



Quarterly Service Reports - Corporate Services

Quarter Ending: Tuesday 30 June 2015

1. **Quarterly Service Report - Corporate Services: Quarter 1, 2015-16**

1 - 38

This page is intentionally left blank



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

Contents

Section 1: Director's Commentary	3
Section 2: Department Indicator Performance	6
Section 3: Complaints	9
Section 4: People	10
Section 5: Progress against Medium Term Objectives and Key Actions	12
Section 6: Money	14
Section 7: Forward Look	15
Annex A: Progress on Key Actions	18
Annex B: Financial Information	26

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		

UNRESTRICTED

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

UNRESTRICTED

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						NOTE
	£000	£000		£000	%	£000	£000	£000	
<u>Director of Corporate Services</u>									
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	

UNRESTRICTED

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

UNRESTRICTED

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	
----------	---	--

UNRESTRICTED

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.

UNRESTRICTED

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.

UNRESTRICTED

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		

UNRESTRICTED

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

UNRESTRICTED

													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	

UNRESTRICTED

													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

UNRESTRICTED

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%

This page is intentionally left blank