombudsman findings of maladministration against the Council. He has had cause to issue one such report in 2014/15. This related to the provision of a consultancy service provided by the Council in connection with a Sustainable Homes Assessment. No action was required to be taken by the Executive pursuant to the contents of the report.

Borough Treasurer

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

Equalities Impact Assessment

- 6.3 There are no direct impact issues to be considered.

Strategic Risk Management Issues

- 6.4 This report presents no strategic risk management issues for the Council.

Other Officers

- 6.5 The views of other relevant officers in departments have been sought in the production of this information report.

7 CONSULTATION

Principal Groups Consulted

- 7.1 Corporate Management Team

Method of Consultation

- 7.2 Consultation was carried out on the draft information report.

Representations Received

- 7.3 None.

Background Papers

Quarterly Corporate and Departmental performance reports 2014/15

Contact for further information

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Local Government
OMBUDSMAN

18 June 2015

By email

Mr Timothy Wheadon
Chief Executive
Bracknell Forest Borough Council

Dear Mr Wheadon

Annual Review Letter 2015

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2015. This year's statistics can be found in the table attached.

The data we have provided shows the complaints and enquiries we have recorded, along with the decisions we have made. We know that these numbers will not necessarily match the complaints data that your authority holds. For example, our numbers include people who we signpost back to the council but who may never contact you. I hope that this information, set alongside the data sets you hold about local complaints, will help you to assess your authority's performance.

We recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year we will be gathering more comprehensive information about the way complaints are being remedied so that in the future our annual letter focuses less on the total numbers and more on the outcomes of those complaints.

Supporting local scrutiny

One of the purposes of the annual letter to councils is to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of our key business plan objectives for this year and we will continue to work with elected members in all councils to help them understand how they can contribute to the complaints process.

We have recently worked in partnership with the Local Government Association to produce a workbook for councillors which explains how they can support local people with their complaints and identifies opportunities for using complaints data as part of their scrutiny tool kit. This can be found [here](#) and I would be grateful if you could encourage your elected members to make use of this helpful resource.

Last year we established a new Councillors Forum. This group, which meets three times a year, brings together councillors from across the political spectrum and from all types of local authorities. The aims of the Forum are to help us to better understand the needs of councillors when scrutinising local services and for members to act as champions for learning from complaints in their scrutiny roles. I value this direct engagement with elected members and believe it will further ensure LGO investigations have wider public value.

Encouraging effective local complaints handling

In November 2014, in partnership with the Parliamentary and Health Service Ombudsman and Healthwatch England, we published *'My Expectations'* a service standards framework document describing what good outcomes for people look like if complaints are handled well. Following extensive research with users of services, front line complaints handlers and other stakeholders, we have been able to articulate more clearly what people need and want when they raise a complaint.

This framework has been adopted by the Care Quality Commission and will be used as part of their inspection regime for both health and social care. Whilst they were written with those two sectors in mind, the principles of *'My Expectations'* are of relevance to all aspects of local authority complaints. We have shared them with link officers at a series of seminars earlier this year and would encourage chief executives and councillors to review their authority's approach to complaints against this user-led vision. A copy of the report can be found [here](#).

Future developments at LGO

My recent annual letters have highlighted the significant levels of change we have experienced at LGO over the last few years. Following the recent general election I expect further change.

Most significantly, the government published a review of public sector ombudsmen in March of this year. A copy of that report can be found [here](#). That review, along with a related consultation document, has proposed that a single ombudsman scheme should be created for all public services in England mirroring the position in the other nations of the United Kingdom. We are supportive of this proposal on the basis that it would provide the public with clearer routes to redress in an increasingly complex public service landscape. We will advise that such a scheme should recognise the unique roles and accountabilities of local authorities and should maintain the expertise and understanding of local government that exists at LGO. We will continue to work with government as they bring forward further proposals and would encourage local government to take a keen and active interest in this important area of reform in support of strong local accountability.

The Government has also recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. We currently await the outcome of the consultation but we are pleased that the Government has recognised that there are some aspects of local service delivery that do not currently offer the public access to an independent ombudsman. We hope that these proposals will be the start of a wider debate about how we can all work together to ensure clear access to redress in an increasingly varied and complex system of local service delivery.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

Local authority report – Bracknell Forest Council

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

Complaints and enquiries received

Local Authority	Adult Care Services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection	Highways and transport	Housing	Planning and development	Total
Bracknell Forest C	3	1	2	4	2	3	2	1	18

Decisions made

Local Authority	Detailed investigations carried out		Advice given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution	Total
	Upheld	Not Upheld					
Bracknell Forest C	1	5	0	3	1	8	18

Explanatory Notes by LGO

- **Upheld:** These are complaints where we have decided that an authority has been at fault in how it acted and that this fault may or may not have caused an injustice to the complainant, or where an authority has accepted that it needs to remedy the complaint before we make a finding on fault. If we have decided there was fault and it caused an injustice to the complainant, usually we will have recommended the authority take some action to address it.
- **Not upheld:** Where we have investigated a complaint and decided that a council has not acted with fault, we classify these complaints as not upheld.
- **Advice given:** These are cases where we give advice about why LGO would not look at a complaint because the body complained about was not within the LGO's scope or we had previously looked at the same complaint from the complainant, or another complaints handling organisation or advice agency was best placed to help them.
- **Closed after initial enquiries:** These complaints are where we have made an early decision that we could not or should not investigate the complaint, usually because the complaint is outside LGO's jurisdiction and we either cannot lawfully investigate it or we decide that it would not be appropriate in the circumstances of the case to do so. Our early assessment of a complaint may also show there was little injustice to a complainant that would need an LGO investigation of the matter, or that an investigation could not achieve anything, either because the evidence we see shows at an early stage there was no fault, or the outcome a complainant wants is not one we could achieve, for example overturning a court order.
- **Incomplete/invalid:** These are complaints where the complainant has not provided us with enough information to be able to decide what should happen with their complaint, or where the complainant tells us at a very early stage that they no longer wish to pursue their complaint.
- **Referred back for local resolution:** We work on the principle that it is always best for complaints to be resolved by the service provider wherever possible. Furthermore, the Local Government Act 1974 requires LGO to give authorities an opportunity to try and resolve a complaint before we will get involved. Usually we tell complainants how to complain to an authority and ask them to contact it directly. In many instances, authorities are successful in resolving the complaint and the complainant does not recontact us.

COMPLAINTS – 2014/15

Department	Statutory Stage 1	Statutory Stages 2&3	Stage 2 ¹	Stage 3 ²	Ombudsman	Total Complaints	Of Which (excluding on-going cases):		
							Upheld	Partially Upheld	Not Upheld
Chief Executive's Office	N/A	N/A	0	0	0	0	0	0	0
Corporate Services	N/A	N/A	13	0	0	13	2	3	8
Environment, Culture and Communities	N/A	N/A	10	8	4	22	8	1	11
Children, Young People & Learning	10	3	3	1	2	19	1	2	13
Adult Social Care, Health & Housing	21	N/A	17	4	2	44	6	17	19
Total	31	3	43	13	8	98	17 (19%)	23 (25%)	50 (56%)

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¹ The former stages 2 and 3 were combined to form the new stage 2 from 1 January 2015

² The former stage 4 became the new stage 3 from 1 January 2015

Unrestricted

COMPLAINTS – 2013/14

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Department	Statutory Stage 1	Statutory Stages 2&3	Stage 2	Stage 3	Stage 4	Ombudsman	Total Complaints	Of Which (excluding 14 on-going):		
								Upheld	Partially Upheld	Not Upheld
Chief Executive's Office	N/A	N/A	0	0	0	1	1	0	0	1
Corporate Services	N/A	N/A	25	4	0	5	34	18	0	16
Environment, Culture and Communities	N/A	N/A	14	3	4	4	25	5	0	15
Children, Young People & Learning	23	2	1	1	0	2	29	3	6	15
Adult Social Care, Health & Housing	19	N/A	9	7	4	2	41	2	13	22
2013/14 Total	42	2	49	15	8	14	130	28 (24%)	19 (16%)	69 (59%)

2012/13 Total	39	3	28	9	11	9	99	Information not collected		
2011/12 Total	41	3	20	8	5	15	92			

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TO: THE EXECUTIVE
22 September 2015

CORPORATE PERFORMANCE OVERVIEW REPORT Chief Executive

1 PURPOSE OF REPORT

- 1.1 To inform the Executive of the performance of the Council over the 1st quarter of the 2015/16 financial year (April - June 2015).

2 RECOMMENDATION

- 2.1 To note the performance of the Council over the period from April to June 2015 highlighted in the Overview Report in Annex A.

3 REASONS FOR RECOMMENDATION

- 3.1 To brief the Executive on the Council's performance, highlighting key areas, so that appropriate action can be taken if needed.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None applicable.

5 SUPPORTING INFORMATION

Performance Management

- 5.1 The Council's performance management framework provides for the preparation of Quarterly Service Reports (QSRs) by each department. These QSRs provide an update of progress and performance against departmental Service Plans.

Quarterly Service Reports

- 5.2 Executive Portfolio Holders will have received the first quarter QSRs for their areas of responsibility in August. QSRs are also distributed to all Members, and will be considered by the Overview & Scrutiny Commission and Scrutiny Panels. This process enables all Members to be involved in performance management.

Corporate Performance Overview Report

- 5.3 The QSRs have been combined into the Corporate Performance Overview Report (CPOR), which brings together the progress and performance of the Council as whole. The CPOR enables the Corporate Management Team and the Executive to review performance, highlight any exceptions and note any remedial actions that may be necessary, either from under-performing or over-performing services, across the range of Council activities.

- 5.4 The CPOR for the first quarter (April - June 2015) is shown at Annex A.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 There are no specific legal issues arising from this report.

Borough Treasurer

- 6.2 There are no direct financial implications arising from this report.

Equalities Impact Assessment

6.3 Not applicable.

Strategic Risk Management Issues

6.4 Any specific issues are included in the QSRs and in the CPOR in Annex A.

Other Officers

6.5 Not applicable.

7 CONSULTATION

Principal Groups Consulted

7.1 Not applicable

Method of Consultation

7.2 Not applicable.

Representations Received

7.3 None.

Background Papers

QSR – Corporate Services – Quarter 1 2015/16

QSR – Chief Executive’s Office – Quarter 1 2015/16

QSR – Environment, Culture and Communities – Quarter 1 2015/16

QSR – Adult Social Care and Health – Quarter 1 2015/16

QSR – Children, Young People and Learning – Quarter 1 2015/16

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CORPORATE PERFORMANCE OVERVIEW REPORT

Q1 2015-16
April – June 2015

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 first quarter of 2015/16 (April – June 2015). Its purpose is to provide the Executive with a high-level summary of key achievements and to highlight areas where performance is not matching target 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 August.

1.2 At the end of the first quarter progress shows that

- 6 actions (2.4% of the total) have been completed;
- 211 actions (84.1%) are progressing but were not due for completion by the end of quarter 1;
- 31 actions (12.3%) have either not yet started or where they have started there is a possibility that they may fall behind schedule;
- 0 actions are currently behind schedule;
- 3 actions (1.2%) 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 very positive, showing that the current status for the Council's indicators is:

- 46 (83.6%) green – i.e. on, above or within 5% of target;
- 1 (1.8%) amber – i.e. between 5% and 10% of target;
- 8 (14.6%) red – i.e. more than 10% from target.

In addition there are 13 indicators where it is not appropriate to set a target and 2 indicators where the data is currently not available as it has not yet been released.

2 Overview of the 1st quarter

2.1 Against a background of good performance there are a number of issues which merit particular mention

- Anti-social behaviour has fallen by 21% which is supported by a reduction in the police anti-social behaviour figures and the number of recorded public order offences.
- There has been a decrease in the number of permanent admissions to residential or nursing care per 100,000 population for 18 -64 year olds (OF2a.1) with a figure of 0 permanent admissions against 2.7 per 100,000 the previous quarter. For the 65s and over (OF 2a.2) the number has decreased from 392.1 per 100,000 to just 93.4 against a target of 149.2.
- The timeliness of financial assessments in Adult Social Care has been increasing steadily over the past 3 quarters and stood at 100% in quarter 1.
- Parents were informed of primary admission offers on 16 April with 97% getting one of their preferences.
- 100% of Enhanced Intermediate Care Referrals were seen within 2 hours this quarter which is a steady increase over recent quarters.

- Phase 2 of the Troubled Families project rolled out with 11 of the 19 families in the Early Starter phase being identified and successfully turned around.
- The Youth Justice Board quarterly report shows strong performance of Bracknell Forest Youth Offending Service against the Youth Justice National Indicators.
- Participation of households in the borough's recycling reward scheme now stands at 25.1%. This percentage has gradually been increasing each quarter over the past year.
- The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (L179) was 89.09% this quarter; up from 78.26% in Q4 2014/15. This is 4% above the target set.
- The situation with regards to the processing of major and 'other' planning applications has improved since the last quarter with 85% of major applications and 90% of 'other' applications being determined within the set time (13 weeks for major applications and 8 weeks for 'other' applications) against 73% and 82% respectively in Q4 2014-15..
- There were 57 Common Assessment Frameworks (CAFs) and Family CAFs completed with children this quarter. 26 of these children were presented at the Early Intervention Hub as part of the Family CAF process. While this figure is lower than the same period last year there were also a significant number of reviews received. 75 reviews were logged in Quarter 1 which reflects a more effective use of the CAF process and it is the reviews that are critical to monitoring progress for the child/family.

2.2 In a large and diverse organisation there will inevitably be a small number of areas where performance did not match targets. The most noteworthy are highlighted below.

- OF2c.1 Delayed transfers of care - total delayed transfers per 100,000 population, OF2c.2 Delayed transfers of care - delayed transfers attributable to social care per 100,000 population and L214 Delayed transfers of care (delayed bed days) from hospital per 100,000 population are all below target. It is acknowledged that there are significant challenges in supporting people leaving hospital in a timely manner, including market capacity issues.
- NI135 Carers receiving needs assessment or review and a specific carer's service, or advice and information is below target. This is based on two months' worth of data but is not expected be below the quarterly target when the June data becomes available. There has however been an improvement from the previous quarter.
- The number of household nights in B&B across the quarter (L178) has risen from 1,601 in Q4 2014/15 to 2,790 in Q1 2015/16 against a target of 1,650. Homelessness demand remains high. Additional temporary accommodation is in the pipeline but was not completed by the end of quarter 1 (30 June 2015).
- L135.2 Occupational therapy assessments that were completed within 28 days of the first contact fell from 98.9% in the last quarter to 93.1% this quarter.
- 81% of Special Educational Needs statements were issued within 26 weeks against a target of 85.5%. 6 statements were issued within timescale. 1 had an exception applied as additional information was

required. 2 further statements were issued outside of timescale with exceptions applied. The exceptions were additional information being required and extra meetings needed with parents.

- The number of visits to libraries (L151) continues to be below target. With 74,993 visits against the target of 95,750 for the quarter. The town centre development continues to have an impact on Bracknell library in terms of location and access but the service is increasing library activities and links with schools to help boost use. The service is also working with others to ensure the direction and hoardings assist customers who want to use the library.
- The percentage of minor planning applications determined in 8 weeks (NI157b) was 70% against a target of 80%. Whilst this is below the target it does show an improvement from the previous quarter which was just 65%. A recent recruitment process has secured appointments to six posts including the appointment of the consultant who had been working on enforcement to a permanent position as a principal officer. While appointments have been made not all new staff are yet in post but once they are performance in this area should improve.
- L233 - Percentage of abandoned calls to the main Council contact number - at 6.7% this is slightly outside the target of 5% and is mainly due to poor performance in April when annual leave and new staff still being trained impacted performance. The data for May (3.6%) and June (2.6%) was much better and hopefully this trend will continue.

2.3 There are also a number of other issues not specifically included in the performance data but worthy of mention:

- Adult Social Care is currently six weeks into the delivery of the first phase reforms introduced by the Care Act 2014. After many months of careful preparation and training, the transition has gone well - seamlessly and without disruption. This has been the result of a significant collective effort.
- The Council exchanged contracts for the purchase of Amber House and Regency House in Market Street, Bracknell. The sale contract is conditional on securing satisfactory planning permission with the eventual purchase price being determined by the number of units that will be developed. The site will be redeveloped to provide affordable.
- The Council acquired four properties to provide as temporary accommodation for homeless households during the first quarter under the temporary to permanent programme and three properties were taken into lease.
- The Public Health team reached the final of the Public Health Initiative of the Year Award for the "What's in your Glass?" alcohol harm reduction campaign.
- There continue to be substantial reductions in acquisitive crime (burglary robbery – both down over 30% and auto-crime with theft of motor vehicles being down by 12%) but there has been an increase in recorded violent crime – up by 36% and sexual offences – up by 120% although actual numbers are relatively low. These rises are replicated across the Thames Valley with Bracknell Forest having better outcome rates than most other areas. The rise is due to improved recording processes following an HMIC report in 2014, high profile celebrity trials that have increased confidence in reporting nationally and a new question on the Domestic Abuse, Stalking and Honour Based Violence (DASH) form used by police officers when risk assessing domestic abuse that has led to an increase in reports

of rape (including historical reports). The work of the Domestic Abuse Forum and the DASC project together with staff awareness training and work on child sexual exploitation will help to improve performance in this area in the future.

- Nine new head teachers have successfully been recruited and a full induction programme is in place for September. Two schools, Harmans Water and Winkfield St Mary, have interim head teacher arrangements in place from September.
- The work of the Trading Standards team, usually working in the background to protect the public, was recognised through a successful public prosecution of a particularly nasty rogue trader. The nature of the case demonstrated some of the very difficult situations regulatory services have to deal with.
- Ongoing work to signalise the Coral Reef junction has gone incredibly smoothly with only limited impacts on traffic movements. Work on the new bus station is progressing rapidly with about one third of the work completed. Bus users are already enjoying the better facilities and being more fully informed about bus movements.
- High public profile was achieved for Environment, Culture and Communities through the successful running of the 31st half marathon, VE Day celebrations with South Hill Park, and the Young People in Sport scheme which generates about 50,000 sporting contacts.
- The European Integration Fund 'Stronger Voices' project for non-European residents in Bracknell Forest has successfully achieved all its project targets, supporting over 100 people from 13 different countries to improve their English language skills, increase their health and wellbeing and further integrate into the local community.
- Following the terrible news of the earthquakes in Nepal, the Council worked with the Bracknell Nepalese Society to signpost sources of support to the community and assist in the fundraising efforts. The Bracknell Nepalese Society raised over £5,000 to support the relief effort with a community fundraising event assisted by Involve.
- The Parks Community Centre and Sports Pavilion has been transferred by Taylor Wimpey into the Council's ownership.

3 External inspections, audit and scrutiny

- 3.1 The Council gained its second Award for its recycling scheme. There were 20 categories for the awards and BFC was selected from a short list of 8 as the outright winners for Local Authority Innovation.
- 3.2 The Public Health team won the national Municipal Journal Public Health Partnerships Award for their stop smoking programme.
- 3.3 The council has retained the 'Best in South East Region' award for its Street Gazetteer data. The National Street Gazetteer (NSG) is the definitive reference system used in the notification process and the co-ordination of street works.
- 3.4 Two schools were inspected and Early Years was judged as 'Good' In Wildmoor Heath and 'Outstanding' in St Michael's Sandhurst.
- 3.5 There have been positive outcomes to all school inspections, with Sandy Lane improving from 'Inadequate' (4), to 'Requires Improvement' (3) and Wildmoor Heath, St Michael's Sandhurst and The Pines moving from 'Requires Improvement'(3) to 'Good' (2). All HMI monitoring inspections have also had positive outcomes.

- 3.6 Overview and Scrutiny (O&S) activity in the first quarter of 2015/16 included the provision of training and briefing to members. This emphasis on training and support will continue into quarter 2, with two events on chairmanship skills and a specialised induction session on health O&S. The O&S Commission and the four O&S Panels have all met for the first time, and each have received a departmental briefing from the Directors concerned, as well as considering their work programme for 2015/16. This had led to the formation of a number of O&S Working Groups, which will be carrying out detailed reviews and other focussed activities. The Executive agreed the recommendations from the O&S Working Group that reviewed substance misuse by children and young people. Feedback from senior officers on the quality and usefulness of O&S reviews continued to be very positive, at 90% satisfaction overall, to date.
- 3.7 Under the Regulation of Investigatory Powers Act (RIPA) there was covert surveillance during test purchases of alcohol by underage volunteers at 12 premises within the Borough. Sales took place at 4 premises with subsequent action being taken in line with the Council's Enforcement Policy.

4 Strategic Risks

The Strategic Risk Register was reviewed by the Strategic Risk Management Group in June 2015. The key changes made to the Register were

- To increase the likelihood of risk 4 (Information Management and Information Technology) pending Public Services Network (PSN) submission and accreditation.
- To reduce the likelihood of risk 10 (Working Effectively with Partners, Residents, Service Users, the Voluntary Sector and Local Businesses) now that voluntary sector umbrella support has stabilised.

5. Forward Look




- Works on the redevelopment of the town centre continue with the construction of the steel continuing on the Northern Retail Quarter site, demolition of existing Charles Square retail units, demolition of Corner Store on the Pocket Park and the clearance of Winchester House site
- Construction is expected to be completed on site for the expansion of Garth Hill College and The Brakenhale School and for the creation of the new Special Educational Needs unit at Eastern Road. There will also be handovers of the next phases of work for the expansion of Owlsmoor and Great Hollands schools with works then continuing on site into the 2015 autumn term. Together these projects will have delivered 760 new school places across the Borough.
- The Council exchanged contracts to purchase Amber and Regency House, Market Street, Bracknell on the 22 May. The next milestone in the sale contract is for the Council to submit a planning application by the 22 September.
- Further training in schools to raise awareness of Prevent now that the Local Authority has legal obligations under the Counter Terrorism and Security Act 2015
- In the schools, public consultation will start on the review of designated areas and admissions to establish the future shape of admissions arrangements and, in particular, lay the ground for the formal admissions consultation for 2017 onwards. The consultation will run until 20 November.
- The planning application for the Binfield Learning Village at Blue Mountain is expected to be lodged in September 2015.















- New play equipment will be installed at The Look Out ready for the summer period.
- A key piece of work for the Public Health team in quarter 2 will be to progress the re-commissioning of the stop smoking service. This is an extensive piece of work which has already involved needs assessment and consultation across Berkshire. The next step is to go to the market with a refined service specification and conduct a robust provider selection process that achieves the right balance of cost and quality considerations.
- Green Flag Award judging has taken place at Lily Hill Park and South Hill Park. Snaprails Park has also been judged having been entered on a trial basis, as part of work to assess the Bracknell Forest greenspace quality audit methodology. Results will be announced in July / August). Subject to passing a mystery shop type assessment, Pope's Meadow and Shepherd Meadows (jointly with Sandhurst Memorial Park), should receive Green Flag Awards, having scored highly in last year's formal judging.
- Tenders have been received for a new leisure management system and work will continue on selecting a new supplier to meet the current and proposed demands of the four leisure centres, Bracknell, Sandhurst, Edgbarrow & Downshire Golf.
- Further off-site highway works associated with the Town Centre Regeneration will start in summer/early autumn on Millennium Way to provide a new junction to serve the new multi-storey car park.
- The Revenues team will be conducting a single person discount review using data-matching provided by the National Fraud Initiative. A new recovery policy will be developed for both Council Tax and Business Rates, to be recommended to the Executive, to enable us to implement harsher recovery remedies to pursue serial non-payers.
- A new Council Plan is being developed which reflects the manifesto following the Council elections in May.

Timothy Wheadon
Chief Executive









Section 2: Key Indicator Performance







Adult Social Care, Health & Housing

Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	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	40.4%	10.9%	10.0%		
OF2a.1	Permanent admissions to residential or nursing care per 100,000 population 18-64	2.7	0	1.7		
OF2a.2	Permanent admissions to residential or nursing care per 100,000 population 65 or over	392.1	93.4	149.2		
L172	Timeliness of financial assessments	97.5%	100.0%	95.0%		
L214	Delayed transfers of care (delayed bed days) from hospital per 100,000 population	861.6	752.0	593.5		
Community Mental Health Team - Quarterly						
OF1f	Proportion of adults in contact with secondary mental health services in paid employment	13.6%	Data not yet available	Awaiting data	N/A	N/A
OF1h	Proportion of adults in contact with secondary mental health services living independently, with or without support	76.4%	Data not yet available	Awaiting data	N/A	N/A
Community Response and Reablement - Quarterly						
OF2c.1	Delayed transfers of care - total delayed transfers per 100,000 population	9.1	14.4 (Apr-May)	8.0		
OF2c.2	Delayed transfers of care - delayed transfers attributable to social care per 100,000 population	3.9	7.8 (Apr-May)	5.0		
L135.1	Percentage of Enhanced Intermediate Care Referrals seen within 2 hours	97.1%	100%	95%		
L135.2	Occupational Therapy (OT) assessments that were completed within 28 days of the first contact	98.9%	99.0%	90%		
Community Team for People with Learning Difficulties - Quarterly						
OF1e	Adults with learning disabilities in paid employment	19.5%	17.2%	15.0%		













Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	Current Target	Current Status	Comparison with same period in previous year
OF1g	Adults with learning disabilities who live in their own home or with their family	88.8%	88.6%	85.0%		
Housing - Benefits – Quarterly						
NI181	Time taken to process Housing Benefit or Council Tax Benefit new claims and change events	4	8	9		
L033	Percentage of customers receiving the correct amount of benefit (Sample basis)	95.5%	97.5%	98.0%		
Housing - Forestcare - Quarterly						
L030	Number of lifelines installed	255	205	200		
Housing - Options - Quarterly						
NI155	Number of affordable homes delivered (gross)	76	9	0		
L178	Number of household nights in B&B across the quarter	1,601	2,790	1,650		
L179	The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one	78.26%	89.09%	85.00%		

Corporate Services




















Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	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	97.86%	29.41%	29.40%		
L053	Percentage of current year's Business Rates collected in year	97.86%	31.80%	26.80%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels	100.0%	100.0%	75.0%		
Democratic and Registration Services - Quarterly						
L231	Number of entries on the Electoral Register	New for 2015/16	87,537	86,752		N/A
Legal Services – Quarterly						
L086.1	Number of Freedom of Information requests received	313	261	No target set	N/A	

Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	Current Target	Current Status	Comparison with same period in previous year
L086.2	Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publicly available	11%	7%	No target set	N/A	
L086.3	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded	3%	1%	No target set	N/A	
Finance – Quarterly						
BV8	Percentage of invoices paid within 30 days	93.8%	97.0%	95.0%		
L065	Return on investments exceeds 7-day LA cash benchmark rate	0.50%	0.53%	0.50%		



Chief Executive's Office

Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	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	134	25	59		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS	Awaiting data	Awaiting data	961	N/A	N/A
CSP2.01	Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts	59	26	16		
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle	19	14	19		
L185	Reduce all crime	4,921	1,130	1,227		
Overview and Scrutiny – Quarterly						
L116	Percentage of high level complaints dealt with in accordance with corporate standards	89%	100%	90%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement	0	0	1		











Children, Young People & Learning







Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	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	0	0.09	0		
CSP9.01	Reduce the reoffending rate of the Bracknell Forest local cohort of all young offenders	0.79	0.63	No target set	N/A	
L092	Number of children on protection plans	122	109	No target set	N/A	
L140	Percentage of children looked after in family placement or adoption	62%	63%	63%		
L161	Number of looked after children	104	101	No target set	N/A	
Learning and Achievement – Quarterly						
NI103.1	Special Educational Needs - statements issued within 26 weeks - excluding exception cases	100.0%	100.0%	100.0%		
NI103.2	Special Educational Needs - statements issued within 26 weeks - all cases	25.0%	75.0%	90.0%		
L139	Schools judged good or better by Ofsted	61%	69%	70%		
Strategy, Resources and Early Interventions - Quarterly						
NI067q	Percentage of child protection cases which were reviewed within required timescales	100.0%	100.0%	98.0%		
L141	Number of attendances at projects funded or supported by the Youth Service	10,230	7,546	6,000		
L203	Number of Referrals to Early Intervention Hub	115	76	No target set	N/A	
L204	Number of CAF and Family CAFs undertaken	86	57	No target set	N/A	

Environment, Culture & Communities

Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	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 14/15 reported quarterly in arrears)	500 (Q3)	660 (Q4)	161		

Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	Current Target	Current Status	Comparison with same period in previous year
NI192	Percentage of household waste sent for reuse, recycling and composting (Cumulative figure for 14/15 reported quarterly in arrears)	40.2 (Q3)	39.3 (Q4)	42.0%		
NI193	Percentage of municipal waste land filled (Cumulative figure for 14/15 reported quarterly in arrears)	22.00 (Q3)	22.9 (Q4)	25.00%		
L128	Number of reported missed collections of waste	152	139	180		
L146.1	Percentage of borough where environmental cleanliness is above EPA standard - Litter	99.2%	100.0%	99.0%		
L146.2	Percentage of borough where environmental cleanliness is above EPA standard - Detritus	100.0%	100.0%	97.0%		
L146.3	Percentage of borough where environmental cleanliness is above EPA standard - Graffiti and Fly posting	100.0%	100.0%	99.0%		
L183	Percentage of food establishments in Bracknell Forest rated 4 or above on the food hygiene rating scheme at the end of the quarter	85.8%	84.8%	80.0%		
L201	Percentage of the Borough's households participating in recycling reward scheme	24.2%	25.1%	25.0%		
Leisure and Culture - Quarterly						
L003	Number of visits to leisure facilities (Cumulative)	2,221,470	592,827	500,000		
L017	Number of web enabled transactions in libraries (Cumulative)	196,413	43,275	42,175		
L018	Number of web enabled transactions in leisure (Cumulative)	28,122	7,212	7,000		
L020	Number of people enrolled in the Leisure Saver Scheme	556	530	520		
L035	Income from Leisure Facilities	10,120,000	2,865,000	2,509,000		
L151	Number of visits to libraries	351,558	74,993	95,750		
Planning and Transport - Quarterly						
NI154	Net additional homes provided (Cumulative)	375	99	No target set	N/A	
NI157a	Percentage of major applications determined in 13 weeks	73%	85%	80%		

Ind Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	Current Target	Current Status	Comparison with same period in previous year
NI157b	Percentage of minor applications determined in 8 weeks	65%	70%	80%		
NI157c	Percentage of other applications determined in 8 weeks or within an agreed extension of time period	82%	90%	80%		
L008	Number of planning applications received to date	265	237	No target set	N/A	
L009	Number of full search requests received	354	428	No target set	N/A	
L014	Number of people slightly injured in road traffic accidents in the preceding 12 months (percentage change)	-25.1%	-24.4%	No target set	N/A	
L046	Percentage of full searches answered in 10 working days	100%	100%	90%		
L175 q	People killed or seriously injured in road traffic accidents in the preceding 12 months (percentage change)	-27.8%	-38.9%	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

Ref	Short Description
Of1a	Social Care-Related quality of life
Of1b	The proportion of people who use services who have control over their daily life
OF1c.1	Percentage of people receiving self-directed support
OF1c.2	Percentage of people receiving Direct payments
Of2b	Achieving independence for older people through rehabilitation or intermediate care
Of2d	The outcomes of short term service: sequel to service
Of3a	Overall satisfaction of people who use services with their care with their care and support
OF3d.1	The proportion of people who use services who find it easy to find information about services

Ref	Short Description
Of3d.2	Proportion of carers who find it easy to find information about services
Of4a	The proportion of people who use services who feel safe
Of4b	The proportion of people who use services who say that those services have made them feel safe and secure
L213	Satisfaction rates for calls to Emergency Duty Service
L219	Flu vaccination for Bracknell council employees
NI155	Number of affordable homes delivered (gross)

Corporate Services

Ref	Short Description
BV 156	Buildings accessible to people with a disability
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
L066	Top 5% earners: women
L067	Top 5% earners: minority ethnic communities
L068	Top 5% earners: with disability
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
L074	Average amount spent on training per employee
L075	Number of commercial property voids
L078	ICT User Satisfaction - service user survey
L080	Project Management - 5 metrics (SOCITM)
L087	Percentage of time recorded as chargeable time
L130	Percentage staff turnover
L131	Percentage staff leaving within one year of starting
L174	Working days lost due to sickness absence
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on facilities support and service

Chief Executive's Office

Ref	Short Description
CSP2.02a	Percentage of children removed from Child Protection Plans where DA is identified as a factor and the perpetrator has participated in the DAPS programme
L171	Percentage of respondents who give an overall rating of good or excellent (Town & Country survey)
L238	Number of apprenticeships delivered as a direct result of the CD from April 2014 – April 2017 sustained for 6 months
L239	Number of work placements delivered as a direct result of the CD

Children, Young People & Learning

Ref	Short Description
L153	Children in care reaching level 4 in English at Key Stage 2

Ref	Short Description
L154	Children in care reaching level 4 in Maths at Key Stage 2
L155	LAC achieving 5 A* to C GCSE or equivalent at KS 4 including English and Maths
L158	Reduction in number of schools where fewer than 60% of pupils achieve level 4 or above in both English and Maths at KS2
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 assessment
L190	Children in care reaching Level 4 in writing at KS2
L191	Progression by 2 levels in writing between KS1 and KS2
L192	KS2 attainment for BME groups containing more than 30 pupils who achieve level 4 in writing
L193	KS2 attainment for BME groups containing more than 30 pupils who achieve level 4 in maths
L195	% of children who achieve expected or exceed expected levels of attainment at the end of the Foundation Stage
L205	Number of adoptive families recruited to meet the needs of children requiring adoption
L206	Recruit foster carer households
L207	analysis of primary schools performance data and track pupil progress in order to plan and implement appropriate interventions
L208	analysis of secondary schools performance data and track pupil progress in order to plan and implement appropriate interventions
N019	Rate of proven re-offending by young offenders
NI 052.1	Take up of school lunches - Primary
NI 052.2	Take up of school lunches - Secondary
NI 058	Emotional and behavioural health of children in care
NI 061	Stability of looked after children adopted following an agency decision that the child should be placed for adoption
NI 062	Stability of placements of looked after children: number of placement
NI 063	Stability of placements of looked after children: length of placement
NI 064	Child protection plans lasting 2 years or more
NI 065	Children becoming the subject of a Child Protection Plan for a second or subsequent time
NI 066	Looked after children cases which were reviewed within required timescales
NI 073	Achievement at level 4 or above in both English and Maths at KS2 (Floor)
NI 075	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths
NI 079	Achievement of a Level 2 qualification by the age of 19
NI 080	Achievement of a Level 3 qualification by the age of 19
NI 081	Inequality gap in the achievement of a Level 3 qualification by the age of 19
NI 082	Inequality gap in the achievement of a Level 2 qualification by the age of 19
NI 086	Secondary schools judged as having good or outstanding standards of behaviour
NI 087	Secondary schools persistent absence rate
NI 091	Participation of 17 year-olds in education or training
NI 092	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest
NI 093	Progression by 2 levels in English between Key Stage 1 and Key Stage 2
NI 094	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2.

Ref	Short Description
NI 102.1	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2
NI 102.2	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 4
NI 103.1	Percentage of Special Educational Needs - statements issued in 26 weeks as a proportional of all
NI 103.2	Percentage of Special Educational Needs - statements issued in 26 weeks excluding exceptions
NI 104	The Special Educational Needs (SEN)/non-SEN gap - achieving Key Stage 2 English and Maths threshold
NI 105	The Special Educational Needs (SEN)/non-SEN gap - achieving 5 A*-C GCSE inc English and Maths
NI 107	Key Stage 2 attainment for Black and minority ethnic groups containing more than 30 pupils who achieve level 4 in Reading
NI 108	Key Stage 4 attainment for Black and minority ethnic groups
NI 111	First time entrants to the Youth Justice System aged 10-17
NI 112	Under 18 conception rate/1,000 girls
NI 114	Rate of permanent exclusions from school
NI 147	Care leavers in suitable accommodation
NI 148	Care leavers in employment, education or training
NI067	Child protection plans lasting 2 years or more

Environment, Culture & Communities

Ref	Short Description
L160	Supply or ready to deliver housing sites
L175	People killed or seriously injured in road traffic accidents
L181	Percentage of appeals allowed
L200	Percentage of Borough's households participating in recycling
L210	Number of regulatory service requests received per annum
L211	Number of regulatory service requests closed in the year
L227	Annual volunteer hours contributed to parks and open spaces
L228	Annual volunteer hours for the library service
L230	Number of occasions when users access WiFi in libraries
NI 167	Congestion - average journey time per mile during the morning peak
NI 168	Principle roads where maintenance should be considered
NI 169	Non-principle roads where maintenance should be considered
NI 196	Improved street and environmental cleanliness - fly tipping
NI 197	Improved biodiversity-active management of local sites (as defined through designation as Wildlife Heritage Sites)
NI154	Net additional homes provided
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

Section 3: Corporate Health

A) Summary of Complaints

Corporate Complaints

The total number of corporate complaints received this quarter was 13.

The total number of corporate complaints received the year to date is 13.

Department	Stage	New complaints activity in Q1	Complaints activity year to date	Outcome of total complaints activity year to date
Adult Social Care, Health & Housing	Stage 2	3	3	1 partially upheld; 2 upheld
	Stage 3	0	0	
	Ombudsman	1	1	Not upheld
Children, Young People & Learning	Stage 2	2	2	1 partially upheld, 1 ongoing
	Stage 3	0	0	
	Ombudsman	0	0	
Corporate Services	Stage 2	1	1	Upheld
	Stage 3	0	0	
	Ombudsman	0	0	
Chief Executive's Office	Stage 2	0	0	
	Stage 3	0	0	
	Ombudsman	0	0	
Environment, Culture & Communities	Stage 2	3	3	2 not upheld, 1 ongoing
	Stage 3	1	1	
	Ombudsman	2	2	2 not upheld

Statutory Complaints

The total number of statutory complaints received this quarter was 11.

The total number of statutory complaints received this year to date is 11.

Department	Stage	New complaints activity in Q1	Complaints activity year to date	Outcome of total complaints activity year to date
Adult Social Care, Health & Housing	Statutory	4	4	2 upheld, 2 ongoing
	Ombudsman	0	0	
Children, Young People & Learning	Stage 1	7	7	2 not upheld, 1 partially upheld, 4 ongoing
	Stage 2	0	0	
	Stage 3	0	0	
	LSCB	0	0	
	Ombudsman	0	0	

No complaints were received in respect of Public Health.

B) Audits with Limited or No Assurance Opinions

There have been 3 limited assurance opinion audits in this period:

- College Town Junior. One fundamental (priority 1) recommendation was raised as a consequence of the audit. This related to not evidencing the authorisation of all invoices examined from a sample. In addition, twelve medium (priority 2) recommendations were raised where controls could be strengthened. These related to financial procedures, policies and procedures, approving purchases, use of procurement cards, budget monitoring, checks for new starters, DBS clearance monitoring, school fund auditing, inventory recording and lettings.
- Crownwood Primary. Three fundamental (priority 1) recommendations were raised as a consequence of the audit. These related to failure to validate DBS clearances, reconciling imprest returns to out of date bank statements and failure to evidence obtaining quotations for a contract award. In addition, seventeen medium (priority 2) recommendations were raised where controls could be strengthened. These related to registers of business interests, financial procedures, policies and procedures, registers of certifying officers, budget approval and monitoring, checks for new starters, purchasing procedures and the use of purchase orders, unrepresented cheques, contract procurement, inventory recording, checking and reporting, school fund audit reporting, income recording, lettings, separation of duties and the fraud checklist.
- St Margaret Clitherow Primary. One fundamental (priority 1) recommendation was raised as a consequence of the audit. This related to the need to ensure that DBS clearances are in place prior to commencement of employment. In addition, ten medium (priority 2) recommendations were raised where controls could be strengthened. These related to declarations of business interests, Head Teacher's delegated authority, budget monitoring reports for Governors, pre-employment checks, purchase orders, goods received checking, inventory reporting, disposals, private fund auditing and fraud control.

C) Summary of People

Staff Turnover

Department	Quarter 1 (%)	For the last four quarters (%)	Notes
Adult Social Care, Health & Housing	2.03%	10.6%	Staff turnover has decreased slightly from 2.96% to 2.03%. There are currently 14 vacancies being advertised.
Corporate Services	1.87%	8.96%	4 members of staff left voluntarily this quarter - a slight decrease on last quarter. One of the vacancies within HR will be filled in August whilst the other is a temporary post which is currently being advertised. Recruitment is also underway for one of the posts with Democratic Services and Finance.
Chief Executive's Office	0%	14.81%	Vacancies were within Regeneration and Business & Enterprise sections
Children, Young People & Learning	3.59%	14.61%	Turnover of social workers has slowed this quarter with just one leaving. Three social workers have started work for the council this quarter, although two are newly qualified and are awaiting registration with the HCPC before they can take on their full role. Vacancies remain high in Children's Social Care, with 10 agency staff covering the vacancies.
Environment, Culture & Communities	3.34%	10.68%	Quarterly staff turnover has increased this quarter as there are 8 more leavers this quarter compared to last 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: XPerthHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2012/13)

Staff Sickness

Department	Quarter 1 (days per employee)	2015/16 Projected Annual Average (days per employee)	Notes
Adult Social Care, Health & Housing	2.1	8.45	There are seven cases of long term sickness. Out of these cases, two have now returned to work and the remaining are being monitored by Occupational Health.
Corporate Services	1.23	4.93	Sickness for this quarter stands at 263.5 days this is very similar to last quarter. There were 61.5 days attributable to long term sick this quarter. The projected annual average of 4.93 days is lower than the authority figure for 14/15.
Chief Executive's Office	0.42	1.68	There was no sickness due to long term sickness.
Children, Young People & Learning	1.33	5.31	There are currently 10 employees who meet the criteria to be classed as on long term sickness which accounts for 43% of the department's absence.
Environment, Culture & Communities	1.10	4.40	Sickness this quarter has decreased compared to last quarter. The annual average sickness level per employee is lower than last quarter (5.8%). It should be noted that 5 employees who were on long-term sick this quarter returned to work 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

REVENUE BUDGET MONITORING

At the end of the first quarter the budgetary control reports for the General Fund reported a potential over spend of £0.459m. Details of individual variances are outlined in each department's Quarterly Service Report (QSR).

This net over spend primarily relates to the staffing budget in Children's Social Care which remains under pressure (£0.490m). This is mainly due to the use of relatively high cost agency staff to cover staff vacancies and absences. It is anticipated that the over spend will be managed downwards. The over spend also excludes the £2m balance on the Contingency.

Within the Schools Budget significant progress has been made in addressing the cost pressures arising from High Needs Pupils and a small under spend is currently projected in this area. This is, however, a volatile budget and needs to be monitored closely for the rest of the year.

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

**TO: THE EXECUTIVE
22 SEPTEMBER 2015**

**REACTIVE MAINTENANCE & REPAIR SERVICES
Director of Corporate Services**

1 PURPOSE OF REPORT

- 1.1 The current contract for Reactive Maintenance has been performed by Graham Facilities Management since taking over the contract from Rok Building Group in 2011 after Rok went into administration.
- 1.2 The value of the contract has been estimated at approximately £700k per annum historically, but with certain elements now procured separately (as identified in 4.3 below) the actual annual contract value is likely to be more in the order of £350k - £500k per annum and therefore Public Contracts Regulations 2015 required that the contract be advertised in the Official Journal of the European Union (OJEU). This value can only be given as an estimate based on a model of the work likely to be carried out during the period. This is due to the nature of reactive maintenance work.
- 1.3 Following advertising in OJEU using the Restricted Procedure, and a robust evaluation of tenders submitted from short-listed candidates, the purpose of this report is now to seek approval to award the new contract.

2 RECOMMENDATION

- 2.1 **That the Measured Term Contract for Building & Engineering Maintenance and Repairs due to commence on 1 December 2015 is awarded to Tenderer B.**

3 REASONS FOR RECOMMENDATION

- 3.1 To ensure that the Council has an effective and reliable contractor in place to deal with any 'reactive' maintenance issues that may arise.
- 3.2 Failure to do so could result in costly implications for the Council, and could also impact on the services we are able to offer individuals within the Borough. A large number of schools have bought into the services provided by Construction and Maintenance and therefore benefit from the reactive maintenance service arising from this award. This links to Priority Four of the Council's Medium Term objectives which seeks to ensure that the people within the Borough are safe at all times.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The current operational model has been reviewed as part of the Facilities Category Strategy.
- 4.2 One alternative option considered was a contractor framework for reactive maintenance consisting of local small to medium sized building contractors. However it became apparent, while investigating the feasibility of the contractor framework, that the creation of such a framework (i.e. marking and ranking the suppliers fairly and transparently as the Council is obliged to do under the Public Contracts Regulations) proved to be impractical in terms of supplier management for a contract of this nature which requires a quick response, often out of hours.

4.3 As set out in the agreed Procurement Plan, it was considered prudent to procure a full reactive maintenance term contract as it ensures that the Council complies with the Public Contracts Regulations and has the necessary level of emergency cover in place. It was however considered important that the problems encountered with the current contract, (mainly associated with central office functions including failure to supply management reports and inefficient invoice processes), are addressed going forward as far as possible. The intention is to place greater emphasis on contract management and reporting and, to ensure greater flexibility, some specialist works have been removed from the new contract and are being tendered separately. These are as follows:-

- 1) PAT testing
- 2) Fixed electrical and emergency lighting testing
- 3) Fire alarm testing

This action has the added benefit of offering opportunities to the local business community to tender for these areas each of which is likely to appeal to a different list of specialist suppliers.

4.4 The project team also evaluated the possibility of using an existing framework agreement, however no suitable framework agreements were identified.

4.5 In addition, the Council is seeking to create 'a mini' contractor framework for specific small planned works with approved contractors who generally already undertake work for the authority. This is to address the need for a more responsive, flexible and cost-effective means for dealing with day to day minor repairs and maintenance, work is in hand to establish a framework with a limited number of suppliers covering this area which will be the subject of a separate procurement exercise. This, again, will afford opportunities for local businesses whilst supporting the principles of the Facilities Category Strategy. Contracts awarded will cover both civic and schools' buildings.

5 SUPPORTING INFORMATION

5.1 The current contract Reactive Maintenance contract has been performed by Graham Facilities Management since 2011 and was originally due to expire on 15th May 2015. However, Graham have agreed to continue to 30th November 2015 because of delays to the programme, this is due to the requirement to develop a revised procurement strategy and due to the timings of Executive meetings. The new term maintenance contract will commence on 1st December 2015, this is a 4 year contract and will therefore expire on 30th November 2019.

5.2 A pre-qualification questionnaire (PQQ) was made available on the South East Business Portal, and a total of 19 were returned with 6 organisations making the shortlist. Following the withdrawal of 3 of the tenderers, it was necessary to select 3 replacements. Tender documentation was therefore despatched to 9 organisations overall.

5.3 Only 5 tenders were returned, however that submitted by Tenderer E was rejected as it was late and it was not addressed, as requested, to Democratic Services. The 4 tenders remaining were evaluated against pre-defined criteria, based on a 50/50 Price/Quality ratio. This included a number of qualitative criteria outlined within the Confidential Annexe. Clarification interviews were held on 20th May 2015.

- 5.5 Tenderer B submitted the lowest rates against a pre-defined set of Rates covered within the Invitation to Tender document and scored second on quality based on the model used for evaluation purposes. They therefore scored highest overall and are recommended for acceptance.

Details of the evaluation are set out in the confidential annexe.

- 5.6 The successful tenderer's bid is within the current budget provision.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The procurement has been undertaken in accordance with the Public Contracts Regulations 2006 – 2015 and the Council's Contract Standing Orders as required.

Borough Treasurer

- 6.2 The financial implications are included within the report.

Equalities Impact Assessment

- 6.3 This has been completed for this requirement and was attached to the Procurement Plan.

Strategic Risk Management Issues

- 6.4 Tenderer B is a properly constituted organisation with appropriate finances in place to support the life of the Contract at this time. Independent financial checks have been carried out on the organisation by the Chief Technical Accountant during the procurement process, which have been returned with a low risk score.

- 6.5 Poor performance could also be a risk to the Council. The evaluation team has done its best to minimise this risk by ensuring that the recommended Tenderer has robust accreditation in place with regard to Quality, Health and Safety and Environmental issues. The evaluation team have also ensured that three positive references have also been received from organisations currently utilising the services of Tenderer B.

- 6.6 Related to 6.5 above, any cost benefits or savings which are expected to flow from competitive rates will not be delivered if the on-going prices charged for the tasks performed under the contract are higher than they should be. This could result in high levels of Council management time being spent in checking work in progress. Proactive contract management will be required to monitor supplier performance and to carry out regular reviews.

- 6.7 Tenderer B will review the spend under the contract during year 1 to look at the commercial feasibility of employing an apprentice as part of Bracknell Forest Council's 'Grow your own' initiative. Progress towards this can be monitored during the contract review process.

7 CONSULTATION

Principal Groups Consulted

- 7.1 The Tender Evaluation Team was drawn from Corporate Procurement and Construction and Maintenance to ensure that there was satisfactory representation to perform an effective assessment. The tender evaluation was reviewed by the Borough Treasurer and Chief Officer: Property. Prior to evaluation, documentation was also seen and approved by the Assistant Borough Solicitor.

Method of Consultation

- 7.2 The draft tender documents were circulated widely for comment to all members of the Tender Evaluation Team (including the Head of Construction and Maintenance) and to the Assistant Borough Solicitor, to ensure all comments were incorporated. The Chief Officer: Property (who is also the Facilities Category Manager) was also consulted at the Project Initiation stage as were the Service Efficiency Steering Group. In addition, a wider group of representative customers of the current and future contract (eg Building Managers) were consulted, and it was partly as a result of these discussions that the decision to establish a separate minor repairs and maintenance framework was taken.

Background Papers

- Measured Term Building Maintenance Specification and JCT pre defined Terms and Conditions & subsequent Bracknell Forest Council Amendments
- Submitted Pre Qualification documents & associated tenders
- Tender Evaluation Spreadsheet
- Procurement Plan

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