



NOTICE OF MEETING

Overview and Scrutiny Commission

Thursday 24 September 2015, 7.30 pm

Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: OVERVIEW AND SCRUTINY COMMISSION

Councillor Leake (Chairman), Councillor Angell (Vice-Chairman), Councillors Allen, Mrs Angell, Mrs Birch, Brossard, Finnie, Harrison, Mrs McCracken, Mrs Mattick, Phillips, Porter and Mrs Temperton

cc: Substitute Members of the Commission

Councillors Dudley, King OBE, Thompson, Tullett and Worrall

ALISON SANDERS
Director of Corporate Services

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Overview and Scrutiny Commission
Thursday 24 September 2015, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House,
Bracknell

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Note: There will be a private pre-meeting for members of the Commission at 6.45pm in the 4th Floor Meeting Room 1, Easthampstead House

AGENDA

Page No

1. Apologies for Absence/Substitute Members

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

2. Minutes and Matters Arising

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Commission held on 9 July 2015.

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3. Declarations of Interest and Party Whip

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

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

4. Urgent Items of Business

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

5. Public Participation

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

OVERVIEW AND POLICY DEVELOPMENT

6. Council Budgetary Position

To discuss with the Executive Member for Transformation and Finance, and the Borough Treasurer the current budgetary position, in preparation for scrutiny of the 2016/17 budget proposals. 11 - 20

7. Introductory Briefing - Transformation and Finance

The Executive Member for Transformation and Finance has been invited to set out his priorities over the next four years, the differences which are to be achieved, and goals for 2015/16.

PERFORMANCE MONITORING

8. Quarterly Service Reports (QSRs)

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the first quarter of 2015/16 (April to June 2015) relating to: 21 - 74

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

Please bring the previously circulated Quarterly Service Reports to the meeting. Copies are attached to this agenda if viewed online.

The Chairman has asked that any detailed or procedural questions arising from the Quarterly Service Reports should be referred to either the Assistant Chief Executive or Director of Corporate Services in advance. Except in cases of urgency, only issues of strategic importance or of wider implications should be raised at the meeting.

9. Corporate Performance Overview Report

To consider the Chief Executive's Corporate Performance Overview Report for the first quarter of 2015/16 (April to June 2015). 75 - 96

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

HOLDING THE EXECUTIVE TO ACCOUNT

10. Executive Forward Plan

Forthcoming items on the Executive Forward Plan of a corporate nature are attached for consideration. 97 - 106

OVERVIEW AND POLICY DEVELOPMENT

11. Work Programme and Panel Activity Update

To note the progress against the Overview and Scrutiny work programme for 2015-16, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work programme.

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DATE OF NEXT MEETING

The next planned meeting of the Overview and Scrutiny Commission will be on 19 November 2015.



**OVERVIEW AND SCRUTINY COMMISSION
9 JULY 2015
7.30 - 9.40 PM**

Present:

Councillors Leake (Chairman), Angell (Vice-Chairman), Allen, Mrs Birch, Brossard, Finnie, Harrison, Mrs McCracken, Phillips, Porter and King OBE (Substitute)
Mr R Briscoe (Parent Governor Representative)

In Attendance:

Councillor McCracken
Councillor Heydon
Richard Beaumont, Head of Overview and Scrutiny
Ian Boswell, Community Safety Manager
Deputy Chief Constable John Campbell, Thames Valley Police
CI Dave Gilbert, Thames Valley Police
Amanda Roden, Democratic Services Officer
Alison Sanders, Director of Corporate Services
Timothy Wheadon, Chief Executive

Apologies for absence were received from:

Councillors Mrs Angell, Mrs Mattick and Mrs Temperton

4. Apologies for Absence/Substitute Members

The Panel noted the attendance of the following substitute member:

Councillor King for Councillor Mrs Mattick

5. Minutes and Matters Arising

RESOLVED that the minutes of the Overview and Scrutiny Commission meetings held on 19 March 2015 and 27 May 2015 be approved as a correct record and signed by the Chairman.

6. Declarations of Interest and Party Whip

Councillor Mrs Birch declared an interest as the spouse of the Executive Member for Adult Services, Health and Housing. Councillor Mrs McCracken declared an interest as the spouse of the Executive Member for Culture, Corporate Services and Public Protection. There were no indications that Members would be participating under the party whip.

7. Urgent Items of Business

There were no urgent items of business.

8. **Public Participation**

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

9. **Community Safety**

Tim Wheadon, Chairman of the Community Safety Partnership, said that the Partnership had another successful year in 2014-15. Ian Boswell, Community Safety Manager, gave a presentation on the Bracknell Forest Community Safety Partnership performance during 2014-15. It was Ian's last attendance at the Overview and Scrutiny Commission as he was due to retire in August.

John Campbell, Deputy Chief Constable, and Dave Gilbert, Chief Inspector, of Thames Valley Police were present at the meeting for this item.

Within the Bracknell Forest Council Priorities, the Community Safety Partnership (CSP) came under Priority Four: 'create a borough where people are, and feel, safe' and the Medium Term Objective 8: 'Work with the police and other partners to ensure Bracknell Forest remains a safe place'.

The CSP met four times a year and was Chaired by the Chief Executive of Bracknell Forest Council. CSP Statutory Members included the Local Authority, Police, Fire Service, Clinical Commissioning Group, National Probation Service / Community Rehabilitation Companies. Other members included Housing Associations, Public Health, Chamber of Commerce, RMA (Royal Military Academy), Victim Support, Town Councils and Parishes, and the Office of the Thames Valley Police and Crime Commissioner. The Partnership worked closely with the Office of the Thames Valley Police and Crime Commissioner.

The CSP received £56,250 Community Safety Grant from the Police & Crime Commissioner in 2014/15, but the funding for the CSP for 2015/16 was £30,100. The Community Safety Team was comprised of 5 FTE posts which included the Community Safety Manager. The Community Safety Team also worked very closely with the Bracknell Police Community Safety Team which comprised: ASB police officer, Alert Administrator (formerly Ring Master) and Police Schools Officer.

Themes included Crime and Anti-Social Behaviour. Priorities included Burglary Dwelling, Domestic Abuse, Drug Offences, Internet-Related Crime, Non-Rape Sexual Offences, Robbery of Personal Property, Vehicle Offences, Violence Against the Person, Youth Crime Prevention.

In 2006/07, there were 9,481 victims and in 2014/15 there were 4,921 victims. There were 4,560 fewer victims in 2014/15 showing a decrease of 48% in all crime in Bracknell Forest.

In 2014/15 there was a 14% reduction in burglary dwelling (134 incidents), a 5.4% reduction in non-dwelling burglary (332 incidents), a 31% reduction in personal robbery (28 incidents), and a 33% reduction in vehicle crime (344 incidents).

In 2014/15, there were 1,080 incidents of Violence Against the Person, an increase of 20%. There were 118 incidents of Non-Rape Sexual Offences, an increase of 25%, and 714 incidents of Criminal Damage, an increase of 6%. Reasons why included celebrity trials, an increased confidence to report and historical reports (NSPCC reported sex offences against children had increased by a third); the HMIC review of

reporting processes; and a new question in relation to rape on the DASH (domestic abuse, stalking and harassment) form.

Anti-Social Behaviour reported on CADIS showed 5674 incidents in 2014/15, which was a decrease of 21.4 %. Thames Valley Police data showed 1469 incidents in 2013/14 and 1410 incidents in 2014/15, which was a decrease of 4%. Thames Valley Police Public Order Offences showed a 34.2% decrease during the period 1 April 2014 to 31 March 2015. The Local Policing Area had 102 offences which was the lowest number in the Thames Valley area.

In the Fear of Crime Survey 2012, 60% of respondents were 'not very worried or not at all worried about being a victim of crime'. In the Bracknell Forest Residents Survey 2012, when asked 'What do you most like about living in the Borough?' residents responded: parks & open spaces, access to nature, and the low level of crime. In the Bracknell Forest Residents Survey 2014, 'Low Level of Crime' came fifth out of 24 indicators when asked 'What do you like best about living in the Borough?'.

CSP Priorities for 2015/16 included: Serious Violence: Violence Against the Person and Sexual Offences; Protection of Vulnerable People: Domestic Abuse, Internet-Related Crime & Abuse, Child Sexual Exploitation, and Preventing Violent Extremism; Drug Offences; Youth Crime Prevention; Acquisitive Crime: Burglary Dwelling, and Shoplifting; and Anti-Social Behaviour.

Domestic abuse (DA) work included DASC (Domestic Abuse Service Co-ordination), DAPS (Domestic Abuse Perpetrator Service), Berkshire Women's Aid, DA Co-ordinator (shared post with RBWM), DA Training (various levels aimed at the workforce), and PICADA (programme for children affected by DA).

Preventing violent extremism was covered under the Counter Terrorism & Security Act 2015 and included risk assessment, a Prevent Steering Group, an Action Plan, a Channel Panel, and awareness training with staff, schools and partners.

The vision was that everyone had the right to be free from being a victim of crime and ASB, to feel safe and to choose their own lifestyle. Everyone also had the responsibility to take reasonable steps to avoid becoming a victim of crime, not to cause harassment or distress to others and to respect differences in others.

John Campbell commented that it had been another successful year for Bracknell Forest in terms of performance in relation to crime. There was a strong Partnership and relationship between Bracknell Forest Council and Thames Valley Police. There was good policing analysis, prevention, targeting vulnerability, work in relation to cyber activity, and an increase in the complexity of crimes. The shift away from acquisitive crime towards vulnerability and sexualisation mirrored the national picture. Sexual crimes were largely undertaken in the domestic home and under-reported. There was a need to understand threats.

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

- HMIC had given TVP a good assessment of crime recording practice, and TVP had responded by making further improvements, for example, in routinely recording all reported crimes, even if they were found later not to be crimes, and requiring the record to be updated.
- Internet and cyber activity was covered in all local authority schools. Domestic abuse was covered in primary schools and sexting was covered in secondary schools.

- Each phone call regarding an anti-social behaviour incident was treated as a separate incident, even if there were several calls regarding the same family, for instance. This was classed by the Home Office as environmental or personal anti-social behaviour.
- The savings of at least £22 million which needed to be made by Thames Valley Police over the next few years would be considered carefully. The budgeting process would be looked at along with structure but operational areas such as neighbourhood policing would remain and be the last areas to be affected.
- Child protection issues were overseen by the Local Safeguarding Children Board and all partners were aware of the reporting process.
- There were some organised crime groups nationally which damaged and disrupted communities and there tended to be a link to drugs or alcohol but this depended upon the profile of the groups at any one time. Police worked closely with the Council's Drug and Alcohol Action Team (DAAT) and a new scheme was being trialled involving GPS tagging. Health provision for people who abused drugs and alcohol was mixed and people who took drugs and alcohol often had a chaotic lifestyle. There was a reliance on agencies to have a joined up approach. Children could be subject to child protection as a result, and child sexual exploitation could involve sedation or using drugs as rewards.
- Some crimes recorded last year involved people being charged in this year's figures.
- Domestic abuse incident figures relating to 'domestic incident non-crime' could involve a fight but no crime.
- Thought had been given to combining back office functions and common elements of emergency services such as control rooms. The Fire Service did not receive a large number of calls, whereas the Police and Ambulance Service received millions of calls per year. There was a need to have similar IT systems.
- CI Gilbert invited members to attend TVP's Ward walks and the daily management meeting.

The Chairman thanked John for the interesting visit to Kidlington in 2014, and the offer to visit Kidlington again, and thanked John Campbell and Dave Gilbert for attending the meeting.

The Chairman thanked Ian Boswell for his contributions over the years and thanked the Community Safety Team, and wished Ian a happy retirement.

10. **Introductory Briefing and Service Plan 2015/16**

Councillor McCracken, Executive Member for Culture, Corporate Services & Public Protection gave a presentation on the strategic overview for the Corporate Services Department, his priorities over the next four years, the differences which were to be achieved, and goals for 2015/16, which were subject to on-going consideration by the Council's leadership.

Corporate Services Portfolio responsibilities included ICT, Legal, Democratic & Registration Services, Human Resources, Customer & Revenue Services, and Community Engagement and Equalities. Also include in this Portfolio was Communications and Marketing and Community Safety.

ICT were responsible for ensuring that there was a technology framework capable of supporting the aspirations of the authority. The ICT strategy covered the development

needed to underpin the corporate and departmental service plans, medium term objectives and priorities as well as the ongoing development/ maintenance of policies and standards for the use of ICT equipment and services.

Legal were responsible for all the Council's legal work whether it was contentious (did not necessarily involve litigation) or non-contentious. The Information Compliance Team sat within the Non-Contentious team.

Democratic & Registration Services were responsible for all aspects of the democratic and registration process, this embraced: full administrative support, including the Mayoral Office research and report writing, preparing all agendas and minutes, and supporting a range of other inter-departmental and inter-agency bodies such as Bracknell Forest Partnership, and other partner organisations.

Other aspects included Electoral registration, the management of elections, and the registration of births, deaths and marriages. Nationality Checking Service (checking an applicant's Home Office application form), certifying their documents and sending everything to the Home Office. The Registration Service also offered a range of ceremonies including: Weddings, Civil Partnerships, Commitment Ceremonies, Renewal of Vows, Naming Ceremonies, and Citizenship Ceremonies.

Customer & Revenue Services were responsible for the following primary functions:

- being the first point of contact with the council, from appointments to register the birth of a baby, to waste collection.(operations team);
- for the billing and collection of council tax and business rates (revenue team);
- for the public website and the intranet (Digital team);
- Implementation of the Customer Contact and Digital Online strategies.

The Communications and Marketing team was responsible for internal and external communications support to all departments, staff and councillors; publication of Forest Views and Town & Country, corporate messages and leading the council's press office; corporate branding; and leading on the Council's corporate social media sites including Facebook and Twitter.

Achievements over the past four years included:

- Successful implementation of 360 degree reviews;
- Achieved PSN accreditation;
- Transfer from Novell to Microsoft environment;
- On-going legal work on Blue Mountain, Court of Protection, Employment Tribunal and SEN cases;
- >£1million debt collection achieved by Legal Services;
- Achieved "Civic Office of the Year" award for Mayor's Office;
- Relocation of Registrars to Time Square.

An Overarching Priority was for Bracknell Forest Council to "Continue to enhance our services to residents" by enhancing our digital inclusion offering; working with our partners to keep Bracknell Forest one of the lowest crime/safest places in the Thames Valley; providing a first class, efficient, service to members; staying abreast of IT opportunities, implementing where practical and beneficial; and ensuring that we stay legal, decent and honest.

Priorities for 2015-16 included: support for business such as the Business & Enterprise Website; Business Relief Scheme; support for Bracknell Town Centre, especially deployment of technology; Community Hubs in Crowthorne, Warfield and Binfield; improved mobile working - members and staff; and support for members –

induction, training, and briefing. Development of Digital First Strategy: online citizen portal; easier for residents to transact online; reporting, booking, paying; improve website and microsites.

The Director of Corporate Services provided an introductory briefing in respect of the Department's objectives, also those of the Chief Executive's Office, which were described in the Service Plans.

Corporate Services Functions included the provision of some front facing services within these areas. All services existed to support the functions and services provided by the organisation. All services were part of the 'core' function or fixed element of any organisation. Size and scope was dependent on the size, services and functions of the organisation but would have to exist in some form whatever the organisation looked like.

Corporate Services objectives for 2015-16:

- To deliver the budget for 2015-16 and develop a savings plan for the next 4 years;
- Support from Corporate Services would be required to enable other changes across the Council;
- To implement the Customer Contact Strategy which involved Digital First, moving services to more cost effective channels; implement Customer Relationship Management (CRM); and the All Services Hub;
- Staff Engagement;
- Improve the Council's approach to efficiency;
- Develop community engagement;
- Asset Management including a review of all Council buildings and land;
- Support the regeneration of Bracknell Town Centre;
- Support local economic development;
- Continue to reduce levels of crime.

The existing Service Plan was due to run until the end of September 2015 and then new objectives would be agreed.

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

- The target was to answer the telephone in Customer Services within 20 seconds but this was not always realistic and this target would be taken out of next year's service plan. Customer satisfaction remained at high levels. Resources would be put into the Digital Strategy, and included instead would be the call abandonment rate (monitoring the length of time a person was held on the telephone line).
- There were different views and figures from staff in each Directorate of the Council in relation to feeling well informed. A reward and recognition group was being established to assist with this.
- Information requested frequently via Freedom of Information (FOI) was published onto the Council's website but the Council received some very specific requests for information and not many repeat requests.

11. **Quarterly Service Reports (QSRs)**

The Commission noted the latest trends, priorities and pressures in terms of departmental performance as reported in the Quarterly Service Reports for the fourth quarter of 2014/15 (January to March) relating to the Chief Executive's Office and the Corporate Services Department.

12. **Corporate Performance Overview Report**

The Commission considered the Chief Executive's Corporate Performance Overview Report for the fourth quarter of 2014/15 (January to March).

There was good performance across the board and work had begun on the northern retail quarter of the town centre as part of the town centre regeneration. Many parents were getting one of their three preferences for school places, and the Council was good at tax recovery. There were a small number of areas where performance did not match plans. The number of affordable homes delivered fell below target and there was an increasing number of homeless people, which had an impact on homelessness figures.

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

- There was a national focus on volunteering as the shortage of volunteers was a national issue. A Council survey had been stratified and focused on the right numbers of people in different age groups, whereas previous surveys had been completed by a dominance of older people in the population. There had been changes in the voluntary sector, such as Involve, and local factors could have affected the result.
- Further information could be sought on whether services were any closer to meeting the 26 week time frame for Special Educational Needs (SEN) Assessments.
- Bracknell Forest was a small authority and small numbers made a big difference in terms of percentages in relation to performance indicator figures.
- The Housing Department in the Council was thought to be very proactive in helping people into the private rented sector and worked closely with people to help them from temporary to permanent accommodation. Further information could be requested from the Chief Officer: Housing, Simon Hendy.
- Staff sickness in the Chief Executive's Office at 22.22% related to possibly 2 positions including one staff member on long term sick.

13. **Report on the Review of Business Rates and Discretionary Relief**

The Commission considered and accepted the response by the Executive to the Overview and Scrutiny report resulting from the review of Business Rates and Discretionary Relief by a Working Group of the Overview and Scrutiny Commission.

The Executive had met and agreed this response which involved a slightly changed scheme for business rate relief. It was hoped that the scheme would help small businesses to grow.

14. **Executive Key and Non-Key Decisions Relating to Corporate Issues**

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

15. **Overview & Scrutiny Progress Report**

The Commission noted the bi-annual Progress Report of the Assistant Chief Executive on Overview and Scrutiny activity over the period December 2014 to May 2015 and local and national developments in Overview and Scrutiny.

16. **Overview and Scrutiny Work Programme**

The Commission considered its Work Programme for 2015/16. The Commission received an update on the establishment of Working Groups by the Overview and Scrutiny Panels, approving any changes needed to the currently agreed Work Programme.

The Homelessness Working Group from the Adult Social Care and Housing Overview and Scrutiny Panel had made a start after consulting the Chairman of the Overview and Scrutiny Commission.

The Environment, Culture & Communities Overview and Scrutiny Panel had three subjects to consider for its working groups: parks and open spaces, planning procedure and enforcement, and houses of multiple occupancy (HMOs). The aim was to start on the Planning Working Group as soon as possible.

The Health Overview and Scrutiny Panel would reflect on possible subjects for Working Groups and then make a decision on this.

The Children, Young People and Learning Panel had commenced a review of Child Sexual Exploitation.

The Commission agreed to:

- i. Establish a Working Group to contribute to the review of the Council's Medium Term Objectives, and how performance was reported and reviewed. Councillors Allen, Harrison, Leake, Finnie and Angell volunteered to be part of this Working Group. Work on this would need to start in early August 2015.
- ii. Establish a Working Group to make an input to the draft Economic Development Strategy. Further information would be circulated, and It was suggested that other Members of the Council might be interested to take part in this Working Group.

CHAIRMAN

**ACTIONS TAKEN : OVERVIEW AND SCRUTINY COMMISSION MEETING -
9 JULY 2015**

<u>Minute Number</u>	<u>Action Required</u>	<u>Action Taken</u>
9. Community Safety	Ask Members if they would like to take up Thames Valley Police's offer to visit Kidlington on another aspect of policing, or attend a Ward walk or daily management meeting at Bracknell Police station	Members were asked on 12 August.
12. Corporate Performance Overview Report	Provide explanation for under-performance on performance indicators NI 103.1 and NI 103.2 (speed of issuing SEN statements)	Explanation sent to Members on 31 July
16. O&S Work Programme	Arrange meeting of new Working Group on Medium Term Objectives	Member workshop arranged for 10 September
	Arrange meeting of new Working Group on the Economic Development Strategy	Working Group meeting arranged for 25 August
	Update on Panels' Working Groups to be provided to next O&S Commission meeting	On O&S Commission's agenda for 24 September meeting

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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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QUARTERLY SERVICE REPORT

CHIEF EXECUTIVE'S OFFICE

Q1 2015 - 16
April - June 2015

Portfolio holders:
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:
Victor Nicholls

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Section 1: Director's Commentary

Regeneration:

- Continued work to assist Bracknell Regeneration Partnership to build the Northern Retail Quarter.
- Deep piling foundation work started in April 2015.
- Charles Square vacated June 2015, now hoarded off.
- Market stalls storage re-provided in containers in High Street.
- Winchester House – demolition complete.

Business and Enterprise:

- More key local firms contacted through the Business Contact Programme (4 this quarter).
- Skills Survey and Infrastructure Survey, involving key businesses and agencies.
- Review of Economic Development Strategy being developed.
- Elevate Me – new information, advice and guidance hub operational at the Open Learning Centre as part of a programme to help young people into work.

Community Safety:

- Substantial reductions in acquisitive crime (burglary, robbery, auto-crime).
- Increase in violent crime and sexual offences, due to new recording processes, high-profile celebrity trials, and changed approach to police officers reporting system. N.B. increase is in line with that experienced across the Thames Valley, and Bracknell Forest has seen better outcome rates.
- Youth offending service re-offending indicators have not been achieved, due to a small cohort, and stricter monitoring of referrals.
- CADIS end of year report delayed due to staffing absence. However, preliminary analysis shows 21% reduction in anti-social behaviour.
- New Prevent duty introduced. Bracknell Forest works closely with the South East Counter Terrorism Unit, who have held up our work as 'best practice'.

Performance & Partnerships:

- Planning for the next Careers Event (Coppid Beech Hotel – 15 October 2015).
- Review of the performance management framework following the May election.
- All voluntary sector core conditions of grant agreed.

Overview & Scrutiny:

- 2014/15 work programme complete as planned.
- Executive agreed recommendations regarding Business Rates, Substance Misuse involving children and young people.
- Annual Report adopted by Council on 29 April.
- Training and induction for new Members complete.

Communications & Marketing:

- Increased work to support key Council projects, including Bracknell town centre, A322 corridor, Coral Reef, and Binfield Learning Village.
- Support for the elections in May.
- Promotion of the Council's online self-service, the Care Act, Safe Place scheme, and public health.
- Growing media reach with over 13,000 followers on Twitter and Facebook.
- 97% of reports in print media classed as fair and balanced.
- Positive TV and radio coverage, especially regarding Bracknell town centre regeneration.

Section 2: Department Indicator Performance

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
Communications and Marketing - Quarterly						
L167	Number of media enquiries received (Quarterly)	87	77	N/A	N/A	
L168	Number of news releases issued in the quarter (Quarterly)	88	55	50		
L169	Increase in number of Facebook and Twitter followers (Quarterly)	829	664	350		
Community Safety - Quarterly						
CSP1.01	Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly)	134	25	59		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly)	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 (Quarterly)	59.0	26.0	16.0		N/A
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle (Quarterly)	19	14	19		
L185	Reduce all crime (Quarterly)	4,924	1,130	1,227		
Overview and Scrutiny - Quarterly						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	89%	100%	90%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	1		
Performance and Partnerships - Quarterly						
L240	Number of amendments required on PARIS which disrupted the performance reporting process. (Quarterly)	New	2	25		New
Regeneration and Enterprise - Quarterly						
L235	Number of 16-24 year olds in employment through City Deal interventions (Quarterly)	New	51	13		New
L236	Number of 16-24 year olds sustained in employment through City Deal interventions (Quarterly)	New	14	6		New
L237	Number of apprenticeships starts for 16-24 year olds through City Deal interventions (Quarterly)	New	7	3		New

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

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

Ind Ref	Short Description
CSP2.02	Percentage of children on Child Protection Plans where DA is a factor and the perpetrator has participated in the DAPS programme (Annually)
L170	Percentage of staff who feel; generally, the council keeps them well informed (Biennially)
L171	Percentage of respondents who give an overall rating of good or excellent to Town & Country (Annually)
L165	Biennial Member Survey: Percentage of O&S members satisfied with O&S officer support (Biennial)
L238	Number of apprenticeships delivered as a direct result of the CD from April 2014 – April 2017 sustained for 6 months (Annually)
L239	Number of work placements delivered as a direct result of the CD (Annually)

Section 3: Complaints

Corporate Complaints received

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

Stage	New complaints activity in quarter 1	Complaints activity year to date	Outcome of total complaints activity year to date
Stage 2	0	0	N/A
Stage 3	0	0	N/A
Local Government Ombudsman	0	0	N/A
TOTAL	0	0	N/A

Nature of complaints/ Actions taken/ Lessons learnt:

The Chief Executive's Office received no stages 2-3 or Ombudsman complaints in quarter 1. For other council departments, the office co-ordinated the action on four complaints to the Local Government Ombudsman (LGO).

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	3	3	0	3	0	0
Chief Executive's Office	28	23	5	26.21	3	9.68
Department Totals	31	26	5	29.21	3	8.82

Staff Turnover

For the quarter ending	30 June 2015	0%
For the last four quarters	1 July 2014 – 30 June 2015	14.81%

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)

Comments:

Vacancies are within Regeneration and Business & Enterprise sections

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 1 average per employee	2015/16 annual average per employee
Chief Executive	3	0	0	0
Chief Executive's Office	28	13	0.46	1.84
Department Totals (Q1)	31	13	0.42	
Totals (15/16)				1.68

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

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

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

Comments:

There were 0 days sickness due to long term sickness. The projected annual average per employee for the Department stands at 1.68 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 April - September 2015. This contains 25 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 0 actions were completed at the end of the quarter () , while 23 actions are on schedule () and 2 were causing concern ( and ) .

The 2 actions that are causing concern are:

Ref	Action		Progress
9.2.2	Produce a new Local Economic Framework (LEF)		Being considered by the Economic and Skills Development Partnership in July, and Overview & Scrutiny is planned in the Autumn to enable approval by the Executive in October 2015.
9.2.3	Support small and medium sized enterprises through an agreed programme		Drafted. Business case being developed.

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

- Construction of the steel will continue on the Northern Retail Quarter site
- Demolition of existing Charles Square retail units
- Demolition of Corner Store on the Pocket Park
- Clearance of Winchester House site

Business and Enterprise Service

- Undertake meetings with key businesses as part of the Business Contact Programme.
- Develop and consult on the draft economic strategy.
- Continue development work on the website for business.
- Develop essential “back-room” systems and market intelligence, including a business database, available property register, and customer relationship management (CRM).
- Continue work on Elevate Bracknell Forest to assist young people find suitable jobs.
- Develop a series of promotional materials for businesses to encourage inward investment.
- Develop the Local Business Partnership – a regulator/business group to encourage joined-up working and facilitate change.

Community Safety

- Work is progressing to identify the requirements of a Public Space Protection Order (PSPO) for Bracknell town centre.
- 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
- Talks on-going between Thames Valley Police, Royal Borough of Windsor and Maidenhead and Bracknell Forest Council regarding an extension to the Automatic Number Plate Recognition (ANPR) system
- Annual Presentation of Crime Figures to the Overview and Scrutiny Commission on 9th July 2015.
- Links to be developed with larger businesses in Bracknell to support the E-Safety agenda. Talks are on-going.
- Work with Royal Borough of Windsor and Maidenhead to improve the ANPR coverage between the two Borough’s
- Closer working between partnerships to identify and address safeguarding issues.

Performance and Partnerships

- The Data Quality Audit will be taking place during Quarter 2
- Continuing plans for the Bracknell Forest Careers event
- Review of the Local Performance Framework

Overview and Scrutiny

- Completing the programme of Overview and Scrutiny training for members
- Progressing the delivery of the work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and establishing Overview and Scrutiny working groups to commence reviews.
- Continuing to ensure that complaints against the Council at stage 3 and through the Local Government Ombudsman are responded to fairly and promptly.

Communications and Marketing

- Due to unexpected circumstances the team faces another difficult time of shortages, particularly as demand for the service, due to major projects, is at its highest for a very long time.
- A number of small but successful steps have been made in engaging other marketing staff around the council; from redefining the social media protocol, plans to widen access to the core account and supporting a service with their social media out of hours.
- The new 'newsroom' website is progressing with digital services. A specification has been tabled and is now being examined by the team to identify deliverables. This piece of work will create a significant improvement to how easily customers can find urgent / emergency information on the web out of office hours and it is anticipated; drive more traffic to council news.
- The service is actively involved in the website and (forthcoming) intranet refresh projects.
- The new communications strategy is being developed with key themes being proposed and set to go to CMT imminently.

Annex A: Progress on Key Actions

Sub-Action	Due Date	Owner	Status	Comments
MTO 1: Re-generate Bracknell Town Centre				
1.3 Deliver the framework which enables regeneration of Bracknell Town Centre				
1.3.1 Produce and implement a strategy for Market Square and the new market	31/03/2016	CXO		Negotiations are on-going with our development partners regarding time scales.
1.3.3 Work with BRP to monitor and implement the construction programme for town centre regeneration	31/03/2016	CXO		Officers continue working with BRP on the construction programme; completion is on track for Spring 2017.
1.4 Attract new retailers and leisure operators to underpin the regeneration of the Broadway based northern retail quarter and the creation of an '18 hour' economy.				
1.4.1 Co-ordinate a programme of work through the Town Centre Management Group	31/03/2016	CXO		Joint town centre management group set up, management strategy agreed and group now focusing on public realm.
1.4.2 Provide support to development partners and other occupiers to attract new retailers to the regenerated town centre	31/03/2016	CXO		Officers continue to support BRP.
1.6 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre				
1.6.1 Work with landowners to rebuild or refurbish the remaining unattractive buildings in the town centre	31/03/2016	CXO		Officers continue to build and maintain relationships with third party landowners in the town centre.
1.7 Promote residential development in the town centre, where viable, to take pressure off of our countryside to deliver housing				
1.7.1 Co-ordinate proposals for residential development in Bracknell town centre including at Stanley Walk/Jubilee Gardens	31/03/2016	CXO		Officers continue to work with partners on residential developments in the town centre
1.8 Deliver high quality public realm and public spaces				
1.8.2 Design the New Pocket Park on land to the north of the Goose Public House	31/03/2016	CXO		Work continues on the design of the New Pocket Park.
MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners				
5.9 Increase the participation of school leavers in employment, education or training				

Sub-Action	Due Date	Owner	Status	Comments
5.9.3 Create a 16-24 Information, Advice & Guidance (IAG) hub for young people in Bracknell Forest (Elevate)	31/03/2016	CXO		Interim IAG Hub operational (from January 2015 - May 2015 in Charles Square and since June 2015 from the Bracknell Open Learning Centre) with the Hub Co-ordinator located there during Hub opening times. Lease for new Hub premises currently being agreed. Hub refurbishment coordination in progress.
MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place				
8.1 Continue to seek to reduce overall crime levels focusing particularly on burglary, domestic abuse, Internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour				
8.1.1 Implement the Community Safety Plan priorities	31/03/2016	CXO		Violent crime and sex crimes have risen in the Borough along with most other areas within the Thames Valley. In general, the rise in Bracknell Forest is less and the outcome rate is higher than in other areas. Recorded domestic violence rates are among the lowest in the Thames Valley and outcome rates the highest in Berkshire. Effective monthly meetings are held to address Domestic Abuse, Internet related crime, Child Sexual Exploitation and Preventing Violent Extremism. The YOS continues to perform well with low numbers of first time entrants. Rates of burglary dwelling and shoplifting are among the lowest in the Thames Valley.
8.1.2 Continue to seek to reduce overall levels of crime through targeted action with prolific offenders	31/03/2016	CXO		All Crime, as recorded by Thames Valley Police for Bracknell Forest for Q1, 2015-16 has remained static. There continues to be substantial reductions in acquisitive crime offences and some rises in violent and sexual offences. In general, performance in Bracknell Forest is better than most other areas within the Thames Valley. Those acquisitive crimes that have been recorded are likely to have been committed by offenders from outside the area. The Offender Management process is engaged with many local offenders.
8.1.3 Work with partners to ensure crime and disorder is considered as part of the town centre regeneration plans	31/03/2016	CXO		There have been very few crimes associated with the regeneration of Bracknell Town Centre. Public Order Offences recorded in Bracknell Forest are the lowest in Thames Valley.
8.1.4 Review and publish the Prevent Strategy	31/03/2016	CXO		The action plan is reviewed regularly and is available internally
8.2 Reduce the incidence of anti-social behaviour				

Sub-Action	Due Date	Owner	Status	Comments
8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour	31/03/2016	CXO		The total number of incidents recorded on CADIS for 2014-15 reduced by 21%. The number of recorded public order offences in Bracknell Forest is the lowest for any area within Thames Valley.
8.3 Press for more visible policing				
8.3.1 Work through the Joint Tasking process with the Police to ensure visible policing in the borough	31/03/2016	CXO		Joint tasking meetings are attended by the Community Safety Manager and member of the BFC Community Safety Team. These meetings have been successful in helping to bring about the reductions in crime within the Borough. Representations are made at these meetings regarding the tasking of police officers and PSCOs are made by members of the Community Safety Team.
MTO 9: Sustain the economic prosperity of the Borough				
9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms				
9.1.1 Implement the Superfast Berkshire Broadband Plan	31/03/2016	CXO		The superfast broadband project is will give the borough 96.1% superfast coverage, scheduled for December 2015. Only one cabinet awaits implementation in North Ascot, which will be completed in the next two weeks and completing the project five months ahead of schedule.
9.2 Support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy				
9.2.1 Promote inward investment through the preparation and implementation of an inward investment strategy	31/05/2015	CXO		The service continues to; implement a 'business-centric' website, which will be a shop window to Bracknell Forest; develop a series of promotional documents including a welcome pack for prospective investors; the Bracknell Forest Property Forum is being set up in conjunction with the Promotion Sub-Group; and dialogues continue with planning colleagues to influence the Local Plan, which will set employment zones for the future.
9.2.10 Co-ordinate the Bracknell Forest Careers Event	31/03/2016	CXO		A date and venue are confirmed for the event - 15 October at The Coppid Beech Hotel. Learning to Work has been commissioned and over 50 exhibitors are already confirmed as attending.
9.2.11 Design and implement a system to recruit apprentices within the Council	31/03/2016	CXO		First draft of CMT report has been completed. A meeting with the AFT (Apprenticeship Task and Finish) group and the Assistant Chief Executive is scheduled for end of July to discuss and finalise the report and the proposed new system.

Sub-Action	Due Date	Owner	Status	Comments
9.2.2 Produce a new Local Economic Framework (LEF)	31/03/2016	CXO		Being considered by the Economic and Skills Development Partnership in July, and Overview & Scrutiny is planned in the Autumn to enable approval by the Executive in October 2015.
9.2.3 Support small and medium sized enterprises through an agreed programme	31/03/2016	CXO		Drafted. Business case being developed.
9.2.4 Develop a programme of engaging with local businesses	31/03/2016	CXO		Several meetings have been held this quarter in regards to the BCP with some of the most important companies based in Bracknell Forest: Netgear, Maximizer Software, Waitrose, and Avnet.
9.2.5 Promote commercial links to China, and other emerging economies, in particular through a programme of engagement and events	31/03/2016	CXO		Some requests from different Chinese Delegations: Hubei Provincial Supervision Department, Liuzhou City Committee, and Zhejiang Province.
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money				
11.2 Ensure staff and elected members have the opportunities to acquire the skills and knowledge they need				
11.2.6 Develop and implement the Good to Great programme theme of Communications and Cross-Department Working	31/03/2016	CXO		Two meetings were held in Quarter 1 with the staff working group. An action plan has been drafted and will be discussed by the Corporate Management Team on 12 August.
11.7 Work with partners and engage with local communities in shaping services				
11.7.3 Continue to support the voluntary sector through the provision of core grants	31/03/2016	CXO		Monitoring meetings were held for Quarter 4 2014/15. Updated Conditions of Grant documents and monitoring reports have been agreed for 2015/16 and Quarter 1 monitoring meetings will be taking place in the first week of August.
11.7.6 Implement the Bracknell Forest Elevate programme in conjunction with local and pan-county partners including the Thames Valley Berkshire LEP.	31/05/2015	CXO		- Hub set-up is in progress with an interim solution operational - Elevate Me website is launched, traffic is increasing; work has been commissioned to optimise analytics reporting for the website - Elevate partnership is continuing to be exemplary amongst the Berkshire Elevate's - Business engagement has started with projects related to social care (awaiting ASCHH responses) and construction (joint project with Mace) - Elevate Berkshire ESIF bid in progress

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QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q1 2015 - 16
April - June 2015

Portfolio holders:
Councillor Iain McCracken
Councillor Peter Heydon
Councillor Paul Bettison

Director:
Alison Sanders

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Section 1: Director's Commentary

The Service Plan for 2015-16 covers the first two quarters of the year. Work is underway with officers and members to develop the future planning and monitoring process across the Council.

The Corporate Services teams have made a good start to the first quarter of this financial year with completion of some key projects which will continue as part of the Council's objectives.

General Highlights for the quarter include

Work with the Community

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. The project closed with a celebration event at the Bracknell Open Learning Centre on 13 June attended by the Mayors of Bracknell Forest, Bracknell and Sandhurst and the Leader of Bracknell Forest Council. Project participants were presented with certificates of achievement at the event and described what a difference the project had made to them:

"Big thank you... I am very happy and satisfied with EIF project. We have learnt following subjects: English language, food, fire and health safety, computer, gardening and trips. We enjoyed these trips. I have achieved a lot".

Three volunteer led English for Speakers of Other Languages (ESOL) groups have been set up through the project at The Kerith Church, Bracknell, Sandhurst Baptist Church and The Look In Café, Great Hollands; the groups will provide a legacy of support to migrants to improve their English language skills following the end of the project.

Following the terrible news of the earthquakes in Nepal, the Council worked with the Bracknell Nepalese Society to provide signpost sources of support to the community and assist in the fundraising efforts. The Bracknell Nepalese Society raised over £5000 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. The Parks Community Association, a registered charity developed by the Council, will manage the centre on behalf of the local community. The Centre was officially opened by the Mayor of Bracknell Forest at an event organised by the Community Association on Saturday 20 June. The Centre will provide a bookable community meeting place and sports changing facilities for residents of The Parks and the wider Harmans Water community.

The combined Parliamentary, Borough and Parish elections were delivered in May followed by the commencement of the induction programme for the 12 elected Members who were new to the Authority.

The Annual Meeting of the Council was held to establish committees and appoint to them; to elect the Mayor and Deputy Mayor for the Municipal Year; and to elect the Leader for the next four years. Following their election the Mayor and Deputy Mayor were inducted.

A special Citizenship Ceremony was held on Monday 15 June to mark the 800th anniversary of the sealing of Magna Carta, which is widely seen as the document that heralded modern

democracy. Students from College Town Junior School attended and gave a short presentation about Magna Carta.

Performance Highlights

First draft of the Financial Statements was produced on 21 May 2015. This puts the Council in a strong position to meet statutory deadlines when they are brought forward.

During quarter one the revenues team worked closely with finance to complete the year end government returns and aid in completion of the final accounts from 2014/15. A number of Rateable Value increases have also been achieved thus increasing the collectible business rates. Collection of the New Year's Council Tax and Business Rates has begun in earnest with just under 7000 reminders and 1400 court summonses being issued to date.

The annual tranche of secondary appeals was delivered. Two panels sat for a total of seven days and heard 45 appeals; 27 for Garth Hill and 18 for Edgbarrow. One appeal was allowed for Garth Hill. None of the appeals for Edgbarrow were successful.

The implementation of the Customer Relationship Management system has continued, with Highways and Tree processes made live in this quarter. The number of online citizen accounts increased to over 5,500.

Other significant projects

Human Resources

- The Corporate staff survey action plan has now been approved by CMT; the departmental one has been linked to the Investors in People action plan following the recent "silver" award.
- Bedding in of the new appraisal scheme to ensure it works effectively.
- Intensive work arising from the next phase of the "Step up To Social Work" programme to create opportunities for trainee NQ social workers.
- Parallel running of the new Payroll/HR system commenced.

ICT Services

- Phase 2 of Win7 project underway and near completion.
- Completed PSN submission.
- Pilot underway to assess mobile technology to support Members.
- Roll-out of new phone service to libraries completed.
- New Instant Messaging product (Jabber) deployed across the Council.
- Personal Message Manager (PMM) rolled out allowing staff to self-manage spam mail.
- Assisting with Multi-Agency Safeguarding Hub (MASH) set up with CYP&L and working with Thames Valley Police (TVP) to allow access to Children's Services information.
- Provided technology support for elections and count.
- New year capital projects underway.

Legal Services

- Contracts exchanged for the purchase of the Binfield Learning Village site.
- Sale of and mortgage over Binfield Nursery development site.
- Successful Trading Standards prosecution (DL) relating to fraudulent trading in second hand cars. Sentencing imminent.
- Outreach training for social work staff in relation to Deprivation of Liberty applications.
- Continued to experience high demand for information under DPA/FOI including 18 subject access requests.

Property Services

- Draft Heads of Terms have been drawn up with Thames Valley Housing Association for Coopers Hill.
- Planning permission has now been granted for East Lodge for 9 affordable housing units.
- The purchase of 2 double shop units at Wildridings has been completed.
- The disposal of Adastron House and Byways has been completed.
- The surrender of the lease for Margaret Wells Furby Centre in Great Hollands has been completed.
- The disposal of Binfield Nursery site has completed.

Construction & Maintenance

- The procurement for the flume provider of the Coral Reef refurbishment has concluded and is within budget.
- Procurement for main construction at Coral Reef is in progress.

There were 3 capital projects questionnaire returned between 1 April to 30 June 2015. Of the 3 returned, the ratings were: 1 project excellent (33%) and 2 projects good (67%).

As from 1 April to 30 June 2015 there were 13 projects completed. Of the 13 projects completed 10 (77%) projects were completed on time and on budget.

Integrated Transport Unit (ITU)

- The Council has acquired its first electric vehicle (EV) to join the Council's pool of vehicle fleet.
- The council's catering services has been retendered and 'Something else to eat' appointed.

Areas where performance has been more difficult are:

- 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 a poor performance in April when annual leave and new staff still being trained on core activities impacted performance. The data for May (3.6%) and June (2.6%) was much better and hopefully this trend will continue.
- L059 - Percentage of post sent second class.
The volume of letters that required 1st class posting during the first quarter of 2015/16 was greatly increased. This was mainly due to a large volume of (unexpected) urgent Election letters (8688 total amount). School Admissions also sent out 1st class Primary school offer letters during April (646). This is actually a reduction on the normal annual volume of 1,500 but these are required to be sent first class.

Areas where risk is closely monitored:

The Corporate Services risk register was reviewed by the Departmental Management Team on 11 June 2015. The key changes made were as follows:

- To amend the Election risk and reduce the impact score in re-focusing the risk on the ongoing update of the Electoral Register outside of a general election period.
- To add an additional risk for business continuity due to construction works in the town centre.

Limited Assurance Internal Audit Reports

There were no limited assurance audit reports in Corporate Services in quarter 1.

Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Quarterly						
L059	Percentage of post sent second class (Quarterly)	97.00%	84.00%	95.00%		
L076	Planned maintenance spend (Quarterly)	99.70%	14.60%	12.00%		
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	68	63	60		
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	97.86%	29.41%	29.40%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	97.86%	31.80%	26.80%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	100.00%	100.00%	75.00%		
L233	Percentage of abandoned calls to the main Council contact number (Quarterly)	New for 15/16	6.7%	5.0%		
Democratic and Registration Services - Quarterly						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.00%	100.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	72.00%	88.00%	85.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)	90.00%	88.00%	80.00%		
L231	Number of entries on the Electoral Register (Quarterly)	New for 15/16	87,537			
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	93.8%	97.0%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	8.00%	6.00%	7.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.50%	0.53%	0.50%		
L234	Number of Council Tax cases in arrears (Quarterly)	New for 15/16	4,252	No target set		
ICT - Quarterly						
L079	Resolution of reported ICT incidents (Quarterly)	96%	96%	95%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	99.20%	99.80%	99.00%		
L220	Number of ICT Helpdesk Calls (Quarterly)	5,559	6,368	No target set		

Ref	Short Description	Previous Figure Q4 2014/15	Current Figure Q1 2015/16	Current Target	Current Status	Comparison with same period in previous year
Legal Services - Quarterly						
L084	Number of section 106s completed (Quarterly)	19	5	No target set		
L085	Amount of money recovered in debt collection (Quarterly)	5,133.89	4,476.98	No target set		
L086.1	Number of Freedom of Information requests received (Quarterly)	313	261	No target set		
L086.2	Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publically available (Quarterly)	11%	7%	No target set		
L086.3	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	3%	1%	No target set		
L088	Number of leases completed (Quarterly)	19	28	No target set		

Note: Key indicators are identified by shading

Traffic Lights		Comparison with same period in previous year	
Compares current performance to target		Identifies direction of travel compared to same point in previous 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
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years))
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))
NI006	Participation in regular volunteering (Biennially (every two years))
NI023	Perceptions that people in the area don't treat one another with respect and consideration (Biennially (every two years))
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)
L075	Number of commercial property voids (Annually)
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service (Annually)
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually)

UNRESTRICTED

Ind Ref	Short Description
L066	Top five percent earners - women, council wide (Annually)
L067	Top five percent earners - minority ethnic communities, council wide (Annually)
L068	Top five percent earners - with disability, council wide (Annually)
L070	Percentage of employees with a disability, council wide (Annually)
L071	Percentage of black and ethnic minority employees, council wide (Annually)
L072	Gender pay gap, council wide (Annually)
L073	Average number of off the job training days per employee, council wide (Annually)
L074	Average amount spent on training per employee, council wide (Annually)
L130	Percentage staff voluntary turnover, council wide (Annually)
L131	Percentage of staff leaving within one year of starting (Annually)
L174	Average number of working days lost to sickness per employee, council wide (Annually)
L078	ICT User satisfaction - service user survey (Bi-annually)
L080	ICT Project management - 5 metrics (Annually)
L087	Percentage of time recorded as chargeable time (Annually)

Section 3: Complaints

Corporate Complaints received

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

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

Nature of complaints/ Actions taken/ Lessons learnt:

1 Complaint upheld.

Partial refund for customer. Website information clarified by ECC regarding waste collection, fees and charges.

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	2	2	0	2	0	0
Community Engagement	5	1	4	3.7	0	0
Customer Services	44	36	8	41.34	1	2.22
Democratic & Registration Services	19	12	7	16.96	2	9.52
Finance	35	26	9	32.47	2	5.41
Human Resources	18	14	4	16.51	2	10
ICT	39	36	3	37.85	1	2.5
Legal	13	8	5	11.25	0	0
Property Services	39	26	13	34.16	1	2.5
Department Totals	214	161	53	196.23	9	4.04

Staff Turnover

For the quarter ending	30 June 15	1.87
For the last four quarters	1 July 14 – 30 June 15	8.96

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

Average UK voluntary turnover 2013: 12.5%

Average Local Government England voluntary turnover 2013: 12.0%

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

Comments:

4 members of staff left voluntarily this quarter. A slight decrease on last quarter. Voluntary Turnover for the last 12 months stands at 8.96%.

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.

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 1 average per employee	2015/16 projected annual average per employee
Directorate	2	0	0	0
Community Engagement	5	5	1	4
Customer Services	44	111.5	2.53	10.14
Democratic & Registration Services	19	10	0.53	2.11
Finance	35	59	1.69	6.74
Human Resources	18	7	0.39	1.56
ICT	39	39.5	1.01	4.05
Legal	13	9	0.69	2.77
Property Services	39	22.5	0.58	2.31
Department Totals (Q1)	214	263.5	1.23	
Totals (15/16)				4.93

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

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

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

Comments:

Sickness for this quarter stands at 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 currently stands at 4.93 days which is lower than the authority figure for 14/15. It is however slightly higher than the Corporate Services figure for 2014/15 mainly because of effect of long term sickness in a small number of cases.

Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key actions contained in the Corporate Services Service Plan for April - September 2015. This contains 59 actions to be completed in support of 8 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 4 actions were completed at the end of the quarter () , while 45 actions are on schedule () and 10 were causing concern ( and ) .

The 10 actions that are causing concern are:

Ref	Action		Progress
6.7.2 CE&E	Facilitate the development and opening of a new Community Centre and Library at Harmans Water		Atkins have completed a feasibility study, the cost of the project is being reviewed and all options for developing the building explored.
6.7.3 Property			
7.4.8	Develop an easy-read version of key parts of the website		The redevelopment of the public website is underway, and this will be an element of that project, although work on this aspect will begin later in the year.
7.4.9	Pilot sign language interpretation of parts of the website		The redevelopment of the public website is underway, and this will be an element of that project, although work on this aspect will begin later in the year.
11.1.11	Move website to open source platform and content management system		There has been a delay starting this project, due to issues with establishing the right ICT infrastructure. These have now been resolved, and workshops are underway with the first group of services.
11.1.9	Review provision of ICT for Members and implement new arrangements		A project Board was established before the election to consider options for the refresh of Members' ICT and to trial devices. The project has been delayed due to some technical issues with the devices that are being trialled but is now back on track and options should be available for Members during September.
11.5.1	Extend use of automated telephony channel		Work on this project will begin later in the year, following an upgrade of the telephony system.
11.5.2	Develop a Digital Strategy		Some initial work has been done to begin development of the Digital Strategy, and this will continue

Ref	Action		Progress
			following the development of the Council's new Policy Programme.
11.5.3	Review and publish revised Customer Contact Strategy		Some initial work has been undertaken on the development of the new strategy. This will continue following the development of the Council's new Policy Programme.
11.8.5	Implement the Electronic Document Management Strategy to enhance and extend document scanning		Review underway to advise on strategy moving forward. Upgrade of current system scheduled for early autumn. It is anticipated that EDRMS will be an enabler for both mobile working and digital services.

Section 6: Money

Revenue Budget

The original cash budget for the department was £14.243m. Net transfers of £0.101m have been made bringing the current approved cash budget to £14.344m. A detailed analysis of these budget changes in this quarter is available in Annex B.

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

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

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(1,879)	(1,879)	Increased voids and void periods, resulting in reduced income.

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

Capital Budget

The total approved capital budget for the year is £14,207.2m.

Expenditure to date is £4,760.3m representing 34% of the budget. The Department anticipates 100% of the total approved budget to be spent by the end of the financial year. A detailed list of schemes together with their approved budget and forecast spend is available in Annex B.

Section 7: Forward Look

Town Centre

- Continue to work with principal developer to deliver town centre regeneration through providing financial, legal and property advice.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- Continue to work with Comer Homes to monitor demolition site clearance and delivery of new Winchester House.

Community Engagement & Equalities

- Manage the Harmans Water Community Centre and Library project.
- Develop an action plan to move to the Excellent Level of the Equality Framework.
- Develop the ownership and management arrangements for the new Community Hubs in the strategic housing areas.
- Finalise action plans for the Civilian/Military Partnership.
- Commence the production of a new Equality Scheme for 2016-2021.
- Launch the new Community Events Diary on the All Services Hub.

Customer Services

- **Digital Services:** The redevelopment of the public website using an open source content management system has begun and the Digital Services Team are currently working with Registrars and Leisure service teams to review and simplify customer journeys. The team is also supporting a project to deliver online booking facilities for the Open Learning Centre.
- **Revenues:** The 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. New businesses premises that are not in the business rating list, as well as premises that have increased in size, will be identified and reported to the Valuation Office Agency in order to increase business rating income where possible.
- **Customer Services:** We are continuing development of Waste and Recycling processes in the customer online account, enabling customers to self-serve online for some things where they currently have to phone up. We will be starting work with School Admissions and Registrars, again with a focus on simplifying the customer journey. We are also investigating the options available to us if we upgrade our telephony system, including 'queue busting' (enabling the customer to request a call-back) and routing enquiries from different channels (email, SMS, social media) to advisors through the system.
- **Across all teams:** We are investigating upgrading the Capita payment portal, to give a better experience for customers, provide additional functionality and enable integration with key systems, including the upgraded online forms system and online booking systems for Registrars and the Open Learning Centre.

Democratic & Registration Services

- The next phase of the Member Induction and Development Programme will be delivered.
- An interim Mayoral Support Officer will be recruited and inducted to cover the secondment of a team member.
- The annual tranche of primary admission appeals will be delivered.
- Options for Members' ICT equipment will be finalised and each Member will be able to choose the option that best suits the way they work.
- A letter will be sent to postal voters whose votes could not be counted at the May elections, to advise them that their postal vote statements were rejected because their

name and/or date of birth were missing or did not match the data previously supplied. They will be given the opportunity to resubmit their date of birth and signature or to cancel their postal vote.

- The IER canvass will commence in August and complete in December.
- The Electoral Team will work with the Cabinet Office and Home Office to pilot test an electronic process to allow Electoral Registration Officers to data match against Home Office data.
- The Registration Service will be launching a competition to win a Naming Ceremony at the Syrett Suite and there will be a special wedding ceremony in August to mark the 2000th wedding in the Syrett Suite.

Corporate Property

- The Executive have approved the continuing procurement and delivery of the Education Village (Blue Mountain). Details of the land transaction continue to be negotiated.
- A cross directorate property review will work on the findings of the Vail Williams report and seek to identify service efficiencies and property savings to align to the Council's future budget plans.
- Considerations on Heads of Terms and viability for proposed development of flats and youth facility at Coopers Hill.
- Planning permission has been granted for 9 flats at East Lodge. Terms are to be finalised and to sell to Radian Housing.
- To set up tenancy arrangements with new tenants at Wildridings Square, following the completed purchase of 2 double units.
- Complete the surrender of the remaining floor at Ocean House.
- Progress development of options for Harmans Water Community Centre.
- Progress legal matters regarding the purchase of Dennis Pilcher House from Bracknell Forest Homes and consider viability for refurbishment works.
- New fire alarm, fixed electrical and emergency lighting contract to be procured.
- Enter into contract with Coral Reef ride vendor and send out additional PQQ for Coral Reef main contractor.
- To start the first phase of Asbestos surveys.
- New Term Maintenance contract to be evaluated and in place by December 2015.
- New mini framework to be procured and in place by 1 January 2016.
- The procurement exercise for Home to School Transport 2017 onwards has commenced.
- Tendering for an electric vehicle courier van is in progress. Whole life costs are expected to be lower than a conventional diesel van so it is envisaged that BFC will take on a second vehicle in the next quarter.

ICT Services

- Transfer telephone call contract from Vodafone to BT.
- Begin new Wide Area Network (WAN) contract with major upgrades to Children's Service, Adult Services, and document management systems to be undertaken.
- Complete Socitm benchmarking exercise for ICT Services.
- Complete Members pilot and deploy new equipment.
- Complete Mobile and Flexible technology assessment and begin deployment.
- Carry out upgrade to Email on the Move product BlackBerry Enterprise Server (BES) to latest version.
- Technology support for Children's Social Care (CSC) work styles.

Legal Services

- Delivery of Planning aspirations for Warfield development Site. Dealing with site assembly, land ownership, possible CPO, and the negotiation and drafting of various major S106 agreements for approximately 2000 homes.
- Binfield Learning Village site. Drafting and negotiation of a major s106 to commence in September 2015 in accordance with the provisional s106 timetable. Significant planning input required to assist the Steering Group in respect of various planning, planning policy and highways related issues. Aiming for a January 2016 Planning Committee.
- Legal input into the refurbishment of Coral Reef, development of the Local Plan, and CQC investigation into Birdsgrove Nursing Home.

Finance

- Draft accounts completed on 21 May. These will be subject to audit over the summer.
- Outturn for 2014/15 was £3.7m underspend. This puts money into balances to help future budgets.
- Budget on 8 July. May provide some pointers on future funding for Councils.
- New HR and Payroll system goes live in August.
- Finance and Procurement support for major projects e.g. Binfield Learning Village and Coral Reef continues.

Human Resources

- The new HR/Payroll system based on iTrent software is going forward with parallel pay runs and major development work still required including around self service.
- Corporate contribution to the implementation of the Coral Reef HR strategy will continue into the next few quarters, there are significant staffing issues to be addressed.
- An Assessment Centre and interviews with the 18 candidates for the “Step up to Social Work” scheme will be held in the quarter alongside managers from partner Berkshire authorities, Slough and West Berkshire.
- A new group of staff volunteers will begin work in a cross-departmental group looking at employee “Reward & Recognition” in much the same approach adopted by the Good to Great groups.
- Work will be underway to recruit a replacement for the Chief Officer: Human Resources.

Annex A: Progress on Key Actions

Sub-Action	Due Date	Owner	Status	Comments
MTO 1: Re-generate Bracknell Town Centre				
1.3 Deliver the framework which enables regeneration of Bracknell Town Centre				
1.3.4 Manage property transactions in accordance with the Town Centre Development Agreement to support town centre regeneration	31/03/2016	CS		Continue to monitor the final CPO's for the Town Centre. Conclude the property transfers to enable the regeneration. Working on strategic acquisition of any sites to support future areas of Town Centre regeneration.
1.3.5 Support the develop of a strategy for deployment of technologies in the Public Realm to support the Town Centre	31/03/2016	CS		Engaging with Public Realm work stream and determining the art of the possible with colleagues from the regeneration partnership.
1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council				
1.9.1 Surrender of the leases for temporary accommodation at Ocean House	31/08/2015	CS		Work to be carried out in the second quarter in order to surrender the lease in August 2015.
MTO 2: Protect communities by strong planning policies				
Sub-Action	Due Date	Owner	Status	Comments
2.5 Take strong enforcement action against those that do not comply with planning law				
2.5.2 Provide effective legal support for planning enforcement including issuing of enforcement notices	31/03/2016	CS		A number of instructions from Planning enforcement are pending due to the recruitment of additional Planning Enforcement Officers but are expected shortly.
MTO 3: Keep Bracknell Forest clean and green				
Sub-Action	Due Date	Owner	Status	Comments
3.1 Maintain our open spaces to a high standard				
3.1.4 Improve access to information and ability to report issues about the environment through online citizen accounts	31/03/2016	CS		The online citizen account is live, with access to Landscaping, Street Cleansing, Highways and Trees services operational. Work is underway to develop Waste and Recycling processes. By the end of the quarter, 5,600 customers had created an online account.
MTO 4: Support our younger residents to maximise their potential				
Sub-Action	Due Date	Owner	Status	Comments
4.3 Increase opportunities for young people in our youth clubs and community based schemes				

Sub-Action	Due Date	Owner	Status	Comments
4.3.3 Work with Thames Valley Housing to finalise plans for a residential development to underpin the modernisation of the Youth Service programme to develop a new Town Centre Youth hub.	31/03/2016	CS		Considerations on Heads of Terms and viability for proposed development of flats and youth facility at Coopers Hill.
MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners				
Sub-Action	Due Date	Owner	Status	Comments
5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation				
5.10.3 Coordinate a partnership approach to delivering opportunities for a digital inclusion programme	31/03/2016	CS		Work continues with Age Concern, Bracknell Forest Homes and the Open Learning Centre to provide opportunities for residents to develop digital skills. A Digital Inclusion project coordinator has been appointed at Age Concern, and their work programme has been agreed by the Older People's Partnership Board.
5.10.4 Oversee the management of the European Investment Fund (EIF) funded Stronger Voices project ensuring targets are met to support migrants to learn English and improve their well-being	31/03/2016	CS		The project has achieved all of its targets. A successful end of project celebration event has been held with project participants and a project evaluation is now being completed.
5.11 Ensure systems in place for effective pupil and school place planning				
5.11.2 Support CYPL in finding suitable sites for school extensions and new schools and supporting procurement activity around these	31/03/2016	CS		Property Services continue to support CYPL with the identification and delivery of expansion space for schools, including the recent Garth College 6th Form expansion.
5.11.4 Provide advice & support in relation to land acquisition and community facilities for the Blue Mountain site for the provision of a Learning Village	31/05/2015	CS		The property development framework has exchanged and work continues towards a planning application and a viable use of the former club house for community facilities.
MTO 6: Support Opportunities for Health and Wellbeing				
Sub-Action	Due Date	Owner	Status	Comments
6.7 Recognise the value libraries play in our communities				
6.7.1 Work with ECC to develop and implement the Good to Great programme theme of Community	31/03/2016	CS		Volunteers have been used to enhance opening times at Great Hollands Library. The lessons learnt from the pilot are being collated.

Sub-Action	Due Date	Owner	Status	Comments
Empowerment in libraries				
6.7.2 Facilitate the development and opening of a new Community Centre and Library at Harmans Water	31/03/2016	CS		Atkins have completed a feasibility study, the cost of the project is being reviewed and all options for developing the building explored.
6.7.3 Facilitate the development and opening of a new Community Centre and Library at Harmans Water	31/03/2016	CS		Atkins have completed a feasibility study, the cost of the project is being reviewed and all options for developing the building explored.
6.8 Support health and wellbeing through Public Health				
6.8.7 Promote healthy living by implementing employee health checks including school staff	31/03/2016	CS		NHS Health checks are usually available at a GP surgery but the Council has developed a programme which allows them to be carried out at work for those aged between 40 and 74 who are not already being treated for a long term health condition. The checks are carried out in work time at a number of Council work places including a small number of schools. As a result of the publicity by the HR team the delivery of the programme has meant over 350 staff will have had health checks in 2014/15 and the first part of 2015/16 which represents a significant percentage of staff who are eligible for the them and the scheme has therefore been a real success. Discussions are ongoing with Public Health about how to build on the impetus created by the strategy of improving the health of the workforce.
6.9 Support people who misuse drugs and/or alcohol to recover by providing appropriate interventions				
6.9.7 Deliver alcohol and drug abuse website	31/03/2016	CS		Work is underway to develop this website, although currently awaiting content from the service team.
MTO 7: Support our older and vulnerable residents				
Sub-Action	Due Date	Owner	Status	Comments
7.4 Continue to modernise support and include new ways of enabling the delivery of that support				
7.4.8 Develop an easy-read version of key parts of the website	31/03/2016	CS		The redevelopment of the public website is underway, and this will be an element of that project, although work on this aspect will begin later in the year.
7.4.9 Pilot sign language interpretation of parts of the website	31/03/2016	CS		The redevelopment of the public website is underway, and this will be an element of that project, although work on this aspect will begin later in the year.
7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care				
7.5.2 Complete the sale of Binfield Nursery site for	31/05/2015	CS		The sale has completed, subject to the payment terms amended in accordance with

Sub-Action	Due Date	Owner	Status	Comments
residential use				the Executive Member for Transformation's & Finance agreement.
7.5.3 Work with partners to identify a suitable location to enable the relocation of the Bridgewell and Ladybank Centre	31/03/2016	CS		Heads of Terms for the sale of Ladybank Centre and the purchase of Dennis Pilcher have been agreed. Plans for the refurbishment of Dennis Pilcher have been commissioned.
MTO 9: Sustain the economic prosperity of the Borough				
Sub-Action	Due Date	Owner	Status	Comments
9.2 Support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy				
9.2.12 Deliver website for the Business and Enterprise Service	31/03/2016	CS		Work is progressing well on the Business and Enterprise Service website, and this is expected to be delivered during Quarter 2.
9.2.13 Implement recommendations of the O&S Working Group on Business Rates	31/03/2016	CS		A Business Rates discount scheme has been developed, based on the recommendations of the Overview and Scrutiny Working Group, and is scheduled to be considered by the Executive in July.
MTO 10: Encourage the provision of a range of appropriate housing				
Sub-Action	Due Date	Owner	Status	Comments
10.1 Ensure a supply of affordable homes				
10.1.12 Commence disposal of surplus land adjacent to Garth Hill College	31/03/2016	CS		Quotes obtained for site surveys to be carried out.
10.1.13 Support Housing and Planning for the off-site provision of affordable homes from the TRL site in Bracknell Town Centre	31/05/2015	CS		Contracts have exchanged for the purchase of Amber House. Completion anticipated December 2016.
10.1.6 Complete work with Thames Valley Housing Association on development of affordable homes on the Adastron / Byways site	31/05/2015	CS		The disposal of Adastron House and Byways has been completed.
10.1.7 Dispose of Downside for affordable housing	31/05/2015	CS		Disposal of the site, subject to planning permission.
10.2 Support people who wish to buy their own home				
10.2.1 Purchase properties for let to Housing Clients	31/03/2016	CS		Continue to identify properties for purchase as necessary.
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money				
11.1 Ensure services use resources efficiently and ICT and other technologies to drive down costs				

Sub-Action	Due Date	Owner	Status	Comments
11.1.1 Start to implement recommendations of the property review carried out by Vail Williams	31/03/2016	CS		A property review group has been established to work through the Vail Williams recommendations and any other property assets considered appropriate for more efficient service delivery.
11.1.10 Review and deploy tablet technologies to support flexible and mobile working	31/03/2016	CS		Pilot studies underway with 6 Children's Social Care (CSC) teams, 5 members and a key individual staff. This includes Windows 8.1 tablets, I pads and BlackBerry devices. This also includes a workflow study of CSC team workstyles and it is anticipated this will further inform the project. It is anticipated that roll out of equipment will happen to certain groups late summer/early autumn.
11.1.11 Move website to open source platform and content management system	31/03/2016	CS		There has been a delay starting this project, due to issues with establishing the right ICT infrastructure. These have now been resolved, and workshops are underway with the first group of services.
11.1.12 Roll out CRM system taking opportunities to rationalise use of third party systems and encouraging take-up of self-service by residents	31/03/2016	CS		The new CRM system has successfully been rolled out to the Landscaping and Street Cleansing services, and has been integrated with the incumbent system in the Trees and Highways services. Work is currently underway to enable its use in the Waste and Recycling service.
11.1.2 Further develop Frontline Property Management System to enable additional Council services to access and update their property data	31/03/2016	CS		A working project is seeking to deliver more efficient and better customer service use of the frontline service for dealing with repairs and maintenance.
11.1.3 Use Pan Berkshire/Surrey PSN contract (Unicorn) to provide telephone calls and inter-site broadband communications	31/05/2015	CS		Work underway to move telephone call traffic to Unicorn/BT service. Also re-negotiated inter-site links contract generating further savings. Work to transfer to the new service to be undertaken next quarter
11.1.5 Implement new Payroll and HR business processes in tandem with a replacement system	31/08/2015	CS		Work continues on the implementation of the HR & Payroll System which goes live with core HR and Payroll in August 2015. Information on the new system will be more up to date as a result of new HR & Payroll processes implemented at the same time. Further work to make HR & Payroll processes more efficient will follow over the next year with the implementation of manager and employee self service.
11.1.6 Develop, implement and validate a new HR/Payroll System	31/08/2015	CS		Two parallel runs completed with a third scheduled for the end of July. Go live in August, as planned.
11.1.8 Develop use of Unique Property Reference Number (UPRN) and standard addressing format to improve information	31/03/2016	CS		Investigation underway on the cost-effectiveness of adopting a single consistent Unique Property Reference Number (UPRN) across the organisation and implementing across relevant business systems.

Sub-Action	Due Date	Owner	Status	Comments
exchange with other organisations				
11.1.9 Review provision of ICT for Members and implement new arrangements	31/05/2015	CS		A project Board was established before the election to consider options for the refresh of Members' ICT and to trial devices. The project has been delayed due to some technical issues with the devices that are being trialled but is now back on track and options should be available for Members during September.
11.2 Ensure staff and elected members have the opportunities to acquire the skills and knowledge they need				
11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development Programme	31/03/2016	CS		There were 8 attendances at two development sessions and 28 councillors attended a briefing session on the Town Centre. In addition one councillor attended a conference.
11.2.10 Implement and validate a new appraisal scheme as part of a new performance management system	31/05/2015	CS		Progress has been very good in rolling out the new, digitised appraisal scheme in the 2015/16 appraisal cycle, which incorporates all the guidelines produced by the Good to Great team. The new appraisal scheme introduces for the first time a competency framework for non-managerial staff as a key theme to improve performance management. Early feedback on the new approach has been very good.
11.2.2 Ensure the new Learning & Management System is in place to deliver the agreed corporate training plan	31/03/2016	CS		Good Progress. The new Learning & Management System is now linked to the revised appraisal scheme. Employees completing their appraisal forms will be automatically/electronically directed to the LMS to complete their PDPs.
11.2.3 Implement the Pay and Workforce Strategy Action Plan, relating to Organisational development, Leadership development, Skill development, Recruitment and retention, Pay and reward	31/03/2016	CS		The January 2015 Council Meeting endorsed the 2015/16 Pay & Workforce Strategy and the accompanying action plans which are now being enacted as part of the general workplan for the HR function. Key areas for activity currently centre around recruitment and retention in Children's Social Care and performance management.
11.2.5 Develop any of the Good to Great themes which are agreed following the 2014/15 staff survey	31/03/2016	CS		Whilst this last quarter saw the end of the "Good to Great" programme, it has been replaced by the Staff Survey Working Group for which volunteers are currently being sought. For the HR function the task is to look for new ways to approach Recognition and Reward in the work environment. It is anticipated that the first meeting of the group will be in Quarter 2.
11.2.7 Develop and implement the Good to Great programme theme of community empowerment	31/03/2016	CS		On track. Currently exploring where within the organisation there is a business case to make increased use of or start to recruit volunteers.

Sub-Action	Due Date	Owner	Status	Comments
working with the voluntary sector				
11.2.9 Deliver an induction programme for newly elected Members	31/03/2016	CS		The induction programme is underway and several sessions have already been delivered.
11.4 Ensure residents have fair access to the services they need				
11.4.1 Raise public awareness of the democratic process through a series of activities throughout the year	31/03/2016	CS		A special citizenship ceremony was held on 15 June to mark the 800th anniversary of the sealing of magna Carta and was attended by students from College Town Junior School who did a brief presentation.
11.4.2 Develop a new 'All of Us' Equality Scheme for 2016-20	31/03/2016	CS		On track
11.4.3 Deliver the Equality Framework action plan working towards the Excellent level	31/03/2016	CS		On track
11.4.4 Deliver the Combined Parliamentary, Borough and Town/Parish Elections	31/05/2015	CS		All three elections delivered
11.4.5 Deliver the Cabinet Office Individual Electoral Registration Phase 2 Programme	31/08/2015	CS		Phase 2 has commenced and preparations for the IER canvass are underway.
11.5 Develop appropriate and cost effective ways of accessing council services				
11.5.1 Extend use of automated telephony channel	31/03/2016	CS		Work on this project will begin later in the year, following an upgrade of the telephony system.
11.5.2 Develop a Digital Strategy	31/03/2016	CS		Some initial work has been done to begin development of the Digital Strategy, and this will continue following the development of the Council's new Policy Programme.
11.5.3 Review and publish revised Customer Contact Strategy	31/03/2016	CS		Some initial work has been undertaken on the development of the new strategy. This will continue following the development of the Council's new Policy Programme.
11.5.4 Facilitate self-service monitoring of case progress by publishing open cases through website / on-line account	31/03/2016	CS		Customers are now able to track the cases they have logged for Landscaping and Street Cleansing services, through their online self-service account. Similar processes are currently being developed for Waste and Recycling services, with other areas to follow.
11.7 Work with partners and engage with local communities in shaping services				
11.7.1 Develop a new Community Engagement Strategy 2016-19	31/03/2016	CS		On track
11.7.5 Facilitate the development of Community	31/03/2016	CS		Working with Binfield Parish Council (BPC) on a business case on potential uses of the

Sub-Action	Due Date	Owner	Status	Comments
Hubs at Blue Mountain (Binfield); Warfield and Transport Research Laboratory (Crowthorne)				Blue Mountain Clubhouse as a community facility; support has been provided to BPC to explore all their options. Meetings are planned to start to develop partnership working on the development of the Warfield and Crowthorne community hubs.
11.8 Implement a programme of economies to reduce expenditure				
11.8.1 Redesign services using a digital first approach to encourage channel shift to more cost effective channels, where appropriate	31/03/2016	CS		Services built in the new CRM system have all been designed with a self-service, digital first approach, and this approach is also being taken to the redevelopment of the public website. Work is underway to implement tracking of take-up of online services.
11.8.2 Update the Medium Term Financial Strategy to include changes to the local government finance regime, strategic policy changes and lead on the development of the Council's annual budget	31/03/2016	CS		Initial five year projections prepared. Further updates required following the Budget in July and the Spending Review in the autumn.
11.8.5 Implement the Electronic Document Management Strategy to enhance and extend document scanning	31/03/2016	CS		Review underway to advise on strategy moving forward. Upgrade of current system scheduled for early autumn. It is anticipated that EDRMS will be an enabler for both mobile working and digital services.
11.8.7 Implement Facilities Category Management Strategy	31/03/2016	CS		A working group continues to identify contract efficiencies to achieve the budget savings targets. A new term maintenance contract is being procured to support the strategy.
11.8.9 Complete the Home to School and occasional transport services tendering process	31/05/2015	CS		Quality impact assessments are to be carried out. Project group awaiting a parent representative. Consultation evening in the planning stage.

Annex B: Financial Information

	Original Cash Budget	Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter	
	2015/2016	C/Fwds	NOTE	£000	%	£000	£000	£000	NOTE
	£000	£000		£000	%	£000	£000	£000	
Director of Corporate Services									
Director of Corporate Services	218	1	G	219	15	219	0	0	
Community Engagement & Equalities	190	1	G	191	-6	191	0	0	
	408	2		410	5	410	0	0	
Head of Democratic & Registration Services									
Committee Services	334	2	g	336	13	336	0	0	
Member and Mayoral services	911	8	A,G	919	14	919	0	0	
Registration of Births, Deaths & Marriages	-35	13	C	-22	191	-22	0	0	
Registration of Electors / Elections	268	1	G	269	-38	269	0	0	
	1,478	24		1,502	2	1,502	0	0	
Chief Officer: Customer Services									
Local Tax Collection incl Cashiers	382	9	B,G	391	-4	391	0	0	
Customer Services	988	4	G	992	16	992	0	0	
	1,370	13		1,383	10	1,383	0	0	
Borough Solicitor									
Legal	594	3	G	597	17	597	0	0	
Chief Officer: Human Resources									
Human Resources	483	3	G	486	15	486	0	0	

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Unified Training Unit	410	2	G	412	-13	412	0	0
Health & Safety	58	0		58	26	58	0	0
	951	5		956	4	956	0	0
Borough Treasurer								
Finance	1,968	8	G	1,976	21	1,976	0	0
Insurance	333	0		333	173	333	0	0
	2,301	8		2,309	43	2,309	0	0
Chief Officer: Property Services								
Property Services	392	2	G	394	15	394	0	0
Industrial & Commercial Properties	-1,879	0		-1,879	23	-1,879	0	0
Construction & Maintenance	498	3	G	501	18	501	0	0
Operations Unit	3,839	27	F,G	3,862	22	3,862	0	0
	2,850	32		2,882	33	2,882	0	0
Chief Officer: Information Services								
ICT Services	2,443	9	G	2,452	23	2,452	0	0
Chief Executive's Office								
Chief Executive	346	13	D,G	359	-23	359	0	0
Chief Executive's Office	790	4	G	794	19	794	0	0
Town Centre Redevelopment	53	0		53	-643	53	0	0
Voluntary Sector Grants	163	0		163	52	163	0	0
NI136 - Grant Contributions to Shopmobility & CAB	219	0		219	50	219	0	0
Community Safety	277	-12	E,G	265	0	265	0	0
	1,848	5		1,853	-4	1,853	0	0

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TOTAL CS AND CX OFFICE	14,243	101	14,344	17	14,344	0	0
Memorandum item							
Devolved Staffing Budget - CS and CX	9,464	0	9,464	17	9,464	0	0
Non Cash Budgets							
Capital Charges	1,887	0	1,887		1,887	0	0
IAS19 Adjs	635	0	635		635	0	0
Recharges	-9,293	0	-9,293		-9,293	0	0
	-6,771	0	-6,771		-6,771	0	0

CORPORATE SERVICES / CX OFFICE QSR1 – APRIL TO MAY 2015**Virements**

Note	Total £'000	Explanation
A	6	Member & Mayoral Services Carry forward required to fund the Mentoring and Leadership Academy for two Members. The finalisation of requirements could not be completed and booked before the end of the 2014-15
B	6	Local Tax Collection Testing by capita for the upgrade to v9 of the cashiers system had been delayed until April.
C	13	Registration Services The contractor delayed the upgrade of the Stopford system a number of times, which meant the supplementary work on the website to align presentation of pages with Stopford was delayed.
D	12	Chief Executive The Town Centre Economic Strategy aims to create a hub for small businesses making use of empty office space in the Town Centre. Following approval from CMT in 2012-13 a virement of £0.012m is requested from the Economic & Development Reserve to support this strategy by providing 23 car parking spaces to Oxford Innovations between April to December 2015.
E	-13	Community Safety Transfer of £0.013m from the Prevention of Domestic Abuse budget to Adult Social Care Health Support for the Berkshire Womens Aid contract to 31 August 2015.
F	24	Operations Unit As a result of the tendering of the Landscape services last October the prices for sites have changed, in 2014/15 no changes were made to budgets since the amounts recharged were made to match the budgets. However, the budget economy on the whole contract for 2015/16 was put in ECC including the offset for the loss of income incurred in the Integrated Transport Unit from the reduction in vehicle recharges. This economy and loss of income now need to be redistributed to the Operations Unit.
G	53	Pension Fund Contributions As a result of the actuarial valuation of the Pension Fund an increase of £0.053m to employer's contributions is required. A virement from Non-Departmental budgets is to be made
	101	Virements reported in QSR1 Period

CORPORATE SERVICES / CX OFFICE QSR1 – APRIL TO MAY 2015
Variations

Note	Total	Explanation
	£'000	

0	Variations reported in QSR1 Period	
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Corporate Services & Chief Executive's Office Capital Monitoring as at 31 st May 2015												
Cost	Project Description	2014/15	2015	Approved	Cash	Expenditure	Current	2015/16	Carry Forward	(Under) /	Target for	Current status of the project
Centre		brought	/2016	Budget	Budget	to date	Commitment	Cash		Over	Completion	Notes
		forward	Budget		2015/16			Budget	2016	Spend		
								unspent/	/2017			
								uncommitted				
					(1)	(2)	(3)	(1)-(2+3)				
					(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	
Prior Year Funded Schemes												
Prior Year Funded Schemes - Corporate Services & Chief Executive's												
YM245	Jennett's Park Community Centre	10.0	0.0	10.0	10.0	0.0	0.0	10.0	0.0	0.0	March 2016	Blake Morgan contribution to Jennetts Park Community Centre of £0.010m received.
YM248	The Parks Community Centre/Sports Pavilion	210.1	0.0	210.1	210.1	185.5	0.0	24.6	0.0	0.0	March 2016	The budget includes a virement of £0.025m from ECC towards the multi use games area.
YM259	North Ascot Community Centre	5.2	0.0	5.2	5.2	0.0	0.0	5.2	0.0	0.0	March 2016	The CA wish to install another canopy with the remainder of the budget (they will make up the difference from their own finances).
YM293	Property & Asset Management System	36.1	0.0	36.1	36.1	0.0	3.9	32.2	0.0	0.0	March 2016	Development work has been hampered by time constraints but resources are being made available to resolve this.
YM312	On-Line Booking Systems	10.2	0.0	10.2	10.2	0.0	0.0	10.2	0.0	0.0	March 2016	The Open Learning Centre is unlikely to use this budget as they are going to adopt the online access module of their current management system. We are currently investigating the possibility of integrating the new CRM with Outlook, to enable booking of bulky waste collections. We will also investigate integration with Uniform, as this may facilitate booking of pest control appointments.
YM313	ICT Helpdesk Software Replacement	5.2	0.0	5.2	5.2	0.0	0.0	5.2	0.0	0.0	March 2016	Upgrade went live in December 2014, may require some configuration.
YM315	Customer Relationship Management System (Invest To Save)	53.5	0.0	53.5	53.5	0.0	1.0	52.5	0.0	0.0	March 2016	Confirm integration in live system is complete. Telephony integration is to be installed in the test system, and testing to start shortly. Phase 2 forms are complete (Highways and Trees) and work is underway on Phase 3 (Waste & Recycling). The decision has been taken not to move the system to New Achieve forms, as this requires an upgrade to the Capita payment portal.

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Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		330.3	0.0	330.3	330.3	185.5	4.9	140.0	0.0	0.0		
Prior Year Funded Schemes - Council Wide												
YM165	Server and Server Component Refresh	52.5	0.0	52.5	52.5	0.0	6.8	45.7	0.0	0.0	March 2016	Approximately 26 Windows OS upgrades, 3 physical server upgrades and warranties before end of March 2015 required.
YM215	Replacement Revenue & Benefits System	32.1	0.0	32.1	32.1	0.0	0.0	32.1	0.0	0.0	March 2016	The new CRM may facilitate easier integration with the Revenues system, thereby making the implementation of the e-revenues model unnecessary, although some capital would be required to fund the integration. We will also investigate whether an integration through this system would facilitate delivery of online access to the benefits service, as the Northgate module has proved unsuitable. Work will begin on these areas in the summer, following completion of the migration of existing Lagan services into the new CRM system.
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	23.2	0.0	0.0	23.2	0.0	0.0	March 2016	Required for speeding up at remote sites. Delayed due to PSN. Some funds required for extension of wireless links and potential Bridgewell expansion. Work continues to replace these
YM247	Market Street Properties	471.8	0.0	471.8	471.8	0.0	0.0	471.8	0.0	0.0	March 2016	Budget required to meet outstanding CPO claims in addition to the provision of £0.150m. The outstanding CPO claims and adequacy of the provision are reviewed as part of the final accounts process.
YM250	Backup System Replacement	37.4	0.0	37.4	37.4	0.0	0.0	37.4	0.0	0.0	March 2016	Review of backup solutions commencing. To be confirmed required budget
YM252	IPT Migration Project (Invest To Save)	48.1	0.0	48.1	48.1	10.5	15.6	22.0	0.0	0.0	March 2016	Call Manager being installed in July.
YM214	Electronic Documents Records Management System	115.0	0.0	115.0	115.0	7.6	28.6	78.8	0.0	0.0	March 2016	Budget to be used for renegotiation of contracts with Opentext and for CYP&L to develop an Information Management strategy to inform EDRMS.
YM253	Time Square Accommodation	32.2	0.0	32.2	32.2	2.1	0.0	30.1	0.0	0.0	June 2015	All the works have been completed as programmed. Final account prepared and agreed. All the works are now out of defects. Contractor currently arranging for minor defects to be rectified by the end of June.

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YM304	Great Hollands Community Centre & Library	53.9	0.0	53.9	53.9	0.0	18.3	35.7	0.0	0.0	August 2015	All works completed as programmed on the 18th July 2014. Final account prepared and agreed. Project in defects until 17th July 2015
YM307	CITRIX Licensing	72.0	0.0	72.0	72.0	0.0	0.0	72.0	0.0	0.0	September 2015	Licence requirements to be confirmed.
YM308	Phone System Replacement - Remote Sites	44.7	0.0	44.7	44.7	0.0	0.0	44.7	0.0	0.0	June 2015	The Oaks and Rowans currently outstanding
YM309	Storage Area Networks	60.6	0.0	60.6	60.6	0.0	0.0	60.6	0.0	0.0	March 2016	SAN installed and currently monitoring performance and resilience. Some invoices outstanding and some final consultancy required to coincide with backups set-up. More storage required.
YM311	Phone System Replacement - Libraries	19.5	0.0	19.5	19.5	0.1	0.2	19.2	0.0	0.0	March 2016	Majority of libraries set-up. Sandhurst to complete and Ascot Heath needs solution determining.
YM317	Easthampstead House Accommodation	1.0	0	1.0	1.0	0.0	0.0	1.0	0.0	0.0	March 2016	Project complete, in defects period until May with 2.5% retention.
YM318	Time Square Meeting Rooms - Display Screens	13.8	0.0	13.8	13.8	9.9	0.0	3.9	0.0	0.0	March 2016	Time Square meeting rooms kitted out and set-up. Boardroom being completed
YM322	Oracle 11 Upgrade	62.0	0.0	62.0	62.0	0.0	0.0	62.0	0.0	0.0	March 2016	Some server upgrades required during year to Oracle v11 for business systems. Some systems require v12.
YM323	Time Square – Easthampstead House Network Link	30.0	0.0	30.0	30.0	0.0	32.7	-2.7	0.0	0.0	March 2016	Ordered and install to be completed.
YM324	IPS Firewall	30.0	0.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0	March 2016	For internal firewall improvements - planning underway. Likely to slip depending on PSN requirements.
YM326	DNS-DHCP-IPAM System	20.0	0.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2016	To install resilient system. Supplier visit took place.
YM327	Wireless Expansion	20.0	0.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	September 2015	To be done at appropriate locations.
YM328	Network Management Software	10.3	0.0	10.3	10.3	0.0	0.0	10.3	0.0	0.0	September 2015	Software to be procured to improve internal monitoring and reporting. Not yet started.
YM331	Pocket Park	187.3	0.0	187.3	187.3	3.0	0.0	184.3	0.0	0.0	March 2016	Pocket Park design services and demolition notice.
YM334	Bracknell Bus Station	4,300.0	0.0	4,300.0	4,300.0	4,300.0	0.0	0.0	0.0	0.0	Complete	Purchase of Bracknell bus station
Total of Prior Year Funded Schemes - Council Wide		5,737.4	0.0	5,737.4	5,737.4	4,333.2	102.1	1,302.0	0.0	0.0		

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Total Prior Year Funded Schemes		6,067.7	0.0	6,067.7	6,067.7	4,518.7	107.0	1,442.0	0.0	0.0		
Percentages						74%	2%	24%	4%	0%		
Current Year Programme												
Current Year Programme - Corporate Services & Chief Executive's												
YM243	Community Centres - S106	140.5	0.0	140.5	140.5	0.0	0.0	140.5	0.0	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM329	Replacement HR & Payroll System	95.6	50.0	145.6	145.6	30.0	0.0	115.7	0.0	0.0	August 2015	Contract awarded to MidlandTrent. Backfill arrangements for project team implemented. Parallel running underway.
Total of Current Year Programme - Corporate Services & Chief Executive's		236.1	50.0	286.1	286.1	30.0	0.0	256.2	0.0	0.0		
Current Year Programme - Council Wide												
YM002	Access Improvement Programme	93.7	100.0	193.7	193.7	16.2	2.6	174.9	0.0	0.0	Rolling programme	Work is almost complete at Bracknell Leisure Centre to meet BVPI requirements. Design work is ongoing for improvements to two libraries and Larchwood. Access audits of the two large car parks have been commissioned.
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	0.0	400.0	0.0	0.0	0.0	March 2016	Monies transferred as part of the final accounts process.
YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	222.3	1,235.0	1,457.3	1,457.3	57.0	213.8	1,186.5	0.0	0.0	Rolling programme	Works on this years programme are underway . To date 4% of the budget has been spent with a further 15% committed.
YM320	Network Refresh	49.5	119.0	168.5	168.5	6.1	15.4	147.1	0.0	0.0	March 2016	Will spend on CUCM servers and EOL equipment.
YM325	Computer Estate Refresh	53.0	182.0	235.0	235.0	17.5	8.6	208.8	0.0	0.0	March 2016	To be used for replace on fail. Some budget may get used by mobile technology.
YM333	Harmanswater CC & Library	0.0	1,276.0	1,276.0	1,276.0	0.0	139.1	1,136.9	0.0	0.0	March 2016	To provide a viable and sustainable use for the first floor accommodation of the centre which will result in essential repair works being carried out to ensure that the fabric of the structure for the building does not deteriorate further. Also To provide library and community facilities at the neighbourhood centre in a cost effective way
YM335	ALBACS Upgrade	0.0	35.0	35.0	35.0	23.7	26.6	-15.2	0.0	0.0	March 2016	Current system goes end of life in September 2015. New C-Series software installed in test. User training completed and business processes being reviewed. Expected go live date end of June.
YM336	Website Redevelopment 2015	0.0	35.0	35.0	35.0	0.0	0.0	35.0	0.0	0.0	March 2016	A redevelopment of the public website is required to improve performance and remove deficiencies revealed in the SOCITM Better Connected Review 2014. The redevelopment will include fundamental changes to design, structure and content and will provide a single

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													responsive website, removing the need for a separate mobile site. The use of Drupal will provide greater opportunities and flexibility for adding in new website functionality and services
YM337	Netcall System Replacement	0.0	40.0	40.0	40.0	0.0	0.0	40.0	0.0	0.0	March 2016	The Netcall system has been in service since 2010 and is used by Customer Services, Revenues, Housing Benefits, Children's Social Care, Adult Social Care and the ICT Helpdesk for managing, queuing and reporting of their customer-facing calls. The current system runs on a platform known as "SEMAP+" and runs on a MS-Windows 2003 server. Windows has announced that Windows 2003 server will not be supported after July 2015 and SEMAP+ will not run on later versions.	
YM338	Data Centre Gas Canister 10 Year Renewal	0.0	10.0	10.0	10.0	0.0	10.0	0.0	0.0	0.0	June 2015	Complete but costs need transferring to this cost centre.	
YM339	SmartOffice Upgrade	0.0	40.0	40.0	40.0	0.0	0.0	40.0	0.0	0.0	March 2016	Not yet started	
YM340	Server 2003 Upgrade	0.0	40.0	40.0	40.0	0.0	0.0	40.0	0.0	0.0	March 2016	In progress with services	
YM341	SQL Upgrade	44.0	98.0	142.0	142.0	89.1	0.0	52.9	0.0	0.0	March 2016	All SQL DBs need to be upgraded to SQL 2014. All SQL 2005 licences will no longer be supported by MS from 2015. Due to PSN requirements, unsupported software is not permissible on the BFC network.	
YM342	Server Hardware Replacement	0.0	107.0	107.0	107.0	0.0	0.0	107.0	0.0	0.0	March 2016	Planning commenced	
YM343	Members ICT Equipment Refresh	0.0	20.0	20.0	20.0	0.3	0.0	19.7	0.0	0.0	March 2016	Options currently being trialled	
YM344	MFD – Printer Refresh	3.9	20.0	23.9	23.9	1.8	6.2	15.9	0.0	0.0	March 2016	Printers to be rolled out as per agreed schedule.	
YM345	Town Centre Redevelopment	0.0	3,600.0	3,600.0	3,600.0	0.0	0.0	3,600.0	0.0	0.0	March 2016	The Council will need to undertake its own planned investment on wider Town Centre infrastructure, in order to facilitate the Town Centre redevelopment works. All of these items have a much wider impact than the new development itself and will benefit the whole	

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													Borough
YM346	Asbestos Control	0.0	30.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0	March 2016		A budget is required to cover any asbestos removal or encapsulating works in Corporate properties that is identified in future Asbestos Management Surveys. The surveys will be phased over a number of years

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Total Current Year Programme - Council Wide	466.4	7,387.0	7,853.4	7,853.4	211.6	822.4	6,819.4	0.0	0.0
Total Current Year Programme	702.5	7,437.0	8,139.5	8,139.5	241.6	822.4	7,075.5	0.0	0.0

Percentages 3% 10% 87% 0% 0%

Total - Council Wide	6,203.8	7,387.0	13590.8	13,590.8	4,544.9	924.5	8,121.4	0.0	0.0
Total - Corporate Services & Chief Executives	566.4	50.0	616.4	616.4	215.4	4.9	396.1	0.0	0.0
Total Capital Programme	6,770.2	7,437.0	14207.2	14,207.2	1,906.0	1,643.6	2,824.2	99.1	-4.7

Percentages 34% 7% 60% 0% 0%

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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: XPerHR 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: OVERVIEW & SCRUTINY COMMISSION
24 SEPTEMBER 2015**

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

1 PURPOSE OF REPORT

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

2 RECOMMENDATION(S)

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

3 REASONS FOR RECOMMENDATION(S)

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

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

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

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

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

7 CONSULTATION

None.

Background Papers

Local Government Act 2000

Contact for further information

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OVERVIEW & SCRUTINY COMMISSION**EXECUTIVE WORK PROGRAMME**

REFERENCE:	I055850
TITLE:	High Street Multi-storey Car Park 4 Electrical Works Procurement Plan
PURPOSE OF REPORT:	To seek Member approval to strip out and install new LED light fittings, emergency lighting, fire alarms systems and re-wire the entire car park.
DECISION MAKER:	Executive Member for Culture, Corporate Services and Public Protection
DECISION DATE:	30 Sep 2015
FINANCIAL IMPACT:	Within existing budget
CONSULTEES:	Not applicable.
CONSULTATION METHOD:	None.

REFERENCE:	I055653
TITLE:	Extension of Customer Contact Strategy to April 2015
PURPOSE OF REPORT:	To approve the extension of the current Customer Contact Strategy to April 2015, and to agree the approach for the development of a new Customer Contact Strategy.
DECISION MAKER:	Executive Member for Culture, Corporate Services and Public Protection
DECISION DATE:	30 Sep 2015
FINANCIAL IMPACT:	There is no direct financial impact of extending the timeframe for this strategy.
CONSULTEES:	DMTs
CONSULTATION METHOD:	Report to be circulated to DMTs

Unrestricted

REFERENCE:	I050874
TITLE:	Discretionary Rates Relief Scheme and New Applications
PURPOSE OF REPORT:	To review the Council's scheme for discretionary rate relief and hardship relief and consider any new applications..
DECISION MAKER:	Executive Member for Culture, Corporate Services and Public Protection
DECISION DATE:	30 Sep 2015
FINANCIAL IMPACT:	Within existing budget
CONSULTEES:	None but an initial equalities impact assessment will be required as part of the review of the scheme.
CONSULTATION METHOD:	Not applicable.

REFERENCE:	I056132
TITLE:	Comensura Contract Retender Procurement
PURPOSE OF REPORT:	To approve the Procurement Plan for the provision of temporary Agency Workers to the Council.
DECISION MAKER:	Executive Member for Transformation & Finance
DECISION DATE:	1 Oct 2015
FINANCIAL IMPACT:	Within existing budget.
CONSULTEES:	Hiring Managers
CONSULTATION METHOD:	Meeting(s) with interested parties

Unrestricted

REFERENCE:	I056284
TITLE:	ICT Category Strategy
PURPOSE OF REPORT:	To outline the approach that will be taken corporately to ensure the authority is getting best value from its ICT contracts and purchases. Action plan to be reviewed by Service Efficiency Strategy Group annually.
DECISION MAKER:	Executive Member for Culture, Corporate Services and Public Protection
DECISION DATE:	12 Oct 2015
FINANCIAL IMPACT:	Within existing resources.
CONSULTEES:	Operations Group, ICT Steering Group
CONSULTATION METHOD:	Meetings

REFERENCE:	I054106
TITLE:	Bracknell Forest Partnership Community Engagement Strategy: report against actions 2014/15
PURPOSE OF REPORT:	To report on the progress against actions in the Bracknell Forest Partnership Community Engagement Strategy 2013/16 during its second year of implementation, and to celebrate community engagement achievements during 2014/15.
DECISION MAKER:	Executive Member for Council Strategy and Community Cohesion
DECISION DATE:	13 Oct 2015
FINANCIAL IMPACT:	All activity was supported by existing budgets.
CONSULTEES:	The Council's Community Cohesion and Engagement Partnership members.
CONSULTATION METHOD:	Through meetings and by email.

Unrestricted

REFERENCE:	I055823
TITLE:	Council Tax and Business Rates Recovery
PURPOSE OF REPORT:	To seek the permission of the Executive to implement a revised debt recovery policy for both Council Tax and Business Rates.
DECISION MAKER:	Executive
DECISION DATE:	20 Oct 2015
FINANCIAL IMPACT:	Minimal
CONSULTEES:	None.
CONSULTATION METHOD:	Not required

REFERENCE:	I055129
TITLE:	Policy Programme
PURPOSE OF REPORT:	The Executive are asked to agree the recommendation to Council (25 November 2015)
DECISION MAKER:	Executive
DECISION DATE:	20 Oct 2015
FINANCIAL IMPACT:	Contained within the report
CONSULTEES:	Officers O&S Commission (internal)
CONSULTATION METHOD:	Meetings/Verbal

Unrestricted

REFERENCE:	I053133
TITLE:	Local Economic Strategy Review
PURPOSE OF REPORT:	To endorse the Local Economic Framework for the Borough.
DECISION MAKER:	Executive
DECISION DATE:	20 Oct 2015
FINANCIAL IMPACT:	Contained within the report.
CONSULTEES:	Not applicable.
CONSULTATION METHOD:	Not applicable.

REFERENCE:	I054107
TITLE:	“All of Us” Equality Scheme 2012/16: report on progress against actions 2014/15
PURPOSE OF REPORT:	To report on the progress against actions in the “All of Us” Equality Scheme 2012-16 during its third year of implementation, and to celebrate equality scheme achievements during 2014/15.
DECISION MAKER:	Executive Member for Council Strategy and Community Cohesion
DECISION DATE:	18 Nov 2015
FINANCIAL IMPACT:	All activity was supported by existing budgets.
CONSULTEES:	The Equality Scheme itself had extensive public consultation. The Action Plan consultation has involved the Council’s service managers, senior managers, CMT and the Council’s Equality Group.
CONSULTATION METHOD:	Through consultation meetings and by email.

Unrestricted

REFERENCE:	I052737
TITLE:	Capital Budget 2016/17
PURPOSE OF REPORT:	To approve the Council's budget proposals for consultation.
DECISION MAKER:	Executive
DECISION DATE:	15 Dec 2015
FINANCIAL IMPACT:	Council's annual budget proposals.
CONSULTEES:	Targeted consultation exercises will be undertaken with business rate payers, the Schools Forum, Parish Councils and voluntary organisations. In addition, this report and all the supporting information will be publicly available to any individual or group who wish to comment on any proposal included within it. Internal consultation is via officers, members and more specifically the Overview & Scrutiny Commission and its panels.
CONSULTATION METHOD:	The Council's web site, a dedicated mailbox and a letter to all business ratepayers.

REFERENCE:	I052627
TITLE:	Revenue Budget 2016/17
PURPOSE OF REPORT:	To approve the Council's budget proposals for consultation.
DECISION MAKER:	Executive
DECISION DATE:	15 Dec 2015
FINANCIAL IMPACT:	Council's annual budget proposals.
CONSULTEES:	Business rate payers, the Schools Forum, Parish Councils and voluntary organisations. The public will also have the opportunity to submit comments.
CONSULTATION METHOD:	Targeted consultation exercises will be undertaken with business rate payers, the Schools Forum, Parish Councils and voluntary organisations. In addition, this report and all the supporting information will be publicly available to any individual or group who wish to comment on any proposal included within it. Internal consultation is via officers, members and more specifically the Overview

Unrestricted

REFERENCE:	I052161
TITLE:	Corporate Performance Overview Report
PURPOSE OF REPORT:	To inform the Executive of the Council's performance over the second quarter of 2015-16.
DECISION MAKER:	Executive
DECISION DATE:	15 Dec 2015
FINANCIAL IMPACT:	No financial implications.
CONSULTEES:	Not applicable
CONSULTATION METHOD:	Not applicable

REFERENCE:	I054891
TITLE:	Calculation of Council Tax Base
PURPOSE OF REPORT:	The Council is required to consider and approve the calculation of the Council Tax Base which has to be calculated in accordance with the Local Authorities (Calculation of Council Tax Base) Regulations 2012.
DECISION MAKER:	Director of Corporate Services
DECISION DATE:	December 2015
FINANCIAL IMPACT:	Required in order to set the Council Tax for the coming year
CONSULTEES:	None.
CONSULTATION METHOD:	None.

Unrestricted

REFERENCE:	I050875
TITLE:	Discretionary Rates Relief - New Applications
PURPOSE OF REPORT:	To consider new applications for discretionary rate relief and hardship relief.
DECISION MAKER:	Executive Member for Culture, Corporate Services and Public Protection
DECISION DATE:	31 Dec 2015
FINANCIAL IMPACT:	Within existing budget
CONSULTEES:	Not required
CONSULTATION METHOD:	Not required

**TO: OVERVIEW AND SCRUTINY COMMISSION
24 SEPTEMBER 2015**

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

1 PURPOSE OF REPORT

- 1.1 This report provides an update on the Overview and Scrutiny (O&S) Work Programme for 2015-16 and Panel activity, with particular reference to Working Groups of the Overview and Scrutiny Commission.

2 RECOMMENDATION

That the Overview and Scrutiny Commission:

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

3 SUPPORTING INFORMATION

O&S Work programme

- 3.1 The O&S Work Programme for 2015-16, incorporating (where available) each Chairman's assessment of progress, is at Appendix 1. As previously explained to the Commission, the Panels have seen the need to make some changes to the previously adopted work programme.

Economic Strategy Working Group

- 3.2 This Working Group, comprising Councillors Leake (Lead Member), Allen, Angell, and Mrs Mattick met on 25 August with the Chairman of the Economic and Skills Development Partnership and senior officers, to review the draft Economic Strategy. Officers undertook to consider the points raised by Members when finalising the draft strategy for Executive endorsement. No further meetings of the Working Group are planned.

The Draft Council Plan (Formerly Medium Term Objectives Working Group)

- 3.3 All Members of the O&S Commission were invited to attend a workshop, with the Leader and the Chief Executive, on 10 September, to consider the draft Council Plan, which is to replace the former Medium Term Objectives.

ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable

Contact for further information

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Monitoring Of Work Programme for Overview and Scrutiny in 2015/16

The Overview and Scrutiny (O&S) Chairmen's assessment of the progress on the work programme for O&S in 2015/16 is shown below, where the symbols represent:



Completed or on course for completion



Delayed or completion at risk



Will not be achieved in 2015/16

Comments by O&S Commission Chairman

Two working groups have started work on the draft Economic Strategy and the draft Council Plan (strategic priorities). The balance of the overall work programme will depend on the outcome of the workshop on the strategic priorities. The Panels' work programmes will also be reviewed.

OVERVIEW AND SCRUTINY COMMISSION		Status / Comment
1.	Co-ordination of the work of the Overview and Scrutiny Panels	
2.	Routine monitoring of the performance of the Council's corporate functions	
3.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan	
4.	2016/17 Budget Scrutiny To review the Council's budget proposals for the Chief Executive's Office and the Corporate Services Department for 2016/17, and plans for future years. To include a discussion with the Borough Treasurer during 2015 on the evolving budgetary position. Overview and Scrutiny Panels will also scrutinise the budget proposals in their departmental areas.	
5.	Crime and Disorder Committee To include an annual meeting with representatives of the Community Safety Partnership.	
6.	The Council Plan (Formerly Medium Term Objectives) To contribute to the review of the Council's Plan (formerly Medium Term Objectives) following local government elections in May 2015.	

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

The Panel last met on 16 June, the main items being:

- Receiving an introductory briefing on the Department’s role and functions
- Reviewing the Quarterly Performance Report
- Considering the Adult Social Care Annual Report
- Considering the Annual Complaints Reports 2014/15 for Adult Social Care and for Housing.
- Considering scheduled Executive Decisions relating to Adult Social Care and Housing
- Considering the Panel’s next review topic. This led to setting up a working group on homelessness, which has met twice, to date.

ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Monitoring the performance of the Adult Social Care, Health and Housing Department</p> <p>To receive an introductory briefing on the role of the Adult Social Care, Health and Housing Department.</p> <p>To include on-going review of the Quarterly Service Reports, receiving statutory plans and reports (such as the annual reports on complaints received), monitoring the action taken by the Executive to earlier reports by the Panel, and being briefed on the progress of any significant developments (such as the Care Act).</p>	
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>	
3.	<p>2016/17 Budget Scrutiny</p> <p>To review the Council’s Adult Social Care and Housing budget proposals for 2016/17, and plans for future years.</p>	
4.	<p>Homelessness Strategy</p> <p>To form a Working Group to make an input to the preparation of the new Homelessness strategy</p>	

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

The Panel hasn’t had a meeting since the last Commission meeting of Thursday 9th July. However, we have been busy over the summer establishing our new working group. We had a scoping meeting on Tuesday 4th August where we elected Cllr Jennie McCracken to be lead member, and subsequently a planning meeting on the Tuesday 24th August.

CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Monitoring the performance of the Children, Young People and Learning Department</p> <p>To receive an introductory briefing on the role of the Children, Young People and Learning Department.</p> <p>To include on-going review of the Quarterly Service Reports, receiving statutory plans and reports (such as the annual reports of the Local Safeguarding Children Board, and on complaints received). Monitoring:</p> <ul style="list-style-type: none"> • The creation of the 'Learning Village' in Binfield • Schools' performance, particularly secondary schools; • The action taken by the Executive to earlier reports by the Panel 	
2.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan	
3.	<p>2016/17 Budget Scrutiny</p> <p>To review the Council's Children, Young People and Learning budget proposals for 2016/17, and plans for future years.</p>	
4.	<p>Child Sexual Exploitation</p> <p>To form a Working Group to review the Council's response to the risks of Child Sexual Exploitation, delivered in concert with Community safety partner organisations.</p>	

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

This Panel had its first meeting of this administration on 7th July.

The Director gave the panel an introduction to the many and varied subjects covered by his directorship.

A demonstration of the software used for Highways Maintenance was received.

There was an update on the Local Plan which members asked to be included on all future panel agenda.

Future work programme was discussed. The next working group was going to be on Parks and Open Spaces but with the Head of Service leaving in a few weeks it was decided to shelve this until a later date when the new Head of Service had the time to settle in. Nonetheless the Chairman and Vice Chairman met with Richard Walton on 5th August to have an informal discussion around the subject. It was agreed to establish the next panel's working group. It would look at the Planning department with particular attention to the process and

procedures, enforcement and S106 agreements. It was also agreed that a future subject will be Houses In Multiple Occupation (HMO,s).

The next panel meeting will be 22nd September. As this is a couple of days before the Commission meeting a verbal update can be given.

The working group for Planning had its first meeting 24th August and received an introductory briefing from Andrew Hunter and Max Baker and a draft scoping document will be prepared. Next meeting 7th September and again a verbal update can be given to the Commission due to the timing of when this report is required.

ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Monitoring the performance of the Environment, Culture and Communities Department</p> <p>To receive an introductory briefing on the role of the Environment, Culture and Communities Department.</p> <p>To include on-going review of the Quarterly Service Reports; the performance of the Department, review of any inspection reports or self-evaluations; monitoring the action taken by the Executive to earlier reports by the Panel, and monitoring significant departmental developments, particularly:</p> <ul style="list-style-type: none"> • The works at Coral Reef • The Local Development Framework • The potential extended uses of the Council's E+ Smartcard. 	
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>	
3.	<p>2016/17 Budget Scrutiny</p> <p>To review the Council's Environment, Culture and Communities budget proposals for 2016/17, and plans for future years.</p>	
4.	<p>The Council's Planning Function</p> <p>To form a Working Group to review the Council's Planning Function, including making an input to the draft Local Enforcement Plan.</p>	

Comments by Health Overview And Scrutiny Panel Chairman

HO&S Panel has met twice since its members have been identified after the Elections. The work program has been carried over from previous administration with the current focus of embedding the Francis Report recommendations into practice. Work on this is progressing nicely with each member having identified their Specialist area and now identifying where any gaps or areas of concern maybe. At our next meeting on October 1st the panel will be asked to commit specific time outside of the quarterly meetings to finalize areas that are outstanding from the recommendations.

The panel has identified areas in which they felt HO&S would be best utilized. The panel selected GP Capacity to be the first area they wanted to explore once the Francis Report Recommendations were finalized.

Induction training for all HO&S panel is ongoing with an overview provided by the Lead Member and Senior Officers at our first meeting in June and further training is due to take place on 21st September to help the panel be aware of the various elements that are interconnected within the Health structure and current health focus such as The Better Care Fund, The Care Act and CQC findings to name a few.

The panel agreed the rolling program of invited key service providers with amendments as needed. The South Central Ambulance Service came to our first meeting in June which was insightful and timely. We await follow up information to be supplied from panels questions.

We look forward to welcoming the CEO of Frimley Health to our meeting in October and progressing with the work of the panel.

HEALTH OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p>Monitoring the performance of the Local NHS Organisations and the Adult Social Care, Health and Housing Department in relation to health</p> <p>To receive an introductory briefing on the Council's role in relation to Health. To include on-going review of the Quarterly Service Reports and monitoring significant developments, particularly:</p> <ul style="list-style-type: none"> • The Better Care Fund • The Care Act • Improvements at Heatherwood and Wexham Park Hospitals following the acquisition by Frimley Park Hospital Trust <p>Provision of sufficient GP surgeries to match long-term growth in the Borough's population.</p>	
2.	<p>Implementing the new Approach to Health Scrutiny</p> <p>To deliver the new approach to health scrutiny as recommended by the Panel's Working Group on the Francis report.</p>	
3.	<p>2016/17 Budget Scrutiny</p> <p>To review the Council's budget proposals for public health in 2016/17, and plans for future years.</p>	
4.	<p>Responding to NHS Quality Accounts and Consultations</p> <p>Under Department of Health guidance, the Health O&S Panel should provide comments on the annual Quality Accounts produced by the NHS Trusts nearby, and the Panel is a statutory consultee for any substantial variation in NHS services affecting the Borough.</p>	

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