



## **Quarterly Service Reports - Chief Executive's Office**

**Quarter Ending: Tuesday 30 September 2014**

1. **Quarterly Service Report - Chief Executive's Office: Quarter 2, 2014/15**

1 - 18

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# QUARTERLY SERVICE REPORT

## CHIEF EXECUTIVE'S OFFICE

Q2 2014 -15  
July - September 2014

Portfolio holders:  
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:  
Victor Nicholls

## **Contents**

<b>Section 1: Director's Commentary</b>	<b>3</b>
<b>Section 2: Department Indicator Performance</b>	<b>5</b>
<b>Section 3: Complaints</b>	<b>7</b>
<b>Section 4: People</b>	<b>8</b>
<b>Section 5: Progress Against Medium Term Objectives and Key Actions</b>	<b>9</b>
<b>Section 6: Money</b>	<b>9</b>
<b>Section 7: Forward Look</b>	<b>10</b>
<b>Annex A: Progress against Service Plan actions</b>	<b>12</b>

## Section 1: Director's Commentary

Work continues to bring forward the regeneration of the town centre. The Ring has been partially closed and there are on-going Highways works changing the road layout in preparation for the new Northern Retail Quarter. Utilities work continues in the town centre.

In July the market moved out from the ground floor of Winchester House and is now an outdoor market located in High Street East. Cotswold Markets Ltd (formerly known as Grenchurch) continues to manage the market on our behalf. With the market moving, it is now possible for Winchester House to be demolished.

The regeneration team continues to work closely with BRP.

The Business and Enterprise Service (BES) work plan was endorsed by the Executive at the end of September. This is a significant development and provides the funding for the key economic development projects. The key projects coming on stream are the business contact programme, the local business partnership scheme, Elevate Bracknell Forest, major infrastructure survey and an inward investment strategy.

The new business relationship co-ordinator has been in post since the beginning of September and is making good progress bringing the Elevate Bracknell Forest partners together, creating the IAG (Information Advice and Guidance) Hub and the local web site. The programme will enable young people to gain a more co-ordinated approach to support and work opportunities with local business. The plan is to launch the programme in the first quarter of 2015.

The provision of crime data from Thames Valley Police following their migration to a new data base is still proving problematical but is slowly improving. The Community Safety Partnership is still functioning effectively and at the end of Q2 all recorded crime has been reduced by 11% compared to the same period last year.

There are currently 2 new members in the Community Safety Team with a third new member due to start in November who will take the lead on domestic abuse and e-safety. CADIS is now up to speed again following the training of a new member of staff.

The 2014-17 Community Safety Partnership plan has been published. This has 12 priorities which includes burglary dwelling, robbery, vehicle crime and violent crime as well as broader themes of domestic abuse, internet related crime and youth crime prevention. At the end of Q2 only burglary dwelling has risen and this follows substantial reductions last year and still one of the lowest burglary levels in the Thames Valley. However the detection rate for burglary in Bracknell Forest is one of the highest. The Joint Tasking meeting of the CSP is currently working towards a plan to reduce these numbers.

Local initiatives to reduce the harm caused by domestic abuse are currently being evaluated by Cambridge University. Early indications are that the evaluation is very favourable to the innovative work being piloted in Bracknell Forest. A full evaluation is expected in Q3.

The most recent domestic homicide review into the death of Aleksandrs Vasijevs on 20 September 2013 is currently drawing to a conclusion and a report will be sent to the Chair of the Community Safety Partnership in Q3

Four new wireless CCTV cameras are now operational within Bracknell town centre and are being operated by Bracknell Regeneration Partnership under an agreement with BFC

Planning has continued for the Bracknell Forest Careers Event on 9th October with Beaufort Park secured as the venue.

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

The biennial survey of Members indicated that 58% thought O&S was effective in holding decision makers to account, and in contributing to policy development. 84% of responses indicated satisfaction with the support given by O&S officers.



The Local Government Ombudsman has released the 2013-14 complaints statistics for all councils, showing that the number of complaints they received against the Council was lower than the average for all other councils. Bracknell Forest was the only council in Berkshire not to have had any complaints upheld by the Ombudsman.

Work continues to support major projects across the council, including ramping up planning for economic development communications, the careers fair and the staff and resident surveys. The publicity generated by the forthcoming demolition of Winchester House is particularly noteworthy with over 25,000 social media users following our story. The rollout of the new resident parking scheme has also secured excellent coverage in local print media.

Strategically, the Head of Communications and Marketing is working with the Head of Customer Service to secure a more effective and integrated solution to social media and customer service whilst also focussing on re-stabilising the team following staffing issues and a change of account management roles.

## Section 2: Department Indicator Performance

Ind Ref	Short Description	Previous Figure Q1 2014/15	Current Figure Q2 2014/15	Current Target	Current Status	Comparison with same period in previous year
<b>Communications and Marketing - Quarterly</b>						
L167	Number of media enquiries received (Quarterly)	58	73	N/A	N/A	
L168	Number of news releases issued in the quarter (Quarterly)	49	56	50		
L169	Increase in number of Facebook and Twitter followers (Quarterly)	581	495	250		
<b>Community Safety - Quarterly</b>						
CSP1.01	Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly)	59	103	76		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly)	991		1,988		
CSP2.01	Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts (Quarterly)	N/A	N/A	32.4	N/A	N/A
CSP2.02	Reduce the number of Children on Child Protection Plans where DA is a factor and the perpetrator has participated in the DAPS programme (Quarterly)	8	N/A	8	N/A	N/A
CSP7.01	Reduce the number of reported incidents of theft from motor vehicle (Quarterly)	69	69	99		
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle (Quarterly)	19	15	28		
L185	Reduce all crime (Quarterly)	1,131	2258	2,439		
<b>Overview and Scrutiny - Quarterly</b>						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	88%	91%	93%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	2		
<b>Performance and Partnerships - Quarterly</b>						
L115	Performance reports produced to corporate timetable (Quarterly)	100%	100%	100%		

Ind Ref	Short Description	Previous figure 2011/12	Current Figure 2014/15	Current Target	Current Status	Comparison with same period in previous year
<b>Overview and Scrutiny – Annual</b>						
L165	Percentage of O&S Members satisfied with Overview & Scrutiny officer support (Biennial)	96.00%	84.00%	80.00%		

## Traffic Lights

Compares current performance to target

## Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



On, above or within 5% of target



Performance has improved



Between 5% and 10% of target



Performance sustained



More than 10% from target



Performance has declined

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

Ind Ref	Short Description
L170	Percentage of staff who feel; generally, the council keeps them well informed (Biennial)
L171	Percentage of respondents who give an overall rating of good or excellent to Town & Country (Annually)



## Section 3: Complaints

### Corporate Complaints received

The number of complaints received in this quarter – 0.

The number of complaints received from quarter 1 to quarter 2 (*year to date*) – 0

Stage	New complaints activity in quarter 2	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	0	0	-
New Stage 3	0	0	-
New Stage 4	0	0	-
Local Government Ombudsman	0	0	-

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

The Chief Executive's Office received no stages 2-4 or Ombudsman complaints in quarter 2. For other council departments, the Office investigated three stage 4 complaints and co-ordinated the action on one complaint to the Local Government Ombudsman (LGO).

## Section 4: People

### Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	2	0	2	0	0
Chief Executive's Office	25	22	3	23.81	3	10.71
<b>Department Totals</b>	<b>27</b>	<b>24</b>	<b>3</b>	<b>25.81</b>	<b>23</b>	<b>10.00</b>

### Staff Turnover

For the quarter ending	30 Sept 2014	10.71%
For the last four quarters	1 Oct 2013 – 30 Sept 2014	29.63%

Total voluntary turnover for BFC, 2013/14: 12.64%  
 Average UK voluntary turnover 2012: 10.6%  
 Average Public Sector voluntary turnover 2012: 8.1%  
 (Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

### Staff Sickness

Section	Total staff	Number of days sickness	Quarter 2 average per employee	2014/15 annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	25	32	1.44	11.76
<b>Department Totals (Q2)</b>	<b>27</b>	<b>32</b>	<b>1.33</b>	
<b>Totals (14/15)</b>				<b>10.89</b>

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

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





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

**Comments:** The full number of days sickness has decreased to 36 this quarter from 111 last quarter.


There were 23 days lost due to long term sickness. The employee concerned has now left the Authority. The full projected annual average per employee for the Department currently stands at 10.89 days per employee. The projected annual average per employee for the department excluding Long Term Sick currently stands at 1.33 days per employee.

## Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key Actions contained in the Chief Executive's Office Service Plan for 2014 – 2015. This contains 32 actions to be completed in support of 4 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 2 actions have been completed at the end of Quarter 2 () , while 29 actions are on schedule () and 1 is causing concern ( and ) .

The 1 action causing concern is:

Ref	Action		Progress
11.2.9	Develop and implement the Good to Great programme theme of Communications and Cross-Department working		Work is on going to revitalise the group, an email has been sent out from the CXO asking for new volunteers.

## Section 6: Money

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

## Section 7: Forward Look

### Regeneration

- Utilities and Highways works continuing.
- Working with BRP to promote regeneration.

### Business and Enterprise Service

- The new ESDP sub-group will meet in October and lead the borough's approach to inward investment and re-investment.
- A major business event organised by the council (in conjunction with the local Chamber and FSB) targeted at SME's is taking place in October together with receiving two Chinese delegations.
- The move of the European headquarters of Honda Motor of Japan to the Reflex building at the end of November. Shoretel have successfully moved to the inspired building.

### Community Safety

- New member of staff to join Community Safety Team in November to be the lead on domestic abuse and e-safety. Some training and access to systems (TVP and BFC) will be required
- DHR report into death of Aleksandrs Vasiljevs expected to be completed. It will have to be approved by the CSP and sent to the Home Office Violent Crime Unit for review
- 'Naked Truth' workshops to address issues of access to on-line pornography to be delivered in schools through Q2 and Q3
- Work is continuing to further develop the ANPR capacity with RBWM
- Further liaison between the Community Safety Team, TVP and BRH to ensure the safety and security of Bracknell town centre during regeneration.
- Work with media to publicise the six month crime figures showing another reduction in crime
- The review our approach to anti-social behaviour following the implementation of the Police and Anti-Social Behaviour Act 2014 in October 2014
- Develop existing and new programs of work to reduce the harm caused by domestic abuse and on-line safety with the benefit and experience of a new member of staff joining the team in Q3

### Performance and Partnerships

- Completing quarter 2 performance updates and reporting
- Completion of the Partnership's review of governance
- Production of the Partnership's new Community Strategy
- Delivery of the Careers Event on 9th October
- Delivery of a Bracknell Forest Partnership Event on 27th November

### Overview and Scrutiny









- Progressing the delivery of the 2014/15 work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and progressing the reviews being carried out by Overview and Scrutiny working groups.
- Continuing to ensure that complaints against the Council at stage 4 and through the Local Government Ombudsman are responded to fairly and promptly.






- Submission to the Executive of the annual report on complaints received against the Council.





### **Communications and Marketing**

- High level communications needs are emerging for Coral Reef refurbishment, Coral Reef island highways improvements, the Leisure Centre island highway improvements and Blue Mountain.
- The vacant Communications & Social Media Officer post is being advertised and options are to be explored for a maternity cover role in early 2015.










## Annex A: Progress on Key Actions







<b>MTO 1: Re-generate Bracknell Town Centre</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>1.2 Regenerate Charles Square</b>				
1.2.1 Implement the Compulsory Purchase Order	31/03/2015	CXO		All notices served. CPO expired in June.
<b>1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.</b>				
1.3.1 Produce and implement a strategy for Market Square and the existing market	31/03/2015	CXO		New Market launched
1.3.3 Work with BRP to monitor and implement demolition and construction programme for town centre regeneration	31/03/2015	CXO		Ongoing
<b>1.4 Attract new retailers and leisure operators to underpin the regeneration of the Broadway based northern retail quarter and the creation of an '18 hour' economy.</b>				
1.4.1 Co-ordinate the work of the Town Centre Partnership	31/03/2015	CXO		Ongoing
1.4.2 Provide support to development partners and other occupiers where required to attract new retailers to the regenerated town centre	31/03/2015	CXO		Ongoing
1.4.3 Work with BRP to agree a strategic brief for the Northern Retail Quarter East	31/03/2015	CXO		Ongoing
<b>1.6 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre</b>				
1.6.1 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre	31/03/2015	CXO		Winchester House due to be demolished in Autumn 2014. Enid Wood house currently being modernised. Completion due early 2015. Planning permission granted for Eagle House redevelopment.
<b>1.7 Promote residential development in the town centre, where viable, to take pressure off of our countryside to deliver housing.</b>				
1.7.1 Coordinate proposals for residential development in Bracknell Town Centre including at Stanley Walk/Jubilee Gardens	31/03/2015	CXO		Ongoing discussions with stakeholders.
<b>1.8 Deliver high quality public realm and public spaces.</b>				

1.8.4 Co-ordinate future public realm and town centre management	31/03/2015	CXO		Ongoing
<b>1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.</b>				
1.9.13 Implement flexible and mobile working principles across all town centre offices	31/03/2015	CXO		Ongoing
<b>MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>8.1 Continue to seek to reduce overall crime levels, focusing particularly on burglary, domestic abuse, Internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour.</b>				
8.1.1 Implement the Community Safety Plan priorities, to tackle burglary, domestic abuse, internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour	31/03/2015	CXO		At the end of Q2 the total number of reports of all crime had reduced by over 10%. There continues to be a rise in the number of dwelling burglaries but the total number compares well to the rest of the TVP area and the outcome rate is one of the highest in Thames Valley. Numbers of robberies, vehicle crime and violent crime continue to fall.
8.1.2 Continue to seek to reduce overall levels through targeted action with prolific offenders	31/03/2015	CXO		The BFC Community Safety team includes a member of staff who works with prolific offenders to reduce their offending and subsequent harm to the community. This work has made a major contribution to the 10% reduction in overall crime in Q2. The offender manager also works with perpetrators of domestic abuse and some referrals under the Prevent / Channel Process. All known prolific offenders are being targeted.
8.1.3 Work with partners to ensure crime and disorder is considered as part of the town centre regeneration plans	31/03/2015	CXO		CCTV system in Bracknell town centre now incorporates BFC cameras which are monitored through the Princess Square control room. Bracknell Businesses Against Crime (BBAC) are consulting over changing patterns of crime within the town centre. BFC Community Safety Manager is a member of the Regeneration Operation Group and the CCTV group.

<b>8.2 Reduce the incidence of anti-social behaviour.</b>				
8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour	31/03/2015	CXO		The CSP Anti-social Behaviour Working Group meets monthly to consider all ASB issues which merit a partnership approach. Most of these cases are currently neighbour disputes. Repeat cases and cases with vulnerable victims take priority. At the end of Q2 all ASB as recorded by CADIS has fallen by 10%
<b>8.3 Press for more visible policing.</b>				
8.3.1 Work through the Joint Tasking process with the Police to ensure visible policing in the borough	31/03/2015	CXO		Community Safety Manager is a regular attendee at the police Daily Management Meetings and the monthly Joint Tasking meeting to make recommendations where appropriate. The CSM also has regular meetings with the Local Police Area Commander and his deputy. Regular meetings with local policing team by Community Safety Manager to influence local patrol patterns.
<b>8.4 Work with the police and crime commissioner to maximise the benefits to residents of the borough.</b>				
8.4.1 Work with a newly elected police and crime commissioner to maximise the benefits to residents of the borough, in particular by ensuring timely communication with the new commissioner	31/03/2015	CXO		Regular communication has been held with the PCCs office over the implementation of the Police & ASB Act 2014. Community Trigger for ASB reviews agreed by the CSP at its meeting in September. Quarterly performance reports submitted to PCC.
<b>MTO 9: Sustain the economic prosperity of the Borough</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms</b>				
9.1.1 Promote superfast broadband through the implementation of the Berkshire Broadband plan	31/03/2015	CXO		This project is progressing well, the match funding from BDUK has come through and when the programme is complete during the latter part of 2015 more than 96% of the borough will benefit from superfast broadband.
<b>9.2 support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy.</b>				



9.2.1 Sustain the borough's economic prosperity through co-ordination of the Bracknell Forest Economic and Skills Development Partnership	31/03/2015	CXO		New Promotion sub group being formed. A new "knowledge networking" sub group is being put together and led by Sharp.
9.2.13 Co-ordinate the Bracknell Forest Careers Event	31/03/2015	CXO		Venue secured and planning underway. All schools are due to attend and over 80 businesses.
9.2.14 Implement the 'hub and spoke' proposals in the City Deal project plan, working with other Berkshire authorities and the Local Enterprise Partnership	31/03/2015	CXO		The City Deal programme ("Elevate Bracknell Forest") is working toward official launch in q1 2015. . The Business Relationship Co-ordinator has been in post some six weeks and is making considerable progress on all fronts, in particular partnership working with the local providers, the pan-Berkshire working group, the IAG Hub and the EBF Elevate Me web site.
9.2.15 Work with the Thames Valley Berkshire Local Enterprise Partnership, in particular to deliver the Strategic Economic Plan implementation plan	31/03/2015	CXO		Continue to work with TVB LEP and other authorities in Berkshire to deliver the SEP. Currently focussing upon the four strands of the SEP, in particular the International strand dealing with Inward Investment and Trade and a number of workshops have been held over the past few weeks to increase collaboration. Also contributing towards the meet the buyer event scheduled for October 2015 focussing upon opportunities for higher growth small companies to meet with buyers from local large businesses.
9.2.2 Promote economic prosperity through the establishment of a dedicated resource to support business and enterprise	31/03/2015	CXO		On-going
9.2.3 Promote inward investment through the implementation of an inward investment strategy	31/03/2015	CXO		TDiscussions are currently underway with Thames Valley Chamber of Commerce to establish new links with UKTI and TVCC
9.2.4 Review the Local Economic Strategy	31/03/2015	CXO		Ongoing
9.2.5 Support small and medium sized enterprises through the provision of advice and guidance	31/03/2015	CXO		Ongoing. Small business event scheduled for 22 October.
9.2.6 Develop a programme of engaging with local businesses and eliminating barriers to success	31/03/2015	CXO		The Business Contact Programme (BCP) is currently being rolled out with 12 directors and chief officers (targeting 30 strategically important businesses between now and the summer of 2015

9.2.7 Promote commercial links to China, and other emerging economies, in particular through the implementation of a programme of engagement and events	31/03/2015	CXO		Two delegations from China planned in October. From Hunan Province and city of Tianjin.
9.2.8 Promote Bracknell Forest as a premier business location through the development of a new brand identity	31/03/2015	CXO		Ongoing
<b>MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.</b>				
11.2.9 Develop and implement the Good to Great programme theme of Communications and Cross-Department working	31/03/2015	CXO		Work is on-going to revitalise the group, an email has been sent out from the CXO asking for new volunteers.
<b>11.7 work with partners and engage with local communities in shaping services.</b>				
11.7.7 Continue to support the voluntary sector through the provision of core grants, to develop it's capacity	31/03/2015	CXO		Q2 monitoring meetings booked. The process for awarding the 2015/16 grants will commence in Q3.
11.7.8 Lead the review and work with partners to update the Sustainable Community Strategy	31/03/2015	CXO		Good progress, however due to change to the approach to the strategy, agreed by the BFP Board, it is now likely to be completed and published in Q4.
<b>11.8 implement a programme of economies to reduce expenditure</b>				
11.8.5 Develop proposals to help the Council produce a balanced budget in 2015/16	31/03/2015	CXO		Ongoing



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