



## **NOTICE OF MEETING**

### **Overview and Scrutiny Commission**

**Thursday 7 July 2016, 7.30 pm**

**Council Chamber, Fourth Floor, Easthampstead House, Bracknell**

### **To: OVERVIEW AND SCRUTINY COMMISSION**

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

**Church Representative Members** (Voting in respect of education matters only)

One Vacancy, (Church of England)  
One Vacancy, (Roman Catholic)

**Parent Governor Representative Members** (Voting in respect of education matters only)

Mr R Briscoe and Mrs L Wellsteed

### **cc: Substitute Members of the Commission**

Councillors Dudley, King OBE, Thompson, Tullett and Worrall

**ALISON SANDERS**  
Director of Corporate Services

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If you require further information, please contact: Hannah Stevenson  
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Published: 28 June 2016



**Overview and Scrutiny Commission**  
**Thursday 7 July 2016, 7.30 pm**  
**Council Chamber, Fourth Floor, Easthampstead House,**  
**Bracknell**

Sound recording, photographing, filming and use of social media at meetings which are held in public are permitted. Those wishing to record proceedings at a meeting are however advised to contact the Democratic Services Officer named as the contact for further information on the front of this agenda as early as possible before the start of the meeting so that any special arrangements can be made.

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

## **AGENDA**

	Page No
<b>1. Apologies for Absence/Substitute Members</b>	
To receive apologies for absence and to note the attendance of any substitute members.	
<b>2. Minutes and Matters Arising</b>	
To approve as a correct record the minutes of the meetings of the Overview and Scrutiny Commission held on 10 March and 18 May 2016.	5 - 14
<b>3. Declarations of Interest and Party Whip</b>	
Members are requested to declare any disclosable pecuniary or affected interest, including the existence and nature of the Party Whip, in respect of any matter to be considered at this meeting.	
<i>Any Member with a Disclosable Pecuniary Interest or an affected interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.</i>	
<b>4. Urgent Items of Business</b>	
Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.	
<b>5. Public Participation</b>	
To receive submissions from members of the public which have been submitted in advance in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.	

**6. Membership of Committees**

15 - 16

To appoint a substitute member of the Adult Social Care and Housing Overview and Scrutiny Panel.

**CRIME AND DISORDER COMMITTEE**

**7. Community Safety**

Meeting as the Crime and Disorder Committee, to receive a presentation on, and to consider: the performance of the Community Safety Partnership in 2015-16; and the priorities in the Community Safety Plan for 2016-17.

17 - 34

**PERFORMANCE MONITORING**

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

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the fourth quarter of 2015/16 (January to March 2016) relating to:

35 - 90

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

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

**9. Corporate Performance Overview Report (CPOR) 2015/16**

To consider the Chief Executive's Corporate Performance Overview Report for the fourth quarter of 2015/16 (January to March 2016)

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

**HOLDING THE EXECUTIVE TO ACCOUNT**

**10. Executive Forward Plan**

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

115 - 124

**OVERVIEW AND POLICY DEVELOPMENT**

**11. Overview & Scrutiny Progress Report**

To note the Bi-Annual progress report of the Assistant Chief Executive.	125 - 138
<b>12. Work Programme and Panel Activity Update</b>	139 - 144
To note the progress against the Overview and Scrutiny work programme for 2016-17, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work programme.	

**DATE OF NEXT MEETING**

The next planned meeting of the Overview and Scrutiny Commission will be on 22 September 2016.



## OVERVIEW AND SCRUTINY COMMISSION 10 MARCH 2016 7.30 - 8.30 PM

### **Present:**

Councillors Leake (Chairman), Angell (Vice-Chairman), Allen, Mrs Angell, Mrs Birch, Harrison, Mrs McCracken, Mrs Mattick, Phillips, Porter, Mrs Temperton, King OBE (Substitute) and Thompson (Substitute)

### **Parent Governor Representative:**

Mrs L Wellsteed

### **Executive Members:**

Councillor Heydon, Executive Member for Transformation and Finance  
Councillor McCracken, Executive Member for Culture, Corporate Services & Public Protection

### **Apologies for absence were received from:**

Councillors Brossard and Finnie and Mr R Briscoe

### **In Attendance:**

Richard Beaumont, Head of Overview & Scrutiny  
Alan Nash, Borough Treasurer  
John Nawrockyi, Interim Director of Adult Social Care, Health & Housing  
Victor Nicholls, Assistant Chief Executive  
Abby Thomas, Transformation Programme Manager  
Timothy Wheaton, Chief Executive

### **49. Minutes and Matters Arising**

**RESOLVED** that the minutes of the Overview and Scrutiny Commission held on 28 January 2016 be approved as a correct record and signed by the Chairman.

### **50. Declarations of Interest and Party Whip**

Councillor Mrs Birch declared a personal interest as the spouse of the Executive Member for Adult Social Care, Health & Housing.

Councillor Mrs McCracken declared a personal interest as the spouse of the Executive Member for Culture, Corporate Services and Public Protection.

### **51. Urgent Items of Business**

There were no urgent items of business.

### **52. Public Participation**

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

### **53. The Council's Budget Consultation**

The Borough Treasurer reported that full Council had considered a report that set out budget setting proposals to meet the £11.6m funding gap faced by the Council. It was agreed at this Council meeting that £4.5m of savings would be made, a rise in council tax would raise a further £2.1m and £5.1m of reserves would be utilised.

Following this meeting, it was clear that using reserves in this way was not a sustainable approach and that further savings needed to be identified. Additional budget proposals were subsequently agreed by the Executive on 23 February.

This range of saving proposals were now being put before the O&S Commission for consideration. The Borough Treasurer reported that if these budget proposals were implemented, the Council would have an underspend of approximately £3-4m, this underspend could then be added to reserves to be utilised in future years.

The Transformation Board would be working to identify further savings and undertaking a number of reviews to identify further economies over the next four years. Budget proposals were currently being consulted upon and consultation would take place over a 6-12 week period.

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

- A range of documents had been made available alongside the revenue budget savings proposals to assist understanding of the proposals.
- A proposal to reduce the grant funding to South Hill Park had been made and it was anticipated that South Hill Park would respond to the consultation exercise and this would be taken into account. It was clear that South Hill Park would need to adjust their programme of events to account for a loss of grant of £44,000. The Chief Executive confirmed that he had written to the Chief Executive at South Hill Park and that any detailed proposals would be developed over the next 12 weeks with South Hill Park.
- It was confirmed that youth provision would be considered under the heading of early intervention/prevention heading on page 14 of the agenda papers.
- It was clarified that whilst the Executive work programme detailed in the agenda papers identified a decision on voluntary sector grants decision on 18 March, this would need to be revised to take account of the additional budget proposals.
- It was reported that the parish council tax reduction support detailed on page 15 of the agenda papers was an additional reduction to that already identified in the Commitment Budget 2016/17.
- The budget consultation exercise had been shown on the Council's website and a press release had also been published.
- It was reported that the transitional grant would be paid over a two year period. It had to be taken into the revenue budget and it was viewed as a stop-gap measure to lessen the impact of the funding gap.
- The level of prudent reserves was regarded to be a minimum of £4 million.
- The proposed saving of £200,000 on highway maintenance was a deferral of spending.

Councillor Mrs Temperton reported that she had recently attended a Life Chances Conference which focussed on reducing ill health and improving the emotional resilience of disadvantaged children. The message from the Conference was that early intervention, children' centres, good universal youth provision, programmes like Home Start were all measures that helped children to develop emotional resilience, reduced ill health and reduced the numbers of children being taken into care by local authorities. She felt as a result that the budget proposals relating to young people were short sighted.

The Executive Member for Transformation reported that budget proposals had been put forward by each directorate.

The Chairman stated that there was still opportunity for budget proposals to be removed, amended or replaced.

#### 54. **Transformation Programme**

The Transformation Programme Manager reported that a Transformation Board was set up in October 2015 to develop and deliver a programme to fulfil the new Council Plan's commitments over the next four years and beyond.

During autumn 2015 the Board moved quickly to develop a work programme comprising both strategic reviews and other projects. The services chosen for review represent some major areas of expenditure. In addition, the Board focussed on the identification of additional savings that could be implemented relatively quickly during 2016/17.

All reviews commenced in January 2016 with the formation of project boards and the production of detailed delivery plans.

The Transformation Programme Manager reported that the Board was keen to secure member engagement at an early stage. Gateway reviews would commence in April 2016. Given the pace at which reviews were being developed it was proposed that O&S Commission Members be invited to a workshop session on 31 March 2016. The session would start with lunch, followed by a workshop between 2pm and 4.30pm.

The Chairman stated that he in principle welcomed this engagement and that O&S Commission members should lead this process and chair each gateway review. It would be important to take a holistic and consistent approach.

The Programme Manager agreed to circulate executive summaries of the programme implementation documents to members. This would provide members with the scope of each review and milestones. Further, at the workshop session members would be briefed on key work strands, progress made and the process for gateway reviews.

A chairman would need to be appointed for each review, there would be an open invitation for all Members to attend reviews.

The Chairman stated that in order to ensure consistency, he and the Vice Chairman should chair all reviews.

The Chief Executive reported that the two overarching principles for this work were that it should be led by Overview and Scrutiny and that reviews would operate broadly on the same basis as portfolio review groups, with all members being invited to attend review meetings.

The Chairman stated that he was disappointed about the low level of member involvement on the Transformation Board itself. The Chief Executive stated that it was a management led Board, reporting to the Executive every four weeks and would drive forward the work. Furthermore, Gateway Reviews would have substantial member involvement.

The Chairman stated that this potentially would be one of the most important pieces of work that he would be involved in during his career as a councillor and that the consequences would be felt for years to come. He agreed to have further discussions with the Chief Executive around process and ensure that all members who were interested in being involved in this process were sent invites to relevant meetings.

**55. Quarterly Service Reports (QSRs) 2015/16**

The Commission noted the Quarterly Service Reports for the third quarter of 2015/16 (October to December 2015) relating to the Chief Executive's Office and the Corporate Services Department.

**56. Executive Forward Plan**

The Commission noted the forthcoming items on the Executive Forward Plan of a corporate nature.

It was clarified that the decision on voluntary sector grants scheduled to be taken on 18 March would need to be revised to take account of the additional budget proposals.

**57. Work Programme and Panel Activity**

The Commission noted the progress it had made against its work programme and also the progress made by Overview and Scrutiny Panels against their work programmes. Progress of the work of Overview and Scrutiny working groups was also noted.

The Head of Overview and Scrutiny proposed that given the scale of work that potentially lay ahead with the Transformation programme and the level of involvement of Overview and Scrutiny members, it would be prudent to complete those working groups that were currently underway but to not embark on any further working groups and to focus energy on the Transformation work. The Chairman agreed with this approach and stated that overview and scrutiny officer support would also be required for the transformation work.

The Chairman of the Adult Social Care and Housing O&S Panel reported that members had attended a good session on homelessness and a briefing for all members would be beneficial on this.

**CHAIRMAN**



**OVERVIEW AND SCRUTINY COMMISSION  
18 MAY 2016  
8.21 - 8.24 PM**

**Present:**

Councillors Leake, Angell, Allen, Mrs Angell, Mrs Birch, Brossard, Finnie, Harrison, Mrs McCracken, Phillips and Porter

**Apologies for absence were received from:**

Councillors Mrs Mattick

**58. Election of the Chairman**

**RESOLVED** that Councillor Leake be appointed Chairman of the Overview and Scrutiny Commission for the Municipal Year 2016 – 2017.

**COUNCILLOR LEAKE IN THE CHAIR**

**59. Appointment of the Vice-Chairman**

**RESOLVED** that Councillor Angell be appointed Vice-Chairman of the Overview and Scrutiny Commission for the Municipal Year 2016 – 2017.

**60. Appointment of Overview and Scrutiny Panels**

**RESOLVED** that the following Overview and Scrutiny Panels be appointed:

**a) Adult Social Care & Housing Overview & Scrutiny Panel  
(9 Councillors)**

**Conservative (8)**

Allen (Vice-Chairman Elect)  
Mrs Angell  
Finch  
Finnie  
Harrison (Chairman Elect)  
Mrs McKenzie  
Ms Merry  
Peacey

**Substitute Members**

**Conservative (5)**

Brossard  
Ms Hayes  
Mrs Mattick  
Mrs McKenzie  
Thompson

**b) Children, Young People & Learning Overview & Scrutiny Panel  
(9 Councillors)**

**Conservative (8)**

Mrs Birch (Chairman Elect)  
Brossard (Vice-Chairman Elect)  
Ms Gaw  
Mrs Hamilton  
Ms Hayes  
Mrs McCracken  
Skinner  
Virgo

**Substitute Members**

**Conservative (5)**

Allen  
Mrs Ingham  
Ms Merry  
Peacey  
Porter

**c) Environment, Culture & Communities Overview & Scrutiny Panel  
(9 Councillors)**

**Conservative (9)**

Angell (Chairman Elect)  
Mrs Angell  
Brossard  
Finnie  
Mrs Ingham  
Mrs Mattick  
Mrs Mckenzie  
Mrs Mckenzie-Boyle  
Porter (Vice-Chairman Elect)

**Substitute Members**

**Conservative (5)**

Dudley  
King OBE  
Leake  
Ms Miller  
Virgo

**Church Representatives (2)**

Vacancy (voting)  
Vacancy (voting)

**Parent Governor Representative (2)**

Mr R Briscoe (voting)  
Ms L Wellsteed (voting)

**Teacher Representative (1)**

Miss V Richardson (non-voting)

**Social Care Representatives (1)**

Miss C Barrett (non voting)

**d) Health Overview & Scrutiny Panel  
(9 Councillors)**

**Conservative (8)**

G Birch  
Finnie  
Hill  
Mrs Mattick  
Phillips (Chairman Elect)  
Thompson  
Tullett (Vice Chairman Elect)  
Virgo

**Labour (1)**

Mrs Temperton

**Substitute Members**

**Conservative (5)**

Allen  
Mrs Angell  
Brossard  
Harrison  
Peacey

**Co-opted Representative**

(1)  
Dr Norman (non voting)

**Local Healthwatch Bracknell Forest Observer (1)**

Mark Sanders (non voting)

**CHAIRMAN**

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**INFORMATION REQUESTED: OVERVIEW AND SCRUTINY COMMISSION  
MEETING – 10 MARCH 2016**

<b><u>Agenda Item</u></b>	<b><u>Action Required</u></b>	<b><u>Action Taken</u></b>
<b>7. Transformation Programme</b>	Send summary Project Initiation Documents (PID), and template for full length PID to Commission Members	Summary PIDs sent to Members on 29 March, and full length PID template sent on 18 April
	Arrange workshop for 31 March	Workshop held on 31 March
	Notify names of O&S Commission Councillors to chair each of the Gateway Review meetings	Names of Chairmen notified on 13 April

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To: **OVERVIEW AND SCRUTINY COMMISSION  
7 JULY 2016**

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**MEMBERSHIP OF COMMITTEES**  
**Director of Corporate Services – Democratic and Registration Services**

**1 PURPOSE OF REPORT**

- 1.1 This report sets out the revised position regarding the appointment of Members to serve on Overview and Scrutiny Panels since the Overview and Scrutiny Commission meeting held on 18 May 2016.

**2 RECOMMENDATION**

- 2.1 **That Councillor King OBE be appointed as a substitute member to the Adult Social Care and Housing Overview and Scrutiny Panel.**

**3 REASONS FOR RECOMMENDATIONS**

- 3.1 To finalise Committee appointments.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

**Substitute vacancies**

- 5.1 Following the Annual Council meeting on 18 May 2016 the Overview and Scrutiny Commission agreed the membership of its Panels but a Conservative substitute vacancy remained on one Panel. The Overview and Scrutiny Commission is now asked to fill that vacancy in accordance with the wishes of the Conservative Group.
- 5.2 It is therefore recommended that the Councillor King OBE be appointed as a substitute member to the Adult Social Care & Housing Overview & Scrutiny Panel

**6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

Borough Solicitor

- 6.1 Nothing to add to the report.

Borough Treasurer

- 6.2 Any costs associated with these appointments will be met from within the Council's existing budget.

Equalities Impact Assessment

6.3 Not relevant to this report.

Strategic Risk Management Issues

6.4 Not relevant to this report.

**7 CONSULTATION**

Principal Groups Consulted

7.1 Political Groups.

Method of Consultation

7.2 Email correspondence and discussion with the Leader.

Representations Received

7.3 Not applicable.

Background Papers

None.

Contact for further information

Ann Moore, Corporate Services - 01344 352260

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**OVERVIEW AND SCRUTINY COMMISSION (CRIME AND DISORDER COMMITTEE)  
7 JULY 2016****COMMUNITY SAFETY  
Assistant Chief Executive****1 PURPOSE OF REPORT**

- 1.1 Meeting as the Crime and Disorder Committee, the Overview and Scrutiny Commission is invited to consider the performance of the Community Safety Partnership in 2015-16 and the priorities in the Community Safety Plan for 2016-17.
- 1.2 Those present at this meeting will include:

Thames Valley Police

Assistant Chief Constable Nikki Ross

Superintendent Rob France

Chief Inspector Dave Gilbert

Bracknell Forest Council

Councillor Iain McCracken, Executive Member for Culture, Corporate Services and Public Protection

Timothy Wheadon, Chief Executive and Chairman of the Community Safety Partnership

Kellie Williams, Community Safety Manager

**2 RECOMMENDATION**

**That the Overview and Scrutiny Commission, meeting as the Crime and Disorder Committee:**

- 2.1 **Considers reports by representatives of Thames Valley Police and the Council on the performance of the Community Safety Partnership in 2015-16 and the Community Safety Plan for 2016-17.**

**3 SUPPORTING INFORMATION**

- 3.1 The Police and Justice Act 2006 requires every local authority to have a 'Crime and Disorder Committee' with the power to review and scrutinise, and make reports or recommendations, regarding the functioning of the responsible authorities of the local Crime and Disorder Reduction Partnership/Community Safety Partnership. Under the Council's Constitution, the O&S Commission is designated as the Council's Crime and Disorder Committee. Home Office guidance requires that the Committee should meet at least once annually, and the Committee met last in July 2015.

Crime Figures for 2015-16

- 3.2 Thames Valley Police (TVP) has issued the attached information concerning reported crimes in 2015-16.

Community Safety Plan

- 3.3 The Community Safety Plan for 2016-17 is attached to this report.

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

Contact for further information

Richard Beaumont – 01344 352283  
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**Crime Summary for Bracknell Forest**  
**Between April and March**

OFFENCES	Finally Recorded				Crimes Per 1000 Population/Household	Outcomes		
	2013/14	2014/15	2015/16	% Change		2013/14	2014/15	2015/16
All Crime (excluding Fraud)	4,860	4,918	5,094	3.6%	43.16	1,380	1,319	1,412
Victim Based Crime	4,422	4,521	4,212	-6.8%	35.69	1085	1,038	1,073
- Violence Against the Person	898	1,082	1,135	4.9%	9.62	407	405	406
- Homicide	1	0	0	N.A.	0.00	1	0	0
- Violence with Injury	367	452	477	5.5%	4.04	179	197	220
- Violence without Injury (Excluding Harassment)	445	532	544	2.3%	4.61	196	182	163
61 - Harassment	85	98	114	16.3%	0.97	31	26	23
- Sexual Offences	121	178	221	24.2%	1.87	32	33	52
- Rape	26	58	67	15.5%	0.57	8	7	9
- Non-Rape Sexual Offences	95	120	154	28.3%	1.30	24	26	43
- Robbery	46	33	24	-27.3%	0.20	23	12	8
- Robbery of Business Property	5	5	4	-20.0%	0.03	4	1	5
- Robbery of Personal Property	41	28	20	-28.6%	0.17	19	11	3
- Burglary	507	466	330	-29.2%	2.80	60	72	57
- Burglary Dwelling	156	135	115	-14.8%	2.51	37	52	37
- Burglary Non-Dwelling	351	331	215	-35.0%	1.82	23	20	20
- Vehicle Crime	564	363	459	26.4%	3.89	29	28	28
- Theft of Vehicle	107	71	64	-9.9%	0.54	14	13	13
- Theft from Vehicle	411	273	356	30.4%	3.02	14	14	14
- Vehicle Interference	46	19	39	105.3%	0.33	1	1	1
- Theft from the Person	49	81	90	11.1%	0.76	2	3	5
- Bicycle Theft	176	125	109	-12.8%	0.92	13	4	2
- Shoplifting	608	682	610	-10.6%	5.17	344	324	330
- Making off without Payment	204	206	122	-40.8%	1.03	24	13	17
- All Other Theft Offences	558	570	450	-21.1%	3.81	48	53	76
- Arson & Criminal Damage	691	735	662	-9.9%	5.61	103	91	92
- Arson	19	18	24	33.3%	0.20	2	3	1
- Criminal Damage	672	717	638	-11.0%	5.41	101	88	91
Crimes Against Society	438	397	882	122.2%	7.47	295	281	339
- Drug Offences	199	209	332	58.9%	2.81	168	183	220
- Trafficking of Drugs	30	32	61	90.6%	0.52	22	28	38
- Possession of Drugs	169	177	271	53.1%	2.30	146	155	182
- Possession of Weapons Offences	29	22	51	131.8%	0.43	23	16	26
- Public Order Offences	155	102	313	206.9%	2.65	76	49	56
- Miscellaneous Crimes against Society	55	64	186	190.6%	1.58	28	33	37

OFFENCES	Finally Recorded				Crimes Per 1000 Population/Household	Outcomes			
	2013/14	2014/15	2015/16	% Change		2013/14	2014/15	2015/16	
<b>Recorded Hate Crime (included in above crimes) and Incidents</b>									
	Racially or Religiously Aggravated Crime	31	20	12	-40.0%	0.10	9	9	3
	Racist Incidents - Recorded Crime	46	28	25	-10.7%	0.21	19	11	6
	Racist Incidents - Non Crime Occurrence	21	24	26	8.3%	0.22			
	Religious Incidents- Recorded Crime	3	0	0	N.A.	0.00	1	0	0
<b>Homophobic Incidents - Recorded Crime</b>	Religious Incidents - Non Crime Occurrence	0	0	1	N.A.	0.01			
	Homophobic Incidents - Recorded Crime	2	0	6	N.A.	0.05	2	0	0
	Homophobic Incidents - Non Crime Occurrence	2	4	1	-75.0%	0.01			
	Transphobic Incidents - Recorded Crime	3	0	1	N.A.	0.01	1	0	0
	Transphobic Incidents - Non Crime Occurrence	1	0	1	N.A.	0.01			
<b>Disability Incidents - Recorded Crime</b>	Disability Incidents - Recorded Crime	0	3	8	166.7%	0.07	0	0	3
	Disability Incidents - Non Crime Occurrence	2	1	9	800.0%	0.08			
<b>Domestic Crime and Incidents - Domestic Qualifier Only</b>									
Domestic Abuse Incidents - Recorded Crime	510	568	525	-7.6%	4.45	199	189	174	
	Domestic Abuse Incidents - Non Crime Occurrence	1,517	1,551	1,556	0.3%	13.18			
<b>Domestic Crime and Incidents - National Definition</b>									
Domestic Abuse Incidents - Recorded Crime	502	419	425	1.4%	3.60	198	164	148	
	Domestic Abuse Incidents - Non Crime Occurrence	1,387	536	566	5.6%	4.80			

Data was extracted on 06/04/2016

Source: Thames Valley Crime Recording Systems (CEDAR - offences recorded to 29 April 2014; Niche - offences recorded from 29 April 2014)

Following the introduction of Niche RMS for recording crime, 37 crimes (0.03%) have yet to be assigned to local authority areas. This will impact on the 2015/16 rolling 12 month figures provided above.

2

Following the introduction of Niche RMS the number of crimes with a domestic abuse qualifier that have been finalised as domestic abuse under the national definition has fallen from around 94% to around 80%. At the same time the number of domestic abuse non crime occurrences has fallen from around 70% to around 40%. This is due to the fact that key information to identify whether an occurrence is compliant with the national definition has not been recorded. Additional records which meet the criteria but which do not have the domestic qualifier are also included.

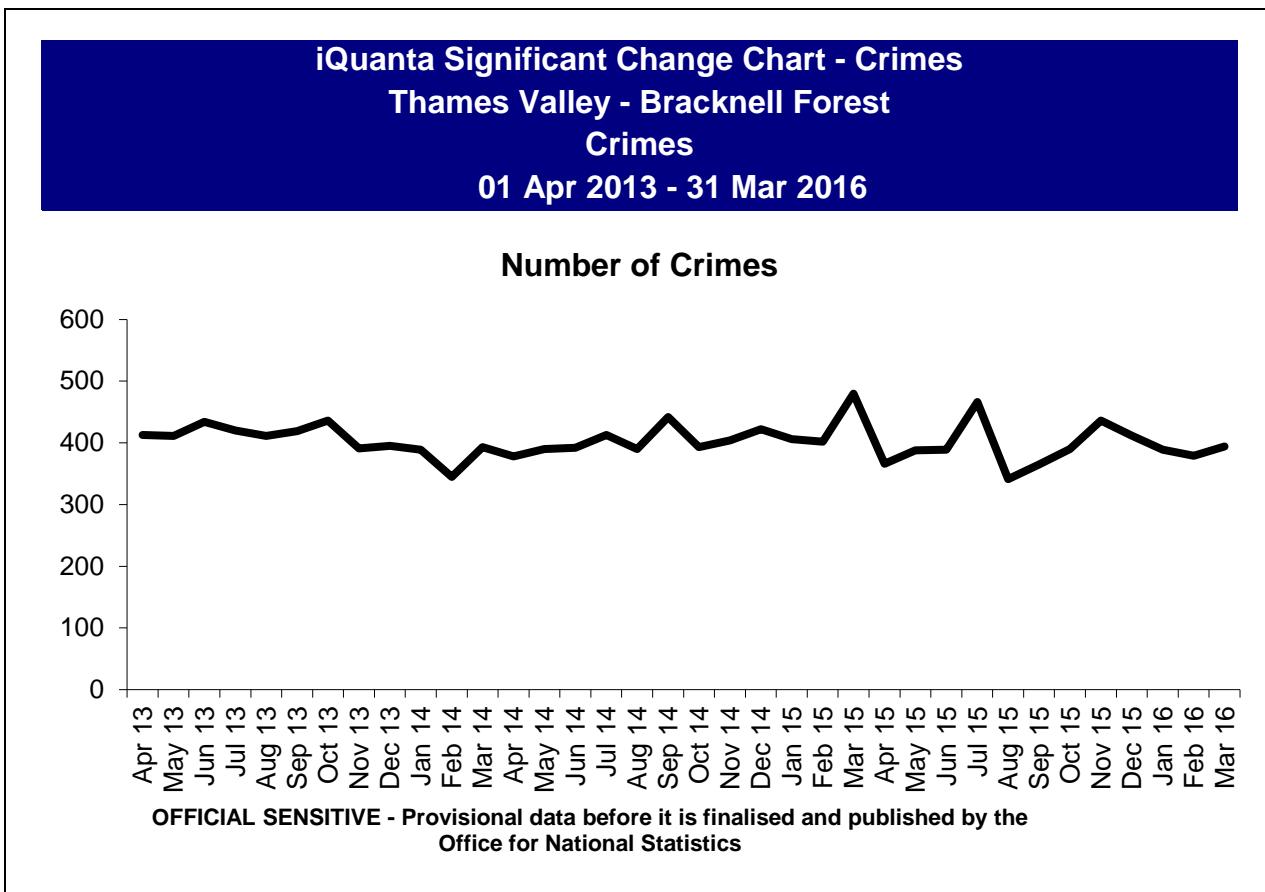
Note: The data provided is taken from our crime recording system. This is a dynamic system. Additional information identified during the investigation may lead to a reassessment of the crime classification. Information held on the system is also subject to review to ensure compliance with the Home Office Counting Rules for Recording Crime and the National Crime Recording Standard. As a result of this crime levels and classifications may change over time and this data may not match data previously published or data published in the future. For this reason, the data should only be used as an indicator of crime trends.



## Community Safety Partnership (CSP)

Plan 2014 – 2017 (2016 Refresh)

## Key facts about crime and disorder in Bracknell Forest



Did you know that up to the end of January 2016, the Community Safety Partnership (CSP) has achieved the following:

- Reduction in Robbery of Personal Property of 3.3%
- Reduction in Burglary Dwelling of 22.2%
- Reduction in Burglary Non Dwelling of 35.1%
- Reduction in Bicycle Theft of 11.3%
- Reduction in Criminal Damage Offences of 9.2%

## Vision

Everyone has the right to be free from being a victim of crime and anti-social behaviour, to feel safe and to choose their own lifestyle.

Everyone also has the responsibility to take reasonable steps to avoid becoming a victim of crime, not to cause harassment or distress to others and to respect differences in others.

***Your safety is our key priority***

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## Introduction

In 2014, the Bracknell Forest CSP published its three year plan to tackle, ASB and substance misuse. Each year, the partnership reviews the plan to make sure our work is focussed on what matters most to real residents and on the most pressing issues in Bracknell Forest. This document is the refresh for 2016-17.

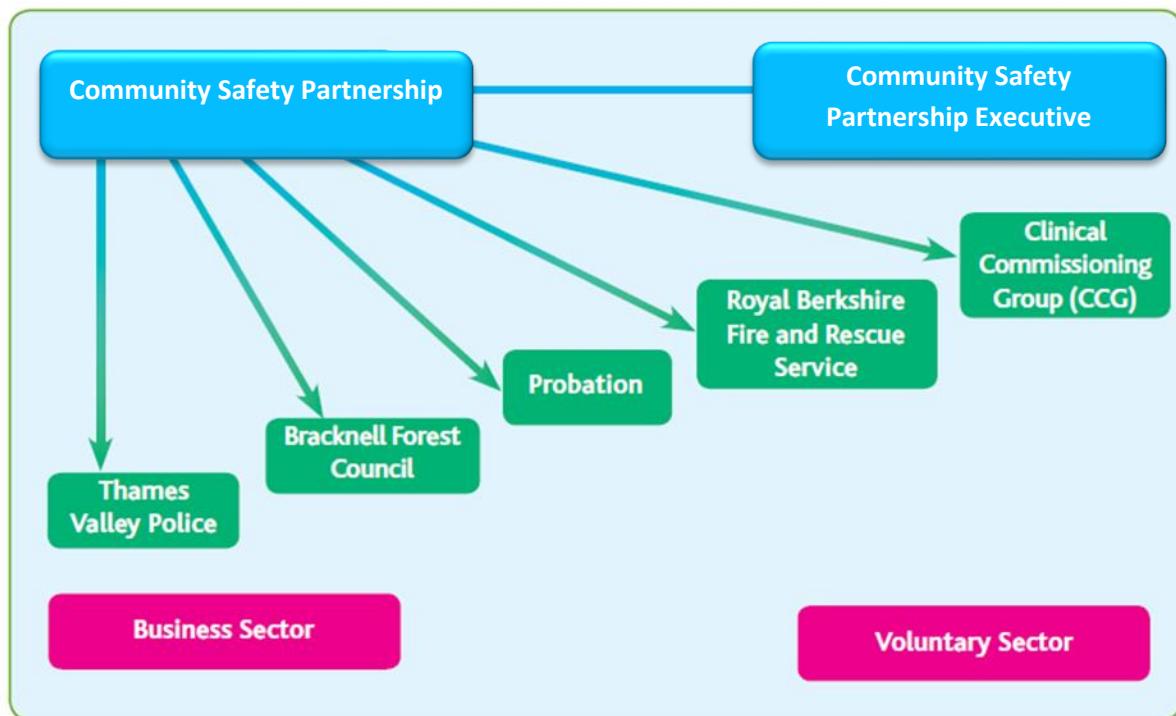
We have consulted with the public about what our priorities should be for the coming year and combined this information with the volume of crime per 1000 population and crime trends to determine our focus for this year.

This plan follows several years of sustained crime reduction within Bracknell Forest and an increase in the feeling of safety within the community. However the partnership is not complacent and will continue to strive to find new and innovative ways to tackle crime within the borough.

Bracknell Forest has a sophisticated system (currently under improvement) for collating and analysing reports of anti-social behaviour which enables the partnership to understand what anti-social behaviours are occurring, where and when and allows suitable responses to be put in place. Also, legislative changes were enacted in October 2014 which gave practitioners a new toolkit to robustly tackle anti-social behaviour, another factor which has contributed to a continued overall reduction in anti-social behaviour.

CSP members will lead on the delivery of our priority areas but we cannot work alone. We hope that partners, stakeholders, businesses, residents and communities will take responsibility and make a real contribution to help realise our vision.

# The Community Safety Partnership



The CSP and its Executive meet quarterly to oversee the Community Safety Plan and its delivery of actions to reduce crime and disorder.

The success of the CSP is not only dependent upon the members working together in a spirit of cooperation but also on close working with the community which is vital to reduce crime and disorder.

The CSP has an important role in protecting vulnerable people within our community. All partners are committed to actively sharing information in the interests of community safety thereby ensuring vulnerable people are less likely to become victims of crime and disorder.

The successes enjoyed by the Bracknell Forest CSP are due to strong partnership working and a shared determination to reduce the level of crime and disorder.

# Key Priorities

Each year the CSP undertakes a strategic assessment; an audit of crime and disorder performance in the borough for the previous year. The process considers the priorities of all statutory partners, views of residents and the business community through consultation as well as current trends, volumes of crime and anti-social behaviour and future projections. The priorities identified in this document have been adopted by the CSP and form the basis of the 2016 Refresh of the CSP Plan.

The two broad themes of the CSP are:

## Theme 1: Crime

## Theme 2: Anti-Social Behaviour (ASB)

Under these two themes the following priorities have been identified for 2016/17:

Theme 1: Crime	Theme 2: Anti-Social Behaviour
<p><b>Priority 1:</b> <b>Serious Violence</b></p> <ul style="list-style-type: none"><li>• Violence Against the Person</li><li>• Sexual Offences</li></ul> <p><b>Priority 2:</b> <b>Protection of Vulnerable People</b></p> <ul style="list-style-type: none"><li>• Domestic Abuse</li><li>• Child Sexual Exploitation</li><li>• Preventing Violent Extremism</li></ul> <p><b>Priority 3:</b> <b>Drug Offences</b></p> <p><b>Priority 4:</b> <b>Youth Crime Prevention</b></p> <p><b>Priority 5:</b> <b>Acquisitive Crime</b></p> <ul style="list-style-type: none"><li>• Burglary Dwelling</li><li>• Burglary Non Dwelling</li></ul>	<p><b>Priority 6:</b> <b>Environmental ASB</b></p> <p><b>Priority 7:</b> <b>Nuisance ASB</b></p> <ul style="list-style-type: none"><li>• Loutish, Rowdy and Noisy Behaviour</li><li>• Suspicion or Observation of Drug Dealing</li></ul> <p><b>Priority 8:</b> <b>Personal ASB</b></p> <ul style="list-style-type: none"><li>• Nuisance Neighbours</li><li>• Neighbour Disputes</li></ul>

These priorities have been analysed more closely and broken down into more specific sub-priorities.

### Priority 1: Serious Violence

#### Why is this a priority?

- Violent crime is the sum of violence offences where the offender has used, or threatened to use force, whether or not there is any injury. Bracknell Forest has seen an increase in Violence Against the Person Offences.
- Whilst the number of Sexual Offences in Bracknell Forest remains very low the CSP recognises the serious harm caused to victims and the fear that these offences generate.

Aim	Target	Lead
<b>Violence Against the Person</b> To improve the position of the Bracknell Forest CSP in the iQuanta Most Similar Group of Violence Against the Person (ONS) based on the final position for 2015/16	Point 2	Police Tasking
<b>Sexual Offences</b> To maintain or improve the outcome rate for Non-Rape Sexual Offences	28%	Police Tasking

## Priority 2: Protection of Vulnerable People

### Why is this a priority?

The CSP recognises the significant impact these issues have on vulnerable people.

- The level of Domestic Abuse (DA) incidents in Bracknell Forest remains unacceptably high and has serious consequences affecting both adults and children.
- Internet-related crime is not made up of any single crime type but comprises a number of crime categories that are facilitated by the internet rather than taking place in the 'real world'. The CSP will monitor emerging trends and threats to keep pace with changing patterns of crime to protect the community.
- Recent years have seen a number of high profile stories from across the county hitting the national news regarding cases of grooming, with links to sexual exploitation. The CSP acknowledges the importance of not being complacent and will explore the risks and what action it needs to do to mitigate against them.
- The Local Authority has a duty to 'have due regard, in the exercise of its functions, to the need to prevent people from being drawn into terrorism'. The CSP will assist the Council and other specified authorities to fulfil its statutory obligation.

Aim	Target	Lead					
<b>Domestic Abuse</b> To maintain or reduce the repeat victimisation rate for recorded domestic violence offences as recorded by TVP.	23.9%	Domestic Abuse Forum					
<b>Domestic Abuse</b> To maintain or improve the outcome rate for Domestic Violence Against the Person offences as recorded by TVP.	33%	Domestic Abuse Forum					
<b>Domestic Abuse</b> Increase the number of children removed from Child Protection Plans (CPPs) where DA was identified as a significant factor and the perpetrator has participated in the Domestic Abuse Perpetrator Services (DAPS) programme.	Baseline year	Domestic Abuse Forum					
<b>2016/2017</b>		<b>Closed Cases</b>					
Open Cases	New Referrals	Closed	Completed DAPS	Disengaged	Did not pass engagement phase	Number of Children removed from CP Plans	Closed cases that have not reoffended (reoffending = physical Assault)
<b>Child Sexual Exploitation</b> Promote awareness and understanding of child sexual exploitation in a variety of settings, including workforce, schools and community					Deliver programmes in line with Safeguarding Children and Young People from Sexual Exploitation Strategy	Child Sexual Exploitation and Missing Strategy Sub-group	
<b>Preventing Violent Extremism</b> Continue to promote awareness and understanding of the Prevent agenda in a variety of settings, including workforce, schools and community					Deliver Prevent Strategy and Action Plan	Prevent Steering Group	

### Priority 3: Drug Offences

#### *Why is this a priority?*

Illicit drug use is a catalyst for criminal behaviour. Enforcement efforts to suppress drug taking and dealing are likely to reduce crime. Treatment for drug users, particularly young people and those in contact with the criminal justice system, is also critically important so that their health and wellbeing is safeguarded and so that they can become contributing members of society.

Aim	Target	Lead
Increase the number of successful treatment completions as a proportion of Criminal Justice clients of all in treatment	2%	Drug and Alcohol Strategy Group and Police
Maintain the low level of criminal justice clients who successfully complete treatment and re-present within 6 months	No increase	Drug and Alcohol Strategy Group and Police
Increase the proportion of referrals to structured treatment to/from the Criminal Justice system that go on to have a new triage or new intervention in structured treatment	2%	Drug and Alcohol Strategy Group and Police
Increase the number of successful young people treatment completions	2%	Drug and Alcohol Strategy Group

### Priority 4: Youth Crime Prevention

#### *Why is this a priority?*

The CSP will continue to monitor levels of youth crime in Bracknell Forest and is aware of the challenges of working with a small cohort of young people with complex needs who are at high risk of reoffending. Levels of first time entrants into the youth justice system have continued to decrease in recent years due to a focus on diversion and prevention. Intervening earlier to address risk factors, challenge anti-social behaviour and improve parenting prevents children, young people and families from becoming socially excluded within their communities and therefore less likely to offend or reoffend in the future.

Aim	Target	Lead
Reduce the reoffending rate of the local cohort of all young offenders	2%	Youth Offending Service Management Board
Reduce the number of young people entering the youth justice system for the first time	32	Youth Offending Service Management Board

## Priority 5: Acquisitive Crime

### Why is this a priority?

- The CSP recognises the impact that Burglary Dwelling has on victims, families and the wider neighbourhood. Numbers are very low in Bracknell Forest and the CSP are determined to ensure that it remains that way.
- Whilst there is a projected decrease in Burglary Non Dwelling offences the CSP recognises the high relative importance that this crime category has to individuals. The CSP will focus on trying to ensure that this remains a decreasing trend.

Aim	Target	Lead
<b>Burglary Dwelling</b> To maintain the position of the Bracknell Forest CSP in the iQuanta Most Similar Group based on the final position for 2015/16	Point 2	Police Tasking
<b>Burglary Non Dwelling</b> To maintain or improve the position of the Bracknell Forest CSP in the iQuanta Most Similar Group based on the final position for 2015/16	Point 2	Police Tasking

## Priority 6: Environmental ASB

### **Why is this a priority?**

Environmental ASB deals with incidents where individuals and groups have an impact on their surroundings including natural, built and social environments. It is a priority for the CSP because it is about protecting various environments and enabling people to enjoy private and public spaces.

Aim	Target	Lead
<b>Fly tipping</b> Seek to identify those responsible and to take appropriate action in response and where possible deter the potential for recurrence	To prioritise and take action according to the nature of the material	Environmental Health

## Priority 7: Nuisance ASB

### **Why is this a priority?**

Nuisance ASB captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community rather than to individual victims. It is a priority for the CSP because it incorporates incidents which interfere with public interests including health, safety and quality of life.

Aim	Target	Lead
<b>Loutish, Rowdy and Noisy Behaviour</b>	Baseline year	Partnership Problem Solving Group
<b>Suspicion or Observation of Drug Dealing</b>	Baseline year	Partnership Problem Solving Group

## Priority 8: Personal ASB

### **Why is this a priority?**

Personal ASB is designed to identify incidents that are perceived to be deliberately targeted at, or have an impact on, an individual or group rather than the community at large. Personal ASB is a priority for the CSP because it incorporates incidents that have an adverse impact on individuals' quality of life.

Aim	Target	Lead
<b>Nuisance Neighbours</b>	Baseline year	Partnership Problem Solving Group
<b>Neighbour Disputes</b> Percentage of all reported cases that are closed with a successful resolution	80%	Partnership Problem Solving Group

*There are no targets for some ASB priorities due to a change in the system used for collating and analysing anti social behaviour. The whole procedure is currently being reviewed with the aim to streamline and improve the previous method, meaning that as of 2016, data will be recorded differently meaning it is no longer comparable with previous years. It is hoped that this new system will lead to an even further enhanced picture of ASB within the Borough, allowing additional opportunities to improve our response to this behaviour.*

*Whilst the new system has no comparison data for previous years, it will be able to compare data month on month and we will develop future targets formed on this baseline year. Monthly reports will continue to be prepared and used to resource ASB issues at the monthly Bracknell Forest Tactical Tasking and Co-ordination Group.*

## **Measuring Success**

All performance targets are monitored quarterly at the CSP Executive. Areas of concern are discussed and action plans implemented to tackle underperforming targets.

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# QUARTERLY SERVICE REPORT

## CHIEF EXECUTIVE'S OFFICE

Q4 2015 - 16  
January – March 2016

Portfolio holders:  
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:  
Victor Nicholls

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## Section 1: Director's Commentary

### Regeneration

- Continued work to assist Bracknell Regeneration Partnership to build the Northern Retail Quarter.
- Steelwork and roof complete for Marks and Spencer with construction of steel continuing on the remainder of the Northern Retail Quarter.
- Demolition of Charles Sq.
- Start of works to deliver a new urban park at Station Green.
- Start of public realm works in Bond Square
- Design works on Market Square
- Planning application submitted for market outside Princess Square
- Hoarding line changed closing the path by Peacocks to allow utility works

### Business & Enterprise

- Continued their business contact programme and a further three meeting within the programme took place (Daler Rowney, 3M, Dell).
- Welcomed UKEC and the Knowledge Academy as new members to the Economic and Skills Development Partnership.
- BES work plan redesigned to reflect reduced resources.
- Elevate Bracknell Forest relocated in the Breakthrough offices in Rectory Lane. The bid for EU funding has been successful and a funding agreement has been reached between the Elevate Berkshire partnership and the Secretary of State.
- The number of work placements delivered as a direct result of the City Deal was below target for the year with 15 work placements against a target of 62. The target set assumed that school work experience could be included in the totals however the Cabinet Office excludes these figures. In real terms Bracknell Forest is performing well in this area in comparison to other Elevate Hubs.

### Community Safety

- A review of the CADIS system and the 'Reducing Demand' review have both been completed and recommendations made for improvements to the partnership response to problem solving crime and ASB issues.
- Two new sites for Automated Number Plate Recognition (ANPR) coverage have been identified in partnership with Thames Valley Police and the Highways Team. This will improve ANPR coverage in the borough to assist police with tackling rises in motor vehicle crime.
- Overall crime in 2015/16 has risen by 3.6% when compared to 2014/15. This increase is largely due to a rise in the number of 'Crimes Against Society', i.e. drugs offences, which is the result of police taking a robust approach to tackling the problem of drugs offences in the borough. All other areas of crime have seen decreases: Victim Based Crime is down by 6.8%, Recorded Hate Crime down by 40% and Domestic Abuse Crime down by 7.6%. Despite the increase in overall crime, Bracknell Forest still compares favourably with the Thames Valley as a whole, which saw a 7.2% increase in overall crime and with the Berkshire Unitaries, which saw an average 6.25% increase.
- The outcome rate Domestic Abuse Assault with Injury for 2015/16 is 38%, which is a marked improvement on the 2014/15 outcome rate of 34%. The performance in Bracknell Forest is also above the average outcome rate for both the Thames Valley region (37%) and for Berkshire (34%).

- Whilst the reducing offending target for young offenders has not been met, the number of young offenders in the borough remains extremely low. It is also encouraging to note that the level of first time entrants into the criminal justice system remains extremely low, with only 17 in the first 3 quarters of 2015/16, against a baseline of 32.

### **Communications & Marketing**

- Strong quarter for positive media coverage with television and radio coverage of the town centre regeneration, a new product launch (Pocket Pal) from Forestcare, and the success of Breakthrough (a scheme supporting adults with learning disabilities) and improved Ofsted ratings.
- Year of Selfcare was launched with wide ranging marketing support.
- The budget brought difficult decisions for the communications and marketing budget and as a result, external advertising in Town and Country will be trailed in the next two editions to identify how much of our costs can be offset.
- A third Child Sexual Exploitation campaign targeted at parents and in conjunction with the LSCB ran in March, tying in with the new national ‘together we can tackle it’ campaign and with National CSE Awareness Day in the same month.

### **Performance & Partnerships**

- Co-ordinated development of new department Service Plans ready for the new financial and Service Plans which were published in April 2016.

### **Overview & Scrutiny**

- 2015/16 O&S work programme being progressed as planned.
- Working Group completed on Planning Procedures (awaiting the Executive’s response)
- Working Groups underway on: Child Sexual Exploitation and GP Capacity.
- O&S Member workshop held on the Transformation Programme
- Producing the 2015/16 annual report of Overview and Scrutiny
- The Local Government Ombudsman decided that there was maladministration by the Council in the case of one complaint. This will be the subject of a separate report to the Executive, copied to all Members.

## Section 2: Department Indicator Performance

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current Figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Communications and Marketing - Quarterly</b>						
L167	Number of media enquiries received (Quarterly)	65	108	N/A	N/A	
L168	Number of news releases issued in the quarter (Quarterly)	84	66	50		
L169	Increase in number of Facebook and Twitter followers (Quarterly)	679	885	350		
<b>Community Safety - Quarterly</b>						
CSP1.01	Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly)	36	115	134		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly)	2,298	Not yet available	3,451	N/A	N/A
CSP2.01	Reduce the number of reported criminal offences committed by the Domestic Abuse Service Coordination (DASC) cohorts (Quarterly)	2	43	56		
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle (Quarterly)	19	17	19		
L185	Overall crime (Quarterly)	3,629	5,094	4,713		
<b>Overview and Scrutiny - Quarterly</b>						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	93%	90%	90%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	1	1	4		
<b>Performance and Partnerships - Quarterly</b>						
L240	Number of amendments required on PARIS which disrupted the performance reporting process (Quarterly)	2	2	7		N/A
<b>Regeneration and Enterprise - Quarterly</b>						
L235	Number of 16-24 year olds in employment through City Deal interventions (Quarterly)	23	13	14		N/A
L236	Number of 16-24 year olds sustained in employment through City Deal interventions	42	20	7		N/A

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current Figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
	(Quarterly)					
L237	Number of apprenticeships starts for 16-24 year olds through City Deal interventions (Quarterly)	5	4	3		N/A

**Annual indicators**

<b>Regeneration and Enterprise - Annual</b>						
Ind Ref	Short Description	Previous figure 2014/15	Current figure 2015/16	Current Target	Current status	Comparison with same period in previous year
L238	Number of apprenticeships delivered as a direct result of the City Deal (Annually)	N/A	20	6		N/A
L239	Number of work placements delivered as a direct result of the City Deal (Annually)	N/A	15	62		N/A

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

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

Ind Ref	Short Description
L165	Percentage of O&S members satisfied with officer support
L170	Percentage of staff satisfied or very satisfied with internal communication
L171	Percentage of respondents who give an overall rating of good or excellent (Town & Country survey)

## 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.

<b>Stage</b>	<b>New complaints activity in quarter 4</b>	<b>Complaints activity year to date</b>	<b>Outcome of total complaints activity year to date</b>
Stage 2	0	0	N/A
Stage 3	0	0	N/A
Local Government Ombudsman	0	0	N/A
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>N/A</b>

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

The Chief Executive's Office received no stages 2-3 or Local Government Ombudsman (LGO) complaints in quarter 4. For other council departments, the office investigated two stage 3 complaints and co-ordinated the action on four complaints to the LGO.

## Section 4: People

### Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	2	0	2	0	0
Chief Executive's Office	29	25	4	27.48	2	6.45
<b>Department Totals</b>	<b>31</b>	<b>27</b>	<b>4</b>	<b>29.48</b>	<b>2</b>	<b>6.06</b>

### Staff Turnover

For the quarter ending	31 March 2016	3.23%
For the last four quarters	1 April 2015 – 31 March 2016	6.90%

Turnover – comparator data	
Total voluntary turnover for BFC, 2014/15:	13.4%
Average UK voluntary turnover 2014:	12.8%
Average Local Government England voluntary turnover 2014:	12.7%

(Source: XpertHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2013/14)

**Comments:** Vacancies are within Regeneration and Community Safety

### Staff Sickness

Section	Total staff	Number of days sickness	Quarter 4 average per employee	2015/16 annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	29	93	3.21	7
<b>Department Totals (Q4)</b>	<b>31</b>	<b>93</b>	<b>3</b>	
<b>Totals (15/16)</b>				<b>6.55</b>

UNRESTRICTED

Sickness – comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 14/15	5.2 days
All local government employers 2014	7.9 days
All South East Employers 2014	N/A

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

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

**Comments:** There was 80 days sickness due to long term sickness. The annual average per employee for the Department stands at 6.55 days per employee. The average without long term absence stands at 2.65 days per employee.

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

Progress has been monitored against the sub-actions, supporting the Key Actions contained in the Chief Executive's Office Service Plan for 2015 - 16. This contains 25 actions to be completed in support of 4 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 3 actions were completed at the end of the quarter () , while 19 actions are on schedule () and 1 was causing concern ( and ) . Two actions are no longer applicable ().

Sub-Action	Status	Comments
8.1.2 Continue to seek to reduce overall levels of crime through targeted action with prolific offenders		Overall crime in 2015/16 has risen by 3.6% when compared to 2014/15. The IOM targeted work with offenders is primarily for those committing serious acquisitive crime. These crime types fall within the 'Victim Based Crime' category which has fallen by 6.8% this year. Despite the increase in overall crime, Bracknell Forest still compares favourably with the Thames Valley as a whole, which saw a 7.2% increase in overall crime and with the Berkshire Unitaries, which saw an average 6.25% increase.

Sub-Action	Status	Comments
9.2.11 Design and implement a system to recruit apprentices within the Council		This action has now been passed on to the Corporate HR team.
9.2.2 Produce a new Local Economic Framework (LEF)		This production of this is no longer going ahead.

## Section 6: Money

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

## Section 7: Forward Look

### Regeneration and Economy

- Assembly of the multi storey car park will continue (40 week build programme)
- Continuing work on the cladding and roofing to Fenwicks
- Steelworks for the remainder of the NRQ will be on-going
- Piling of Charles Square is on-going
- Public realm works in Bond Square continues
- Works outside Easthampstead House are due to commence
- Millennium Way works to provide entrance and access to the new car park are on-going
- Greening works to The Ring is scheduled for April
- Work on Station Green is scheduled for completion early summer
- Work on Eagle House is scheduled for mid-2016 to remove the existing cladding ready for the conversion to residential units
- Start of redesigned BES work plan
- Complete business contact programme review
- Start work on scoping out a potential industrial Business Improvement District (BID)
- Redesign the ESDP sub-groups based on current local economic needs

### Performance & Partnerships

- Completion of consultation with voluntary sector organisations that receive core grants and preparation of full Equalities Impact Assessments
- Finalising and publishing department Service Plans
- Preparation of PARIS for the new financial year
- Preparation and hand over in advance of Head of Performance and Partnerships going on maternity leave in April 2016

### Community Safety

- A new Partnership Problem Solving Group will be established to implement the recommendations from the Reducing Demand review and lead on tackling crime and anti social behaviour.
- The new crime and ASB data analysis system will be launched following a review of all available data sources.
- The new Prevent Strategy and accompanying action plan will be finalised by the Prevent Steering Group.
- A review of work to address the issue of internet safety across the whole Council and wider partnership will begin.

### Communications & Marketing

- The team is fully staffed again but are faced with a challenging workload.
- IESE are reviewing the team including conductive workshops with the team, frequent customers and CMT as well as analysis of how the service works.
- Key milestones will be achieved over the next quarter with the A322 corridor and Coral Reef junction enhancements set to be completed both with extensive communications support.

### **Overview and Scrutiny**

- Progressing the delivery of the work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and working groups' reviews.
- Continuing to ensure that complaints against the Council at stage 3 and through the Local Government Ombudsman are responded to fairly and promptly.
- Submission of the 2015/16 annual report of Overview and Scrutiny to Council
- Providing O&S input to the Gateway Review meetings on the Transformation Project.

## Annex A: Progress on Key Actions

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

Sub-Action	Due Date	Owner	Status	Comments
<b>5.9 Increase the participation of school leavers in employment, education or training</b>				
5.9.3 Create a 16-24 Information, Advice & Guidance (IAG) hub for young people in Bracknell Forest (Elevate)	31/03/2016	CXO		An agreement has been reached that Elevate will locate the official IAG Hub at the Breakthrough offices and changes to the lease to allow for this are underway; an official launch will take place in the new financial year.
<b>MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>8.1 Continue to seek to reduce overall crime levels focusing particularly on burglary, domestic abuse, Internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour</b>				
8.1.1 Implement the Community Safety Plan priorities	31/03/2016	CXO		The priorities of the Community Safety Plan priorities have been successfully implemented by the partnership, with the impact on crime figures and reduced vulnerability evidencing this.
8.1.2 Continue to seek to reduce overall levels of crime through targeted action with prolific offenders	31/03/2016	CXO		Overall crime in 2015/16 has risen by 3.6% when compared to 2014/15. The IOM targeted work with offenders is primarily for those committing serious acquisitive crime. These crime types fall within the 'Victim Based Crime' category which has fallen by 6.8% this year.
8.1.3 Work with partners to ensure crime and disorder is considered as part of the town centre regeneration plans	31/03/2016	CXO		The new Town Centre Management Group has discussed issues of crime and disorder and will monitor any concerns.
8.1.4 Review and publish the Prevent Strategy	31/03/2016	CXO		The Prevent action plan continues to be regularly maintained and reviewed. A new action plan will be developed for 2016/17.
<b>8.2 Reduce the incidence of anti-social behaviour</b>				
8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour	31/03/2016	CXO		A new tool, The Noise App, is being used by the Community Safety Team to deal with neighbour nuisance and neighbour disputes to deal with complex cases of ASB.
<b>8.3 Press for more visible policing</b>				
8.3.1 Work through the Joint Tasking process with the Police to ensure visible policing in the borough	31/03/2016	CXO		Joint work to identify areas of high demand and vulnerability continues. A problem solving approach is being used in a multi-agency setting to ensure sustainable resolutions to identified

Sub-Action	Due Date	Owner	Status	Comments
				problems.
<b>MTO 9: Sustain the economic prosperity of the Borough</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms</b>				
9.1.1 Implement the Superfast Berkshire Broadband Plan	31/03/2016	CXO		On track
<b>9.2 Support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy</b>				
9.2.1 Promote inward investment through the preparation and implementation of an inward investment strategy	31/05/2015	CXO		On track
9.2.10 Co-ordinate the Bracknell Forest Careers Event	31/03/2016	CXO		The event was held on Thursday 15 October at the Coppid Beech Hotel. More than 1,100 people attended including over 900 from the six secondary schools in the borough. 93.3% of students rated the event as excellent, very good or good.
9.2.11 Design and implement a system to recruit apprentices within the Council	31/03/2016	CXO		This action has now been passed on to the Corporate HR team.
9.2.2 Produce a new Local Economic Framework (LEF)	31/03/2016	CXO		This project is no longer applicable.
9.2.3 Support small and medium sized enterprises through an agreed programme	31/03/2016	CXO		The council has decided not to provide direct business support, however has developed strategic relationships with key business support providers.
9.2.4 Develop a programme of engaging with local businesses	31/03/2016	CXO		Three meetings of the Business Contact Program held over this quarter, and four more planned for the next quarter.
9.2.5 Promote commercial links to China, and other emerging economies, in particular through a programme of engagement and events	31/03/2016	CXO		No visits from foreign potential investors over this quarter, but started a new contact with a Chinese Delegation to visit Bracknell between June/July 2016.
<b>MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money</b>				

Sub-Action	Due Date	Owner	Status	Comments
Sub-Action	Due Date	Owner	Status	Comments
<b>11.2 Ensure staff and elected members have the opportunities to acquire the skills and knowledge they need</b>				
11.2.6 Develop and implement the Good to Great programme theme of Communications and Cross-Department Working	31/03/2016	CXO		The Transformation Board agreed on 2 March 2016 that this group would be wound up. Further events are to be planned as part of the Transformation Programme's staff engagement plan, and all members of the group are to be given the opportunity to join the Reward and Recognition group if they would like to.
<b>11.7 Work with partners and engage with local communities in shaping services</b>				
11.7.3 Continue to support the voluntary sector through the provision of core grants	31/03/2016	CXO		Q3 monitoring meetings were held in February, and Q4 meetings are scheduled. The Executive decision has been made to make the Q1 and Q2 payments for 2016/17, pending the outcome of the current consultation regarding a proposed 10% reduction to the core grants.
11.7.6 Implement the Bracknell Forest Elevate programme in conjunction with local and pan-county partners including the Thames Valley Berkshire LEP.	31/05/2015	CXO		On track

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# QUARTERLY SERVICE REPORT

## CORPORATE SERVICES

Q4 2015 - 16  
January – March 2016

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

Director:  
Alison Sanders

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## Section 1: Director's Commentary

This final Quarterly Service report concludes 2015/16. The majority of actions in the service plan have been completed or are on track and performance against the indicators is generally good apart from some cross-Council HR indicators.

Following a very challenging financial settlement the Council agreed its budget and council tax for 2016/17 on 24 February. Further savings proposals are currently being consulted upon with the aim of ensuring the Council's medium term financial strategy is sustainable.

The original Organisational Change Process reached its conclusion with redundancies effective from 31<sup>st</sup> March 2016; however further Organisational Change programmes commenced during the quarter after Government settlements were announced. Consultation periods are on-going.

### **General Highlights for the quarter include**

#### Performance Highlights

- A successful event was organised on Saturday 19<sup>th</sup> March at Bracknell and Wokingham College to celebrate the rich culture and diversity within the borough. The event, opened by the Leader of the Council, was organised in partnership with Involve and it saw a wide range of community groups in the borough share their music, food, and dance
- The sale of the site at East Lodge has been completed following an auction and a higher price than originally envisaged was agreed..
- The number of customers with a Self account allowing them quick access to transactional council services has increased to circa 10,500.
- £28,230 S106 income was generated by the Legal Team and £194,176 of debts recovered.
- The collection rates for Council tax and Business Rates in 2015/16 were higher than they have been for a number of years and exceeded targets.

#### Other significant projects

##### *Work with the Community*

- Members of the Department for Communities and Local Government's Casey Review team, visited in the borough in February to learn from the Council's work on community integration and setting up volunteer led English for Speakers of Other Languages groups. The Review, led by Louise Casey was set up by the Prime Minister to develop a national community cohesion and integration strategy.

##### *Property Services*

- New Home to School tenders contract is to be awarded by the Executive April 2016.
- Award decision for Postal Services contract has been made. Whistl will continue to provide the Council's Downstream Access Postal Service until April 2020.
- Council Tax mailshot to approximately 47,000 residents was Mailmark compliant and through negotiation, an extremely beneficial rate was achieved. A £3.3k saving on normal prices.
- Surveys for Garth Hill surplus land have been undertaken and an advert has been placed seeking expressions of interest. Procurement routes are being investigated to find a development partner.

- There were 11 capital projects questionnaires returned between 1 January and 31 March 2016. Of the 11 returned, the average ratings were: 4 projects rated excellent (36%) and 7 projects good (64%).
- As from 1 January to 31 March 2016 there were 22 projects completed. Of the 22 projects completed 18 (82%) projects were completed on time and on budget.

*ICT*

- Mobile technology support has been provided for trial in Children's Social Care (CSC). The planning process for implementation is now complete and equipment will be rolled out.
- Completed roll-out of new mobile technology to new pilot groups to trial.
- Completed transfer of telephone call contract from Vodafone to BT Unicorn.
- Completed upgrade to Email on the Move product BlackBerry Enterprise Server (BES) to latest version.
- Developed rota management solution for Emergency Duty Service (EDS).
- Successful completion of End of Year processing for a wide range of systems.
- Developed Huddle collaborative work space to support Transformation programme.

*Customer Services*

- The School Appeals process for secondary school places has been developed in the new CRM, enabling customers to make a booking for an appeal and to receive email confirmation.
- The 2016/2017 Council Tax and Business Rates bills were successfully issued, with low levels of customer contacts.
- The redevelopment of the public website has continued, working closely with the design company to build the first services in the new site.

*Human Resources*

- New Chief Officer: Human Resources commenced employment during the quarter and has undertaken a full induction process
- Coral Reef closed during the quarter. A number of staff were successfully seconded to both internal positions and some external organisations.
- The Employee Self Service Module of the iTrent HR System has been successfully piloted including electronic payslips.
- Improvements to the new digitised appraisal scheme were put in place in time for the appraisal period which started towards the end of the quarter.
- Recruitment for the new Director of Adult Social Care & Housing was carried out with the successful candidate starting in the next quarter.
- The Reward & Recognition group have reviewed the ceremony of achievement for this year, which will take place in the next quarter.

*Legal Services*

- 16 School Non Attendance Prosecutions completed at Reading Magistrates' Court (resulting in just under £2,000 of fines, £1,900 in Prosecution Costs + approx. £300 Victim Surcharge).
- 8 Subject Access Requests processed.
- 22 Lease agreements completed.
- Transfer agreement/Leases Executed to facilitate transfer of Brakenhale School to Academy status on 1 April.
- Progress of Blue Mountain S106 agreement - Will be completed in Q1 2016/17.
- Successful defence to Appeal by Sainsbury's against CIL (Community Infrastructure Levy imposition on development site).

- Training provided to Officers involved in surveillance activities on appropriate use of RIPA (Regulation of Investigatory Powers Act) powers.

County Court Judgments obtained in respect of a further £3,500 worth of debts.

#### *Democratic & Registration Services*

- A referendum on the Binfield Neighbourhood Plan was held on Thursday 3 March 2016. The referendum area was the same as the designated Binfield Parish Neighbourhood Area. The result of the vote was in favour of the Plan, with the majority of voting casting ballots in favour of a 'yes'. The turnout was 15.51%.
- Preparations are well advanced for the Police & Crime Commissioner election on 5 May and the EU Referendum on 23 June.
- The Electoral Services Assistant has been awarded the Association of Electoral Administrators certificate after a successful course of study and the Electoral Officer (Registration & Engagement) has been invited to be part of a national focus group for Xpress (Elections and Registration Management Supplier), to develop and improve the system to respond better to the requirements of Individual Electoral Registration.
- In February the Registration Service introduced a Premium Certificate Service and joined the Home Office initiative to trial passport checking as an enhancement to the Nationality Checking Service already offered. In addition booking fees and cancellation charges were introduced for all new appointments and ceremonies in order to minimise late cancellations. The winners of the Naming Competition had their naming ceremony in January.

#### **Significant changes in service use and associated financial impact:**

None highlighted

#### **Areas where performance has been more difficult are:**

There are four indicators which are currently more than 10% below target all related to BFC staff council wide:

- The percentage of the top five percent earners with a disability, council wide (L068) has increased slightly in the last year to 3.22% but this is still short of the 5% target. There are the same number of employees in the top 5% with a disability as last year but the cohort in the top 5% has decreased slightly leading to a slightly increased percentage figure.
- The percentage of employees with a disability, council wide (L070) has decreased from 1.96% in 2014-15 to 1.87% in 2015-16 against a target of 3%. The numerator has increased from 69 to 71 but there is a larger number of staff across the Authority on the HR system.
- The percentage staff voluntary turnover, council wide (L130) has increased from 13.41% in 2014-15 to 14.33% this year against a target of 13%. 72% of the voluntary leavers were within schools. The non schools voluntary turnover stands at 10.2%.
- The average number of working days lost to sickness per employee, council wide increased to 5.9 days per employee from 5.2 in 2014/15 against a target of 5 days. All departments including schools have increased slightly and Long Term Sickness has gone up by 1%. The national average for Local Government however is over 8 days per employee so BFC remains well below that level.

#### **Areas where risk is closely monitored:**

The departmental risk register was reviewed by the Departmental Management Team on 31st March 2016. The key changes made were:

- To increase the likelihood for the risk trigger on business rates changes and avoidance schemes;
- To reduce the likelihood for the risk trigger on risk of successful challenge to decisions on changes to service provision due to mitigating actions on equality impact assessment and consultation;
- To increase the likelihood of the capital projects risk and add in a risk trigger on the disadvantageous market for buying land and securing tenders for work due to conditions in the estate market and construction industry; and
- To increase the likelihood for the elections risk.

### **Limited Assurance Internal Audit Reports**

During quarter 4, 3 limited assurance reports were issued on payroll, accounts payable and business rates collection.

## Section 2: Department Indicator Performance

### Quarterly indicators

Ref	Short Description	Previous Figure Q3 2015/16	Current Figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Corporate Property - Quarterly</b>						
L059	Percentage of post sent second class (Quarterly)	98.0%	97.0%	95.0%		
L076	Planned maintenance spend (Quarterly)	62.6%	92.2%	85.0%		
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	59	58	60		
<b>Customer Services - Quarterly</b>						
L051	Percentage of current year's Council tax collected in year (Quarterly)	84.41%	98.26%	97.5%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	84.34%	98.90%	97.5%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	84.0%	72.0%	75.0%		
L233	Percentage of abandoned calls to the main Council contact number (Quarterly)	1.4%	2.1%	5.0%		New for 2015/16
L234	Number of Council Tax cases in arrears (Quarterly)	5,588	4,675	No target set	N/A	New for 2015/16
<b>Democratic and Registration Services - Quarterly</b>						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.0%	100.0%	100.0%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	94.0%	82.75%	85.0%		
L182	Percentage of citizens completing the Tell Us Once service offered by Registration Services, excluding deaths by inquest (Quarterly)	88.0%	76.0%	80.0%		
L231	Number of entries on the Electoral Register (Quarterly)	86,068	86,063	No target set	N/A	New for 2015/16
<b>Finance - Quarterly</b>						
BV8	Percentage of invoices paid within 30 days (Quarterly)	96.0%	95.4%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	6.6%	7.0%	7.0%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.55%	0.58%	0.50%		
<b>ICT - Quarterly</b>						

Ref	Short Description	Previous Figure Q3 2015/16	Current Figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
L079	Resolution of reported ICT incidents (Quarterly)	96%	96%	95%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	98.8%	98.7%	99.0%		
L220	Number of ICT Helpdesk Calls (Quarterly)	4,808	5,621	No target set	N/A	
<b>Legal Services - Quarterly</b>						
L084	Number of section 106s completed (Quarterly)	8	6	No target set	N/A	
L085	Amount of money recovered in debt collection (Quarterly)	£18,508.03	£193,966.78	No target set	N/A	
L086.1	Number of Freedom of Information requests received (Quarterly)	260	313	No target set	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)	10%	8%	No target set	N/A	
L086.3	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	0%	1%	No target set	N/A	
L088	Number of leases completed (Quarterly)	23	22	No target set	N/A	

### Annual indicators

Ind Ref	Short Description	Previous figure 2014/15	Current figure 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Corporate Property - Annual</b>						
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)	91.9%	94.7%	90.0%		
L075	Number of commercial property voids (Annually)	3.50	1.50	5.0		
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service (Annually)	83.4%	80.2%	70.0%		
<b>Customer Services - Annual</b>						

**UNRESTRICTED**

<b>Ind Ref</b>	<b>Short Description</b>	<b>Previous figure 2014/15</b>	<b>Current figure 2015/16</b>	<b>Current Target</b>	<b>Current Status</b>	<b>Comparison with same period in previous year</b>
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)	99.0%	99.1%	99.0%		
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually)	99.2%	99.4%	97.5%		
<b>Human Resources - Annual</b>						
L066	Top five percent earners - women, council wide (Annually)	45.47%	50.02%	45.0%		
L067	Top five percent earners - minority ethnic communities, council wide (Annually)	1.56%	4.84%	4.50%		
L068	Top five percent earners - with disability, council wide (Annually)	3.11%	3.22%	5.0%		
L070	Percentage of employees with a disability, council wide (Annually)	1.96%	1.87%	3.0%		
L071	Percentage of black and ethnic minority employees, council wide (Annually)	5.19%	5.76%	5.50%		
L072	Gender pay gap, council wide (Annually)	19.70%	18.1%	18.0%		
L073	Average number of off the job training days per employee, council wide (Annually)	2.9	2.8	3.0		
L074	Average amount spent on training per employee, council wide (Annually)	£352.00	£325.00	£350.00		
L130	Percentage staff voluntary turnover, council wide (Annually)	13.41%	14.33%	13.0%		
L131	Percentage of staff leaving within one year of starting (Annually)	17.81%	18.39%	18.0%		
L174	Average number of working days lost to sickness per employee, council wide (Annually)	5.2	5.9	5.0		
<b>ICT - Annual</b>						
L080	ICT Project management - 5 metrics (Annually)	81.0%	82.0%	80.0%		
<b>Legal Services - Annual</b>						
L087	Percentage of time recorded as chargeable time (Annually)	72.5%	85.0%	70.0%		

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

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

Ind Ref	Short Description
L078	ICT User Satisfaction - service user survey
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially )
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially )
NI006	Participation in regular volunteering (Biennially )
NI023	Perceptions that people in the area don't treat one another with respect and consideration (Biennially )

## 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.

<b>Stage</b>	<b>New complaints activity in quarter 4</b>	<b>Complaints activity year to date</b>	<b>Outcome of total complaints activity year to date</b>
Stage 2	1	2	1 upheld; 1 ongoing
Stage 3	0	0	
Local Government Ombudsman	0	0	
<b>TOTAL</b>	<b>1</b>	<b>2</b>	

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

The 1 complaint upheld in Q1 resulted in a partial refund for customer. The website information regarding bulky waste collection, fees and charges has now been clarified by ECC.

The Q4 complaint was made by the parent of a SEN child transported to and from school under ITU arrangements and Post 16 Transport Policy. The complaint is currently being investigated with an outcome expected by the end of April.

## Section 4: People

### Staffing Levels

	<b>Establishment Posts</b>	<b>Staffing Full Time</b>	<b>Staffing Part Time</b>	<b>Total Posts FTE</b>	<b>Vacant Posts</b>	<b>Vacancy Rate</b>
Directorate	2	2	0	2	0	0
Community Engagement	3	1	2	2.51	0	0
Customer Services	44	33	11	40.49	1	2.22
Democratic & Registration Services	19	12	7	16.82	2	9.52
Finance	34	25	9	31.33	1	2.86
Human Resources	20	14	6	17.59	0	0
ICT	40	37	3	38.85	0	0
Legal	13	8	5	11.24	0	0
Property Services	36	24	12	31.63	4	10
<b>Department Totals</b>	<b>211</b>	<b>156</b>	<b>55</b>	<b>192.46</b>	<b>8</b>	<b>3.65</b>

### Staff Turnover

For the quarter ending	31 March 2016	1.91
For the last four quarters	1 April 2015 – 31 March 2016	8.41

Turnover – comparator data	
Total voluntary turnover for BFC, 2014/15:	13.4%
Average UK voluntary turnover 2014:	12.8%
Average Local Government England voluntary turnover 2014:	12.7%

(Source: XpertHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2013/14)

### Comments:

4 members of staff left voluntarily during the last quarter. This is a decrease on the previous quarter when 7 staff left voluntarily.

Of the vacancies in the Department, recruitment is underway for vacancies within Finance and Property Services.

## Staff Sickness

Section	Total staff	Number of days sickness	Quarter 4 average per employee	2015/16 annual average per employee
Directorate	2	3	1.5	1.5
Community Engagement	3	1	0.33	2.5
Customer Services	44	94	2.14	8.38
Democratic & Registration Services	19	10.5	0.55	1.32
Finance	34	39	1.08	5.65
Human Resources	20	32	1.6	4.53
ICT	40	26	0.65	4.98
Legal	13	13.5	1.04	1.96
Property Services	36	122	3.39	8.01
<b>Department Totals (Q4)</b>	<b>211</b>	<b>338</b>	<b>1.59</b>	
<b>Totals (15/16)</b>				<b>5.68</b>

Sickness – comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 14/15	5.2 days
All local government employers 2014	7.9 days
All South East Employers 2014	N/A

(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 338 days this is significantly lower than last quarter, however there was a lower proportion of long term sick this quarter. There were 107 days attributable to long term sick this quarter. There is only one person off on long term absence as others have returned.

The annual average for 15/16 is 5.68 days which is higher than the authority figure for 14/15. It is also slightly higher than the Corporate Services figure for 2014/15 mainly because of the effect of the long term sickness days. The annual average excluding long term sick is 3.4 days per employee.

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

Progress has been monitored against the sub-actions, supporting the Key actions contained in the Corporate Services Service Plan for 2015 - 16. 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 12 actions were completed at the end of the quarter (), while 40 actions are on schedule () and 6 were making slower progress than expected originally ( and )  
One action is no longer applicable ().

The 6 actions that are making slower progress are:

Ref	Action		Progress
6.7.2	Facilitate the development and opening of a new Community Centre and Library at Harmans Water (HCEE)		On hold subject to the outcome of the Library Review.
6.7.3	Facilitate the development and opening of a new Community Centre and Library at Harmans Water (CO:P)		The future delivery options for this location are now part of a wider review with options to be considered over the next quarter.
11.1.8	Develop use of Unique Property Reference Number (UPRN) and standard addressing format to improve information exchange with other organisations		Pilot with Revenues and Benefits as a proof of concept (poc) to test the business case agreed. Project plan, scope and terms of reference being developed post year end
11.4.3	Deliver the Equality Framework action plan working towards the Excellent level		Attainment of Excellent Level postponed until 2019
11.7.1	Develop a new Community Engagement Strategy 2016-19		To be produced in 2016/17.
11.8.5	Implement the Electronic Document Management Strategy to enhance and extend document scanning		IESE appointed as partner to assist with development of corporate approach to EDRMS. Major upgrade of underlying technology undertaken successfully and working with colleagues in EC&C to develop a simple file plan for Transport team.

The 1 action no longer applicable is:

Ref	Action		Progress
7.5.3	Work with partners to identify a suitable location to enable the relocation of the Bridgewell and Ladybank Centre		ASCHH have agreed an alternative method in the delivery of the service, the consequence of which is that the property swap involving Denis Pilcher and Bridgewell is no longer necessary; therefore the scheme will not be pursued.

## Section 6: Money

### Revenue Budget

The original cash budget for the department was £14.243m. Net transfers of £0.467m have been made bringing the current approved cash budget to £14.710m. A detailed analysis of the budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.252m under 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)	(1,904)	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 £14,590.9m.

Expenditure to date is £6,667.2m representing 46% of the budget. The Department anticipates 53% of the total approved budget to be spent by the end of the financial year, and 46% to be carried forward to 2016-17. 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.

### Community Engagement & Equalities

- Support and guide the production of full Equality Impact Assessments on Additional Savings Proposals.
- Organise the annual Disabled Go online access guide consultation event and update.
- Monitor the delivery of the Bracknell Forest Partnership Community Engagement Strategy 2013-16 for 2015-16.
- Monitor the delivery of the Council's Equality Scheme for 2015-16.
- Develop the ownership and management arrangements for the new Community Hubs in the strategic housing areas including:
  - Deciding on the best option for the provision of the Blue Mountain community facility.
  - Setting up a steering group to guide the development of the Crowthorne TRL community hub, working with the Parish Council.
  - Working with Warfield Parish Council and planning on the production of a feasibility study for neighbourhood facilities' on the Warfield SPD.

### Customer Services

- Focus for the Customer Services Team in the next quarter continues the move to the new Netcall Liberty product for telephony, which will allow integration between the telephony and CRM systems (this project is being managed by ICT).
- Development of the new CRM will continue with the work on the Council Tax module, to give customers access to view their Council Tax account online. This is expected to go live in Quarter 1 of the next financial year.
- The Revenues Team continues to work on recovery activities, as well as the design of the online Council Tax account.
- The Digital Services Team will continue the development of the website, working closely with the design company to build the first areas of the new site, with a view to going live with a beta site in Q1.

### Democratic & Registration Services

- Delivery of Police & Crime Commissioner election on 5 May and the EU Referendum on 23 June.
- Delivery of the annual tranche of school admission appeals.
- Consideration of the Member Development Strategy 2016 – 2020 and Annual Report 2015 – 2016 by the Member Development Charter Steering Group and Council.
- Implementation of the recommendations from the Members Allowances and Expenses Audit 2015.
- Publication of Members Allowances Public Notice 2015 – 16.
- Induction of new Mayor and Deputy Mayor.
- Themed Citizenship Ceremony to celebrate the Queen's 90<sup>th</sup> Birthday including school competition to design scrolls for new citizens.
- Birth Registration appointments available to book online.
- Introduction of new working arrangements for the Registration Clerk in order to reduce the level of administrative support.

### Corporate Property

- Support work continues for the delivery of Binfield Learning Village with particular emphasis around the future community facilities.
- Options for housing delivery and possible partnership for the Garth Hill surplus land are being developed. Expressions of interest have been received from 43 parties.
- Options for the mining and subsequent development of London Road former Landfill site are being considered. Expressions of interest have been received from 59 parties.
- Fixed electrical and emergency lighting contract to be awarded.
- Coral Reef flumes tender received and in line with budget. Main construction tendering period extended to assist contractors and tender outcome expected in April.
- Small contractor framework for minor works to be established
- Procurement plan currently being prepared for new chapel at Easthampstead Park Crematorium. Procurement plan to be approved on 29 April 2016.
- New Home to School Transport contract 2016 – Final award report will go to Executive in quarter 1 of 2016/17. Information regarding new routes and any operator changes to therein will commence in quarter 1 of 2016/17.
- A costs analysis of a second Electric Postal courier van will take place. A mini completion for the lease is in progress and a decision will be made in quarter 1 of 2016/17.
- Implementation of new Post contract and improve staff the awareness of Mailmark as a product that can further reduce the cost of mail items through education of Council.
- Heathlands to be decommissioned.
- 20 vehicle telematics have been leased and will be placed in selected Council vehicles to monitor vehicle utilisation.

### ICT Services

- Complete major upgrades to Children's Service system.
- Begin work on EDRMS strategy to support collaborative working.
- Review alternatives for Email on the Move product BlackBerry Enterprise Server (BES) including Google At Works.
- Working on latest on new mobile carrier contract.
- Technology support for Children's Social Care (CSC) work styles and plan set-up of the Multi-agency Safeguarding Hub (MASH).

### Legal Services

- Annual Governance Statement.
- Adoption of Constitutional Changes.
- Code of Conduct working group convened to review Standards Framework.
- Conveyancing work on property purchases for Local Housing Company (Downshire Homes Limited).
- Ongoing legal input in respect of Neighbourhood Plan applications.
- Completion of S106 agreement for Blue Mountain site.
- Ongoing legal support to Transformation Programme.

### Finance

- Following the Local Government Finance Settlement the Council is consulting upon a range of further savings proposals in order to achieve a balanced and sustainable budget in 2016/17 and beyond. Responses to the consultation will be considered by the Executive in May and June, with recommendations being made to Full Council in July.

- The Council's draft financial statements will be completed and approved. The statutory deadline for this work is 30 June, although the aim is to complete the work by 31 May in line with the new statutory timetable for 2018.
- Whilst not necessarily in the next quarter it is likely that the Council will need to commence borrowing in 2016/17. Much will depend upon the pace at which the proposed capital programme is delivered and future cash flow.
- Finance and Procurement support will continue to be provided for major capital projects including Coral Reef and Binfield Learning Village.
- Work on the upgrade to the next version (known as Milestone 5) of Council's financial information system (Agresso) will commence.

#### Human Resources

- The current stage of the Organisational change process will reach its conclusion with Employment committee in Mid-May including Vacancy Management and redeployments.
- A review of where we are in regard to the new iTrent HR System will take place and work will continue on implementing new modules including the roll out of Employee Self Service across the authority.
- We will start the process for recruiting a new Borough Treasurer.
- The organisational change process for Heathlands will reach its conclusion.

#### Transformation Programme

- Three reviews have been established under the Director's leadership
  - Citizen Customer Contact - The project is progressing well in Phase 1: the analyse stage. Data gathering across the Council has begun. The scoping statement, engagement plan and risk register have been drafted and agreed by the Board (18th April). The research brief for the analyse stage is being drafted.
  - Council Wide Support Services - The Project Board has made significant progress in defining the impact of change, engaging stakeholders and looking at the research needed to support the Analyse phase. The key areas in scope are: finance, ICT, HR, property services, Legal services, procurement and performance management and business intelligence.
  - Property Review - A Property Review Group has been established to investigate a number of core property areas for improved service delivery or capital receipts to support the work of the Transformation Board and its sub groups.

## Annex A: Progress on Key Actions

Sub-Action	Due Date	Owner	Status	Comments
<b>MTO 1: Re-generate Bracknell Town Centre</b>				
<b>1.3 Deliver the framework which enables regeneration of Bracknell Town Centre</b>				
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 implemented. Investigating potential use of new LED lampposts as potential Wi-Fi network carriers Discussions with BRP regarding potential on-going.
<b>1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council</b>				
1.9.1 Surrender of the leases for temporary accommodation at Ocean House	31/08/2015	CS		Surrender of the lease has been completed.
<b>MTO 2: Protect communities by strong planning policies</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>2.5 Take strong enforcement action against those that do not comply with planning law</b>				
2.5.2 Provide effective legal support for planning enforcement including issuing of enforcement notices	31/03/2016	CS		Legal have been advised that a large number of instructions from Planning enforcement will be coming forward shortly as an additional Planning Enforcement Officer has been recruited
<b>MTO 3: Keep Bracknell Forest clean and green</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>3.1 Maintain our open spaces to a high standard</b>				
3.1.4 Improve access to information and ability to report issues about the environment through online citizen accounts	31/03/2016	CS		Most environmental services are now available through the online account. Work on environmental health and pest control services will begin once the change to their ICT system has been completed.
<b>MTO 4: Support our younger residents to maximise their potential</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>4.3 Increase opportunities for young people in our youth clubs and community based schemes</b>				
4.3.3 Work with Thames Valley Housing to finalise plans for a residential	31/03/2016	CS		Work is being undertaken on the viability of the project.

Sub-Action	Due Date	Owner	Status	Comments
development to underpin the modernisation of the Youth Service programme to develop a new Town Centre Youth hub.				
<b>MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation</b>				
5.10.3 Coordinate a partnership approach to delivering opportunities for a digital inclusion programme	31/03/2016	CS		Work has continued with partners to delivery opportunities for customers to access the internet, and in particular to learn about accessing public services online.
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.
<b>5.11 Ensure systems in place for effective pupil and school place planning</b>				
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.
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 hybrid planning application for development has been submitted by Luff which incorporates the Blue Mountain Learning village. Negotiations continue for the S106 with particular emphasis in the former club house for a community centre.
<b>MTO 6: Support Opportunities for Health and Wellbeing</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>6.7 Recognise the value libraries play in our communities</b>				
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 Harms Water	31/03/2016	CS		On hold subject to the outcome of the Library Review.
6.7.3 Facilitate the development and opening of a new Community Centre	31/03/2016	CS		The future delivery options for this location are now part of a wider review with options to be considered over the next quarter.

Sub-Action	Due Date	Owner	Status	Comments
and Library at Harmans Water				
<b>6.8 Support health and wellbeing through Public Health</b>				
6.8.7 Promote healthy living by implementing employee health checks including school staff	31/03/2016	CS		Preparatory work for some "sleep" sessions to be held in the next quarter is currently being undertaken. These will give advice on how to get a better nights sleep to improve overall well being.
<b>6.9 Support people who misuse drugs and/or alcohol to recover by providing appropriate interventions</b>				
6.9.7 Deliver alcohol and drug abuse website	31/03/2016	CS		Work is continuing to complete this website, and it is expected to conclude in Q1 of 2016/2017.
<b>MTO 7: Support our older and vulnerable residents</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>7.4 Continue to modernise support and include new ways of enabling the delivery of that support</b>				
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 progressing well, and part of the future work will include the development of an easy-read version of key content.
7.4.9 Pilot sign language interpretation of parts of the website	31/03/2016	CS		The redevelopment of the public website is progressing well, and the development of sign language versions of key content will be planned as part of future developments.
<b>7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care</b>				
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 the Bridgewell and Ladybank Centre	31/03/2016	CS		Adult Social Care, Health & Housing have agreed an alternative method in the delivery of the service, the consequence of which is that the property swap involving Denis Pilcher and Bridgewell is no longer necessary; therefore the scheme will not be pursued.
<b>MTO 9: Sustain the economic prosperity of the Borough</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>9.2 Support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy</b>				
9.2.12 Deliver website for the Business and Enterprise Service	31/03/2016	CS		The Business and Enterprise website is now live.
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.

Sub-Action	Due Date	Owner	Status	Comments
<b>MTO 10: Encourage the provision of a range of appropriate housing</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>10.1 Ensure a supply of affordable homes</b>				
10.1.12 Commence disposal of surplus land adjacent to Garth Hill College	31/03/2016	CS		Surveys are currently being undertaken. Procurement routes are being investigated to find a development partner.
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		Workstream commenced for the release of housing land at Sandy Lane formerly part of Garth Hill school and identified in the SALP
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.
<b>10.2 Support people who wish to buy their own home</b>				
10.2.1 Purchase properties for let to Housing Clients	31/03/2016	CS		Continue to identify properties for purchase as necessary. Acquisitions for Downshire Homes have commenced.
<b>MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money</b>				
Sub-Action	Due Date	Owner	Status	Comments
<b>11.1 Ensure services use resources efficiently and ICT and other technologies to drive down costs</b>				
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. This work is now integrated into the Transformation Board work and focused on a number of key properties.
11.1.10 Review and deploy tablet technologies to support flexible and mobile working	31/03/2016	CS		Initial pilot phase completed. Deployment to 90+ Children's Services staff under way. Building Control, Trees and other EC&C services also under way. Beginning to investigate newer end user devices and alternative supporting technologies.
11.1.11 Move website to open source platform and content management system	31/03/2016	CS		The wireframes for the first services are being developed, and will be going out for testing in April 2016.
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		Additional services have been made live in the new CRM system, including Registrars and School Admission Appeals. The number of citizens with an online account has increased to 10,000.

Sub-Action	Due Date	Owner	Status	Comments
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 sessions have completed. A successful application has been made under the Council's Mobile Working initiative for the purchase of equipment to support data entry to the Frontline system. Our specialist consultant is progressing with uploading new asbestos survey data to the system and we expect to be actively using it for monitoring purposes within the next three months. The next significant development will be the transfer of our servicing records to the system, enabling building managers to see the details for their buildings and replacing a large number of individual spreadsheets that are currently used to manage these works.
11.1.3 Use Pan Berkshire/Surrey PSN contract (Unicorn) to provide telephone calls and inter-site broadband communications	31/05/2015	CS		All numbers transferred from Vodafone to BT successfully. No service disruption encountered.
11.1.5 Implement new Payroll and HR business processes in tandem with a replacement system	31/08/2015	CS		Work has continued on the new iTrent system including enhancements to the HR and Payroll sides. Employee Self Service has been launched successfully to a pilot group including electronic payslips.
11.1.6 Develop, implement and validate a new HR/Payroll System	31/08/2015	CS		Payroll/HR system in place.
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		Pilot with Revenues and Benefits as a proof of concept (poc) to test the business case agreed. Project plan, scope and terms of reference being developed post year end
11.1.9 Review provision of ICT for Members and implement new arrangements	31/05/2015	CS		The Project Board formally signed off the project in January. Members have received their preferred kit, attended basic training and been offered follow up training. The breakdown of kit is 24 iPads, 2 Dell Hybrid Tablets, 16 laptops, 5 BlackBerrys and 13 standard mobile phones - the allocation of these devices is dependent on roles.
<b>11.2 Ensure staff and elected members have the opportunities to acquire the skills and knowledge they need</b>				
11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development Programme	31/03/2016	CS		Two development sessions were attended by 39 Councillors; four training sessions were attended by 13 Councillors; and 11 additional conferences were attended by 35 Councillors. This includes induction sessions.
11.2.10 Implement and validate a new appraisal scheme as part of a new	31/05/2015	CS		Comments and feedback on the Appraisal form and process were taken on board and changes were made accordingly to the

Sub-Action	Due Date	Owner	Status	Comments
performance management system				online form. These changes have been incorporated into the training sessions which have commenced for this appraisal cycle.
11.2.2 Ensure the new Learning & Management System is in place to deliver the agreed corporate training plan	31/03/2016	CS		The Learning and Management System is now fully available to employees and is being used by both Managers and employees to review training undertaken and to plan for future needs, including refresher training required e.g. first aid, safeguarding, etc
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 2015/16 Action Plan has been implemented. The 16/17 Pay and Workforce Strategy was approved by Employment Committee in December 2015 and by Council in February 2016. However, changes will need to be made to parts of the Strategy as a result of the Transformation programme resulting from the financial constraints now facing the Council. These are currently being addressed.
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 Transformation Board have decided to cease the Good to Great groups with the exception of the Recognition and Reward group. This group has reviewed the Celebration of achievement ceremony and will be implementing changes to the ceremony which will take place in the next quarter.
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		This action will be complete when the remaining sessions are delivered at the end of May 2016. The welcome pack and Induction Programme have been reviewed by the newly elected Members. The feedback has been positive and will inform the next induction programme.
<b>11.4 Ensure residents have fair access to the services they need</b>				
11.4.1 Raise public awareness of the democratic process through a series of activities throughout the year	31/03/2016	CS		Social media was used to raise awareness of the PCC election and EU referendum and encourage people to register to vote. Work undertaken in local democracy week has been consolidated and interviews with all newly elected councillors have taken place and will be published on the website, accompanied by an article promoting the role of Councillor.
11.4.2 Develop a new 'All of Us' Equality Scheme for	31/03/2016	CS		The 'All of Us' Equality Scheme 2012-16 has been extended for a year to April 2017 to

<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
2016-20				allow further time to develop a new Equality Scheme in 2016/17 once the Departmental Service Plans have been developed.
11.4.3 Deliver the Equality Framework action plan working towards the Excellent level	31/03/2016	CS		Attainment of Excellent Level postponed until 2019.
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 has been completed and the revised Register of Electors was published on 1 December.
<b>11.5 Develop appropriate and cost effective ways of accessing council services</b>				
11.5.1 Extend use of automated telephony channel	31/03/2016	CS		The upgrade of the telephony system is continuing, and plans are being developed for the review of automated telephony.
11.5.2 Develop a Digital Strategy	31/03/2016	CS		The development of a Digital Strategy will be a key component of the Customer Contact Strategy, to come out of the Citizen and Customer Contact transformation project.
11.5.3 Review and publish revised Customer Contact Strategy	31/03/2016	CS		The development of a new Customer Contact Strategy will be a key outcome of the Citizen and Customer Contact transformation project.
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 able to track cases they have logged themselves through their online account. Publishing of all cases through the website will be pursued in future stages of the CRM project.
<b>11.7 Work with partners and engage with local communities in shaping services</b>				
11.7.1 Develop a new Community Engagement Strategy 2016-19	31/03/2016	CS		To be produced in 2016/17.
11.7.5 Facilitate the development of Community Hubs at Blue Mountain (Binfield); Warfield and Transport Research Laboratory (Crowthorne)	31/03/2016	CS		A feasibility study is underway to assess options for the delivery of the Blue Mountain community facility. A feasibility study will commence in Q1 2016/17 on the development of a Warfield community hub.
<b>11.8 Implement a programme of economies to reduce expenditure</b>				
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 continue to be redesigned using a digital first approach, and opportunities have been taken wherever possible to develop digital journeys that did not previously exist, including booking School Admission Appeals.
11.8.2 Update the Medium Term Financial Strategy to include changes to the local government finance regime, strategic policy changes and	31/03/2016	CS		The budget and council tax for 2016/17 was agreed by Full Council on 24 February. In order to achieve a legal and balanced budget £5.1m of reserves were used. This is not a sustainable position for the Council

## UNRESTRICTED

<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
lead on the development of the Council's annual budget				and as a consequence a range of further savings proposals are currently being consulted upon. The results of the consultation will be considered by the Executive in May and June with recommendations being made to Full Council in July.
11.8.5 Implement the Electronic Document Management Strategy to enhance and extend document scanning	31/03/2016	CS		IESE appointed as partner to assist with development of corporate approach to EDRMS. Major upgrade of underlying technology undertaken successfully and working with colleagues in EC&C to develop a simple file plan for Transport team.
11.8.7 Implement Facilities Category Management Strategy	31/03/2016	CS		Recurring future year savings have been identified of around £60K 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 with the contract award due May 2016.

## UNRESTRICTED

## Annex B: Financial Information

	Original Cash Budget	Virements & Budget C/Fwds	Current Approved Cash Budget	Spend to Date %	Projected Outturn	Variance Over/(Under) Spend	Variance This Month	Requested	
								NOTE	NOTE
								£000	£000
<b>Director of Corporate Services</b>									
Director of Corporate Services	218	-8	210	97	210	0	0		
Community Engagement & Equalities	190	-2	188	85	184	-4	-4	8	-4 #1
	<b>408</b>	<b>-10</b>	<b>398</b>	<b>91</b>	<b>394</b>	<b>-4</b>	<b>-4</b>		
<b>Head of Democratic &amp; Registration Services</b>									
Committee Services	334	-24	310	87	308	-2	0	4	
Member and Mayoral Services	911	-6	905	88	885	-20	0	4	
Registration of Births, Deaths & Marriages	-35	19	-16	456	-7	9	0		
Registration of Electors / Elections	268	10	278	120	278	0	0		
	<b>1,478</b>	<b>-1</b>	<b>1,477</b>	<b>90</b>	<b>1,464</b>	<b>-13</b>	<b>0</b>		
<b>Chief Officer: Customer Services</b>									
Local Tax Collection incl Cashiers	382	0	382	145	412	30	0		
Customer Services	988	21	1,009	91	1,000	-9	-9	9	-9 #2
	<b>1,370</b>	<b>21</b>	<b>1,391</b>	<b>106</b>	<b>1,412</b>	<b>21</b>	<b>-9</b>		
<b>Borough Solicitor</b>									
Legal	594	16	610	89	615	5	0	5	
<b>Chief Officer: Human Resources</b>									
Human Resources	483	1	484	90	479	-5	0	3	
Unified Training Unit	410	13	423	56	423	0	0		
Health & Safety	58	1	59	86	59	0	0		
	<b>951</b>	<b>15</b>	<b>966</b>	<b>75</b>	<b>961</b>	<b>-5</b>	<b>0</b>		
<b>Borough Treasurer</b>									

UNRESTRICTED								
Finance	1,968	109	D	2,077	87	2,077	0	0
Insurance	333	0		333	50	333	0	0
	<b>2,301</b>	<b>109</b>		<b>2,410</b>	<b>82</b>	<b>2,410</b>	<b>0</b>	<b>0</b>
<b>Chief Officer: Property Services</b>								
Property Services	392	-24		368	92	383	15	0
Industrial & Commercial Properties	-1,879	10		-1,869	137	-1,904	-35	0 7
Construction & Maintenance	498	-7		491	81	487	-4	0
Operations Unit	3,839	-129	A,B	3,710	80	3,478	-232	-108 1,2, 6,10
	<b>2,850</b>	<b>-150</b>		<b>2,700</b>	<b>43</b>	<b>2,444</b>	<b>-256</b>	<b>-108</b>
<b>Chief Officer: Information Services</b>								
ICT Services	2,443	147		2,590	102	2,590	0	0
<b>Chief Executive's Office</b>								
Chief Executive	346	211	C	557	69	557	0	0
Chief Executive's Office (Support)	790	161	C	951	92	951	0	0
Town Centre Redevelopment	53	0		53	15	53	0	0
Voluntary Sector Grants	163	0		163	100	163	0	0
NI136 - Grant Contributions to Shopmobility & CAB	219	0		219	100	219	0	0
Community Safety	277	-51		226	68	226	0	0
	<b>1,848</b>	<b>321</b>		<b>2,169</b>	<b>83</b>	<b>2,169</b>	<b>0</b>	<b>0</b>
Transformation Board	0	0		100	46	0	0	
<b>TOTAL CS AND CX OFFICE</b>	<b>14,243</b>	<b>468</b>		<b>14,711</b>	<b>82</b>	<b>14,459</b>	<b>-252</b>	<b>-121</b>
<b>Memorandum item</b>								
Devolved Staffing Budget - CS and CX	<u>9,388</u>	<u>457</u>		<u>9,845</u>	<u>92</u>	<u>9,845</u>	<u>0</u>	<u>0</u>
<b>Non Cash Budgets</b>								
Capital Charges	1,887	-267	E	1,620		1,620	0	0
IAS19 Adjs	635	0		635		635	0	0
Recharges	-9,293	0		-9,293		-9,293	0	0
	<u>-6,771</u>	<u>-267</u>		<u>-7,038</u>		<u>-7,038</u>	<u>0</u>	<u>0</u>

**CORPORATE SERVICES / CX OFFICE QSR4 – DECEMBER 2015 TO FEBRUARY 2016**

Note	Total	Explanation										
	<b>142</b>	<b>Virements reported in QSR3 Period</b>										
A	56	<b>Operations Unit</b>  CMT approved contingency funding for the additional costs associated with Home To School Transport for the discretionary Post 16 transport provision for pupils with special education needs, continuing education to the age of 25. This had previously been reported as an emerging issue.										
B	0	The DSB budgets have then been realigned to reflect in year staff turnover and amendments to staffing structures.										
C	229	<b>Chief Executive</b>  Approval was received from Cllr Brunel-Walker on the 4th February, for funding from the Economic Development Reserve to cover costs within the Business Enterprise Service work plan, the costs for 2015-16 include:  <table> <tbody> <tr> <td>Staffing</td> <td>£0.122m</td> </tr> <tr> <td>Link To China</td> <td>£0.011m</td> </tr> <tr> <td>Inward Investment Strategy</td> <td>£0.025m</td> </tr> <tr> <td>Foundation Systems (BIIS)</td> <td>£0.012m</td> </tr> <tr> <td>Superfast Broadband</td> <td>£0.026m</td> </tr> </tbody> </table> Along with some smaller projects bringing the total to £0.229m.	Staffing	£0.122m	Link To China	£0.011m	Inward Investment Strategy	£0.025m	Foundation Systems (BIIS)	£0.012m	Superfast Broadband	£0.026m
Staffing	£0.122m											
Link To China	£0.011m											
Inward Investment Strategy	£0.025m											
Foundation Systems (BIIS)	£0.012m											
Superfast Broadband	£0.026m											
D	40	<b>Finance</b> To cover the cost of new HR & Payroll System, £0.040m is to be taken from the Financial Systems Upgrade reserve.										
E	-267	<b>Capital Charges</b>  Capital charges are notional charges to service accounts to reflect the cost of fixed assets used in providing services comprising of a charge for depreciation.										
	<b>58</b>	<b>Virements reported in QSR4Period</b>										
	<b>200</b>	<b>Total Virements Reported To Date</b>										

**CORPORATE SERVICES / CX OFFICE QSR4 – DECEMBER 2015 TO FEBRUARY 2016**

Note	Total £'000	Explanation
<b>-3 Variances reported in QSR3 Period</b>		
1	0	<p><b>Operations Unit</b></p> <p>A much more rigorous interpretation of the SEN Transport Policy by the SEN team resulting in transport not being offered to children under statutory school age and requests for distances to be measure to ensure that those students who are able to walk do so if they live under statutory walking distances. In addition to this we are no longer operating some of our more expensive routes due to changes in arrangements. There has also been a reduction of almost 50 students requiring mainstream transport to Charters School. Finally at the moment we appear to putting fewer families in bed and breakfast accommodation outside of the borough</p> <p>None of the above can be guaranteed for the next academic year as this service can change on a daily basis, plus there is a contract review in 2016-17. The total underspend to report is £0.112m. This underspend has been reversed as it has been used to part fund the DSB costs of the Director of Transformation.</p>
2	-50	<p><b>Operations Unit</b></p> <p>Work has been undertaken to identify the council wide framework savings which formed part of the 2014/15 budget process. The Operations Unit have identified savings of £0.015m following a review of the vehicle requirements for Heathlands and Waymead, savings of £0.025m for service contracts at Time Square and £0.010m for the KGB cleaning contract.</p>
3	-10	<p><b>Human Resources</b></p> <p>An underspend has been identified in the Occupational Health budget, which has been reflected in the 2016/17 budget proposals.</p>
4	-13	<p><b>Democratic &amp; Registration Services</b></p> <p>Democratic &amp; Registration Services have identified various underspends including: Member &amp; Mayoral Services - £10k, members allowances, refreshments, telephony, equipment, mileage, vehicle hire and seminars. Committee Services have identified £2k from training and printing</p>
5	5	<p><b>Legal Services</b></p> <p>A pressure has been identified on the services budget due to the need for training on the IKEN system.</p>
6	-25	<p><b>Operations Unit</b></p> <p>Various underspends have been identified within the Operations Unit including the Courier Service £0.003m, Office Services £0.005m, Refreshment service £0.002m, Integrated Transport Unit £0.010m and Postal Services £0.005m.</p>
7	-35	<p><b>Industrial and Commercial Properties</b></p> <p>Due to a high turnover, automatic stepped rents and rent reviews, income in excess of the budget has been received from the Peel Centre.</p>
8	-4	<p><b>Community Engagement and Equality</b></p> <p>Due to the work of the Transformation Board, the production of a guide on public services for new migrants to the borough and supporting volunteering promotions in</p>

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the borough was not able to be completed and so a carry forward has been requested.

9	-9	<b>Web Services</b> Web Chat (Netcall) is a project that would have taken place in February/March, however, this has been put back to April/May due to a delay in the main Netcall Upgrade project which is being managed by another team and so a carry forward has been requested.
10	-108	<b>Operations Unit</b> More rigorous implementation of the SEN Transport Policy, in particular towards Parental Preference Applications has resulted in reduced costs. If a child is allocated a place in a particular school but the parents choose to send them to a different school, perhaps outside of the Borough, the parents would have to cover the transport costs to that school.  Personal Transport Budgets (PTB) have also been issued to some parents whereby if there is not a current route to that school, the parents are offered the option of transporting their own child and the Council reimburses them. This can create a large saving as the Council does not need to fund an extra vehicle, driver and escort. The introduction of these budgets can also change the entire dynamics in that different vehicles could be used for particular routes or children can switch to other routes thus reducing the number of vehicles/routes.
<b>-249      Variances reported in QSR4 Period</b>		
<b>-252      Total Variances Reported To Date</b>		

**CORPORATE SERVICES / CX OFFICE QSR4 – DECEMBER 2015 TO FEBRUARY 2016**

Note	Total	Explanation
£'000		
<b>Carry Forwards Identified</b>		
#1	4	Due to the work of the Transformation Board the following work was not able to be completed in 15/16 and so a carry forward is requested in order to produce a guide on public services for new migrants to the borough and support volunteering promotions in the borough.
#2	9	Web Services request to carry forward £0.009m for Web Chat (Netcall) which is a project that would have taken place in February/March, however, this has now been put back to April/May due to a delay in the main Netcall Upgrade project which is being managed by another team.
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**Corporate Services & Chief Executives Office Capital Monitoring as at 29th February 2016**

Cost Centre	Cost Centre Description	2014/15 Brought Forward £000's	2015/16 Budget £000's	Approved Budget £000's	Cash Budget 2015/16 £000's	Expenditure to Date £000's	Current Commnts £000's	2015/16 Cash Budget unspent/ uncom'ted £000's	Carry Forward 2016/17 £000's	(Under) / Over Spend £000's	Target for Completion	Current Status of Project / Notes
<b>PRIOR YEAR FUNDED SCHEMES</b>												

**Prior Year Funded Schemes - Corporate Services & Chief Executive**

YM245	Jennett's Park Community Centre	10.0	0.0	10.0	0.0	0.0	0.0	0.0	10.0	0.0	Mar-17	Works to provide an office space at Jennetts Park Community Centre in development.
YM248	The Parks Community Centre/Sports Pavilion	210.1	0.0	210.1	185.5	185.5	0.0	0.0	24.6	0.0	Mar-16	The budget includes a virement of £0.025m from ECC towards works on the multi use games area.
YM254	New Hope Works	0.0	0.0	0.0	0.0	4.3	0.0	-4.3	0.0	4.3	Complete	Project complete
YM259	North Ascot Community Centre	4.3	0.0	4.3	4.3	4.3	0.0	0.0	0.0	0.0	Complete	All works completed
YM293	Property & Asset Management System	36.1	0.0	36.1	6.4	4.9	1.5	0.0	29.7	0.0	Mar-17	Training to roll the system out to Corporate building managers and Schools is largely complete and the system is now in daily use. Further development work continues.
YM312	On-Line Booking Systems	10.2	0.0	6.2	0.0	0.0	0.0	0.0	6.2	0.0	Mar-17	We have used some of this budget to pay for consultancy to develop booking of bulky waste collections. The carry forward is to fund integration with Uniform, to facilitate booking of pest control and other appointments.
YM313	ICT Helpdesk Software Replacement	5.2	0.0	5.2	0.0	0.0	0.0	0.0	5.2	0.0	Jul-16	V-fire module likely to need further configuration following full upgrade to be configured to enable self-service. More likely to be in new financial year.
YM315	Customer Relationship Management System (Invest To Save)	53.5	0.0	57.5	45.7	22.6	23.6	-0.5	11.8	0.0	Mar-17	The development of the telephony integration and upgrade to the Capita payment portal are required before new services can be developed. The majority is likely to be completed toward the end of the last quarter of 2015/16, but it will be necessary to carry forward some of this project budget to the next financial year.
<b>Total of Prior Year Funded Schemes - Corporate Services &amp; Chief Executive</b>		329.4	0.0	329.4	241.860	221.6	25.1	-4.8	87.5	4.3		

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Prior Year Funded Schemes - Council Wide													
	YM165	Server and Server Component Refresh	52.5	0.0	52.5	10.9	9.9	0.9	0.0	41.6	0.0	Jun-16	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. Considering options with suppliers. Most spend will be in Feb/March 2016 but some likely into the new financial year 2016/17.
8	YM215	Replacement Revenue & Benefits System	32.1	0.0	32.1	11.0	0.0	0.0	11.0	21.1	0.0	Mar-17	A purchase order for the Revenues module of the CRM has been placed, with a view to implementing this in Q4 of 2015/16. A tender is underway for the e-benefits software solution and an order will be placed shortly, however it is not expected to be delivered until the next financial year.
98	YM239	Replacement Network Circuits (Invest To Save)	23.2	0.0	23.2	19.6	19.6	0.0	0.0	3.6	0.0	Mar-16	Required for speeding up at remote sites. Delayed due to PSN. Some funds required for extension of wireless links. Work continues to replace these. Additional funds are required for unreliable and poor performance of remote connections (many currently use EPS8 circuits)
	YM247	Market Place Properties	471.8	0.0	471.8	23.8	0.0	23.8	0.0	448.0	0.0	Mar-16	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.
	YM252	IPT Migration Project (Invest To Save)	48.1	0.0	48.1	14.3	14.3	0.1	0.0	33.8	0.0	Jun-16	Call Manager being installed now outstanding issues resolved. In progress but potentially more licences are required post upgrade once installation is embedded. Some consultancy required for the upgrade.
	YM214	Electronic Documents Records Management System	115.0	40.0	155.0	42.2	34.2	8.0	0.0	112.8	0.0	Oct-17	Some funds may be needed this financial year for consultancy. Decision regarding the future of EDRMS required. File storage and collaboration strategy to be written.

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	YM253	Time Square Accommodation	<b>32.2</b>	<b>0.0</b>	<b>32.2</b>	32.2	8.9	0.0	23.3	0.0	-23.3	Complete	All works fully complete and all retention monies to both Contractor and the Consultant - FINAL REPORT.
	YM304	Great Hollands Community Centre & Library	<b>53.9</b>	<b>0.0</b>	<b>53.9</b>	5.3	5.4	0.0	0.0	48.6	0.0	Mar-17	Budget required for roof works
	YM307	CITRIX Licensing	<b>72.0</b>	<b>0.0</b>	<b>72.0</b>	0.0	0.0	0.0	0.0	72.0	0.0	Mar-17	Licence requirements to be confirmed. Changes to Citrix farm over coming year being reviewed. In process of determining licence numbers - to be ordered 16/17.
	YM308	Phone System Replacement - Remote Sites	<b>44.7</b>	<b>0.0</b>	<b>44.7</b>	9.1	8.8	0.3	0.0	35.6	0.0	Jun-16	The Oaks and Rowans currently outstanding, being planned. Work anticipated to take place in the fourth quarter of the year and first quarter of 16/17.
	YM309	Storage Area Networks	<b>60.6</b>	<b>0.0</b>	<b>60.6</b>	23.9	23.9	0.0	0.0	36.7	0.0	May-16	Extended storage required for new backup solution. Backup solution set-up in test and being further configured.
18	YM311	Phone System Replacement - Libraries	<b>19.5</b>	<b>0.0</b>	<b>19.5</b>	3.2	3.1	0.0	0.0	16.3	0.0	Mar-17	Ascot Heath outstanding. Work to move BT circuit needs to accommodate this are complete. Recharging by Colin Yerrington from other budget spends required. Project almost complete
	YM317	Easthampstead House Accommodation	<b>1.0</b>	<b>0.0</b>	<b>1.0</b>	1.0	8.5	2.3	-9.8	0.0	9.8	Complete	All snagging works completed and all retention monies paid
	YM318	Time Square Meeting Rooms - Display Screens	<b>13.8</b>	<b>0.0</b>	<b>13.8</b>	13.8	17.5	4.0	-7.8	0.0	7.8	Mar-16	Further spend on meeting rooms required which will result in an overspend to be offset by other schemes.
	YM322	Oracle 11 Upgrade	<b>62.0</b>	<b>0.0</b>	<b>62.0</b>	0.2	0.2	0.0	0.0	61.8	0.0	Oct-16	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. Budget requires a carry forward to 2016-17 when work is likely to be carried out.
	YM323	Time Square - Easthampstead House Network Link	<b>30.0</b>	<b>0.0</b>	<b>30.0</b>	30.0	0.0	0.0	30.0	0.0	-30.0	Complete	Complete
	YM324	IPS Firewall	<b>30.0</b>	<b>0.0</b>	<b>30.0</b>	0.0	0.0	0.0	0.0	30.0	0.0	Aug-16	Reviewed in the autumn. Upgrades required as a result of PSN. Designs being considered, work not likely to start until April 2016
	YM326	DNS-DHCP-IPAM System	<b>20.0</b>	<b>0.0</b>	<b>20.0</b>	0.0	0.0	0.0	0.0	20.0	0.0	Jun-16	To install resilient system. Supplier visit took place, procurement to take place before year end. 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	4.1	4.1	0.0	0.0	15.9	0.0	Jul-16	To include additional wiring, firewalls, hardware and access points to expansion in Easthampstead House and Time Square. Firewall ordered. Some work will be undertaken in the next financial year.
YM328	Network Management Software	10.3	0.0	10.3	0.0	0.0	0.0	0.0	10.3	0.0	Mar-16	Software to be procured to improve internal monitoring and reporting - Solarwinds - requires server patching and increased licensing. To be undertaken in February.
YM331	Pocket Park	187.3	0.0	187.3	60.7	61.7	24.0	-25.0	126.6	0.0	Mar-17	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.
<b>Total of Prior Year Funded Schemes - Council Wide</b>		5,700.0	40.0	5,740.0	4,605.280	4,520.1	63.3	22.0	1,134.7	-35.8		
<b>Total Prior Year Funded Schemes</b>		6,029.3	40.0	6,069.3	4,847.140	4,741.6	88.4	17.1	1,222.2	-31.6		

Percentages

CURRENT YEAR PROGRAMME												
Current Year Programme - Corporate Services & Chief Executive												
YM243	Community Centres - S106	141.5	0.0	141.5	0.0	0.0	0.0	0.0	141.5	0.0	Rolling Programme	Total S106 funding anticipated for the scheme.
YM329	Replacement HR & Payroll System	95.6	50.0	145.6	145.6	207.1	0.4	-61.9	0.0	0.0	Mar-16	System now live and further developments underway eg incident reporting, web recruitment and self service. Additional costs being funded from revenue.
<b>Total of Current Year Programme - Corporate Services &amp; Chief Executive</b>		237.1	50.0	287.1	145.570	207.1	0.4	-61.9	141.5	0.0		

Current Year Programme - Council Wide												
YM002	Access Improvement Programme	93.7	100.0	193.7	143.7	99.7	6.0	38.0	50.0	0.0	Rolling programme	Work on this years programme is underway.
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	0.0	400.0	0.0	0.0	0.0	Mar-16	Monies transferred as part of the final accounts process.
YM244	Improvements and Capitalised Repairs - Council Wide - Planned Maintenance	152.3	1,235.0	1,387.3	1,212.7	723.9	326.3	162.5	174.6	0.0	Rolling programme	Works on this years programme are underway .. To date 35% of the budget has been spent with a further 52% committed and 13% is to be carried forward.
YM320	Network Refresh	49.5	119.0	168.5	148.4	140.9	7.5	0.0	20.1	0.0	Mar-16	Will spend on CUCM servers and EOL equipment throughout the year. In progress, to be completed in this financial year.

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YM325	Computer Estate Refresh	<b>53.0</b>	<b>182.0</b>	<b>235.0</b>	50.9	40.1	10.8	0.0	184.1	0.0	Mar-16	To be used for replace on fail. Some budget may get used by mobile technology - tbc. Some screens require upgrades also
YM333	Harmanswater CC & Library	<b>0.0</b>	<b>1,276.0</b>	<b>1,276.0</b>	143.8	19.1	7.0	117.7	1,132.2	0.0	Mar-17	Project on hold pending a library review
YM335	ALBACS Upgrade	<b>0.0</b>	<b>35.0</b>	<b>35.0</b>	24.2	24.2	0.0	0.0	10.8	0.0	Mar-16	Current system went 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	<b>0.0</b>	<b>35.0</b>	<b>35.0</b>	0.0	0.0	0.0	0.0	35.0	0.0	Mar-17	The redevelopment of the public website is progressing well. Procurement exercise is underway to appoint a Design Agency to support the development of the site, and we expect an appointment to be made shortly. This work will be completed next financial year.
68 YM337	Netcall System Replacement	<b>0.0</b>	<b>40.0</b>	<b>40.0</b>	37.0	37.0	0.0	0.0	3.0	0.0	Mar-17	The project to transfer to the new Liberty platform is underway, and we expect this to be completed in Q4, although some budget for additional administrator training will be required in Q1 of 2016/17.
YM338	Data Centre Gas Canister 10 Year Renewal	<b>0.0</b>	<b>10.0</b>	<b>10.0</b>	10.0	9.3	0.0	0.7	0.0	-0.7	Complete	Complete
YM340	Server 2003 Upgrade	<b>0.0</b>	<b>40.0</b>	<b>40.0</b>	0.0	0.0	0.0	0.0	40.0	0.0	Mar-16	In progress with services and being co-ordinated with application upgrades where possible. ~80 servers to upgrade. On target for end of financial year.
YM341	SQL Upgrade	<b>44.0</b>	<b>98.0</b>	<b>142.0</b>	89.1	89.1	0.0	0.0	52.9	0.0	Mar-16	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	<b>0.0</b>	<b>107.0</b>	<b>107.0</b>	0.9	0.9	0.0	0.0	106.1	0.0	Mar-16	Planning commenced, work to be undertaken January-March for Citrix Upgrade. Orders to take place during the period.
YM343	Members ICT Equipment Refresh	<b>0.0</b>	<b>20.0</b>	<b>20.0</b>	20.0	15.4	0.0	4.6	0.0	0.0	Mar-16	Options currently being trialled by Members. Rollout complete. Recharges being prepared.

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YM344	MFD - Printer Refresh	3.9	20.0	23.9	19.2	19.1	0.0	0.0	4.7	0.0	Mar-16	Printers to be rolled out as per agreed schedule. Majority in this year replaced. Remainder of budget to be spent on break and fix. Review of plotters being carried out.
YM345	Town Centre Redevelopment	0.0	3,600.0	3,600.0	0.0	0.0	0.0	0.0	3,600.0	0.0	Mar-17	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	0.0	0.0	0.0	0.0	30.0	0.0	Mar-17	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.
YM348	ITS New Back Up System	0.0	37.4	156.4	156.4	165.2	0.0	-8.8	0.0	8.8	Mar-16	New backup solution currently going through procurement. An Invest To Save bid was approved by CMT on the 2nd September. Some spend in Jan/Feb required.
Total Current Year Programme - Council Wide	396.4	7,719.2	8,234.5	2,791.0	1,718.5	757.5	314.9	5,443.5	8.0			
Total Current Year Programme	633.4	7,769.2	8,521.6	2,936.6	1,925.6	758.0	253.0	5,585.0	8.0			
Percentages					66%	26%	9%	66%	0%			
Total Council Wide	6,096.3	7,759.2	13,974.5	7,396.3	6,238.6	820.8	336.9	6,578.2	-27.8			
Total Corporate Services & Chief Executives	566.4	50.0	616.4	387.4	428.6	25.6	-66.8	229.0	4.3			
Total Capital Programme	6,662.8	7,809.2	14,590.9	7,783.7	6,667.190	846.396	270.2	6,807.2	-23.5			
Percentages					86%	11%	3%	47%	0%			



# CORPORATE PERFORMANCE OVERVIEW REPORT

Q4 2015 - 16  
January – March 2016

Chief Executive:  
Timothy Whealon

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# **Section 1: Chief Executive's Commentary**

## **1 Introduction**

- 1.1 This report sets out an overview of the Council's performance for the fourth and final quarter of 2015/16 (January – March 2016). The purpose is to provide the Executive with a high-level summary of key achievements, and to highlight areas where performance is not matching targets or expectations, along with any remedial action that is being taken. It complements the detailed Quarterly Service Reports (QSRs) produced by each Director, which were circulated to Members in May.
- 1.2 Overall, good progress has been made against the actions in the departmental service plans. At the end of the year progress showed
- 216 actions (90.4%) have either been completed or remain on target to be completed within the timescales set;
  - 23 actions (9.6%) have fallen behind schedule.
- 1.3 Section 2 of this report contains information on the key performance indicators across the Council. Again the picture is generally positive, showing that the status for the Council's key indicators at the end of the year is:
- 62 (72.9%) green – i.e. on, above or within 5% of target;
  - 4 (4.7%) amber – i.e. between 5% and 10% of target;
  - 19 (22.4%) red – i.e. more than 10% from target.

## **2 Overview of the 4th quarter**

- 2.1 The key performance measures show that overall the Council is performing well with a number of areas where performance is good or has improved. Much of the quarter was, of course, dominated by the need to review budget plans following the Provisional Local Government Finance Settlement announcement on 17 December. In the event, the Council set a budget based upon using £5.1M of reserves as a short term measure whilst further savings, being developed through the Transformation Board are being consulted upon. This work has continued at pace with a number of significant reviews now well underway.

Whilst the focus was, and will continue to be, on financial issues, significant progress continues to be made with the regeneration of Bracknell Town Centre. By the end of March the steelwork and roof were complete for the new Marks & Spencer store, with the rest of the structural steel work on the northern retail quarter largely completed. Demolition of Charles Square was completed and work had started on two important new public open spaces – Bond Square and Station Green. Meanwhile, the highways works on Millennium Way, Weather Way and The Ring, including the accesses to the two main existing car parks were well advanced. Work to refurbish the bus station was also completed and has transformed the area.

Of course, in a complex organisation like the Council, many other activities were underway whilst the budget and town centre progress were 'in the headlines'. Important examples include:

- Secondary school allocations were published to parents on 1 March 2016. There were 1,312 applications, an increase of 43 from 2015. 79% of applicants were offered their first preference, 1% higher than in 2015; 93% of applicants were offered one of their three preferences, also 1% higher than in 2015. School performance also continues to improve and over the year April 2015 - March 2016, 80% of schools inspected have improved their inspection judgment, so that Bracknell Forest's percentage of 'Good' and 'Outstanding' primary schools has increased by 20% to 81%.
- Performance figures in all categories of planning applications have improved with determination in prescribed timescales all above target. Notably for major applications this was 85% and for other applications it was 95% against a target of 80%.
- There was a decrease in the percentage of roads where maintenance should be considered with just 3% of principal roads and 4% of non-principal roads requiring maintenance against targets of 7% and 6% respectively. This was an improvement on 2014/15.
- The number of household nights in B&B across the quarter was 1,455 in Q4 against a target of 1,650. This was down significantly from 2,278 in Q3 and reflects an early impact of the purchase of Tenterden Lodge. As part of the attack on homelessness, the Council has also established a wholly owned private company, Downshire Homes, and work during the quarter led to the first purchases of homes by the company in April.
- A referendum on the Binfield Neighbourhood Plan was held on Thursday 3 March 2016 with a turnout of 15.51%. The majority of the votes cast were in favour.
- The Volunteer Passport Scheme which was intended to generate better and easier volunteering across the borough is now up and running. The Scheme will require a volunteer to register only once in order to be considered for various volunteering opportunities. The scheme will also enable volunteers to upskill or multi-skill.
- Finally, Coral Reef closed on 24 January in preparation for the major refurbishment project. Works at the Coral Reef junction continued with anticipated commissioning of the junction in April, works on this element of the scheme were completed ahead of schedule.

Members will recall that during 2015/16 the Council introduced a significant recruitment and retention package to combat increasing problems of attracting staff into the children's social care service. The success of this approach can be gauged from the year on year reduction in staff turnover from 41% between October 2013 and September 2014 to 14.5% between October 2014 and September 2015. All managers within the Department are now permanent employees rather than agency staff and the vacancy rate has reduced to 8% as of April this year.

In service terms the success can be seen in the number of children who have been on child protection plans for over 18 months which, at 5, is a large reduction from 20 in March 2015. Numbers of Looked After Children in March 2016 was 98 – which at 35.3/10,000 is one of the lowest rates in the country. Investment in the teams has also resulted in a higher percentage of children leaving the care system over recent years with 24.7% of Looked After Children adopted or subject to Special Guardianship Orders in May 2016, compared with 16.5% the previous year.

2.2 There will inevitably be a small number of areas where performance did not meet targets. All indicators that are below target are shown in the tables in this report with an explanation. However, the most noteworthy are as follows:

- The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (L179) is below target. There has been a 30% increase in accepted homelessness over the year which to some extent explains the reason why the homeless prevention target has not been achieved. The inability to prevent homelessness will be due to a multitude of factors but the conditions in the private rented sector mean it is increasingly difficult to secure alternative homes for households who face homelessness. Again the work of Downshire Homes should help.
- Delayed transfers of care - total delayed transfers per 100,000 population, delayed transfers of care - delayed transfers attributable to social care per 100,000 population and delayed transfers of care (delayed bed days) from hospital per 100,000 population were all below target although through the critical Christmas and early January period there were significant periods with no delays at all. Comparing 2015-16 figures with previous years, there has been an increase within Bracknell Forest of the number of people requiring support to leave hospital.
- Special Educational Needs statements issued within 26 weeks was below target at 22.2% against a target of 90.0%. 9 EHCPs were issued, 7 of which had exceptions imposed with the following reasons: 3 cases required further evidence and advice to be gathered from professionals; 4 cases had late parental representations submitted. Improvements in this area will be a priority in the coming months.
- Within children's social care the number of children with child protection plans has increased to 120. The highest category continues to be Neglect (46%). This figure is now more aligned with national (44.5%) and South East (49.7%). A small number of children's services indicators are showing performance below target.
  - The timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption was 44.4% against a target of 60%. Despite this nine children ceased to be looked after as a result of the granting of an adoption order between 01/04/15 – 31/03/16.
  - The stability of placements of looked after children was 17.3%. This equates to 17 out of 98 children.
  - There were 12.2% of Child Protection Plans lasting 2 years or more. This equates to 18 out of 148 children.
  - The percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time was 24.8% against a target of 14.0%. This equates to 35 out of 141 children.
  - The percentage of care leavers in suitable education, employment or training was 57.1%, falling short of the target of 70.0%. This equates to 8 out of 14 young people aged 19 years.

Each of these is being carefully tracked.

### **3      External inspections and scrutiny**

- 3.1 Birch Hill School was inspected and judged to be a good school (formerly judged requires improvement) and Meadowvale, the first of our good schools to be inspected under the new short inspection retained its good judgment.
- 3.2 The Local Land Charges Team won a national award for the Most Improved National Land Information Service (NLIS) at the national Local Land Charges Awards 2016, beating all other local authority services to scoop first place.
- 3.3 The Community Learning Service was inspected by Ofsted and was judged to require improvement from a previous judgment of good. A robust action plan has been put in place to address the priorities identified in the inspection.
- 3.4 Bracknell has been shortlisted in two categories as part of the Thames Valley Property Awards. The town has been confirmed as a finalist for 'Town of the Year' and 'Regeneration Project of the Year'.
- 3.5 There was one application for directed surveillance operations under the Regulation of Investigatory Powers Act (RIPA) for the dates of the 16 and 18 February relating to test purchases of alcohol at 15 premises relating. All test purchases were refused by the businesses visited.
- 3.6 The O&S Commission and four O&S Panels continued their programme of meetings in public, covering a wide variety of topics. The O&S Working Group on Planning Procedures completed its work, and the Executive's responses to its recommendations are awaited. The Working Groups on Child Sexual Exploitation and on General Practitioner Capacity continued their reviews.

### **4.      Strategic Risks**

- 4.1 The Strategic Risk Register was reviewed by the Strategic Risk Management Group on 25th February before going to the Corporate Management Team on 16th March and the Executive Briefing on 31st March 2016. The key changes made to the Register during quarter 4 were as follows:
  - to reduce the likelihood of risk 2 (Demand for Services) to reflect robustness of forecasting processes;
  - to reduce the likelihood and impact for risk 6b (Implementation of Health and Social Care Act and Care Act) given that Phase 1 has been implemented and Phase 2 has been deferred;
  - to increase the impact for risk 6d (Coral Reef) due to outstanding re-tendering of the works. It should be noted that this risk can now be reduced;
  - to increase the likelihood of risk 9 (Maintenance of Buildings/Highways) due to reduction in highways maintenance funding arising from reduction in central government funding;
  - to reduce the likelihood for risk 10 (Working with Partners and Residents) due to robustness of consultation processes;
  - to reduce the likelihood for risk 11 (Economic activity) as this was over-scored;
  - to decrease the likelihood for risk 13 (Town Centre) due to progress on the project;
  - to add a risk 14 on the delivery of the Transformation Programme;

- to add a risk 15 on cyber threats due to rising level of threat generally and specifically due to cyber attacks at other local authorities.

## **5 Forward Look**

- The closure of Heathlands will take place on Friday 29 April and people will continue to be monitored in their new placements.
- Fifteen properties purchased by Downshire Homes will be let. In addition five Downshire Homes properties will be leased to Advance housing association to provide accommodation for people with learning disabilities.
- The Police & Crime Commissioner election takes place on 5 May and the EU Referendum on 23 June.
- Final award report for the New Home to School Transport contract 2016 will go to Executive in quarter 1 of 2016/17. Information regarding new routes and any operator changes to therein will commence in quarter 1 of 2016/17.
- Following the Local Government Finance Settlement the Council is consulting upon a range of further savings proposals in order to achieve a balanced and sustainable budget in 2016/17 and beyond. Responses to the consultation will be considered by the Executive in May and June, with recommendations being made to Full Council in July.
- The Council's draft financial statements will be completed and approved. The statutory deadline for this work is 30 June, although the aim is to complete the work by 31 May in line with the new statutory timetable for 2018.
- Regeneration of the town centre will continue:
  - Assembly of the multi storey car park will continue (40 week build programme).
  - Continuing work on the cladding and roofing to Fenwick's.
  - Greening works to The Ring is scheduled for April.
  - Work on Station Green is scheduled for completion early summer.
- Construction of new classrooms at Cranbourne Primary is expected to be completed at Easter.
- The construction of the new primary school building at Warfield West is due to be handed over in May 2016 and the building will be commissioned, furnished and equipped ready for opening in September 2016.
- Work on the implementation of a MASH continues. Thames Valley Police have recruited to their three posts, health colleagues are recruiting to their post and the MASH manager (a senior social worker) has been recruited. The Go Live date is 16 May 2016 and a launch will be held in September.
- The Council has been awarded £101,000 by DfT from this year's Pothole Action Fund and a further £95,000 from the Efficiency Funding. Both grants will help support the re-surfacing programmes that will commence during the quarter.
- Works installing LED lanterns to the street lights are expected to begin on site in the summer following technical approval of the proposals submitted by lantern and

central management system suppliers.

- Following the Council no longer being able to demonstrate a five year supply of housing land, defending appeals will continue to place pressure on the resources of the planning service. Because of this there are some significant appeals including Locks Ride for which the hearing has been deferred and a second appeal at Tilehurst Lane for which the hearing has been held and the decision is awaited.

*Timothy Wheadon*  
Chief Executive

## Section 2: Key Performance Indicators

### Adult Social Care, Health and Housing

#### Annual Indicators

Ref	Short Description	Previous figure 2014/15	Current Figure 2015/16	Current Target	Current status	Comparison with same period in previous year
<b>ASCHH All Sections - Annual</b>						
OF1c.1	Proportion of social care clients receiving Self Directed Support (Annually)	99.9%	100.0%	No target set	N/A	→
<b>Community Response and Reablement - Annual</b>						
OF2b	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (Annually)	75.8%	Full year figures N/A	81.3%	N/A	N/A
<b>Community Support &amp; Wellbeing - Annual</b>						
OF1c.2	Proportion of social care clients receiving Direct Payments (Annually)	22.7%	22.7%	No target set	N/A	→
<b>Housing - Options - Annual</b>						
NI155	Number of affordable homes delivered (gross) (Annually)	124	37	16	G	↓

#### Quarterly Indicators

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>ASCHH All Sections - Quarterly</b>						
NI135	Carer's receiving needs assessment or review and a specific carer's service, or advice and information (Quarterly)	29.4%	38.0%	40.0%	G	↓
OF2a.1	Permanent admissions to residential or nursing care per 100,000 population 18-64 (Quarterly)	5.4	5.4	6.8	G	↓
OF2a.2	Permanent admissions to residential or nursing care per 100,000 population 65 or over (Quarterly)	531.3	700.0	596.8	R	↓
L172	Timeliness of financial assessments (Quarterly)	98.3%	98.0%	95.0%	G	→
L214	Delayed transfers of care (delayed bed days) from hospital per 100,000 population (Quarterly)	1,015.5	1,047.6	521.3	R	↓
<b>Community Mental Health Team - Quarterly</b>						
OF1f	Proportion of adults in contact with secondary mental health services in paid employment (Quarterly)	No data available	No data available	No target set	N/A	
OF1h	Proportion of adults in contact with secondary mental health services living independently, with or without support (Quarterly)	No data available	No data available	No target set	N/A	
<b>Community Response and Reablement - Quarterly</b>						
OF2c.1	Delayed transfers of care - total delayed transfers per 100,000 population (Quarterly)	13.2	14.4	8.0	R	↓
OF2c.2	Delayed transfers of care - delayed transfers attributable to social care per 100,000	7.3	7.7	5.0	R	↓

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
	population (Quarterly)					
L135.1	Percentage of Enhanced Intermediate Care Referrals seen within 2 hours (quarterly)	100.0	99.0	95.0		
L135.2	Occupational Therapy (OT) assessments that were completed within 28 days of the first contact (Quarterly)	97.5%	97.7%	No target set	N/A	
<b>Community Team for People with Learning Difficulties - Quarterly</b>						
OF1e	Adults with learning disabilities in paid employment (Quarterly)	16.5%	17.1%	15.0%		
OF1g	Adults with learning disabilities who live in their own home or with their family (Quarterly)	89.0%	89.6%	85.0%		
<b>Housing - Benefits - Quarterly</b>						
NI181	Time taken to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	8.0	4.0	9.0		
L033	Percentage of customers receiving the correct amount of benefit (Sample basis) (Quarterly)	97.5%	97.9%	98.0%		
<b>Housing - Forestcare - Quarterly</b>						
L030	Number of lifelines installed (Quarterly)	221	204	200		
<b>Housing - Options - Quarterly</b>						
NI155	Number of affordable homes delivered (gross) (Quarterly)	16	9	10		
L178	Number of household nights in B&B across the quarter (Quarterly)	2,278	1,455	1,650		
L179	The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (Quarterly)	71.0%	71.0%	85.0%		

## Children, Young People & Learning

### Annual Indicators

Ind Ref	Short Description	Previous figure 2014/15	Current figure 2015/16	Current target	Current status	Comparison with same period in previous year
<b>Children's Social Care - Annual</b>						
NI061	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption (Annually)	16.7%	44.4%	60.0%		
NI062	Stability of placements of looked after children - number of placements (Annually)	13.5%	17.3%	12.0%		
NI063	Stability of placements of looked after children - length of placement (Annually)	61.3%	63.0%	60.0%		
NI064	Child Protection Plans lasting 2 years or more (Annually)	5.4%	12.2%	6.0%		
NI065	Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time (Annually)	13.2%	24.8%	14.0%		

<b>Ind Ref</b>	<b>Short Description</b>	<b>Previous figure 2014/15</b>	<b>Current figure 2015/16</b>	<b>Current target</b>	<b>Current status</b>	<b>Comparison with same period in previous year</b>
NI066	Looked after children cases which were reviewed within required timescales (Annually)	100.0%	100.0%	98.0%		
NI067	Percentage of child protection cases which were reviewed within required timescales (Annually)	100.0%	98.5%	98.0%		
NI147	Care leavers in suitable accommodation (Annually)	84.6%	100.0%	90.0%		
NI148	Care leavers in suitable education, employment or training (Annually)	53.8%	57.1%	70.0%		
L188	Percentage of single assessment for children's social care carried out within 45 working days (Annually)	95.9%	94.4%	80.0%		
L189	Percentage of referrals to children's social care going on to single assessments (Annually)	92.8%	86.2%	70.0%		
L205	Number of adoptive families recruited by the Shared Adoption Service to meet the needs of Bracknell Forest children requiring adoption (Annually)	8	30	No target set	N/A	
L206	Recruit foster carer households (Annually)	11	11	10		
<b>Learning and Achievement - Annual</b>						
NI079	Achievement of a Level 2 qualification by the age of 19 (Annually)	84.8%	89.9%	No target set	N/A	
NI080	Achievement of a Level 3 qualification by the age of 19 (Annually)	64.5%	68.8%	No target set	N/A	
NI081	Inequality gap in the achievement of a Level 3 qualification by the age of 19 (Annually)	27.0%	23.0%	No target set	N/A	
NI082	Inequality gap in the achievement of a Level 2 qualification by the age of 19 (Annually)	25.0%	19.0%	No target set	N/A	
NI087	Secondary school persistent absence rate (Annually)	3.6%	Data not yet available	4.0%	TBC	
NI091	Participation of 17 year-olds in education or training (Annually)	91.0%	91.5%	No target set	N/A	
NI103.1	SEN - statements issued within 26 weeks - Percentage of final statements of special educational needs issued within 26 weeks excluding exception cases (Annually)	87.9%	100.0%	100.0%		
NI103.2	SEN - statements issued within 26 weeks - Percentage of final statements of special educational need issued within 26 weeks (Annually)	73.5%	51.4%	90.0%		
NI114	Rate of permanent exclusions from school (Annually)	0.03% (12/13)	0.01% (13/14)	0.10%		

## Quarterly Indicators

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Children's Social Care - Quarterly</b>						
NI043	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody (Quarterly)	0.09	0.00	0.00		
CSP9.01	Reduce the reoffending rate of the Bracknell Forest local cohort of all young offenders (Quarterly)	1.03	1.08	No target set	N/A	
L092	Number of children on protection plans (Quarterly)	109	115	No target set	N/A	
L140	Percentage of children looked after in family placement or adoption (Quarterly)	62%	60%	63%		
L161	Number of looked after children (Quarterly)	98	98	No target set	N/A	
<b>Learning and Achievement - Quarterly</b>						
NI103.1	Special Educational Needs - statements issued within 26 weeks - excluding exception cases (Quarterly)	100.0%	100.0%	100.0%		
NI103.2	Special Educational Needs - statements issued within 26 weeks - all cases (Quarterly)	37.5%	22.2%	90.0%		
L139	Schools judged good or better by Ofsted (Quarterly)	75%	81%	70%		
<b>Strategy, Resources and Early Help - Quarterly</b>						
NI067q	Percentage of child protection cases which were reviewed within required timescales (Quarterly)	90.3%	98.5%	98.0%		
L141	Number of attendances at projects funded or supported by the Youth Service (Quarterly)	10,636	8,722	7,000		
L203	Number of Referrals to Early Intervention Hub (Quarterly)	79	84	No target set	N/A	
L204	Total number of CAFs and Family CAFs undertaken (Quarterly)	66	81	No target set	N/A	

## Corporate Services

### Annual Indicators

Ind Ref	Short Description	Previous figure 2014/15	Current figure 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Corporate Property - Annual</b>						
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)	91.9%	94.7%	90.0%		
L075	Number of commercial property voids (Annually)	3.50	1.50	5.0		
<b>Customer Services - Annual</b>						
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)	99.0%	99.1%	99.0%		

Ind Ref	Short Description	Previous figure 2014/15	Current figure 2015/16	Current Target	Current Status	Comparison with same period in previous year
L054	Cumulative percentage of business rates collected for the year at 31 March (Annually)	99.2%	99.4%	97.5%		
<b>Human Resources - Annual</b>						
L070	Percentage of employees with a disability, council wide (Annually)	1.96%	1.87%	3.0%		
L071	Percentage of black and ethnic minority employees, council wide (Annually)	5.19%	5.76%	5.50%		
L072	Gender pay gap, council wide (Annually)	19.70%	18.1%	18.0%		
L073	Average number of off the job training days per employee, council wide (Annually)	2.9	2.8	3.0		
L130	Percentage staff voluntary turnover, council wide (Annually)	13.41%	14.33%	13.0%		
L131	Percentage of staff leaving within one year of starting (Annually)	17.81%	18.39%	18.0%		
L174	Average number of working days lost to sickness per employee council wide (Annually)	5.2	5.9	5.0		

#### Quarterly Indicators

Ref	Short Description	Previous Figure Q3 2015/16	Current Figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Customer Services - Quarterly</b>						
L051	Percentage of current year's Council tax collected in year (Quarterly)	84.41%	98.26%	97.5%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	84.34%	98.9%	97.5%		
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	84.0%	72.0%	75.0%		
<b>Democratic and Registration Services - Quarterly</b>						
L231	Number of entries on the Electoral Register (Quarterly)	86,068	86,063	No target set	N/A	New for 2015/16
<b>Finance - Quarterly</b>						
BV8	Percentage of invoices paid within 30 days (Quarterly)	96.0%	95.4%	95.0%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.55%	0.58%	0.50%		
<b>Legal Services - Quarterly</b>						
L086.1	Number of Freedom of Information (FOI) requests received (Quarterly)	260	313	No target set	N/A	
L086.2	Percentage of FOI requests dispatched where 50% or more of the request was refused as the information is already publically available (Quarterly)	10%	8%	No target set	N/A	
L086.3	Percentage of FOI requests dispatched which were refused because the time limit would be exceeded (Quarterly)	0%	1%	No target set	N/A	

## Chief Executive's Office

### Quarterly Indicators

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current Figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Community Safety - Quarterly</b>						
CSP1.01	Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly)	36	115	134		
CSP11.01	Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly)	2,298	Data not available	N/A	TBC	
CSP2.01	Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts (Quarterly)	2.0	43	56.0		
CSP7.02	Reduce the number of reported incidents of theft of motor vehicle (Quarterly)	19	17	19		
L185	Overall crime (Quarterly)	3,629	5,094	4,713		
<b>Overview and Scrutiny - Quarterly</b>						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	93%	90%	90%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	1	1	4		

## Environment, Culture & Communities

### Annual Indicators

Ind Ref	Short Description	Previous figure 2014/15	Current figure 2015/16	Current target	Current status	Comparison with same period in previous year
<b>Environment &amp; Public Protection - Annual</b>						
NI168	Principal roads where maintenance should be considered (Annually)	9%	3%	7%		
NI169	Non-principal classified roads where maintenance should be considered (Annually)	7%	4%	6%		
NI196	Improved street and environmental cleanliness -- fly tipping (Annually)	2	2	2		
L200	Percentage of the Borough's households participating in recycling (Annual)	82%	88%	80.0%		
<b>Planning, Transport &amp; Countryside - Annual</b>						
NI167	Congestion - average journey time per mile during the morning peak (Annually)	N/A	TBC	No target set	N/A	
L160	Supply of ready to develop housing sites (Annually)	4.8	< 5 years	5.0		
L175 a	Percentage change in the number of people killed or seriously injured in road traffic accidents in the preceding 12 months against the baseline figure (Annually)	5.0%	0.0%	No target set	N/A	

## Quarterly Indicators

Ref	Short Description	Previous Figure Q3 2015/16	Current figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
<b>Environment &amp; Public Protection - Quarterly</b>						
NI191	Residual household waste in kgs per household (Cumulative figure for 15/16 reported quarterly in arrears)	344 (Q2)	498 (Q1-3)	484		
NI192	Percentage of household waste sent for reuse, recycling and composting (Cumulative figure for 15/16 reported quarterly in arrears)	38.6% (Q2)	39.3% (Q3)	42.0%		
NI193	Percentage of municipal waste land filled (Cumulative figure for 15/16 reported quarterly in arrears)	23.5% (Q2)	22.7% (Q3)	25.0%		
L128	Number of reported missed collections of waste (Quarterly)	253	195	180		
L146.1	Percentage of borough where environmental cleanliness is above EPA standard - Litter (Quarterly)	100.0%	100.0%	99.0%		
L146.2	Percentage of borough where environmental cleanliness is above EPA standard - Detritus (Quarterly)	98.72%	100.0%	97.0%		
L146.3	Percentage of borough where environmental cleanliness is above EPA standard - Graffiti and Fly posting (Quarterly)	100.0%	100.0%	99.0%		
L183	Percentage of food establishments in Bracknell Forest rated 4 or above on the food hygiene rating scheme at the end of the quarter (Quarterly)	82.7%	83.8%	80.0%		
L201	Percentage of the Borough's households participating in recycling reward scheme (Quarterly)	26.1%	26.2%	25.0%		
<b>Leisure and Culture - Quarterly</b>						
L003	Number of visits to leisure facilities (Quarterly)	1,648,251	2,108,031	2,000,000		
L017	Number of web enabled transactions in libraries (Quarterly)	132,893	179,220	168,690		
L018	Number of web enabled transactions in leisure (Quarterly)	20,904	30,690	27,000		
L020	Number of people enrolled in the Leisure Saver Scheme (Quarterly)	577	517	520		
L035	Income from Leisure Facilities (Quarterly)	7,369,000	9,980,000	10,036,000		
L151	Number of visits to libraries (Quarterly)	251,261	328,237	383,000		
<b>Planning, Transport &amp; Countryside - Quarterly</b>						
NI154	Net additional homes provided (Quarterly)	161	336	522		
NI157a	Percentage of major applications determined in 13 weeks (Quarterly)	93%	85%	80%		
NI157b	Percentage of minor applications determined in 8 weeks (Quarterly)	92%	78%	80%		
NI157c	Percentage of other applications determined in 8 weeks or within an agreed extension of time period (Quarterly)	96%	95%	80%		

Ref	Short Description	Previous Figure Q3 2015/16	Current figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
L008	Number of planning applications received to date (Quarterly)	241	222	No target set	N/A	
L009	Number of full search requests received (Quarterly)	322	464	No target set	N/A	
L014	Number of people slightly injured in road traffic accidents in the preceding 12 months (percentage change) (Quarterly)	-23.1%	-3.3%	No target set	N/A	
L046	Percentage of full searches answered in 10 working days (Quarterly)	100%	100%	90%		
L175 q	Percentage change in the number of people killed or seriously injured in road traffic accidents against the baseline figure (Quarterly)	0.0%	-2.8%	No target set	N/A	

Traffic Lights - Compares current performance to target		Performance Trend - Identifies direction of travel compared to same point in the previous year or quarter		
	On, above or within 5% of target		Performance has improved (more than 5% from same point in previous year or quarter)	
	Between 5% and 10% of target		Performance sustained (within 5% of same point in previous year or quarter)	
	More than 10% from target		Performance has declined (more than 5% from same point in previous year or quarter)	

The following key performance indicators are annual measurements where data is not due to be reported this quarter:-

## Adult Social Care, Health & Housing

Ind Ref	Short Description	Quarter due
Of1a	Social Care-Related quality of life	Q2/3
Of1b	The proportion of people who use services who have control over their daily life	Q2/3
Of2b	Achieving independence for older people through rehabilitation or intermediate care (Annual)	Q2/3
Of2d	The outcomes of short term service: sequel to service	Q2/3
Of3a	Overall satisfaction of people who use services with their care and support	Q2/3
Of3d.1	The proportion of people who use services who find it easy to find information about services	Q2/3
Of3d.2	Proportion of carers who find it easy to find information about services	Q2/3
Of4a	The proportion of people who use services who feel safe	Q2/3
Of4b	The proportion of people who use services who say that those services have made them feel safe and secure	Q2/3
L213	Satisfaction rates for calls to Emergency Duty Service	Q2/3

## Children, Young People & Learning

Ind Ref	Short Description	Quarter due
L153	Children in care reaching level 4 in English at Key Stage 2	Q3
L154	Children in care reaching level 4 in Maths at Key Stage 2	Q3
L155	LAC achieving 5 A* to C GCSE or equivalent at KS 4 including English and Maths	Q3
L158	Reduction in number of schools where fewer than 60% of pupils achieve level 4 or above in both English and Maths at KS2	Q3
L190	Children in care reaching Level 4 in writing at KS2	Q3
L192	KS2 attainment for BME groups containing more than 30 pupils who achieve level 4 in writing	Q3
L193	KS2 attainment for BME groups containing more than 30 pupils who achieve level 4 in maths	Q3
L207	Analysis of primary schools performance data and track pupil progress in order to plan and implement appropriate interventions	Q3
L208	Analysis of secondary schools performance data and track pupil progress in order to plan and implement appropriate interventions	Q3
NI073	Achievement at level 4 or above in both English and Maths at KS2 (Floor)	Q3
NI075	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	Q3
NI092	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	Q3
NI102.1	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2	Q3
NI102.2	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 4	Q3
NI107	Key Stage 2 attainment for Black and minority ethnic groups containing more than 30 pupils who achieve level 4 in Reading	Q3
NI108	Key Stage 4 attainment for Black and minority ethnic groups	Q3
NI117	16 to 18 year olds who are not in education, training or employment (NEET)	Q1

## Corporate Services

Ind Ref	Short Description	Quarter due
L078	ICT user satisfaction – service user survey	Q3 - 2016/17
NI006	Participation in regular volunteering (Biennially)	Q4 – 2016/17

## Section 3: Corporate Health

### A) Summary of Complaints

#### Corporate Complaints

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

The total number of corporate complaints received this year was 43.

Department	Stage	New complaints activity in Q4	Complaints activity year to date	Outcome of total complaints activity year to date
Adult Social Care, Health & Housing	Stage 2	4	13	3 upheld, 1 not upheld, 8 partially upheld, 1 on-going
	Stage 3		-	
	Ombudsman		2	2 not upheld
Children, Young People & Learning	Stage 2		3	1 partially upheld, 1 upheld, 1 on-going
	Stage 3	2	3	2 not upheld, 1 partially upheld
	Ombudsman	2	2	2 on-going
Corporate Services	Stage 2	1	2	1 upheld, 1 on-going
	Stage 3	-	-	
	Ombudsman	-	-	
Chief Executive's Office	Stage 2	-	-	
	Stage 3	-	-	
	Ombudsman	-	-	
Environment, Culture & Communities	Stage 2	2	6	6 not upheld
	Stage 3	0	4	2 not upheld, 1 partially upheld, 1 on-going
	Ombudsman	0	8	6 not upheld, 1 on-going, 1 upheld

#### Statutory Complaints

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

The total number of statutory complaints received this year was 47.

Department	Stage	New complaints activity in Q4	Complaints activity year to date	Outcome of total complaints activity year to date
Adult Social Care, Health & Housing	Statutory Procedure:	5	18	7 upheld, 7 not upheld, 2 partially upheld, 2 on-going
	Ombudsman	1	1	1 not upheld

Children, Young People & Learning	Stage 1	4	26	4 upheld, 14 not upheld, 5 partially upheld, 3 on-going
	Stage 2	1	2	1 not upheld, 1 frozen until further notice
	Stage 3	-	-	-
	Ombudsman	-	-	-

No complaints were received in respect of Public Health.

## B) Audits with Limited or No Assurance Opinions

During quarter 4, 3 limited assurance reports were issued on payroll, accounts payable, business rates collection, the Pines school and College Town Jnr School.

## C) Summary of People

### Staff Turnover

Department	Quarter 4	For the last four quarters	Notes
Adult Social Care, Health & Housing	4.08%	10.96%	A vacancy management protocol is now in place to help reduce the need for redundancies.  The vacancy panel will review all vacancies on a weekly basis to determine whether vacancies can be filled by those "at risk" of redundancy, whether the vacancy will be advertised internally or externally.
Corporate Services	1.91%	8.41%	4 members of staff left voluntarily during the last quarter. Of the vacancies in the Department, recruitment is underway for vacancies within Finance and Property Services.
Chief Executive's Office	3.23%	6.9%	Vacancies are within Regeneration and Community Safety
Children, Young People & Learning	2.8%	16.1%	This quarter 22 employees left CYPL and 21 new employees joined - seven people joined in social work posts (four newly qualified social workers have also been appointed to start next quarter).  The majority of vacancies in SREH are in the Early Help Team. This team is undergoing a restructure exercise.
Environment, Culture & Communities	3.89%	10.78%	The vacancy rate has increased from 7.34% last quarter to 9.48% this quarter. Both quarterly and annual staff turnover has increased this quarter compared to previous periods.

Comparator data	%
Total voluntary turnover for BFC, 2014/15:	13.4%
Average UK voluntary turnover 2014:	12.8%
Average Local Government England voluntary turnover 2014:	12.7%

(Source: XpertHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2014/15)

### Staff Sickness

Department	Quarter 4 (days per employee)	2015/16 Annual Average (days per employee)	Notes
Adult Social Care, Health & Housing	2.39	10.21	There were 9 cases of LTS. Out of these cases, 4 have returned to work, 3 have left BFC, and 2 are still to return.
Corporate Services	1.59	5.68	Sickness for this quarter stands at 338 days this is significantly lower than last quarter, however there was a lower proportion of long term sick this quarter. There were 107 days attributable to long term sick this quarter. There is only one person off on long term absence as others have returned. The annual average for 15/16 is 5.68 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. The annual average excluding long term sick is 3.4 days per employee.
Chief Executive's Office	3.0	6.55	There was 80 days sickness due to long term sickness. The annual average per employee for the Department stands at 6.55 days per employee. The average without long term absence stands at 2.65 days per employee.
Children, Young People & Learning	1.64	6.12	26% of the working days lost across the department this quarter can be accounted for by seven Long Term Sickness Cases. Four cases were in Children's Social Care accounting for 100 working days lost (35%). These cases have been managed in line with the Absence Management policy with the involvement of the Occupational Health Service. Average days lost per employee are now 6.12 compared to 6.29 for the department last year. For Children's Social Care the average working days lost for employees has fallen from 9.67 to 8.45.
Environment, Culture & Communities	1.70	5.54	Sickness this quarter has increased compared to last quarter (819 days), which is mainly due to an increase in short-term sick (593 days this quarter) compared to last quarter (496 days). Long-term sick decreased slightly (299 days this quarter)

			compared to last quarter (323 days). This quarter's split between short term and long term (66.48%: 33.52%) does not conform with normal sickness levels (around 50:50 split). The annual average per employee is slightly higher than the projected figure last quarter (4.47 days). It should be noted that 9 employees who were on long-term sick this quarter returned to work before the end of this quarter.
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<b>Comparator data</b>	<b>All employees, average days sickness absence per employee</b>
Bracknell Forest Council 14/15	5.2 days
All local government employers 2014	7.9 days
All South East Employers 2014	N/A

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

## D) Summary of Money

### REVENUE BUDGET MONITORING

The provisional end of year position for the General Fund indicates a potential under spend of -£2.702m. Details of individual variances are outlined in each department's Quarterly Service Report (QSR).

This net under spend comprises the following:

#### Adult Social Care, Health and Housing

- An under spend on Learning Disabilities (-£0.938m) partly offset by additional costs on Physical Support (£0.407m) and Support with Memory and Cognition (£0.376m). These variances primarily relate to care package costs and Continuing Health Care Funding.
- A significant increase in the recovery of Housing Benefit overpayments during the year resulted in additional income (-£0.462m) which was partly offset by additional agency staff costs (£0.145m).
- Funding from the Better Care Fund not matched against specific services (-£0.389m) offset by agency staff overspends at Heathlands care home (£0.194m), additional homeless family costs (£0.071m) and an over spend on Forestcare relating to staff and equipment (£0.133m).

#### Children, Young People and Learning

- Within Learning and Achievement, additional income was earned at the Bracknell Open Learning Centre from lettings and courses, fee income from the School Improvement Team and fixed penalty notices (-£0.131m). In addition, a saving was achieved on higher education fees (£0.041m).

- The number of Special Guardianship Orders and Childcare Solicitor assessments increased, resulting in over spends (£0.151m). These overspends were more than offset by savings at Larchwood Respite Home (-£0.056m) and on staffing (-£0.037m), direct payments (-£0.054m), the Emergency Duty team (-£0.031m) adoption services (-£0.020m) and specialist support services (-£0.018m).
- A net under spend within Strategy, Resources and Early Intervention primarily relating to staff costs (-£0.039m).

#### Corporate Services/Chief Executive's Office

- Additional income from Industrial and Commercial Properties (-£0.099m).
- An under spend in the Operations Unit primarily from reduced Home to School Transport and reactive maintenance costs (-£0.376m).
- Under spends on Member Services (-£0.028m), consultants fees (-£0.024m) and a number of other supplies and services budgets across the department.

#### Environment, Culture and Communities

- Additional income at the Cemetery and Crematorium (-£0.114m), the Lookout (-£0.133m), Downshire Golf Course (-£0.045m), and from Waste (-£0.058m), Local Land Charges grant (-£0.072m) and Building Control (-£0.090m).
- An under spend on Waste Disposal due to reduced tonnages and the resolution of the dispute on recyclate income (-£0.426m).
- Concessionary Fares under spent due to a reduction in passenger numbers (-£0.145m).

#### Council Wide

- Higher cash balances have been sustained throughout the year resulting in additional interest (-£0.459m).
- Internally funded capital expenditure was financed from internal borrowing to spread the cost impact on revenue. The capital expenditure charged to the General Fund budget was therefore not required (-£0.314m). Greater use of internal financing for assets under construction and higher than forecast capital carry forwards created an under spend against the Minimum Revenue Provision (-£0.118m).
- The Contingency was not fully allocated during the year (-£0.886m).
- Further income was received relating to the Council's deposit with Heritable Bank (-£0.082m). The Council has now recovered 100% of its original deposit (£2m), and £0.011m in interest. An exchange rate gain also occurred on the deposit held in Iceland relating to Glitnir Bank (-£0.095m).
- Transfers into the Structural Changes Reserve (£1m) and Transformation Reserve (£1m) to fund the Council's transformation programme and any resulting staffing implications.

There was a -£1.164m under spend on the Schools Budget which has been transferred into the Unused School Balances Reserve (£1.373m as at 31 March 2016). The most significant

variance was a -£0.982m under spend on SEN Provisions and Support Services reflecting the significant progress made in addressing the cost pressures arising from High Needs Pupils.

The final accounts will be presented to the Governance and Audit Committee in September.

A full review of all the variances arising in 2015/16 will be undertaken so that any variances that have an impact in 2016/17 and beyond can be identified and built into the Council's medium term financial plans.

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**TO: OVERVIEW & SCRUTINY COMMISSION  
7 JULY 2016**

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

**1 PURPOSE OF REPORT**

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

**2 RECOMMENDATION(S)**

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

**3 REASONS FOR RECOMMENDATION(S)**

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

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

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

## **6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

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

## **7 CONSULTATION**

None.

### Background Papers

Local Government Act 2000

### Contact for further information

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**OVERVIEW & SCRUTINY COMMISSION****CHIEF EXECUTIVE'S OFFICE****EXECUTIVE WORK PROGRAMME**

<b>REFERENCE:</b>	I061396
<b>TITLE:</b>	Bracknell Town Centre Regeneration Committee Update Report
<b>PURPOSE OF REPORT:</b>	To update the Committee on the regeneration of Bracknell town centre
<b>DECISION MAKER:</b>	Bracknell Town Centre Regeneration Committee
<b>DECISION DATE:</b>	5 Sep 2016
<b>FINANCIAL IMPACT:</b>	Contained within the report
<b>CONSULTEES:</b>	None
<b>CONSULTATION METHOD:</b>	None

<b>REFERENCE:</b>	I061397
<b>TITLE:</b>	Bracknell Town Centre Regeneration Committee Update Report
<b>PURPOSE OF REPORT:</b>	To update the Committee on the regeneration of Bracknell town centre
<b>DECISION MAKER:</b>	Bracknell Town Centre Regeneration Committee
<b>DECISION DATE:</b>	31 Oct 2016
<b>FINANCIAL IMPACT:</b>	Contained within the report
<b>CONSULTEES:</b>	None
<b>CONSULTATION METHOD:</b>	None

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**OVERVIEW & SCRUTINY COMMISSION****CORPORATE SERVICES****EXECUTIVE WORK PROGRAMME**

<b>REFERENCE:</b>	I062268
<b>TITLE:</b>	Insurance Broker Contract
<b>PURPOSE OF REPORT:</b>	The contract with the Council's current Insurance Broker, Jardine Lloyd Thompson (JLT) was for an initial three year period ending on 30 September 2014 with an option to extend for 2 further years. The contract was extended for the full two years and expires on 30 September 2016. JLT have been in discussions with the Council's Insurance Section to propose a further extension of the current contract terms, as an alternative to the re-tendering of the contract. We are seeking approval to further extend the current insurance broker contract with Jardine Lloyd Thompson annually for a maximum of three years to 30 September 2019
<b>DECISION MAKER:</b>	Executive Member for Transformation & Finance
<b>DECISION DATE:</b>	16 Aug 2016
<b>FINANCIAL IMPACT:</b>	The annual fee for the current contract with JLT is £7,000 plus VAT. The proposal received from JLT for the further three year extension of the contract has been offered at a considerably reduced fee of £4,900 plus VAT per annum. This fee will include any works required for the retendering of the Council's insurance programme.
<b>CONSULTEES:</b>	Head of Procurement Borough Solicitor
<b>CONSULTATION METHOD:</b>	Meetings and written consultation.

<b>REFERENCE:</b>	I061978
<b>TITLE:</b>	Specialist Printing for Electoral Services
<b>PURPOSE OF REPORT:</b>	The purpose of this report is to approve the Procurement Plan for the provision of a fit for purpose Electoral Services printing and postage contract over four years.
<b>DECISION MAKER:</b>	Director of Corporate Services, Executive Member for Culture, Corporate Services and Public Protection
<b>DECISION DATE:</b>	7 Jul 2016
<b>FINANCIAL IMPACT:</b>	Funding for this project is being drawn from a number of sources of which the most significant are the Cabinet Office' IER grants (for annual canvass) and Electoral Claims Unit (for all national elections and referenda). Costs have been estimated and some minor savings may be achieved if sufficient competition is received.
<b>CONSULTEES:</b>	Council Officers including the Head of Procurement, Borough Treasurer and Borough Solicitor were consulted in the drafting of the Plan.
<b>CONSULTATION METHOD:</b>	N/A

<b>REFERENCE:</b>	I056853
<b>TITLE:</b>	Corporate Asset Management Plan - Annual Update
<b>PURPOSE OF REPORT:</b>	The Executive Member to agree the Council's Corporate Asset Management Plan.
<b>DECISION MAKER:</b>	Executive Member for Transformation & Finance
<b>DECISION DATE:</b>	11 Jul 2016
<b>FINANCIAL IMPACT:</b>	No financial implications
<b>CONSULTEES:</b>	Corporate Asset Management Group
<b>CONSULTATION METHOD:</b>	Meetings

<b>REFERENCE:</b>	I060715
<b>TITLE:</b>	Capital Expenditure Outturn 2015/16
<b>PURPOSE OF REPORT:</b>	To note outturn expenditure and financing and to approve carry forwards.
<b>DECISION MAKER:</b>	Executive
<b>DECISION DATE:</b>	18 Jul 2016
<b>FINANCIAL IMPACT:</b>	None at this time
<b>CONSULTEES:</b>	N/A
<b>CONSULTATION METHOD:</b>	None

<b>REFERENCE:</b>	I060374
<b>TITLE:</b>	Medium Term Financial Strategy
<b>PURPOSE OF REPORT:</b>	To agree the Council's Medium Term Financial Strategy, Efficiency Plans and the Multi-Year Settlement.
<b>DECISION MAKER:</b>	Executive
<b>DECISION DATE:</b>	18 Jul 2016
<b>FINANCIAL IMPACT:</b>	To set out the Council's Medium Term Financial Plans.
<b>CONSULTEES:</b>	CMT Members
<b>CONSULTATION METHOD:</b>	Meetings with interested parties

<b>REFERENCE:</b>	I060097
<b>TITLE:</b>	Revenue Expenditure Outturn 2015/16
<b>PURPOSE OF REPORT:</b>	To note outturn expenditure and make recommendations to the Governance and Audit Committee on Reserves.
<b>DECISION MAKER:</b>	Executive
<b>DECISION DATE:</b>	18 Jul 2016
<b>FINANCIAL IMPACT:</b>	None at this time
<b>CONSULTEES:</b>	N/A
<b>CONSULTATION METHOD:</b>	None

<b>REFERENCE:</b>	I060085
<b>TITLE:</b>	Complaints against Bracknell Forest Council in 2015-16
<b>PURPOSE OF REPORT:</b>	To brief the Executive on complaints made against the Council in 2015-16
<b>DECISION MAKER:</b>	Executive
<b>DECISION DATE:</b>	27 Sep 2016
<b>FINANCIAL IMPACT:</b>	Contained within the report
<b>CONSULTEES:</b>	None
<b>CONSULTATION METHOD:</b>	None

<b>REFERENCE:</b>	I058314
<b>TITLE:</b>	Discretionary Rates Relief - New Applications
<b>PURPOSE OF REPORT:</b>	To consider new applications for discretionary rate relief and hardship relief
<b>DECISION MAKER:</b>	Executive Member for Culture, Corporate Services and Public Protection
<b>DECISION DATE:</b>	30 Sep 2016
<b>FINANCIAL IMPACT:</b>	Within existing budget
<b>CONSULTEES:</b>	Not applicable
<b>CONSULTATION METHOD:</b>	Not applicable

<b>REFERENCE:</b>	I061665
<b>TITLE:</b>	Bracknell Forest Partnership Community Engagement Strategy: report against actions 2015/16
<b>PURPOSE OF REPORT:</b>	To report on the progress against actions in the Bracknell Forest Partnership Community Engagement Strategy 2013/16 during its third year of implementation, and to celebrate community engagement achievements during 2015/16.
<b>DECISION MAKER:</b>	Executive Member for Council Strategy and Community Cohesion
<b>DECISION DATE:</b>	18 Oct 2016
<b>FINANCIAL IMPACT:</b>	All activity was supported by existing budgets.
<b>CONSULTEES:</b>	The Council's Community Cohesion and Engagement Partnership members.
<b>CONSULTATION METHOD:</b>	Through meetings and by email

<b>REFERENCE:</b>	I057529
<b>TITLE:</b>	Customer Contact Strategy 2016 - 2019
<b>PURPOSE OF REPORT:</b>	To outline the direction for customer contact for the coming three years. There will be an action plan to accompany the strategy, which will be updated annually.
<b>DECISION MAKER:</b>	Executive
<b>DECISION DATE:</b>	18 Oct 2016
<b>FINANCIAL IMPACT:</b>	The financial impact of each work package in the action plan will be assessed as it arises, and may be subject to capital bids.
<b>CONSULTEES:</b>	Internally - DMTs, Customer Contact Strategy Group, All Staff, Elected Members Externally - Partners, public
<b>CONSULTATION METHOD:</b>	Internally - surveys, meetings and workshops Externally - on-line questionnaire / survey

<b>REFERENCE:</b>	I056283
<b>TITLE:</b>	ICT Strategy / Digital Internal
<b>PURPOSE OF REPORT:</b>	To outline technology/ICT direction for the next three years. The action plan will be updated on an annual basis.
<b>DECISION MAKER:</b>	Executive
<b>DECISION DATE:</b>	18 Oct 2016
<b>FINANCIAL IMPACT:</b>	Detailed in each work stream associated with the strategy and subject to capital bids.
<b>CONSULTEES:</b>	Operations Group, ICT Steering Group, Members ICT Working Group, DMT, CMT
<b>CONSULTATION METHOD:</b>	Via meetings and workshops

**TO: OVERVIEW AND SCRUTINY COMMISSION  
7 JULY 2016**

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## **OVERVIEW AND SCRUTINY PROGRESS REPORT Assistant Chief Executive**

### **1 PURPOSE OF REPORT**

- 1.1 This report highlights Overview and Scrutiny (O&S) activity during the period December 2015 to May 2016.

### **2 RECOMMENDATION**

- 2.1 **To note Overview and Scrutiny activity and developments over the period December 2015 to May 2016, set out in section 5 to 6, and Appendices 1 and 2.**

### **3 REASONS FOR RECOMMENDATION**

- 3.1 The Chief Executive has asked for a six monthly report on O&S activity to be submitted to the Corporate Management Team, before it is considered by O&S Members.

### **4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

### **5 SUPPORTING INFORMATION**

#### Overview and Scrutiny Structure and Membership

- 5.1 There were no changes to the structure of the O&S Commission or Panels, and there was one change to the membership of the Health O&S Panel. Action continues to be taken periodically on the long-running vacancies for representatives of the Catholic Diocese and the Church of England on the O&S Commission and the Children, Young People and Learning O&S Panel.

#### Overview and Scrutiny Work Programme and Working Groups

- 5.2 The O&S work programme for 2015/16 was delivered largely as planned, with two reviews running into 2016/17. A routine report has been submitted to each O&S Commission meeting, monitoring progress against the O&S Work Programme, using traffic light indicators, and with particular reference to the Commission's own Working Groups. The O&S work programme for 2016/17 has been approved by the O&S Commission, following consultation with the Corporate Management Team and the Executive.
- 5.3 The tables at Appendix 1 sets out the status of the O&S Working Groups currently underway, along with the list of completed reviews since 2010.

### Overview and Scrutiny Commission

- 5.4 The O&S Commission met on 28 January, 10 March, and 18 May (Annual meeting). Its meeting scheduled for 12 May was cancelled owing to lack of business. The main items included:
- Discussions with the Executive Member for Transformation & Finance on the Transformation Programme.
  - Reviewing the quarterly performance reports for the Corporate Services Department, the Chief Executive's Office, and the Council as a whole.
  - Reviewing corporate decision items on the Executive Forward Plan.
  - Receiving the Bi-Annual O&S Progress Report, and progress reports from Panel Chairmen.
  - Scrutiny of the Executive's draft budget proposals for 2016/17, and subsequently the additional budget proposals.
  - Receiving an update on the work of the ICT Services function, its current priorities and future plans.
  - Agreeing the O&S Annual Report for 2015/16 and considering items for inclusion in the O&S work programme for 2016/17.
- 5.5 The O&S Commission's next planned meeting is on 7 July 2016 when the main item is anticipated to be the customary annual meeting with representatives of the Community Safety Partnership and Thames Valley Police, with a focus on the 2015/16 annual crime figures and the priorities in the Community Safety Plan.
- 5.6 Towards the end of the six months' period, the work of the O&S function outside the programme of formal meetings became dominated by making an input to the Council's Transformation Programme. The Commission set up six Core Groups to make an input to major Transformation projects running in 2016 (see Appendix 1), and Members participated in a Gateway Review meeting on the Arts review.

### Environment, Culture and Communities O&S Panel

- 5.7 Meetings of the Panel were held on 12 January and 23 March, 2016. During the meetings the Panel considered and commented on:
- 2016/17 Draft Budget Proposals.
  - Future challenges associated with the Waste Collection and Disposal Service.
  - Bracknell Forest Borough Local Plan Updates.
  - The Council's Transformation Programme.
  - Schools Annual Environmental Management Report 2014/15.
  - 2016/17 Work Programme Review Topics.
  - Working Group Update Reports
  - Review of Procedures for Planning Applications and Enforcement O&S Report.
  - O&S Progress Report.
  - Scheduled Executive key and non-key decisions.
  - Quarterly Service Reports (QSRs) for the relevant quarters.
- 5.8 Further to issues raised and actions requested at Panel meetings, Members were advised between meetings of the sites of the road junctions earmarked for traffic signal preventative maintenance and the location of the amenity land adjacent to Crowthorne Road identified for the felling of ageing pines and replanting with native deciduous trees. Members also requested that officers promote and publicise the new package at Bracknell Leisure Centre as widely as possible and continue to guide and influence schools to improve their environmental management, particularly in those areas where Council performance is affected such as recycling and waste sent to landfill from schools. The Panel adopted the

report of the review of the Council's Procedures for Planning Applications and Enforcement (see below).

- 5.9 The Working Group established by the Panel to review the Council's Procedures for Planning Applications and Enforcement continued and completed its work which consisted of Members receiving a comprehensive briefing from senior officers regarding the functions and structure of the planning function and advice on the legal input to the planning function, reviewing information requested from officers, research findings and the draft Local Enforcement Plan, and considering views on the planning function and the issue of Member and officer roles. The Working Group visited another local authority with a highly performing planning function to learn about best practice and met the Executive Member, Chairman of the Planning Committee and Director to discuss the main findings. Having completed its work, the Working Group produced a resulting report with recommendations which was sent formally to the Executive for its response (see Appendix 1).
- 5.10 Members of the Panel have joined core review groups relating to the arts, libraries and leisure services as part of the Council's Transformation Programme and will continue taking part in these and the associated Gateway Reviews.
- 5.11 The Panel's next meeting will take place on 5 July 2016 and items under consideration will include a Bracknell Forest Local Plan Update and the Quarter 4 QSR.

#### Health O&S Panel

- 5.12 The Panel met on 14 January and 14 April 2016. The main items considered at those meetings included:
- Meeting the Consultant in Public Health on the work of the Public Health function, its current priorities, challenges and plans.
  - Reviewing the Council's budget proposals for health in 2016/17.
  - Receiving the results of patient surveys and other independent information on the performance of NHS Trusts providing services to Bracknell Forest residents.
  - Receiving the bi-annual progress report of O&S.
  - Noting the outcome of the investigation of media allegations concerning the 111 service operated by South Central Ambulance Service.
  - Meeting the Chief Executive and senior staff of OneMedical, also the Clinical Commissioning Group, to review the action being taken to address the criticisms of the Care Quality Commission, arising from their inspection of the Bracknell Urgent Care Centre.
  - Reviewing the quarterly service reports of the Adult Social Care, Health and Housing department, relating to health.
  - Considering scheduled Executive Key and Non-Key Decisions relating to Health.
- 5.13 Between formal Panel meetings, much of Panel Members' time was spent on the Working Group reviewing whether there is sufficient GP capacity to meet the Borough's future needs. Other issues included:
- Attending a Centre For Public Scrutiny regional conference on Health O&S at Wokingham BC in December 2015
  - Correspondence with a local GP surgery, following up a CQC 'Inadequate' rating and the Practice being put into special measures. We received constructive responses to all the Panel's concerns
  - Providing comments on four NHS Trusts' annual Quality Accounts

## Unrestricted

- Keeping abreast of significant events, including the proposed re-development of Heatherwood Hospital, inspection reports issued by the Care Quality Commission, and a proposal to move the GP Out of Hours service for Sandhurst residents.
- Attending two Care Quality Commission 'Quality Summits' following their inspection of Wexham Park Hospital, also of the Berkshire Healthcare Trust
- Providing comments on the draft Health and Wellbeing Strategy in advance of its consideration by the Health and Wellbeing Board.

The Panel's next meeting is on 30 June 2016.

### Joint East Berkshire with Buckinghamshire Health O&S Committee

- 5.14 This Committee, formed jointly with Slough Borough Council, the Royal Borough of Windsor & Maidenhead, and Buckinghamshire County Council has remained suspended, the last meeting having been held in March 2013. The O&S Commission had previously decided to end the Council's involvement in the Joint Committee, unless there is a need to respond to a statutory consultation affecting health services in East Berkshire.

### Children, Young People and Learning O&S Panel

- 5.15 Meetings of the Panel took place on 11 January and 13 April, 2016. During the meetings the Panel considered and commented on:

- The minutes of meetings of the Corporate Parenting Advisory Panel.
- QSRs for the relevant quarters, giving particular attention to matters including outcomes of Ofsted school inspections, achievement of progress through the Key Stages with reference to the related Strategy, headteacher recruitment, safeguarding, social worker staffing and Looked After Children in terms of permanency of placements and signs of safety.
- Annual Report of the Local Safeguarding Children Board.
- 2016/17 Draft Budget Proposals
- School Places Plan 2015-2020 and 2015-based pupil forecasts.
- Update in respect of the transformation of Youth Services.
- Bracknell Forest Children and Young People's Mental and Emotional Wellbeing Strategy 2015-2018.
- Accessibility Strategy: Education, Schools and Early Years Settings 2016-2019
- Next review topic / working group.
- Work Programme 2016/17
- Working Group Update Reports.
- O&S Progress Report.
- Scheduled Executive key and non-key decisions.

- 5.16 In response to actions arising at Panel meetings, Members received information concerning the review of Safeguarding Incidents and Case Reviews, the outcomes of the Child Sexual Exploitation (CSE) consultation undertaken in schools and the totals for children looked after in family placement or adoption, and SEN statements issued within 26 weeks. The Panel also requested that the Independent Chair of the LSCB be advised of the Panel's concerns regarding safeguarding of home educated children and that related information be included in future annual LSCB reports.

- 5.17 The Working Group established by the Panel to review CSE in the Borough, owing to concerns associated with the increasing level of awareness of it following recent high profile cases in areas such as Rotherham, Rochdale and Oxford, continued and completed its work. The review featured an introductory briefing in respect of CSE and numerous

meetings with Council officers involved in all aspects of Children's Social Care, Youth Services and Community Safety and with representatives of multi-agency groups working to prevent and tackle CSE, the Police, a local charity, the NHS, GPs and local schools. Relevant information and data was also gathered. (See Appendix 1).

- 5.18 As part of the Council's Transformation Programme, Members of the Panel have joined a core review group relating to early intervention and prevention and will attend meetings of the Group and the associated Gateway Reviews.
- 5.19 The Panel next meets on 8 June 2016 when it will consider agenda items including the Quarter 4 QSR, report of the review of CSE, early interventions for Looked After Children, particularly care leavers, and updates on the provision for young people Not in Education Employment or Training (NEET) and the Family Focus Programme.

Adult Social Care and Housing O&S Panel

- 5.20 The Panel met on 19 January 2016. Its meeting scheduled for 15 March 2016 was cancelled owing to lack of business. On 19 January the Panel considered and commented on:
- 2016/17 Draft Budget Proposals
  - QSR for the relevant quarter.
  - National Living Wage – Potential Impact on the Social Care Sector.
  - Bracknell Forest Sensory Needs Strategy 2015-2020.
  - Advocacy Joint Commissioning Strategy.
  - Heathlands Residential Home – Consultation Update.
  - Working Group Update Report and Next Review Topic / Working Group.
  - Work Programme 2016/17
  - O&S Progress Report
  - Scheduled Executive key and non-key decisions.
- 5.21 As an action arising from the Panel meeting, Members were provided with the launch date and details of the second 'Choose Well' self-care campaign.
- 5.22 Having received an update regarding the work of its Working Group which contributed to the Council's Homelessness Strategy, the Panel indicated that housing supply would be its next review topic to be commenced when resources became available.
- 5.23 Although there are no Transformation Programme review topics relating to Adult Social Care, Health and Housing, Panel Members have been invited to join core review groups and attend Gateway Reviews relating to topics in other areas.
- 5.24 The next meeting of the Panel will be held on 25 May 2016 and items under consideration will include the Quarter 4 QSR, the Annual Complaints Reports 2015/16 for Adult Social Care and for Housing, the Housing Allocation Policy and an update in respect of the future of Heathlands Residential Home.

Other Overview and Scrutiny Issues

- 5.25 The Annual Report of O&S for 2015/16, incorporating the 2016/17 O&S Work Programme, was adopted by Council at its meeting on 27 April.
- 5.26 The Health O&S Panel Chairman attended a Warwick University Training event on Chairing O&S in February 2016.

- 5.27 Responses to the feedback questionnaires on the quality of O&S reviews are summarised in Appendix 2, showing a high average score of 2.7 (90%).
- 5.28 Quarterly review and agenda setting meetings between O&S Chairmen, Vice-Chairmen, Executive Members and Directors are taking place regularly for the Panels (every two months for the O&S Commission).

## **6 DEVELOPMENTS IN OVERVIEW AND SCRUTINY**

- 6.1 There were no notable developments in O&S nationally or locally in the period covered by this report.

## **7 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Statutory Scrutiny Officer

- 7.1 The monitoring of this function is carried out by the Statutory Scrutiny Officer on a quarterly basis. The induction and training for the new members of the Commission and its Panels has gone well. Good progress is being made on the agreed programme of work by Overview and Scrutiny for 2015/16. Scrutiny Panels' planned reviews will focus on areas of importance to local residents. Scrutiny members have begun the process of contributing to the Transformation Programme reviews.

### Borough Solicitor

- 7.2 There are no legal implications arising from the recommendations in this report.

### Borough Treasurer

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

### Equalities Impact Assessment

- 7.4 Not applicable. The report does not contain any recommendations impacting on equalities issues.

### Strategic Risk Management Issues

- 7.5 Not applicable. The report does not contain any recommendations impacting on strategic risk management issues.

### Workforce Implications

- 7.6 Not applicable. The report does not contain any new recommendations impacting on workforce implications.

### Other Officers

- 7.7 Directors and lead officers are consulted on the scope of each O&S review before its commencement, and on draft O&S reports before publication.

## **8 CONSULTATION**

Principal Groups Consulted

8.1 None.

Method of Consultation

8.2 Not applicable.

Representations Received

8.3 None.

Background Papers

Minutes and papers of meetings of the Overview and Scrutiny Commission and Panels.

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**OVERVIEW AND SCRUTINY CURRENT WORKING GROUPS – 2016/17**

Position at 17 May 2016

<b>Environment, Culture and Communities Overview and Scrutiny Panel</b>								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	PROGRESS OF REVIEW	REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
The Planning Function	Angell (Lead), Mrs Angell, Brossard, Finnie, Leake and Porter	Max Baker	Richard Beaumont	√	Completed and awaiting Executive response	√		A further meeting is being held to discuss the Executive response.

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<b>Children, Young People and Learning Overview and Scrutiny Panel</b>								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	PROGRESS OF REVIEW	REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Child Sexual Exploitation	Mrs McCracken (Lead), Mrs Birch, Ms Gaw, Peacey and Mrs Temperton	Karen Roberts / Sonia Johnson	Andrea Carr	√	Completing the information gathering stage.			The review is nearing completion and a draft report is being prepared.

<b>Health Overview and Scrutiny Panel</b>								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	PROGRESS OF REVIEW	REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
GP Capacity	Peacey (Lead), Phillips, Mrs Mattick, Mrs Temperton, Tullett and Virgo. Dr Norman	N/A	Richard Beaumont	√	Information gathering stage around 75% complete			

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<b>Transformation Programme - Overview and Scrutiny Core Groups Providing an input to Transformation Projects</b>					
CORE GROUP	MEMBERS	O&S LEAD OFFICER	SCOPING	CURRENT STATUS	
Arts Review	Cllrs Leake (Chairman), Mrs Birch, King, Peacey, Mrs Temperton, Thompson and Tullett	Richard Beaumont	√	Meetings held on 26 April and 9 May. Input made to first Gateway Review meeting. Next meeting provisionally arranged for 5 July	
Leisure services Review	Cllrs Angell (Chairman), Mrs Angell, Mrs Birch , Mrs Ingham, King, Mrs Mattick, Peacey , Mrs Temperton and Tullett,	Andrea Carr	√	First meeting held on 9 May	
Income Generation	Cllrs Angell (Chairman), Mrs Birch, King, Leake, Peacey, Porter and Mrs Temperton	Richard Beaumont	√	First meeting held on 9 May	

Unrestricted

Citizen and Customer Contact	Cllrs Leake (Chairman), Mrs Birch, D Birch, Finnie, Mrs Mattick and Thompson,	Richard Beaumont		First meeting arranged for 23 May
Early Intervention /Prevention	Cllrs Leake (Chairman), Mrs Birch, Mrs Ingham, Mrs Mattick, Peacey and Mrs Temperton	Andrea Carr		First meeting being arranged
Library Review	Cllrs Angell (Chairman), Mrs Birch, Mrs Ingham, King, Mrs Mattick, Peacey, Mrs Temperton and Tullett	Andrea Carr		First meeting arranged for 6 June

**Completed Reviews (Since 2011)**

Date Completed	Title
January 2011	Safeguarding Children and Young People
March 2011	Review of the Bracknell Healthspace (Addendum)
April 2011	Overview and Scrutiny Annual Report 2010/11
June 2011	Office Accommodation Strategy
June 2011	Plans for Sustaining Economic Prosperity
July 2011	Review of Highway Maintenance (Interim report)
September 2011	Performance Management Framework
September 2011	Review of the Council's Medium Term Objectives
October 2011	Plans for Neighbourhood Engagement
October 2011	Regulation of Investigatory Powers
October 2011	Site Allocations Development Plan Document
January 2012	Common Assessment Framework
February 2012	Information and Communications Technology Strategy
April 2012	NHS Trusts Quality Accounts 2011/12 (letters submitted to five Trusts)
April 2012	Overview and Scrutiny Annual Report 2011/12
June 2012 & April 2015	Commercial Sponsorship
July 2012	Communications Strategy
November 2012	Proposed Reductions to Concessionary Fares Support and Public Transport Subsidies
November 2012	Modernisation of Older People's Services
January 2013	Preparations for the Community Infrastructure Levy
February 2013	Substance Misuse
February 2013	'Shaping the Future' of Health Services in East Berkshire
April 2013	Overview and Scrutiny Annual Report 2012/13
April 2013	NHS Trusts Quality Accounts 2011/12 (letters submitted to three Trusts)

<b>Date Completed</b>	<b>Title</b>
July 2013	School Governance
September 2013	Delegated Authorities
October 2013	Bracknell Forest Bus Strategy
January 2014	Applying the Lessons of the Francis Report to Health Overview and Scrutiny
April 2014	Overview and Scrutiny Annual Report 2013/14
June 2014	Review of School Places
September 2014	Review of Cultural Services
October 2014	The Council's Role in Regulated Adult Social Care Services
February 2015	Business Rates and Discretionary Relief
April 2015	Substance Misuse Involving Children and Young People
April 2015	Overview and Scrutiny Annual Report 2014/15
August 2015	Draft Economic Strategy
September 2015	Draft Council Plan
November 2015	Draft Homelessness Strategy
April 2016	Review of Planning Procedures
April 2016	Overview and Scrutiny Annual Report 2015/16
May 2016	NHS Trusts Quality Accounts 2015/16 (letters submitted to four Trusts)

### **Results of Feedback Questionnaires on Overview and Scrutiny Reports**

Note – Departmental Link officers on each major Overview and Scrutiny review are asked to score the key aspects of each substantive review on a scale of 0 (Unsatisfactory) to 3 (Excellent).

	Average score for previous 25 Reviews <sup>1</sup>
<b>PLANNING</b> Were you given sufficient notice of the review?	<b>2.9</b>
Were your comments invited on the scope of the review, and was the purpose of the review explained to you?	<b>2.9</b>
<b>CONDUCT OF REVIEW</b> Was the review carried out in a professional and objective manner with minimum disruption?	<b>2.8</b>
Was there adequate communication between O&S and the department throughout?	<b>2.8</b>
Did the review get to the heart of the issue?	<b>2.6</b>
<b>REPORTING</b> Did you have an opportunity to comment on the draft report?	<b>2.8</b>
Did the report give a clear and fair presentation of the facts?	<b>2.6</b>
Were the recommendations relevant and practical?	<b>2.5</b>
How useful was this review in terms of improving the Council's performance?	<b>2.5</b>
<b>Overall average score</b>	<b>2.7 (90%)</b>

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<sup>1</sup> Road Traffic Casualties, Review of the Local Area Agreement, Support for Carers, Street Cleaning, Services for Adults with Learning Disabilities, English as an Additional Language in Schools, Children's Centres and Extended Services, Waste and Recycling, Older People's Strategy, Review of Housing and Council Tax Benefits Improvement Plan, 14-19 Education, Preparedness for Public Health Emergencies, Safeguarding Children, Safeguarding Adults, the Common Assessment Framework, Substance Misuse (Adults), Modernisation of Older People's Services, Community Infrastructure Levy, School Governance, Delegated Authorities, Applying the Lessons of the Francis Report, School Places, Cultural Services, Business Rates, and Substance Misuse (Children and Young People).

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**TO: OVERVIEW AND SCRUTINY COMMISSION  
7 JULY 2016**

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

**1 PURPOSE OF REPORT**

- 1.1 This report provides an update on the Overview and Scrutiny (O&S) Work Programme for 2016-17 and Panel activity.

**2 RECOMMENDATION**

**That the Overview and Scrutiny Commission:**

- 2.1 **Reviews the progress by the O&S Commission and the O&S Panels against the work programme**

**3 SUPPORTING INFORMATION**

O&S Work programme

- 3.1 The O&S Work Programme for 2016-17, incorporating each Chairman's assessment of progress (where provided), is at Appendix 1.

O&S Commission's Working Groups

- 3.2 The work outside formal meetings of the Commission has been connected with reviewing the projects making up the Council's Transformation Programme.

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

Contact for further information

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### Monitoring Of Work Programme for Overview and Scrutiny in 2016/17

The Overview and Scrutiny (O&S) Chairmen's assessment of the progress on the work programme for O&S in 2016/17 is shown below, where the symbols represent:



Completed or on course for completion



Delayed or completion at risk



Will not be achieved in 2016/17

#### Comments by O&S Commission Chairman

The Transformation Programme and workload is putting a heavy burden on all aspects of the Commission's work, including officer time. The timescales in which it needs to be completed are challenging.

<b>OVERVIEW AND SCRUTINY COMMISSION</b>		<b>Status / Comment</b>
1	<b>Co-ordination of the work of the Overview and Scrutiny Panels</b>	
2	<b>Routine monitoring of the performance of the Council's corporate functions</b> <p>To include: the Council Plan Overview Reports; the Quarterly Service Reports of the Chief Executive's Office and the Corporate Services Department; and on-going monitoring of departmental performance and expenditure.</p> <p>To receive periodic briefings on the implementation of key strategies, particularly the Local Economic Framework and Strategy.</p>	
3	<b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b>	
4	<b>Transformation Programme</b> <p>To ensure a consistent O&amp;S input to the Council's Transformation programme. Core Groups led by the O&amp;S Commission will provide input to Transformation projects of a corporate nature:</p> <ul style="list-style-type: none"> <li>• Council-wide support services.</li> <li>• Citizen and customer contact.</li> <li>• Income generation.</li> </ul>	
5	<b>2017/18 Budget Scrutiny</b>	
	<p>To review the Council's budget proposals for the Chief Executive's Office and the Corporate Services Department for</p>	

	2017/18, and plans for future years. To include a discussion with the Borough Treasurer during 2016 on the evolving budgetary position. Overview and Scrutiny Panels will also scrutinise the budget proposals in their departmental areas.	
6	<p><b>Crime and Disorder Committee</b></p> <p>To carry out the role of statutory 'Crime and Disorder Committee', to include an annual meeting with representatives of the Community Safety Partnership.</p>	

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

<b>ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL</b>		<b>Status / Comment</b>
1	<p><b>Monitoring the performance of the Adult Social Care, Health and Housing Department</b></p> <p>To include on-going review of the Quarterly Service Reports, receiving statutory plans and reports (such as the annual reports on complaints received), and being briefed on the progress of any significant developments (such as the Care Act).</p>	
2	<p><b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b></p> <p>To selectively contribute to the formulation of new policies in advance of their consideration by the Executive.</p>	
3	<p><b>2017/18 Budget Scrutiny</b></p> <p>To review the Council's Adult Social Care and Housing budget proposals for 2017/18, and plans for future years.</p>	
4	<p><b>Housing Supply: Older People's Accommodation</b></p> <p>A review of an aspect of Housing Supply, possibly the implementation of the Older People's Accommodation Strategy (with the Clement House development as a possible case study).</p>	

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

<b>CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW AND SCRUTINY PANEL</b>		<b>Status / Comment</b>
1	<p><b>Monitoring the performance of the Children, Young People and Learning Department</b></p> <p>To include on-going review of the Quarterly Service Reports, receiving statutory plans and reports (such as the annual reports of the Local Safeguarding Children Board, and on complaints received). Monitoring:</p> <ul style="list-style-type: none"> <li>• The creation of the 'Learning Village' in Binfield</li> <li>• Schools' performance and educational attainment, particularly secondary schools;</li> <li>• The action taken by the Executive to earlier reports by the Panel</li> </ul>	
2	<p><b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b></p> <p>To selectively contribute to the formulation of new policies in advance of their consideration by the Executive.</p>	
3	<p><b>2017/18 Budget Scrutiny</b></p> <p>To review the Council's Children, Young People and Learning budget proposals for 2017/18, and plans for future years.</p>	
4.	<p><b>Child Sexual Exploitation</b></p> <p>To complete the review of the Council's response to the risks of Child Sexual Exploitation, delivered in concert with community safety partner organisations. This might lead to further, focussed scrutiny of some aspects of CSE.</p>	
5.	<p><b>Transformation Programme</b></p> <p>To provide an input at key stages of the Transformation project on Early Intervention and Prevention.</p>	

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

The Executive's response to the ECC Panel's report on Planning Procedures is awaited..

<b>ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL</b>		<b>Status / Comment</b>
1	<p><b>Monitoring the performance of the Environment, Culture and Communities Department</b></p>	

	To include on-going review of the Quarterly Service Reports; the performance of the Department, review of any inspection reports or self-evaluations, and monitoring significant departmental developments, particularly the Local Development Framework.	
2	<b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b>  To selectively contribute to the formulation of new policies in advance of their consideration by the Executive.	
3	<b>2017/18 Budget Scrutiny</b>  To review the Council's Environment, Culture and Communities budget proposals for 2017/18, and plans for future years.	
4.	<b>Transformation Programme</b>  To provide an input at key stages of the Transformation projects on: <ul style="list-style-type: none"><li>• The Leisure Review.</li><li>• The Libraries Review.</li><li>• The Arts Review</li></ul>	
5.	<b>Houses in Multiple Occupation</b>  A review of the Council's involvement with Houses in Multiple Occupation (HMO).	

Comments by Health Overview And Scrutiny Panel Chairman

OneMedicalGroup from Bracknell Urgent Care Centre and the CCG provided the panel about information following their recent CQC inspection.

The Panel has been asked to provide a response to the CCG's consultation on moving the Out of Hours GP service for patients of the Sandhurst Practice to Brant's Bridge

The South Central Ambulance Service provided a copy of the report of investigations into Daily Telegraph allegations that were not substantiated.

The GP capacity working group continues with investigative interviews with organisations that have outside influence. The group is due to start looking at the recommendations with the view of presenting the paper to the Panel in September. There are some concerns about the achievability of this target.

The panel provided comments on 4 Quality Accounts that were well received by the various organisations.

<b>HEALTH OVERVIEW AND SCRUTINY PANEL</b>		<b>Status / Comment</b>
1	<p><b>Monitoring the performance of the Local NHS Organisations and the Adult Social Care, Health and Housing Department in relation to health</b></p> <p>To include on-going review of the Quarterly Service Reports and monitoring significant developments, particularly:</p> <ul style="list-style-type: none"> <li>• The Better Care Fund</li> <li>• The Care Act</li> <li>• Measures to promote self care and healthy living</li> </ul>	
2	<p><b>2017/18 Budget Scrutiny</b></p> <p>To review the Council's budget proposals for public health in 2017/18, and plans for future years.</p>	
3	<p><b>Responding to NHS Quality Accounts and Consultations</b></p> <p>The government's statutory guidance states that the annual "Quality Accounts" submitted by providers of NHS services should contain observations of O&amp;S committees. Also, the Panel is a statutory consultee for any substantial variation in NHS services affecting the Borough.</p>	
4	<p><b>GP Capacity</b></p> <p>To complete the Working Group reviewing whether there is sufficient GP capacity to match the long-term growth in the Borough's population and other demands.</p>	