



Quarterly Service Reports - Corporate Services

Quarter Ending: Wednesday 30 September 2015

1. **Quarterly Service Report - Corporate Services: Quarter 2, 2015-16**

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QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q2 2015 - 16
July - September 2015

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

Director:
Alison Sanders

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Section 1: Director's Commentary

There has been good progress on the key objectives for the second quarter.

General Highlights for the quarter include

Work with the Community

The European Integration Fund financed 'Stronger Voices' project, which finished at the end of June, has been awarded a Britain in Bloom Award for the work it did in supporting non EU migrants to grow their own food and integrate with other users of the Jeallotts Hill Community Landshare project.

Performance Highlights

The Council's new HR and Payroll System went 'live' in August.

The Council's financial statements were approved by the Governance & Audit Committee on 23 September. The external auditor commented that they were prepared to a high standard and subsequently issued an unqualified audit opinion.

As part of the Member Induction Programme, the Member Mentoring Programme commenced with 8 mentors and 13 mentees.

The tranche of primary admission appeals was completed. Five Panels sat for a total of five days and heard 24 appeals. In total, appeals were heard for 11 primary schools: Ascot Heath Infant, Ascot Heath Junior, Birch Hill, Crowthorne, Holly Spring Infant, Jennett's Park, Meadow Vale, St Margaret Clitherow, St Michael's Easthampstead, Uplands and Warfield. One appeal was allowed for Ascot Heath Infant School and all others were refused.

The Assessment Centre and interviews for the candidates for the "Step up to Social Work" were held in the quarter including managers from partner Berkshire authorities, Slough and West Berkshire. 12 candidates were successfully recruited.

ICT Services achieved Public Services Network (PSN) compliance.

Legal Services dealt with a high profile prosecution of car dealer engaged in unlawful trading which secured a 42 week custodial sentence (suspended for 12 months).

Other significant projects

Democratic & Registration Services

The annual voter registration canvass commenced mid-August. The canvass is different this year as a result of Individual Electoral Registration (IER). All households (almost 49,000) received a Household Enquiry Form (HEF) which contained the information currently held on the electoral register for that address, and asked residents to check whether the information was correct. Anyone whose name was added to the HEF received an individual electoral form asking them to register. In the region of 17,000 reminders were sent to non-responding households mid-September requesting a response by 9 October to ensure that the 1 December register is as accurate as possible.

Customer Services

The redevelopment of the public website using an open source content management system is continuing and the Digital Services Team have so far completed 14 workshops with service teams to review and simplify customer journeys.

Development of the Customer Relationship Management (CRM) system continues, with significant work undertaken to review the Waste and Recycling processes. This has included the development of self-service processes for reporting a missed collection and for booking a bulky waste collection. The number of online account holders has reached 7,000.

Human Resources

- The new HR/Payroll system based on iTrent software has been successfully launched.
- Corporate contribution to the implementation of the Coral Reef HR strategy continued to address contentious and complex staffing issues.
- A replacement for the Chief Officer: Human Resources was recruited in the quarter
- The recruitment process for the Executive Officer at Sandhurst Town Council was commenced – the CO:HR is providing support to the Members at Sandhurst.

ICT Services

- Transfer of the telephone call contract from Vodafone to BT Unicorn was commenced.
- Major upgrades to Children's Service, Adult Services, and document management systems were completed.
- Completed Socitm benchmarking exercise for ICT Services.
- Evaluated members' technology pilot, new equipment to be deployed next quarter.
- Carried out Mobile and Flexible technology assessment for officers and beginning deployment.
- Carried out an upgrade to Email on the Move product BlackBerry Enterprise Server (BES) to latest version.
- Technology support was provided for Children's Social Care (CSC) work styles and plan set-up of the Multi-agency Safeguarding Hub (MASH).
- Added two more sites on corporate phone system (Portman Close and Rowans).
- MS Active Directory upgraded to latest version.
- Completed rollout of new password policies.
- Achieved PSN compliance.

Legal Services

- Debts of £32,072.82 recovered (banked).
- Further County Court judgements of £32,511 obtained.
- Conveyancing - purchase of Tenterden Lodge guest house to be used for homeless families. Expecting to exchange and complete early October.
- Completed agreement and long lease of playing fields at St Margaret Clitherow, upon academy status being achieved on 1st September.
- FOI requests received and processed have now exceeded 500 in the current financial year.
- 4 nominations of Assets of Community Value received and processed.
- The creation and adoption of governance arrangements for the Neighbourhood Planning Decision making process for all future Neighbourhood Planning applications and the smooth progression of the Binfield Neighbourhood Plan.
- Continued legal advice to the Warfield Major Project and negotiations with the Western Consortium and ATLAS in regards to a legal model agreement to bring forth comprehensive development on-site.
- The commencement of legal negotiations on the s106 Heads of Terms for Blue Mountain scheme.

- Advice to Children's Disability Team in respect of the interaction between the Children Act 1989 and Mental Capacity Act 2005.

Property Services

- Planning permission has now been granted for East Lodge for 9 affordable housing units, however, Radian Housing Association have withdrawn their offer for East Lodge due to viability issues.
- Surveys commissioned for surplus Garth Hill land to propose for sale.
- The catering contract with Something Else to Eat (SETE) commenced on 1 June 2015 and is being robustly managed. To date there have been no formal complaints via the contract manager about this service. SETE continue to improve their service with innovative ideas.
- New centralised secure waste contract will bring into line all Bracknell Forest Council sites and ensure Information Management (IM) and Payment Card Industry (PCI) compliance.
- New Home to School contract for 2016 – The Official Journal of the European Union (OJEU) was published on 2 September 2015, pre-qualification questionnaire (PQQ) is now on South East (SE) portal, parent consultation is live on Bracknell Forest Council public website and a face to face consultation took place at Bracknell Leisure Centre on 29 September 2015.
- Procurement of the new term maintenance contractor has been completed, with the appointment to be announced in October 2015.
- There were 5 capital projects questionnaires returned between 1 July to 30 September 2015. Of the 5 returned, the ratings were: 4 project excellent (80%) and 1 project good (20%).
- As from 1 July to 30 September 2015 there were 23 projects completed. Of the 23 projects completed 22 (96%) projects were completed on time and on budget.

Significant changes in service use and associated financial impact:

In Council Tax a single person discount review has been undertaken as a result of the National Fraud Initiative (NFI) data matching exercise with the electoral roll. Collection rates for both Council Tax and Business Rates remain in line with previous years' performance, with an additional Court being held in August to ensure the recovery is proceeding as swiftly as possible for those who are not making payments.

Areas where performance has been more difficult are:

- Business Rates avoidance remains an ongoing issue, with evidence still to be received from The Photographic Angle before a revised opinion can be obtained from Counsel. Delays and a change in focus at the Valuation Office Agency are causing an increase in the length of time it is taking for new Business Rate premises to be added to the list, thus creating a delay in receiving the additional income that results from any growth. These issues are monitored closely by the Revenues Manager.
- Debt outstanding as percentage of gross debt (L064).
Awaiting recovery of £0.5m of debt from Clinical Commissioning Group. Should be paid in coming weeks bringing indicator L064 in line with target.

Areas where risk is closely monitored:

The Corporate Services Risk Register was reviewed by the Directorate Management Team on 3 September 2015. The only significant change made was to reduce the risk of contractor failure.































Limited Assurance Internal Audit Reports

There were two limited assurance reports in Corporate Services quarter 2.








The first was on a Council Wide audit of procurement where 2 priority one recommendations were raised in respect of weaknesses in controls over waivers.

The second limited assurance report was on Network Infrastructure where 5 priority 1 recommendations were raised. ICT advised Internal Audit that some controls had been knowingly disabled while the authority was transitioning from Novell Directory Services (NDS) to Microsoft Active Directory (AD). ICT have advised the auditors that the relevant policies, etc have been re-instated now that migration has been completed. The audit of PSN/Network Infrastructure due to complete in quarter 3 will verify this. PSN compliance was achieved in August.







Section 2: Department Indicator Performance

| Ref | Short Description | Previous Figure Q1 2015/16 | Current Figure Q2 2015/16 | Current Target | Current Status | Comparison with same period in previous year |
|---|---|----------------------------|---------------------------|----------------|---|---|
| Corporate Property - Quarterly | | | | | | |
| L059 | Percentage of post sent second class (Quarterly) | 84.00% | 93.20% | 95.00% |  |  |
| L076 | Planned maintenance spend (Quarterly) | 14.60% | 32.90% | 30.00% |  |  |
| L229 | Number of clients with learning difficulties using the R-bus (Quarterly) | 63 | 66 | 60 |  |  |
| Customer Services - Quarterly | | | | | | |
| L051 | Percentage of current year's Council tax collected in year (Quarterly) | 29.41% | 56.93% | 57.20% |  |  |
| L053 | Percentage of current year's Business Rates collected in year (Quarterly) | 31.80% | 57.59% | 53.60% |  |  |
| L221 | Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly) | 100.00% | 86.00% | 75.00% |  |  |
| L233 | Percentage of abandoned calls to the main Council contact number (Quarterly) | 6.7% | 3.7% | 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) | 88.00% | 81.00% | 85.00% |  |  |
| L182 | Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly) | 88.00% | 92.50% | 80.00% |  |  |
| L231 | Number of entries on the Electoral Register (Quarterly) | 87,537 | 87,054 | N/A |  | |
| Finance - Quarterly | | | | | | |
| BV8 | Percentage of invoices paid within 30 days (Quarterly) | 97.0% | 96.5% | 95.0% |  |  |
| L064 | Debt outstanding as percentage of gross debt (Quarterly) | 6.00% | 9.00% | 7.00% |  |  |
| L065 | Return on investments exceeds 7-day LA cash benchmark rate (Quarterly) | 0.53% | 0.57% | 0.50% |  |  |
| L234 | Number of Council Tax cases in arrears (Quarterly) | 4,252 | 4,765 | N/A | N/A | N/A |
| ICT - Quarterly | | | | | | |
| L079 | Resolution of reported ICT incidents (Quarterly) | 96% | 95% | 95% |  |  |
| L082 | ICT service availability - percentage of time service is available for use (Quarterly) | 99.80% | 97.70% | 99.00% |  |  |

UNRESTRICTED

| Ref | Short Description | Previous Figure Q1 2015/16 | Current Figure Q2 2015/16 | Current Target | Current Status | Comparison with same period in previous year |
|-----------------------------------|--|----------------------------|---------------------------|----------------|----------------|---|
| L220 | Number of ICT Helpdesk Calls (Quarterly) | 6,368 | 5,310 | N/A | N/A |  |
| Legal Services - Quarterly | | | | | | |
| L084 | Number of section 106s completed (Quarterly) | 5 | 5 | N/A | N/A |  |
| L085 | Amount of money recovered in debt collection (Quarterly) | 4,476.98 | 32,072.82 | N/A | N/A |  |
| L086.1 | Number of Freedom of Information requests received (Quarterly) | 261 | 266 | N/A | N/A |  |
| 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) | 7% | 9% | N/A | N/A |  |
| L086.3 | Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly) | 1% | 1% | N/A | N/A |  |
| L088 | Number of leases completed (Quarterly) | 28 | 18 | N/A | N/A |  |

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 | Quarter due |
|----------------|--|--------------------|
| BV 156 | Buildings accessible to people with a disability | Q4 |
| L052 | Cumulative percentage of Council Tax collected for the previous year at 31 March | Q4 |
| L054 | Cumulative percentage of business rates collected for the previous year at 31 March | Q4 |
| L066 | Top 5% earners: women | Q4 |
| L067 | Top 5% earners: minority ethnic communities | Q4 |
| L068 | Top 5% earners: with disability | Q4 |
| L070 | Percentage of employees with a disability | Q4 |
| L071 | Percentage of black and ethnic minority employees | Q4 |
| L072 | Gender pay gap | Q4 |
| L073 | Average number of off the job training days per employee | Q4 |
| L074 | Average amount spent on training per employee | Q4 |
| L075 | Number of commercial property voids | Q4 |
| L078 | ICT User Satisfaction - service user survey | Q3 |
| L080 | Project Management - 5 metrics (SOCITM) | Q4 |
| L087 | Percentage of time recorded as chargeable time | Q4 |
| L130 | Percentage staff turnover | Q4 |
| L131 | Percentage staff leaving within one year of starting | Q4 |
| L174 | Working days lost due to sickness absence | Q4 |
| L222 | An annual staff satisfaction survey for town centre buildings to be undertaken on facilities support and service | Q4 |
| NI001 | Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years)) | Q4 – 2016/17 |
| NI004 | Percentage of people who feel they can influence decisions in their locality (Biennially (every two years)) | Q4 – 2016/17 |
| NI006 | Participation in regular volunteering (Biennially (every two years)) | Q4 – 2016/17 |
| NI023 | Perceptions that people in the area don't treat one another with respect and consideration (Biennially (every two years)) | Q4 – 2016/17 |

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 2 | Complaints activity year to date | Outcome of total complaints activity year to date |
|----------------------------|--------------------------------------|----------------------------------|---|
| Stage 2 | 0 | 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 | 0 | 1 | |

1 Complaint upheld in Q1:
 Partial refund for customer. Website information clarified by ECC regarding bulky 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 | 3 | 1 | 2 | 2.51 | 0 | 0 |
| Customer Services | 45 | 37 | 8 | 42.45 | 2 | 4.26 |
| Democratic & Registration Services | 18 | 11 | 7 | 16.09 | 3 | 14.29 |
| Finance | 36 | 26 | 10 | 33.27 | 1 | 2.70 |
| Human Resources | 19 | 14 | 5 | 17.05 | 1 | 5 |
| ICT | 39 | 36 | 3 | 37.85 | 1 | 2.5 |
| Legal | 13 | 8 | 5 | 11.25 | 0 | 0 |
| Property Services | 38 | 26 | 12 | 33.56 | 2 | 4.26 |
| Department Totals | 213 | 161 | 52 | 196.02 | 10 | 4.48 |

Staff Turnover

| | | |
|----------------------------|-----------------------|------|
| For the quarter ending | 30 September 15 | 1.4 |
| For the last four quarters | 1 Oct 14 – 30 Sept 15 | 7.48 |

| | |
|---|--------|
| 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:

3 members of staff left voluntarily this quarter. A slight decrease on last quarter. Voluntary Turnover for the last 12 months stands at 7.48%.

Vacancies within HR, Democratic & Registration Services and Property Services will be filled during October.

Staff Sickness

| Section | Total staff | Number of days sickness | Quarter 2 average per employee | 2015/16 projected annual average per employee |
|------------------------------------|-------------|-------------------------|--------------------------------|---|
| Directorate | 2 | 0 | 0 | 0 |
| Community Engagement | 3 | 1.5 | 0.5 | 4.33 |
| Customer Services | 45 | 109 | 2.42 | 9.8 |
| Democratic & Registration Services | 18 | 1.5 | 0.08 | 1.28 |
| Finance | 36 | 68 | 1.89 | 7.06 |
| Human Resources | 19 | 48 | 2.53 | 5.79 |
| ICT | 39 | 75.5 | 1.94 | 5.90 |
| Legal | 13 | 0 | 0 | 1.38 |
| Property Services | 38 | 36 | 0.95 | 3.08 |
| Department Totals (Q2) | 213 | 339.5 | 1.59 | |
| Totals (15/16) | | | | 5.66 |

| 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 339.5 days. This is higher than last month, however there was a higher proportion of long term sick this quarter. There were 200 days attributable to long term sick this quarter. However, there is now only one person off on long term absence as others have returned. The projected annual average currently stands at 5.66 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 the effect of the long term sickness days.

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 7 actions were completed at the end of the quarter () , while 49 actions are on schedule () and 3 were causing concern ( and ) .

The 3 actions that are causing concern are:

| Ref | Action | | Progress |
|--------|---|---|--|
| 6.7.2 | Facilitate the development and opening of a new Community Centre and Library at Harmans Water |  | Options for developing the building are being explored. |
| 6.7.3 | Facilitate the development and opening of a new Community Centre and Library at Harmans Water |  | Alternative options are being considered for the property. |
| 11.8.5 | Implement the Electronic Document Management Strategy to enhance and extend document scanning |  | Review carried out to advise on strategy moving forward. Upgrade of current system underway. 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 £0.166m have been made bringing the current approved cash budget to £14.409m. A detailed analysis of the budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.008m over the current approved cash budget. A detailed analysis of the variances this quarter is available in Annex B

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 £14,541.9m.

Expenditure to date is £5,488.6m representing 38% of the budget. The Department anticipates 97% 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

- 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 particularly focussing on plans for a Blue Mountain community facility.
- Finalise action plans for the Civilian/Military Partnership.
- Launch the new Community Events Diary on the All Services Hub.
- Finalise Equality Information reports for publishing in Q4.
- Monitor the 'All of Us' Equality Scheme for 2014-15.

Customer Services

- The Revenues Service will consult on the proposed use of penalties for failure to supply information, which if approved, would take effect from 1 April 2016.
- The Digital Services team will continue to run workshops with service teams to redesign customer journeys for implementation on the new website. The site structure and initial designs will continue to be developed, with a view to launching a beta version of the site in November.
- The development of the Customer Relationship Management system will continue, with redesigned Waste and Recycling services due to go live at the start of the quarter, and work will begin to develop Registrars, Elections and Revenues services in the new system.

Democratic & Registration Services

- Completion of the household canvass and publication on 1 December of the Revised Register of Electors.
- Preparation and delivery of Binfield By-Elections for 3 seats on Binfield Parish Council.
- Induction of new Principal Registration Officer.
- Results of the competition to win a child's Naming Ceremony in the Syrett Suite.
- Completion of the refresh of Members' ICT equipment.
- Delivery of induction feedback workshops for new councillors.
- Delivery of Local Democracy Activities during Local Democracy Week (12-16 October) to promote the democratic process and the councillor role.
- Delivery of the National Takeover Challenge in Bracknell Forest, which sees organisations across England opening their doors to children and young people to take over adult roles. It puts children and young people into decision-making positions and encourages organisations and businesses to hear their views. Children gain an insight into the adult world and organisations benefit from a fresh perspective about their work.

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.
- Consideration of draft Heads of Terms and viability for proposed development of flats and youth facility at Coopers Hill.
- Consider options for the sale of East Lodge site.
- Commence legal work for transfer of Ladybank and purchase of Dennis Pilcher House.
- Property services framework to be evaluated and in place by 1 December 2015.
- Surveys to be completed for surplus Garth Hill land and options for future sale to be considered.
- Fixed electrical and emergency lighting contract currently being evaluated.
- Coral Reef flumes being designed by the ride vendor (Van Egden) and tender for main contract being prepared.
- Start the first phase of Asbestos surveys.
- New Term Maintenance contract will be in place by December 2015.
- New mini framework for minor works to be procured and in place by 1 January 2016.
- New Home to School contract for 2016 – Pre-qualification questionnaire (PQQ) closing date is 12 October 2015 and invitation to tender (ITT) will be issued 9 November 2015 with a return date of 18 December 2015.
- A Nissan ENV200 electric vehicle van was ordered in July as a replacement for one of the current postal courier vehicles. This is due to be delivered mid-December.

ICT Services

- Complete transfer of telephone call contract from Vodafone to Unicorn.
- Begin new Wide Area Network (WAN) contract with Unicorn.
- Complete deployment of new ICT equipment to Members.
- Complete Mobile and Flexible technology assessment through a range of pilot projects and begin deployment.
- Complete upgrade to Email on the Move product BlackBerry Enterprise Server(BES) to latest version.
- Extend wireless availability in all town centre buildings.
- Major upgrade of Call Centre Management system, Netcall.
- New server backup system implementation.
- Corporate phone system (Cisco) upgrade. New DR test plan being developed.
- Upgrade of Opentext software.
- Commence project on mobile technology contract renewal.
- Service Improvement plan impact on other services e.g. Communication and Marketing – regarding BF Alerts for high priority alerts for staff.
- Screens savers being aligned with new Council Plan.
- Citrix single sign-on.
- Corporate Email signature blocks.
- MASH set-up planning.
- Office moves for various teams and departments.
- Framework upgrade to Mosaic.

Legal Services

- Binfield Learning Village project is expected to place significant demands on legal resources.
- Various new Public Health agreements affecting several of the Berkshire Unitary Authorities in the pipeline.
- A number of potential Special Educational Needs Tribunal appeals have been identified in the coming quarter.
- Legal input into the setting up of Downshire Homes as a Local Authority owned housing company tasked with helping to meet the demand for emergency housing in the Borough
- Advice to be provided to Adult Social Care department to facilitate future management of Deprivation of Liberty safeguarding cases in the light of emerging case law.
- Legal Team Business Planning event scheduled in November to launch future service strategy.






Finance






- The outcome of the Spending Review will be announced on 25 November and the Provisional Local Government Finance Settlement will follow in late December. Both will have a significant impact on the Council's financial plans over the next four to five years, with particular reference to the emerging proposals around the future of business rates.
- The Council's budget proposals for 2016/17 will be finalised and published for consultation in December.
- Following the successful go-live of the new HR and Payroll system further development work will be undertaken including web recruitment, electronic payslips and the introduction of self service for employees.
- Finance and Procurement support will continue for major capital projects including Binfield Learning Village and Coral Reef.
- A new internal audit contract needs to be in place on 1 April 2016. The intention is to use an existing framework agreement set up by the London Borough of Croydon. Arrangements will be made to utilise this agreement during the quarter.
- Working with other Berkshire councils on options for the future delivery of a sustainable and resilient finance function will be progressed.










Human Resources








- Preparations will be put in place for the new Chief Officer: Human Resources who will commence employment at the end of the quarter including handover arrangements
- The start of the Organisational Change process will take place in the quarter after the Executive has agreed the draft budget for Consultation. The consultation process for any staff changes will begin in the quarter.
- The Coral Reef staffing reduction programme will continue during the period.
- Major development work around the iTrent HR module will be worked on including self service.
- 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 staff engagement groups.
- A full review will be carried out on the new digitised appraisal scheme to address any improvements which have become necessary since its introduction in this year's cycle.










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 development of a strategy for deployment of technologies in the Public Realm to support the Town Centre | 31/03/2016 | CS |  | Specification for infrastructure in the Public Realm developed. Includes infrastructure for the deployment of CCTV and public Wi-Fi. Areas such as use of social media and interaction with the mesh network for digital signage and traffic light control being investigated. |
| 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 |  | Surrender of the lease has been completed. |
| 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 |  | The team has issued two additional Enforcement Notices for this quarter and has provided enforcement advice in regards to particular outstanding cases. A large number of Enforcement Notices are anticipated to be forwarded to Legal Services. We are advised that 5 Enforcement Notices are to be forwarded to Legal imminently in addition to 20 Section 215 Notices |
| 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 |  | Developments are well advanced to enable access to waste and recycling services through the online account, and these services are expected to go live at the beginning of October 2015. The number of account holders has now increased to over 7,000 |










| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| 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 | | | | |
| 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 |  | Work is being undertaken on the viability of the project. |
| 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 |  | We continue to work with partners to develop opportunities for supporting development of digital skills. Work is underway to deliver a range of digital inclusion sessions during 'Get Online' week in October. |
| 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 |  | A hybrid planning application is due to be submitted in the Autumn to progress the development. |
| MTO 6: Support Opportunities for Health and Wellbeing | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |








| 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 Empowerment in libraries | 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. |
| 6.7.2 Facilitate the development and opening of a new Community Centre and Library at Harmans Water | 31/03/2016 | CS |  | Options for developing the building are being explored. |
| 6.7.3 Facilitate the development and opening of a new Community Centre and Library at Harmans Water | 31/03/2016 | CS |  | Alternative options are being considered for the property. |
| 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 |  | Whilst the health check programme is now finished, the Council is looking to build on the impetus created by the strategy of improving the health of the workforce by concentrating on reducing sickness absence due to stress. It will elicit the help of its Occupational Health provider and its provider of counselling services to raise awareness and promote ways for employees to manage stress. |
| 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 progressing on the development of this website |
| 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 |  | This work will be planned for later in the website redevelopment project. |
| 7.4.9 Pilot sign language interpretation of parts of the website | 31/03/2016 | CS |  | An exercise will be undertaken later in the website redevelopment project, to establish the full requirements relating to this objective. |
| 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 residential use | 31/05/2015 | CS |  | The sale has completed, subject to the payment terms amended in accordance with the Executive Member for Transformation's & Finance agreement. |
| 7.5.3 Work with partners to identify a suitable location to enable the relocation of | 31/03/2016 | CS |  | Estimates have been prepared for several refurbishment options and are under consideration. |






| Sub-Action | Due Date | Owner | Status | Comments |
|--|------------|-------|---|---|
| the Bridgewell and Ladybank Centre | | | | |
| 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 |  | Excellent progress has been made, with the design of the website completed, and the technical build well underway. Content is almost developed, and training is due to take place first week of October. The beta site will go live mid October, followed by further content population and beta testing. |
| 9.2.13 Implement recommendations of the O&S Working Group on Business Rates | 31/03/2016 | CS |  | The Executive considered the discount scheme, and decided not to proceed at the present time. |
| 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 |  | Surveys of the site are currently being undertaken. |
| 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. Planning application being progressed. |
| 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 |  | Negotiations have been finalised. Legal documents being worked on. Completion planned within the next quarter. |
| 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 | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 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 (PRG) has been established reporting to CMT on a number of work streams to release assets and provide more efficient accommodation for a number of service areas. |
| 11.1.10 Review and deploy tablet technologies to support flexible and mobile working | 31/03/2016 | CS |  | Initial pilot phase nearing completion. Members technology roll-out to begin at the end of October. Feedback from staff being collated and deployment being planned. |
| 11.1.11 Move website to open source platform and content management system | 31/03/2016 | CS |  | Work continues carrying out workshops with services. The procurement is underway to appoint a design agency to support the initial design phase of the website. The technical build of the site is also well underway. We expect to have an 'alpha' site to demonstrate in November. |
| 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 |  | Work on waste and recycling services has taken longer than anticipated, although we do now expect these to go live in early October. Communication of the self-service account has been successful, with over 7,000 account holders by the end of September. |
| 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 |  | Training of building managers is underway; this will enable the building manager to raise their own requests for maintenance and repairs on the frontline system. |
| 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 this quarter |
| 11.1.5 Implement new Payroll and HR business processes in tandem with a replacement system | 31/08/2015 | CS |  | In this quarter the first payroll run on the new iTrent system was successful, with subsequent runs showing a below average error rate. This represents a major achievement for what was a complex and challenging project. The next phase of the project implementation plan will see the introduction of Incident Reporting, Recruitment Management and Employee Self Service. |
| 11.1.6 Develop, implement and validate a new HR/Payroll System | 31/08/2015 | CS |  | System went live in August, as planned. Further development work now underway. |
| 11.1.8 Develop use of Unique Property Reference Number (UPRN) and standard addressing format to improve information exchange with other organisations | 31/03/2016 | CS |  | Investigating possibility of a pilot with Revenues and Benefits as a proof of concept (poc) to test the business case. Project plan to be agreed. |

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| 11.1.9 Review provision of ICT for Members and implement new arrangements | 31/05/2015 | CS |  | The trial of new devices is complete and the Project Board will be meeting in October to finalise options so that the roll-out to Members can begin. |
| 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 |  | Seventeen development sessions were attended by 130 Councillors, 3 approved conferences were attended by 5 Councillors and four briefing sessions were attended by 93 Councillors. |
| 11.2.10 Implement and validate a new appraisal scheme as part of a new performance management system | 31/05/2015 | CS |  | The appraisal cycle was completed during the quarter. The response rate was very good and on par with previous years which, considering it was a completely new digitised system with a number of new features such as a competency framework for non-managerial staff is an excellent response. Quarter 3 will see the scheme reviewed by an Officer group to assess the need for any improvements. |
| 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 |  | For the 2015/16 Pay and Workforce Strategy the focus has continued on recruitment and retention in Children's Social Care for the quarter. The measures put in place as the result of the work in this area have resulted in immediate benefits through an improved recruitment response and reduced vacancy levels. Work has started on the 2016/17 Pay and Workforce Strategy and the action plans arising from that. |
| 11.2.5 Develop any of the Good to Great themes which are agreed following the 2014/15 staff survey | 31/03/2016 | CS |  | The first meeting of Recognition and Reward in the working environment group is scheduled for Quarter 3. An update will be provided in the next PARIS update. |
| 11.2.7 Develop and implement the Good to Great programme theme of community empowerment working with the voluntary sector | 31/03/2016 | CS |  | Prioritising working on actions to improve the Council's use of volunteers and support businesses to contribute to the community. |
| 11.2.9 Deliver an induction programme for newly elected Members | 31/03/2016 | CS |  | Induction programme sessions are scheduled until May 2016 and included in the statistics for Objective 11.2.1. Evaluation of the initial welcome pack and early sessions to be completed by focus groups of newly elected Members during October. |
| 11.4 Ensure residents have fair access to the services they need | | | | |

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| 11.4.1 Raise public awareness of the democratic process through a series of activities throughout the year | 31/03/2016 | CS |  | Preparations have commenced for a number of local democracy activities with schools across the borough. Information about the 2015 annual canvass and timeline is on the Council's website and BORIS. Twitter and Facebook have been used to raise awareness of the canvass and to encourage return of the household enquiry forms. |
| 11.4.2 Develop a new 'All of Us' Equality Scheme for 2016-20 | 31/03/2016 | CS |  | The 'All of Us' Equality Scheme 2012-16 will be extended for a year to April 2017 to allow further time to develop a new Equality Scheme in 2016/17 once the new Council Plan and Departmental Service Plans have been developed. |
| 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 |  | The IER canvass commenced in September and will run to 30 November. Associated legislative activities are also being undertaken to ensure that the new register will be as accurate as possible. |
| 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 |  | The upgrade of the telephony system is planned for autumn 2015, and following this we will review the use of automated telephony, with a view to extending it to other services. |
| 11.5.2 Develop a Digital Strategy | 31/03/2016 | CS |  | A decision has been taken by the Customer Contact Strategy Group to include the Digital Strategy as a key aspect of the Customer Contact Strategy. This is in the early stages of development, with consultation with staff and members planned for autumn 2015. |
| 11.5.3 Review and publish revised Customer Contact Strategy | 31/03/2016 | CS |  | Work continues to develop the new strategy. Planning is underway to carry out consultation on the content, with staff and members, in the autumn. |
| 11.5.4 Facilitate self-service monitoring of case progress by publishing open cases through website / on-line account | 31/03/2016 | CS |  | The majority of services in the new CRM have agreed to case status / progress being published, although some have not. Later in this project we hope to be able to develop the publication of all open cases to the website, to reduce avoidable contact and duplicate reporting, and to support transparency. |
| 11.7 Work with partners and engage with local communities in shaping services | | | | |

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| 11.7.1 Develop a new Community Engagement Strategy 2016-19 | 31/03/2016 | CS |  | To be developed to compliment the new implementation of the new Council Plan Q4 in 2015/16 |
| 11.7.5 Facilitate the development of Community Hubs at Blue Mountain (Binfield); Warfield and Transport Research Laboratory (Crowthorne) | 31/03/2016 | CS |  | A working group has been established to assess the best approach to delivering the Blue Mountain Community Facility working with Binfield Parish Council. A feasibility study is planned for the Warfield Community Hub working with Warfield Parish Council. |
| 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 |  | We continue to develop all services with a 'digital first' approach, and are not publicising alternatives to customers, although these are still available to customers who are unable to access the digital option. |
| 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. Medium Term Financial Strategy agreed by the Executive in September. Further updates required following the Spending Review in November and the Provisional Local Government Finance Settlement in December. |
| 11.8.5 Implement the Electronic Document Management Strategy to enhance and extend document scanning | 31/03/2016 | CS |  | Review carried out to advise on strategy moving forward. Upgrade of current system underway. 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 |  | Recurring future year savings have been identified of around £50K per annum and work continues to deliver further consolidation and efficiencies in contract management. |
| 11.8.9 Complete the Home to School and occasional transport services tendering process | 31/05/2015 | CS |  | Public consultation has been completed and the tendering process continues. |

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

Annex B: Financial Information

| | Original Cash Budget | Virements & Budget | | Current Approved Cash Budget | Spend to Date % | Projected Outturn | Department's Over/(Under) Spend | Variance This Quarter | |
|---|----------------------|--------------------|------|------------------------------|-----------------|-------------------|---------------------------------|-----------------------|------|
| | 2015/2016 | C/Fwds | NOTE | | | | | | NOTE |
| | £000 | £000 | | £000 | % | £000 | £000 | £000 | |
| Director of Corporate Services | | | | | | | | | |
| Director of Corporate Services | 218 | 1 | | 219 | 41 | 219 | 0 | 0 | |
| Community Engagement & Equalities | 190 | 0 | | 190 | 36 | 190 | 0 | 0 | |
| | 408 | 1 | | 409 | 39 | 409 | 0 | 0 | |
| Head of Democratic & Registration Services | | | | | | | | | |
| Committee Services | 334 | 2 | | 336 | 39 | 336 | 0 | 0 | |
| Member and Mayoral services | 911 | 4 | B | 915 | 41 | 915 | 0 | 0 | |
| Registration of Births, Deaths & Marriages | -35 | 13 | | -22 | 236 | -22 | 0 | 0 | |
| Registration of Electors / Elections | 268 | 1 | | 269 | 75 | 269 | 0 | 0 | |
| | 1,478 | 20 | | 1,498 | 43 | 1,498 | 0 | 0 | |
| Chief Officer: Customer Services | | | | | | | | | |
| Local Tax Collection incl Cashiers | 382 | 9 | | 391 | 49 | 421 | 30 | 30 | A |
| Customer Services | 988 | 3 | B | 991 | 47 | 991 | 0 | 0 | |
| | 1,370 | 12 | | 1,382 | 47 | 1,412 | 30 | 30 | |
| Borough Solicitor | | | | | | | | | |
| Legal | 594 | 3 | | 597 | 44 | 597 | 0 | 0 | |
| Chief Officer: Human Resources | | | | | | | | | |
| Human Resources | 483 | 2 | B | 485 | 37 | 490 | 5 | 5 | B |
| Unified Training Unit | 410 | 2 | | 412 | 15 | 412 | 0 | 0 | |
| Health & Safety | 58 | 0 | | 58 | 12 | 58 | 0 | 0 | |
| | 951 | 4 | | 955 | 26 | 960 | 0 | 0 | |

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| | | | | | | | | |
|--|---------------|------------|----------|---------------|-----------|---------------|------------|------------|
| Borough Treasurer | | | | | | | | |
| Finance | 1,968 | 7 | <i>B</i> | 1,975 | 41 | 1,975 | 0 | 0 |
| Insurance | 333 | 0 | | 333 | 5 | 333 | 0 | 0 |
| | 2,301 | 7 | | 2,308 | 36 | 2,308 | 0 | 0 |
| Chief Officer: Property Services | | | | | | | | |
| Property Services | 392 | 1 | <i>B</i> | 393 | 41 | 393 | 0 | 0 |
| Industrial & Commercial Properties | -1,879 | 20 | <i>A</i> | -1,859 | 75 | -1,859 | 0 | 0 |
| Construction & Maintenance | 498 | 3 | | 501 | 35 | 501 | 0 | 0 |
| Operations Unit | 3,839 | 26 | <i>B</i> | 3,865 | 42 | 3,838 | -27 | -27 |
| | 2,850 | 50 | | 2,900 | 19 | 2,873 | -27 | -27 |
| Chief Officer: Information Services | | | | | | | | |
| ICT Services | 2,443 | 67 | <i>B</i> | 2,510 | 53 | 2,510 | 0 | 0 |
| Chief Executive's Office | | | | | | | | |
| Chief Executive | 346 | 12 | <i>B</i> | 358 | 21 | 358 | 0 | 0 |
| Chief Executive's Office | 790 | 2 | <i>B</i> | 792 | 50 | 792 | 0 | 0 |
| Town Centre Redevelopment | 53 | 0 | | 53 | -638 | 53 | 0 | 0 |
| Voluntary Sector Grants | 163 | 0 | | 163 | 75 | 163 | 0 | 0 |
| N136-Grant Contributions to Shopmobility & CAB | 219 | 0 | | 219 | 75 | 219 | 0 | 0 |
| Community Safety | 277 | -12 | | 265 | 24 | 265 | 0 | 0 |
| | 1,848 | 2 | | 1,850 | 26 | 1,850 | 0 | 0 |
| TOTAL CS AND CX OFFICE | | | | | | | | |
| | 14,243 | 166 | | 14,409 | 36 | 14,417 | 8 | 8 |
| Memorandum item | | | | | | | | |
| Devolved Staffing Budget - CS and CX | 9,464 | 52 | | 9,516 | 47 | 9,516 | 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 QSR2 – JUNE TO AUGUST 2015 | | |
|--|--------------|--|
| Note | Total | Explanation |
| | 100 | Virements reported in QSR1 Period |
| A | 20 | Industrial & Commercial Properties In order to reflect the changes from the public realm contract the income budget for the hire of units at the Commercial Centre, occupied by Ringway, will be offset with the expenditure budget within ECC. |
| B | 46 | Mobile Phone Centralisation of Budget A new Vodafone contract was negotiated by ICT, the key element of which is that there is a fixed monthly charge for both standard mobile phones and BlackBerrys resulting in a Council Wide saving. CMT agreed that there was no value in splitting out the associated bill and it should be dealt with centrally and that the relevant budgets also be centralised to negate the need for cash recharges and the costs form part of the Corporate non-cash recharges. In total £0.046m of budgets have been vired from other Departments to ICT and £0.013m of Corporate Services budgets. |
| | 66 | Virements reported in QSR2 Period |
| | 166 | Total Virements Reported To Date |

| CORPORATE SERVICES / CX OFFICE QSR2 – JUNE TO AUGUST 2015 | | |
|--|------------------------------|--|
| Note | Total £'000 | Explanation |
| | 0 | Variiances reported in QSR1 Period |
| A | 30 | Local Tax Collection Due to the increase in debit and credit card charges there is an anticipated overspend of £0.030m on the Cashiers banking charges budget. This has been taken in account when considering the 2016-17 budget proposals. |
| B | 5 | Human Resources There is an anticipated overspend of £0.005m on consultancy costs due to the staff survey working group |
| C | -27 | Operations Unit Rebates have been received for Easthampstead House and Ocean House Business Rates resulting in an underspend of £0.027m. |
| | 8 | Variiances reported in QSR2 Period |
| | 8 | Total Variiances Reported To Date |

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| Corporate Services & Chief Executive's Office Capital Monitoring as at 31 st August 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 forward | /2016 Budget | Budget | Budget | to date | Commitment | Cash Budget | | Over | Completion | Notes |
| | | | Budget | | 2015/16 | | | Unspent/ uncommitted | 2016 /2017 | Spend | | |
| | | | | | (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 Jennett's 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 have placed an order for a mobile shelving system. |
| YM293 | Property & Asset Management System | 36.1 | 0.0 | 36.1 | 36.1 | 0.5 | 3.9 | 31.8 | 0.0 | 0.0 | March 2016 | Development work is now progressing steadily. Work has begun on preparing training programmes for building managers over the next few months. |
| 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 | We are currently developing an integration of 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 and other appointments. The open learning Centre may also use some of this budget to modify the online access module of their current management system. |
| 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 | Support required for configuration work - to be planned and ordered for V-fire module and associated training. |
| YM315 | Customer Relationship Management System (Invest To Save) | 53.5 | 0.0 | 53.5 | 53.5 | 4.8 | 5.3 | 43.4 | 0.0 | 0.0 | March 2016 | Confirm integration in live system is complete. Telephony integration is installed in the test system, and testing to start shortly. Phase 3 forms (Waste & Recycling) are almost complete, and planning is underway for the next phase of this project. The upgrade to the Capita payment portal will take place shortly, facilitating a move to New Forms. Forest Care have adopted the system for managing their incoming enquiries, and are due to go live in early September. |

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| Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's | | 330.3 | 0.0 | 330.3 | 330.3 | 190.7 | 9.2 | 130.4 | 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 | 8.0 | 44.5 | 0.0 | 0.0 | March 2016 | Citrix server hardware and VMWare EOL replacements to take place throughout the coming year. Further Servers to be ordered for Citrix Farm upgrade however EOL not until April 16 so will only purchase towards year end. Some design work required for the Citrix Farm. |
| 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 | Work is underway to investigate whether the new CRM will enable integration with the Revenues and Benefits system. We are identifying reference sites and evaluating the specifications for the e-Revenues and e-Benefits modules to establish their suitability. If they are found to be suitable, we aim to commence implementation in Q3 |
| 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. Additional funds are required for unreliable and poor performance of remote connections (many currently use EPS8 circuits) |
| YM247 | Market Street Properties | 471.8 | 0.0 | 471.8 | 471.8 | 0.0 | 23.8 | 448.0 | 0.0 | -348.0 | March 2016 | Following the settlement of the largest outstanding CPO claim, there are now 3 outstanding CPO's with an estimated value of £0.065m, which will be split 50/50 with BRP. Whilst the balance in the provision should be adequate to meet BFC costs a balance will be maintained within capital to ensure all CPO claims can be met. |
| YM250 | Backup System Replacement | 37.4 | 0.0 | 37.4 | 37.4 | 0.0 | 0.0 | 37.4 | 0.0 | 0.0 | March 2016 | New backup solution currently going through procurement. An Invest To Save bid was approved by CMT on the 2nd September. This balance will be used to support that. |
| YM252 | IPT Migration Project (Invest To Save) | 48.1 | 0.0 | 48.1 | 48.1 | 10.2 | 15.6 | 22.3 | 0.0 | 0.0 | March 2016 | Call Manager being installed in August/September now outstanding issues resolved. In progress but potentially more licences are required post upgrade. To determine by end of calendar year. |
| YM214 | Electronic Documents Records Management System | 115.0 | 40.0 | 155.0 | 155.0 | 15.8 | 29.3 | 109.9 | 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. Budget may be required for system upgrade. Still under negotiation. |
| YM253 | Time Square Accommodation | 32.2 | 0.0 | 32.2 | 32.2 | 8.1 | 0.0 | 24.1 | 0.0 | -8.5 | June 2015 | All the works have been completed as programmed. Final account prepared and agreed. All the works are now out of defects. |

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| | | | | | | | | | | | | | Contractor currently arranging for 2 minor defects to be rectified and all retention monies to be released by the end of September. |
| YM304 | Great Hollands Community Centre & Library | 53.9 | 0.0 | 53.9 | 53.9 | 0.0 | 18.3 | 35.7 | 0.0 | 0.0 | September 2015 | All works completed as programmed on the 18th July 2014. Final account prepared and agreed. Project in defects until 17th July 2015. The contractor has been issued a list of defects which when completed all retention monies to be released by the end of September. | |
| YM307 | CITRIX Licensing | 72.0 | 0.0 | 72.0 | 72.0 | 0.0 | 0.0 | 72.0 | 0.0 | 0.0 | March 2016 | Licence requirements to be confirmed. Changes to Citrix farm over coming year being reviewed. In process of determining licence numbers. Any surplus budget will be returned - could potentially be ~£40k | |
| YM308 | Phone System Replacement - Remote Sites | 44.7 | 0.0 | 44.7 | 44.7 | 1.3 | 0.0 | 43.4 | 0.0 | 0.0 | March 2016 | The Oaks and Rowans currently outstanding, being planned. Work anticipated to take place in the third quarter of the year where spend will occur. Any surplus at end of the year will be reported as an underspend. | |
| YM309 | Storage Area Networks | 60.6 | 0.0 | 60.6 | 60.6 | 0.0 | 0.0 | 60.6 | 0.0 | 0.0 | March 2016 | Need to procure more storage. Being assessed ~£30k imminent spend. May be linked to backup installation | |
| YM311 | Phone System Replacement - Libraries | 19.5 | 0.0 | 19.5 | 19.5 | 0.1 | 2.0 | 17.4 | 0.0 | 0.0 | March 2016 | Ascot Heath outstanding. Work to move BT circuit needs to accommodate this are complete. Recharging by Colin Yerrington from other budget spends required. | |
| YM317 | Easthampstead House Accommodation | 1.0 | 0 | 1.0 | 1.0 | 1.5 | 0.0 | -0.5 | 0.0 | 0.5 | March 2016 | All snagging works completed and all retention monies paid | |
| YM318 | Time Square Meeting Rooms - Display Screens | 13.8 | 0.0 | 13.8 | 13.8 | 17.5 | 1.5 | -5.3 | 0.0 | 5.3 | March 2016 | Complete | |
| 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. Some dates for applications being scheduled including Uniform, M3, Confirm and EDRMS. This potentially needs carrying forward to 2016-17 when work is likely to be carried out. | |
| YM323 | Time Square – Easthampstead House Network Link | 30.0 | 0.0 | 30.0 | 30.0 | 0.0 | 32.7 | -2.7 | 0.0 | 2.7 | March 2016 | Complete | |
| YM324 | IPS Firewall | 30.0 | 0.0 | 30.0 | 30.0 | 0.0 | 0.0 | 30.0 | 0.0 | 0.0 | December 2015 | To be reviewed in autumn. Upgrades required as a result of PSN. | |
| 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, procurement to take place in Autumn. Only have enough funding for DHCP service. Not enough to cover DNS. | |

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| YM327 | Wireless Expansion | 20.0 | 0.0 | 20.0 | 20.0 | 0.0 | 0.4 | 19.6 | 0.0 | 0.0 | September 2015 | To include additional wiring, firewalls, hardware and access points to expansion in Easthampstead House and Time Square. Firewall ordered. |
| 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 - Solarwinds - requires server patching and increased licensing. To be undertaken in December/January. |
| YM331 | Pocket Park | 187.3 | 0.0 | 187.3 | 187.3 | 26.7 | 9.0 | 151.6 | 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 | 40.0 | 5,777.4 | 5,777.4 | 4,381.1 | 140.5 | 1,255.7 | 0.0 | -348.0 | | |
| Total Prior Year Funded Schemes | | 6,067.7 | 40.0 | 6,107.7 | 6,107.7 | 4,571.9 | 149.7 | 1,386.1 | 0.0 | -348.0 | | |
| Percentages | | | | | | 75% | 2% | 23% | 4% | -6% | | |
| 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 | 154.6 | 14.3 | -23.3 | 0.0 | 0.0 | August 2015 | Contract awarded to MidlandTrent. Backfill arrangements for project team implemented. System now live. Additional costs being funded from the Financial Systems Upgrade Reserve. |
| Total of Current Year Programme - Corporate Services & Chief Executive's | | 236.1 | 50.0 | 286.1 | 286.1 | 154.6 | 14.3 | 117.3 | 0.0 | 0.0 | | |
| Current Year Programme - Council Wide | | | | | | | | | | | | |
| YM002 | Access Improvement Programme | 93.7 | 100.0 | 193.7 | 193.7 | 19.3 | 2.2 | 172.1 | 0.0 | 0.0 | Rolling programme | Work at Bracknell Leisure Centre is complete. A new programme of work is now in hand across a range of social care buildings. |
| 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 – | 222.3 | 1,235.0 | 1,457.3 | 1,457.3 | 199.2 | 380.1 | 878.1 | 0.0 | 0.0 | Rolling programme | Works on this years programme are underway . To date 14% of the budget has been spent with a further 26% committed. |

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| | Planned Maintenance | | | | | | | | | | | | |
|-------|--|------|---------|---------|---------|------|-------|---------|-----|-------|------------|---|--|
| YM320 | Network Refresh | 49.5 | 119.0 | 168.5 | 168.5 | 36.2 | 16.2 | 116.1 | 0.0 | 0.0 | March 2016 | Will spend on CUCM servers and EOL equipment throughout the year. In progress, to be completed in this financial year. Anticipated £30k spend in October and then £10k+ per month thereafter | |
| YM325 | Computer Estate Refresh | 53.0 | 182.0 | 235.0 | 235.0 | 19.8 | 95.3 | 119.8 | 0.0 | -80.0 | March 2016 | To be used for replace on fail. Some budget may get used by mobile technology - tbc. Warranty extensions purchased. | |
| YM333 | Harmanswater CC & Library | 0.0 | 1,276.0 | 1,276.0 | 1,276.0 | 14.2 | 124.7 | 1,137.2 | 0.0 | 0.0 | March 2016 | Project on hold pending a library review | |
| YM335 | ALBACS Upgrade | 0.0 | 35.0 | 35.0 | 35.0 | 31.1 | 7.4 | -3.5 | 0.0 | 0.0 | March 2016 | Current system goes end of life in September 2015. New C-Series software installed. Initial set-up issues resolved and system live as of 30/06/2015. User review meeting held early August. | |
| YM336 | Website Redevelopment 2015 | 0.0 | 35.0 | 35.0 | 35.0 | 0.0 | 0.0 | 35.0 | 0.0 | 0.0 | March 2016 | The redevelopment of the public website is now underway, and includes fundamental changes to design, structure and content, to provide a single responsive website, removing the need for a separate mobile site. The use of Drupal is providing greater flexibility for adding in new website functionality. A number of workshops with service teams have been completed, along with consultations with customers. The outcome of these activities is being used to design the customer journeys. A beta version of some services on the new site will be available soon. | |
| 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 supplier has offered a reduced price for a transfer to the new Liberty platform, and a contract waiver is being sought to enable this to happen. If this is approved, we aim to start implementation towards the end of Q3. | |
| 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. | |
| 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 and being co-ordinated with application upgrades where possible. ~80 servers to upgrade. On target for end of financial year. | |

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| 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. Servers in progress. Further licences are required - which will be ordered later in the year. Expected to spend prior to end of financial year. |
| 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, work to be undertaken January-March for Citrix Upgrade. Orders to take place during the period. |
| YM343 | Members ICT Equipment Refresh | 0.0 | 20.0 | 20.0 | 20.0 | 1.6 | 0.0 | 18.4 | 0.0 | 0.0 | March 2016 | Options currently being trialled by Members. Anticipate rollout from October 2015- subject to wireless being in place. |
| YM344 | MFD – Printer Refresh | 3.9 | 20.0 | 23.9 | 23.9 | 17.0 | 0.0 | 6.9 | 0.0 | 0.0 | March 2016 | Printers to be rolled out as per agreed schedule. Majority in this year replaced. Remainder of budget to be spent on break and fix. |
| 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 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 |
| YM347 | Purchase of Shop 3-6 Wildridings Square - Invest to Save | 0.0 | 334.8 | 334.8 | 334.8 | 334.8 | 0.0 | 0.0 | 0.0 | 0.0 | Complete | Owning the additional shops gives advantages in the management of the whole parade as a coherent unit. |

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|--|--------------|----------------|----------------|----------------|--------------|----------------|----------------|------------|--------------|
| Total Current Year Programme - Council Wide | 466.4 | 7,681.7 | 8,148.1 | 8,148.1 | 762.1 | 1,035.9 | 6,350.0 | 0.0 | -80.0 |
| Total Current Year Programme | 702.5 | 7,731.7 | 8,434.2 | 8,434.2 | 916.7 | 1,050.2 | 6,467.3 | 0.0 | -80.0 |
| Percentages | | | | | 11% | 12% | 77% | 0% | -1% |

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|--|----------------|----------------|-----------------|-----------------|----------------|----------------|----------------|------------|-------------|
| Total - Council Wide | 6,203.8 | 7,721.7 | 13,925.5 | 13,925.5 | 5,143.3 | 1,176.5 | 7,605.7 | 0.0 | -428.0 |
| Total - Corporate Services & Chief Executives | 566.4 | 50.0 | 616.4 | 616.4 | 345.3 | 23.5 | 247.6 | 0.0 | 0.0 |
| Total Capital Programme | 6,770.2 | 7,771.7 | 14,541.9 | 14,541.9 | 5,488.6 | 1,199.9 | 7,853.4 | 0.0 | -428 |

Percentages

38%

7%

55%

0%

-3%

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