



## **NOTICE OF MEETING**

### **Overview and Scrutiny Commission**

**Thursday 11 May 2017, 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, Phillips, Porter, Mrs Temperton and Tullett

#### **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 Wellsted

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

Councillors Dudley, Mrs Mattick, Peacey, Thompson and Worrall

ALISON SANDERS

Director of Corporate Services

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Published: 2 May 2017



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**Thursday 11 May 2017, 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

**1. Apologies for Absence/Substitute Members**

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

**2. Minutes and Matters Arising**

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Commission held on 26 January 2017.

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**3. Declarations of Interest and Party Whip**

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

Any Member with a Disclosable Pecuniary Interest 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.

Any Member with an affected Interest in a matter must disclose the interest to the meeting and must not participate in discussion of the matter or vote on the matter unless granted a dispensation by the Monitoring officer or by the Governance and Audit Committee. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.

**4. Urgent Items of Business**

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

5. **Public Participation**

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

**OVERVIEW AND POLICY DEVELOPMENT**

6. **Residents' Survey**

To consider the results of the 2017 Residents' Survey.

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7. **Transformation Programme**

To receive a presentation providing a progress update in respect of the Transformation Programme.

**PERFORMANCE MONITORING**

8. **Quarterly Service Reports (QSRs) 2016/17**

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the third quarter of 2016/17 (October to December 2016) relating to:

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- 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.***

**HOLDING THE EXECUTIVE TO ACCOUNT**

9. **Executive Forward Plan**

Scheduled Executive Key and Non-Key Decisions of a corporate nature are attached for consideration.

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**OVERVIEW AND POLICY DEVELOPMENT**

10. **Submission to the House of Commons' Communities and Local Government Select Committee**

To note the Council's submission to the House of Commons' Communities and Local Government Select Committee concerning the Committee's inquiry into Overview and Scrutiny in local government.

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11. **Work Programme and Panel Activity Update**

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.

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### **DATE OF NEXT MEETING**

The Annual Meeting of the Overview and Scrutiny Commission will be held on the 24 May 2017.

The next scheduled meeting of the Overview and Scrutiny Commission will be on the 6 July 2017.



## **OVERVIEW AND SCRUTINY COMMISSION 26 JANUARY 2017 7.30 - 9.23 PM**

### **Present:**

Councillors Leake (Chairman), Angell (Vice-Chairman), Mrs Angell, Mrs Birch, Brossard, Harrison, Mrs McCracken, Phillips, Porter, Mrs Temperton, Tullett, Dudley (Substitute) and Peacey (Substitute)

### **Executive Members:**

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

### **In Attendance:**

Richard Beaumont, Head of Overview and Scrutiny  
Stuart McKellar, Borough Treasurer  
Alison Sanders, Director of Corporate Services

### **35. Apologies for Absence/Substitute Members**

Apologies were received from Councillors Allen, Finnie and Mr Robin Briscoe.

Councillor Peacey was acting as a substitute for Councillor Allen.

Councillor Dudley was acting as a substitute for Councillor Finnie.

### **36. Minutes and Matters Arising**

**RESOLVED** that the minutes of the Overview and Scrutiny Commission held on the 17 November 2016 be approved as a correct record and signed by the Chairman

### **37. 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 and Housing.

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

### **38. Urgent Items of Business**

There were no urgent items of business.

### **39. Public Participation**

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

### **40. Membership of Overview & Scrutiny Panels**

The Commission received a report which set out the revised position regarding the appointment of Members to serve on Overview and Scrutiny Panels following the Annual Council meeting held on 18 May 2016.

The Overview and Scrutiny Commission had agreed the membership of its Panels following the Annual Council Meeting on 18 May but a Conservative substitute vacancy had arisen on two panels as a consequence of the resignation of Councillor King OBE.

**RESOLVED** that Councillor Gabby Kennedy be appointed as a substitute member to the Adult Social Care and Housing Overview and Scrutiny Panel and the Environment, Culture and Communities Overview and Scrutiny Panel.

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

The Commission considered a report that set out draft budget proposals for 2017/18. It was reported that the Executive would be considering all representations made at its meeting on 14 February 2017, before recommending the budget to Council.

The Borough Treasurer updated the Commission and made the following points:

- The draft budget proposals for 2017/18 had been agreed by the Executive at its meeting on the 13 December 2016, before the Government had released details on the provisional settlement.
- There had been a risk that the Local Government Settlement may be different than what had been originally proposed.
- The draft budget proposed £1.5m of new pressures.
- The Transformation Programme savings relating to 2017/18 had been incorporated into the budget proposals and were included in the report.
- There had only been two consultation responses, one from BUPA who had stated that they wished to work with the Council and the other from Councillor Templeton on behalf of the Labour Party.
- The provisional Financial Settlement had been announced in mid December 2016, the Government had changed its approach to New Home Bonuses, which meant there would be significant reductions in 2017/18 through to 2019/20.
- The Government had granted a one off Adult Social Care Grant for 2017/18.
- The Schools Grant reduction was not as high as had been anticipated.
- The forecast for 2017/18 looked better than had been anticipated, but worse for 2018/19 and 2019/20 which had resulted in a further £2m increase in the budget gap, to £25 million over the next three years.
- The continuation of big projects within the Capital Programme were still in place with the addition of some new proposals for Capital spend.

The Director of Corporate Services reported that within her department there were pressures within Legal and Property Services. Of the savings proposed in Corporate Services and the Chief Executives Office, very few had a direct impact on frontline services, with most being operational savings.

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

- 1% had been included for inflation in the draft budget proposals; this would be looked at and revised accordingly.

- The Council Tax proposals were not included within the report, but had been discussed at the Conservative Group Meeting.
- There was a potential care home provision from the Council going ahead, this would help to mitigate the increasing costs within that area.
- The 2017/18 budget assumed that the Transformation Programme for Adult Social Care would have come into effect and mitigate the 2017/18 costs.
- The Adult Social Care budget issues were Countrywide not just local to Bracknell Forest Council.
- There had been no responses from residents on the budget consultation.
- The Council would come in on budget for 2016/17.
- There had been no decision yet from Central Government on whether Vodafone would be included on the central list for Business Rates.
- Bracknell Forest Council were over delivering on their Business Rate projections. This would result in an increased levy payment to the Government in 2016/17 with the Council's share of the surplus not being available until 2017/18. This surplus had not been used to support the budget because of the uncertainty around future Business Rates income.
- involve had previously not received any changes to their Voluntary Sector Grant for the past five years going forward this would be cut. The Assistant Chief Executive had met with involve and they were comfortable that they would still be able to provide the same level of service and support. involve had moved their HQ to cheaper accommodation within the former Magistrates Court.
- The Voluntary Sector Grant to the CAB would be remaining, the Council and CAB were working closely together on work streams concerning debt issues, which were one of the CABs biggest concerns.
- The Voluntary Sector Grant to Victim Support had been removed, The Assistant Chief Executive had met with Victim Support before Christmas and no further comments had been received within the Consultation.
- There had been no changes to the Shopmobility Grant.
- Berkshire Community Foundation had also had their Voluntary Sector Grant cut.
- The Executive Member for Culture, Corporate Services & Public Protection had been present at the Assistant Chief Executives meetings with the Voluntary Sector Organisations and commented that involve were very relaxed and understanding with the proposed cuts.
- The property consultant that would be used to undertake the Energy Performance Certificates, this would be a one off cost as there was not enough resource within the Property Services Team to undertake the significant work needed in a short timescale. It was thought that this was the most cost effective approach. It had been recognised that recruiting property expertise in the South East was challenging. Staff had previously been brought in to undertake similar work as there was no allocation within the staff budget to provide this service.
- The Borough Treasurer had a high degree of confidence that the forecast savings from Transformation projects in 2017/18 would be achieved.

The Chairman stated that even though many members had been involved in the Transformation programme so far and had a general understanding and feeling of the figures that had been presented, there was a risk attached in achieving the figures. The Commission would be closely monitoring and watching to see if the savings are achieved. The Chairman also commented on the importance of CIL funding being spent on infrastructure rather than other projects.

The Commission endorsed the comments made in the minute extracts from Overview & Scrutiny Panels and would incorporate these into the overall feedback. The Commission also endorsed the draft budget proposals before them.

#### 42. **Use of Consultants**

The Commission received a report that set out information about the Council's use of consultants including the different circumstances in which they were used and the processes which are followed to engage them.

The Borough Treasurer presented the report which had been provided to the Commission. He informed Members that there were no standard definition of a consultant, and everything listed within the report was everything that had been charged to the consultant cost code, giving Member's full visibility. Coding of consultants costs was not consistent between departments.

The Borough Treasurer reminded the Commission that it was important to recognise that consultants working in day to day services or through contractors were appointed via the tender processes

The highest consultant spends were on Atkins, who were key to construction projects such as Blue Mountain and Coral Reef and Activist and iESE who were involved in the Council's Transformation Programme.

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

- In the year covered by the report, the total spend had been £5.35 million.
- Overall accountability for the decision to appoint a consultant was with the Service Director, they would ensure that the correct processes were in place. It would depend on the approach of the Directorate to determine whether Chief Officers and Heads of Service could also make the decision for lower spends.
- If it was a high spend decisions, for example £100k, it would be a director decision and they would weigh up whether it was a beneficial decision .The Director would ensure that this went through the procurement process as set out in the Schedule of Delegation.
- The term "No Payee Information" within the spreadsheets was unfortunate phrasing. It did not mean that the Council didn't know who they were paying, but a consequence of the way the report had been pulled together. These were Journal entries where the payee information was not held against the account but held against the coding within the ledger. To find this information each of these items would need to be looked into and traced. The original spreadsheet contained 6000 lines of information, and the Borough Treasurer was happy to provide the information to Members on particular lines in excess of £5,000.
- Temporary staff were employed through the Matrix contract and were coded against a different budget.
- The spreadsheets provided to the Commission had been specially written and included all spend coded to consultants on the system, even if it had been a one off spend.
- 90% of consultant appointments had been through a tender process. Every six months a sweep was done of all off-contract spend throughout the organisation, there was very little spend in this area.
- Consultants on Major Capital projects were coded to Capital codes.

- The Schedule of Delegation was set out for procurement processes and referred to regularly. This was set out in the Council's Constitution.
- The report had been prepared especially for the Commission and had not been supplied to the Auditors.
- The Executive Member for Transformation and Finance commented that it had been reported at January's Governance and Audit Committee that all of the Councils auditing systems were up to scratch.
- Atkins had been appointed through the proper procurement process and were providing support on significant programmes around the Borough, such as Binfield Learning Village and Coral Reef. They were providing experts at particular times of need as they are able to form and mobilise small teams at the time of need. The Council have struggled to appoint property expertise, this was an issue throughout Councils in the South East. It would be a massive challenge for the Council to meet the demand for these specialist services internally. The One Property Estate project would be looking at developing a shared service across Berkshire. One Member commented that it was open to the Council to engage its own architects and other specialist personnel, and if they had spare capacity, to sell that service externally.
- The Transformation Programme would be reviewing all services to find savings.
- The total budget for the Transformation Board had not been set at this time. Officers were being developed in house so that the Transformation Programme didn't need to rely as much on Consultants going forward.
- It was not known how much of the Atkins contracts were subcontracted out, Officers would look into this.
- Capital spend included construction fees.
- Directors and Officers would decide how best to use the funding available to achieve the desired outcome within member approved budgets.
- The analyse phase of the Transformation Programme had been different than what had been expected, therefore the original projected £70k cost of Activist had increased to £227k due to there being insufficient in house resources or expertise. For the Plan Phase of the Transformation Programme, in house resource was being reviewed and mapped to determine what external support was required.
- Consultant support for the Transformation Programme was not tendered annually, but part of a four year framework which had been agreed.
- It was difficult to compare Bracknell Forest's Consultancy spend with other Local Authorities as there wasn't a universal consistent approach.

The Chairman thanked the Borough Treasurer for pulling together the report which was of considerable interest and commented that it had opened many Members' eyes and raised more questions than it had answered. The need for using consultants was understood but the process of appointing consultants required sufficient internal expertise and needed to be closely monitored to determine that the Council was getting best value for money.

It was thought that more useful work could be done for Members to gain a better understanding and to keep the document live, therefore the Chairman proposed a motion that it would be worthwhile for the Members' to form a working group to investigate and understand the process more.

Members endorsed the Chairman's proposal for a working group to be introduced.

#### 43. **Executive Forward Plan**

The Commission noted the forthcoming items on the Executive forward plan of a corporate nature.

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

- The Bracknell Town Centre Regeneration Committee was a meeting which was open to the members to attend. The Assistant Chief Executive presented reports to the Committee Members updating them on the progress that was happening with the Town Centres Regeneration Programme. On occasion the Committee would be requested to agree for Officers to investigate a particular approach or idea for the regeneration.
- The Business Case for the Civic Accommodation was set out within the Capital Programme. Members' raised that confusion had been caused by including the demolition of Easthampstead House within the Capital Programme and that the process was not clear.

**44. Overview & Scrutiny Progress Report**

The Commission noted the Overview and Scrutiny activity and developments over the period June to November 2016, set out in the report.

**45. Work Programme and Panel Activity Update**

The Commission noted progress against the Overview and Scrutiny work programme for 2016-17.

Councillor Phillips raised concerns regarding officer support going forward to assist with Health Scrutiny.

**46. 2017/18 Overview and Scrutiny Work Programme**

The Chairman reported that all Overview and Scrutiny Panels and the Commission would need to consider their work programmes for 2017/18. A proposed work programme for Overview and Scrutiny for 2017/18 would then be annexed to the annual report of O&S for the April 2017 Council meeting.

**47. Date of the Next Meeting**

The date of the next Overview and Scrutiny Commission was 30 March 2017.

The Chairman commented that this would be the first without Richard Beaumont who was due to retire in March. The Chairman said that he had worked closely with Richard since becoming chair and his insight, intelligence and gravitas would be greatly missed.

The Commission thanked Richard for his contribution and wished him all the best for his impending retirement. This officer post would be replaced to fill the vacancy.

**CHAIRMAN**

**TO: Overview and Scrutiny Commission  
7 MAY 2017**

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**RESIDENTS' SURVEY 2017 RESULTS  
Director of Corporate Services**

**1 PURPOSE OF REPORT**

- 1.1 To brief the Overview and Scrutiny Commission on the Residents' Survey 2017 results and note the communications plan.

**2 RECOMMENDATIONS**

- 2.1 **Note the Residents' Survey 2017 results report at Annex One, the statistical comparison table at Annex Two and the communications plan at Annex Three**

**3 REASONS FOR RECOMMENDATIONS**

- 3.1 To provide the Overview and Scrutiny Commission with the results of the Residents' Survey 2017, to ensure that these are communicated effectively and that the Council acts on residents' views to continually improve the way it operates.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 Not applicable.

**5 SUPPORTING INFORMATION**

**Introduction**

- 5.1 As an outcome of the 2011 Neighbourhood Engagement Review the Executive agreed that the Council would conduct a regular residents' survey of all households to ensure that adult residents' views continue to shape the Council's strategy and that the Council remains informed of residents' perceptions of its services. Surveys of younger residents are undertaken separately by Children, Young People and Learning with the latest research having been conducted by The Children's Society in 2013. This report outlines the findings of the 2017 Residents' Survey conducted by QA Research, the Council's provider of independent consultation and engagement services. The aim of the survey was to gather the views of a representative number of Bracknell Forest residents on a variety of issues relating to the Council as well as attitudes towards Bracknell Forest as a place to live and work.
- 5.2 The Council has previously conducted a number of residents' surveys. These include neighbourhood surveys undertaken in 2007, 2008 and 2009 in partnership with Thames Valley Police to inform the work of the Neighbourhood Action Groups. The Place Survey was also conducted in 2008, with a central Government designed methodology and set of questions. The Council's 2017 Survey made only minor changes so as to closely replicate the 2014 Residents' Survey. The 2014 survey was based upon the 2012 Residents' Survey which incorporated some questions from

both the Place Survey and the Council’s neighbourhood surveys so comparisons could be made and trends tracked over time.

### Methodology

- 5.3 The decision was taken in 2014 to change survey methodology from paper to telephone in order to capture feedback from a more representative sample of residents. In 2017, as in 2014, QA Research undertook a sample survey of 1,800 residents carried out as a telephone survey using a CATI (Computer Aided Telephone Interviewing) approach. The interviewing period ran from 3 January to 22 February 2017, and CATI calls were made from QA’s in-house contact centre in York. Quotas were set to ensure that around 100 interviews were conducted per ward as well as quotas for age, gender, and ethnicity to ensure that the final sample was representative and reflected the demographic profile of the borough.
- 5.4 Based on the previous experience in 2014 interviewing was also undertaken face-to-face on street in various locations through Bracknell Forest to specifically target younger and Black Minority Ethnic (BME) respondents as they were harder to reach via the telephone survey.
- 5.5 At end of the fieldwork period a total of 1,801 surveys had been completed, of which 1,507 were CATI interviews and 294 were face-to-face interviews. Telephone and face-to-face surveys were combined into a single data set for analysis and all are included in QA’s report at Annex One. QA Research have analysed the differences in responses between residents from different demographic groups and wards, as well as understanding the changes in residents’ perceptions over time where relevant.

### Key findings

- 5.6 A copy of the QA Research results report is attached at Annex One and it includes a copy of the survey as an appendix. Attached at Annex Two is a statistical comparisons table which compares the 2017 Residents’ Survey results for key Council performance indicators to those of the 2014 and 2012 surveys. Due to differences in question ordering and overall questions content comparisons between surveys should be taken as indicative only.

The headline results are as follows:

Summarised responses	2008 or 2009	2012	2014	2017
Can influence decisions in their locality	28%	30%	41%	40%
Participate in regular volunteering (monthly)	21%	28%	20%	20%
Satisfied with local area as place to live	83%	85%	87%	90%
Like best – parks, open spaces and countryside	61%	58%	42%	54%
Like best – Council run sports and leisure facilities		23%	16%	14%
Like best - Highways	-	-	-	14%
Believe people from different backgrounds get on well together	82%	87%	94%	96%
People in the area not treating one another with respect and consideration is a problem	30%	14%	13%	12%

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Satisfied with the way the Council runs things	50%	60%	65%	68%
Council offers value for money	35%	55%	59%	62%
Very well or fairly well informed by the Council	39%	64%	64%	67%

### Demographic Profile of respondents

- 5.7 The report at Annex One provides a full breakdown of the respondents by demographic profile and ward area in section 5.1. In comparison to the 2011 Census data the respondent profile continues to be more representative of the profile of Bracknell Forest than surveys before the change in methodology in 2014.

### Involvement and Influence over local decisions

- 5.8 Residents were asked a question about whether they felt they could influence decisions in their local area. 40% of respondents agreed they could influence decisions in their local area, compared with 41% in 2014, 30% in 2012 and 28% who agreed with this statement in the Place Survey in 2008. White respondents were more likely to disagree that they could influence decision compared to BME respondents. The youngest age group are now the most likely to agree that they can influence decisions which has continued the shift from the position in 2012. In 2012 the older the respondent was the more likely they would agree that they could influence decisions in their local area. The proportion of respondents indicating that they 'don't know' how to influence decisions has remained static at 10% but of these the highest proportion continues to be aged under 34.
- 5.9 Residents were asked to state if they regularly participated in 'formal' volunteering; 20% indicated that they give unpaid help at least once a month, this has not changed since 2014 when a reduction was seen compared to 28% in the 2012 Residents' Survey. The Community of Life Survey found that 27% of respondents undertook formal volunteering in 2014-15 and in 2015-16. Volunteering levels in Bracknell Forest have been maintained since 2012 matching the national trend. Analysis shows that White British respondents were significantly more likely to volunteer (29%) than those from BME backgrounds (17%). Rather than being a measure that BME respondents are not integrated within their community this could perhaps be because BME communities do more for their own family and communities culturally and don't relate this activity to the word 'volunteering'. Variation in the level of volunteering was seen based on the age of respondents. Infrequent volunteering was highest amongst those aged 16 – 24 whilst those volunteering at least once a month continues to be notably higher amongst those aged 35 and over.

### Residents' attitudes towards their local area

- 5.10 The majority of residents (90%) indicated they were satisfied with the local area as a place to live, with just 4% indicating they were dissatisfied. Although there is no significant change in the proportion who felt satisfied in their local area since 2014 (87%) it would appear that satisfaction is on a very gradual upward trend since 2012 when the figure was 85%. The degree of satisfaction has increased with the proportion who were 'very satisfied' increasing from 40% in 2012 to 44% in 2017.

As in 2014 there was a large correlation between satisfaction with the local area as a place to live and with agreement by respondents that:

- they were able to influence decisions

## Unrestricted

- that their local area was a place where people from different backgrounds get on well together
  - the Council provided value for money
  - they were satisfied with the way that the Council runs things.
- 5.11 Satisfaction was slightly lower amongst those aged 16 – 24 when compared to other age groups and this age group was more likely to respond that they were ‘neither satisfied nor dissatisfied’ than all other ages which impacted on the results.
- 5.12 Satisfaction with the local area as a place to live was highest among residents in Little Sandhurst and Wellington, College Town, Winkfield and Cranbourne, Crowthorne and Hanworth. It was lowest in Wildridings and Central, Binfield with Warfield and Bullbrook.
- 5.13 When analysed by Parish and Town Council satisfaction with the local area as a place to live was highest among residents in Sandhurst Town, Crowthorne Parish and Winkfield Parish. It was lowest in Bracknell Town and Binfield Parish Councils.
- 5.14 Respondents were asked to state the three things they liked best about living in the borough without being prompted. The most commonly quoted feature was ‘parks, open spaces and countryside’ (54%) which overlapped two categories from the previous 2014 survey. This slight change in wording altered the second most frequently mentioned feature which previously had been ‘access to nature’ in 2014 and 2012. Instead a large number of different things were mentioned including:
- ‘Council run sports and leisure facilities’ (14%)
  - ‘Highways’ (14%)
  - ‘Public transport’ (13%)
  - ‘Cleanliness of the environment’ (12%)
  - ‘Friendly and familiar neighbourhood’ (12%)
  - ‘Accessibility’ (12%)
- 5.15 There are many aspects of living in the borough that residents are pleased with and the full list can be seen at section 5.3.1 of Annex One. However it is clear that access to green spaces continues to be of key importance to Bracknell Forest residents and has consistently been the most frequently mentioned ‘best thing’ in 2017 (54%), 2014 (48%) and in 2012 (58%).
- 5.16 The survey demonstrates that levels of community cohesion remain high in the borough with 96% of respondents feeling that people from different backgrounds got on well together in the borough. There has been an upward trend measured over the last three surveys as this is a sustained increase on 94% in 2014 and 87% in 2012. This is an interesting result in the context of reported reduction in cohesion nationally since the Brexit vote.
- 5.17 Winkfield and Cranbourne had the lowest level of agreement (67%) that your local area is a place where people from different backgrounds get on well together but this was partly due to the high proportion of respondents who said that ‘all the same ethnic background in my area’. The highest level of disagreement was in Wildridings and Central (14%).
- 5.18 The majority of residents (86%) felt that there was little problem with people not treating each other with respect within their local area; a minority of residents (12%) considering this to be a problem. There has been no significant change to this measure since 2014 when the response was 85% and 13% respectively.

Use of and satisfaction with specific council services

- 5.19 The most frequently used Council services by respondents were 'Parks, open spaces and countryside' (83%), 'Car parks such as High Street and Charles Square' (66%) and 'Local recycling sites' (66%). Age, and linked to this, life stage were important determinants of the services used by respondents. There were a number of differences in the services used by gender and age. There were minor variations between wards although the top three services used at least monthly for all wards came from just four service areas including those listed above and 'sport / leisure facilities'; see section 5.4.1 of Annex One.
- 5.20 A slight wording change in the survey has had a significant impact on the figures recorded for 'local recycling sites' reducing it from that with the highest proportion of respondents in 2014 (86%) when it was referred to as 'recycling facilities' to the third highest in 2017 (66%). 'Longshot Lane household recycling centre' was also added in 2017 which may have impacted on the statistics.
- 5.21 Respondents were asked to give their satisfaction levels with the services provided by the Council:
- 'parks, open spaces and the countryside' (92%)
  - 'refuse collection' (78%)
  - 'kerbside recycling' (76%)
  - 'the standard of maintenance of public land' (74%)
  - 'Longshot Lane household waste recycling centre' (73%)
- 5.22 The high proportions of 'don't knows' relate to targeted services with relatively low usage figures such as:
- 'childcare services' (70%)
  - 'housing advice' (69%)
  - 'youth services' (68%)
- This suggests that where people do not use a service they generally do not form an opinion of it. As previously highlighted by the affected directorates, the measure of being 'satisfied' does not neatly fit with the nature of these services. Providing a good service and delivering satisfactory outcomes does not necessarily correlate to satisfied residents.
- 5.23 Figure 23 in section 5.4.2 of Annex One illustrates the satisfaction levels with services once the 'don't knows' are excluded. 39% of respondents expressed a dissatisfaction rating for 'road maintenance', 16% were dissatisfied with local bus service' and 15% were dissatisfied with the 'planning service'. Positively the level of satisfaction (excluding 'don't know') is very much greater than the level of dissatisfaction.
- 5.24 Satisfaction with three services 'sports and leisure facilities', 'the standard of maintenance of public land' and 'road maintenance' have shown significant increases with each survey so appear to be on an upward trend. 'Road maintenance' is interesting as while it continues to be the service which attracts the highest degree of dissatisfaction this area has continually improved its satisfaction level since 2012.
- 5.25 Section 5.4.2 shows interesting variations in satisfaction levels by gender, age, ethnicity, religion and ward.

Perceptions of the Council overall

- 5.26 The satisfaction of residents with the Council was measured by a number of questions including overall satisfaction with the Council, perceptions of value for money offered by the Council and improvements the Council could make with the services it provides.
- 5.27 Just under seven-in-ten respondents (68%) were satisfied with the way in which the Council is running things, with 14% indicating they were 'very satisfied. One-in-ten (10%) indicated they were dissatisfied with things but the majority were 'fairly' rather than 'very' dissatisfied. The variation since 2014 is not statistically significant across any of the responses and satisfaction remains significantly higher than in 2012 when 60% of respondents were satisfied and 14% were dissatisfied.
- 5.28 Levels of satisfaction with the Council were linked with other key indicators such as satisfaction with local area as a place to live, whether they believed their local area was a place where people from different backgrounds get on well together and that the Council provides value for money. Feeling well informed about services and benefits also had a significant influence on how satisfied respondents were with the Council.
- 5.29 Respondents from BME backgrounds were more likely to be satisfied with the Council than those from White British backgrounds (77% vs. 69%). As observed in 2014 respondents aged 65 and over were more likely to be 'very satisfied' than other age groups.
- 5.30 With regard to the value for money offered by the Council:
- 62% of residents indicated that they thought the Council offers value for money
  - 10% disagree
  - 25% neither agreed nor disagreed

Although this is an upward variation there is no significant difference with the results in 2014 when 59% agreed and 10% disagreed but confirms the increase since 2012 when this was at 52% of respondents.

- 5.31 The perception that the Council provides value for money is linked to other measures such as satisfaction with how the Council runs things, whether they felt they could influence decisions, feeling well-informed and satisfaction with their local area as a place to live. Respondents aged 25-35 were less likely to agree than all other age groups. The strongest correlation is logically between satisfaction with the way the Council runs things and agreement that the Council provides value for money.
- 5.32 Residents were asked what if anything the Council could do differently that would have a positive impact within Bracknell Forest. The single issue mentioned most frequently by respondents was the need to focus on improving or changing road maintenance or infrastructure. This was mentioned by 19% and had been raised by 14% of respondents in the 2014 survey. Improving or changing mechanisms for communicating with residents and acting on residents concerns was mentioned by 12% in 2017 and by 15% of respondents previously in 2014. A wide range of disparate responses were captured and these can be seen in figure 32 in section 5.5.3 of Annex one. This suggests that there are a variety of areas that need improvements but not one major problem that the majority of residents have an issue with.

Communication with the Council

- 5.33 Residents were asked to indicate the extent to which they felt informed about the Council and the services and benefits it provides. Two thirds (67%) of respondents felt well informed by the Council although the majority felt 'fairly well informed' (51%) rather than 'very well informed' (16%).

This is not a statistically significant change since 2014 and 2012 when 64% of respondents felt well informed. Just under a third (29%) felt not well informed with only one-in-ten respondents feeling 'not well informed at all' (9%).

- 5.34 As previously indicated this measure clearly links to a better overall perception of the Council and those who felt well informed were more likely to be satisfied with how the Council runs things, agree that the Council provides value for money and feel that they could influence local decisions.

- 5.35 There is a distinct separation in feeling informed by age with those aged 16-44 being significantly less likely to be well informed than those aged 45 and over. White British respondents were also significantly more likely to feel well informed than those from BME backgrounds (68% vs. 59%).

- 5.36 The most commonly used method for accessing information about the Council and its partners were

- leaflets and partnership publications through the post (58%),
- the Town and Country newspaper (52%) and Online (36%).
- Email's popularity as a method of communication with the Council outstrips its current usage (32% vs. 10%) which indicates there is a demand for this service which is not being met.

As in 2014 both usage and preference for 'Town and Country newspaper' increased with age with the inverse the case for 'social media'.

- 5.37 White British respondents were shown to access significantly more sources of information on average than BME respondents. BME respondents were significantly more likely to answer 'don't know' for their current usage than White British respondents (13% vs. 3%). BME respondents current usage is highest with paper based sources delivered to residents but the BME respondents' preferred sources for information e.g. 'Online', 'At Community Centres / Office' and 'Face-to-face' exceeded usage. This indicates that there may be barriers to BMEs accessing information using these methods.

- 5.38 Residents were asked to indicate whether they had access to broadband internet at their home. The vast majority (97%) indicated that they did and a negligible proportion (3%) did not. At the current rate of increase, broadband internet should shortly reach saturation in Bracknell Forest. Whilst those aged 65 continue to be the least likely to have a broadband internet connection the proportion connected has increased significantly since the 2014 survey (78%) rising to the current level of 91%.

- 5.39 Access analysed by Ward shows that whilst the vast majority of residents now have broadband access the lowest proportion is seen in Priestwood and Garth and Wildridings and Central at 93% in both. Respondents in Priestwood and Garth reported the lowest connectivity in the last two surveys but there has been a significant increase since 2012 when this was at 85% of respondents.

Contact with and awareness of Parish and Town Councils

- 5.40 Residents were asked if they had contacted their Town and Parish Council during the past year and if they were aware of the services provided by their Town and Parish Council. 23% of respondents had contacted their Parish or Town Council in the last year which is a significant increase from 2014 when only 18% reported contact. Only a negligible proportion (2%) did not know what the Parish or Town Council was and is therefore not a contributing factor to the lack of communication.
- 5.41 A wide range of differing reasons were offered for contacting a Town or Parish Council with the the most popular responses being:
- 'about planning' (18%)
  - 'Trees, gardens & outdoors enquires' (12%)
  - 'Bin, waste & recycling' (10%)
  - 'Housing issue or changes' (10%)
- 5.42 69% of respondents indicated that their enquiry had been dealt with adequately which is an increase from 2014 (63%). 28% of respondents considered their enquires had not been dealt with adequately with the range of reasons given by the respondent detailed in figure 41 in section 5.7 of Annex One.
- 5.43 When asked if they were aware of the local services being provided by their Parish or Town Council 60% of respondents were not. Of those that were aware of the services provided by Parish or Town Councils the majority (90%) were satisfied which has increased from 84% of respondents in the 2014 Residents' survey.
- 5.45 Of those that were aware of the services provided by Parish and Town Councils, when asked about satisfaction with those services 'parks and open spaces' (32%) and 'environmental maintenance'(16%) were particularly good or valued services.
- 5.46 There continues to be confusion amongst respondents about who is providing services as responses included services that were the responsibility of the borough whether in terms of satisfaction or areas for improvement. Over half of respondents (51%) did not name any Parish or Town Council services that required improvement when asked. This was fairly consistent across the Parish and Town Council areas with no notable significant differences. The list of suggestions can be found at Figure 47 in section 5.7 of Annex One.
- 5.47 Respondents from everywhere but Binfield Parish Council were asked about their interest in contributing to a Neighbourhood Plan and if so, what they felt they could offer. One third (33%) indicated they would be interested in participating and there seems to be a genuine increase in interest since the 2014 survey. There was no statistically significant differences in interest between the parish and town Councils. The most common means of contributing was a 'keenness to share views and opinions' (38%), 'as a resident, good knowledge and experience of the area' (25%) and that they could 'give general ideas and feedback' (16%).
- 5.48 Respondents from Binfield Parish Council were asked whether they were aware that a Neighbourhood Plan was in place and the majority (65%) were, a third (33%) were not and a negligible proportion (2%) replied they didn't know.

**Conclusions**

5.49 As explained in more detail above the 2017 survey has resulted in relatively 'static' data, where variation between waves of the survey is minimal. This is typical of tracking surveys and is not something to be concerned about especially where measures are recording a high proportion of positive findings. The findings continue to confirm that residents generally view Bracknell Forest as a good place to live and this view has strengthened slightly over time. The key messages to be taken from the survey are:

- **The results of this survey provide a robust and representative sample and findings that can be generalised to the borough as a whole.**
- **Residents continue to feel that Bracknell Forest is a good place.** The majority of respondents (90%) continue to be satisfied with their local area as a place to live, with access to green space and the countryside once again being cited as a key part of the appeal of Bracknell Forest.
- Respondents also continued to agree that there was strong community cohesion in their local area, with the majority (96%) agreeing that people from different backgrounds get on well together. This appears to be on an upward trend, having increased significantly in both 2014 (vs. 2012) and again in the current survey (vs. 2014). In addition, there remains a low level of disagreement that there are issues with the way people in the respondents' local area treat each other with respect and consideration (12%).
- Despite satisfaction with the local area remaining high, many still feel that are unable to influence decisions that affect it (50% disagree that they can) and there has been no improvement in this since 2014. Only two fifths of respondents felt that they could influence decisions, so there is clearly scope for improvement here as this is a key satisfaction measure.
- **The majority of respondents continue to express satisfaction with Bracknell Forest Council and the majority consider it provides value for money.** Two thirds of respondents (68%) were at least fairly satisfied with the way that Bracknell Forest Council runs things and only one-in-ten continues to be dissatisfied with the Council. Just under two thirds (62%) agreed that the Council provides value for money.
- Ensuring that residents feel informed about the services and benefits the Council provides will help maintain or improve satisfaction levels, as those who did feel informed were significantly more likely than those that didn't to express satisfaction with the Council. The fact that respondents feel no more informed than they did in 2014 is therefore a likely contributing factor to the lack of movement in satisfaction with the Council.
- **The services provided or supported by Bracknell Forest Council generate high levels of satisfaction overall, although there is the potential for improvement in some areas.** The most frequently used services are also those that report the highest levels of satisfaction. Park, open spaces, & the countryside, waste & recycling services, leisure, sports & arts facilities, libraries and schools all have high levels of satisfaction amongst those who use them; however, planning, local bus services, and in particular road maintenance were all areas that reported relatively high degrees of dissatisfaction and also did so 2014. These represent services that could be improved; however the results do suggest that whilst road maintenance

continues to be a source of dissatisfaction it is actually improving with significant increases in satisfaction in both 2014 and 2017.

- **The majority of residents continue to feel they are at least fairly well informed about Council services, although there has been no improvement since 2014.** The most common methods of receiving information from the Council continue to be physical media such as leaflets or partnership publications by post, the Town and Country newspaper, and local newspapers or radio. There is a preference for email communication for around a third of residents that is not currently being met and this is an opportunity for the Council to explore in more depth.
  - **Contact with Parish or Town Councils continues to be minimal but has actually increased slightly since 2014.** Just less than one quarter of respondents had contacted their Parish or Town Council in the past 12 months (23%), and whilst this is still a minority it represents a slight, but statistically significant, increase since the 2014 results. Reasons for making contact were varied, and although environmental maintenance and planning continue to be the most common prompts there was once again no single issue that dominated. Where enquiries were made, just over one third felt that their enquiry was dealt with adequately and this has increased slightly but significantly since the previous survey. Where enquires were not dealt with adequately, this was generally due to the perception that the Council did not act to deal with the cause of the enquiry.
  - **Although those who were aware of the services provided by Parish and Town Councils were satisfied with them, awareness continues to be low overall.** It is important to note that only one third (36%) of all respondents indicated that they were aware of what these services actually were. This result is essentially unchanged since the 2014 survey and whilst there has been no decrease in awareness there has also been no improvement. As in 2014, and also at a borough-wide level, parks & open spaces were perceived as the most valued service provided by Parish and Town Councils, which is in line with them being seen as one of the key features of Bracknell Forest. When prompted for what services provided by Parish or Town Councils should be improved there was no single answer that emerged dominant, and in fact half of those asked did not give any suggestions.
- 5.50 A communications plan has been developed at Annex Three to feed back the results of the survey to residents, partners and the Council's elected members and staff. The Overview and Scrutiny Commission is asked to note the communications plan. Feeding back to residents using the strap line 'you said: we did' will help demonstrate the Council's commitment to acting on the results of the survey and increase the likelihood of maintaining a good participation rate in future surveys.
- 5.51 The survey results data will be summarised at ward level and circulated to Elected Members.
- 5.52 The results of the survey will inform the Council's service planning and the delivery of the transformation programme. The Council has committed to review all its services over the next three years and these reviews provide the opportunity to identify cost effective ways of increasing resident satisfaction. The Citizen and Customer Contact review has already identified how it could meet resident's preference for receiving more information by email and social media while making efficiency savings in customer contact for example. The results of this survey provides valuable information to inform the current and future service reviews.

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

### Borough Solicitor

- 6.1 Nothing to add to the report.

### Borough Treasurer

- 6.2 There are no financial implications arising directly from the recommendations in this report.

### Equalities Impact Assessment

- 6.3 The change in methodology from a self-selecting postal survey to a sample survey of 1,800 representative respondents conducted over the telephone and face-to-face continues to provide a more representative sample and findings that are more reflective of all the views of the borough's residents.

### Strategic Risk Management Issues

- 6.4 Conducting a biennial resident survey enables the Council to manage risk 1 in the Council's Strategic Risk Register 'Maintaining satisfactory service standards within a balanced budget' and this data enables Members and senior management to make the best informed decisions based on full knowledge of all known threats and opportunities.

## **7 CONSULTATION**

### Principal Groups Consulted

- 7.1 The Corporate Management Team and Portfolio Review Groups.

### Method of Consultation

- 7.2 Meetings.

### Representations Received

- 7.3 Incorporated into this paper.

### Background Papers

Bracknell Forest Residents' Survey 2017 – QA Research Results Report

### Contact for further information

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Annex One – QA Research Survey Report including survey questions  
Annex Two – Performance indicator chart  
Annex Three – Communications Plan

## Annex Two - Performance Indicator Table

Ind Ref	Short Description	Previous Figure 2012/2013	Previous Figure 2014/15	Current Figure 2017	Current Target	Current Status	Trend
<b>Performance indicators - these are measures (previous national indicators or best value indicators) where the Council has set targets</b>							
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years))	87%	94%	96%	94%		↑
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))	30%	41%	40%	41%		→
NI006	Participation in regular volunteering (Biennially (every two years))	28%	20%	20%	25%		→
NI023	People in the area not treating one another with respect and consideration is a problem (Biennially (every two years))	14%	13%	12%	13%		→
<b>Responses to other questions – these are measures where the Council has not set targets preferring to monitor trends over time</b>							
Percentage of people who are satisfied with their local area as a place to live		85%	87%	90%	N/A	N/A	↑

Unrestricted

Overall satisfaction with the way the Council runs things	60%	65%	68%	N/A	N/A	↑
Percentage that strongly agree or tend to agree that the Council provides value for money	52%	59%	62%	N/A	N/A	↑
Percentage that think the Council keeps residents informed very well or fairly well	64%	64%	67%	N/A	N/A	↑
<b>Satisfaction with specific Council services – with comparative data where available</b>						
Parks and open spaces	86%	86%	92%	N/A	N/A	↑
Longshot Lane recycling centre (defined as 'local tips / household waste recycling centres' in 2012)	82%	73%	73%	N/A	N/A	→
Refuse collection (defined as 'refuse collection / recycling' in 2012)	78%	73%	78%	N/A	N/A	↑
Kerbside recycling (referred to as 'doorstep recycling' in 2012)	68%	74%	76%	N/A	N/A	↑
Standard of maintenance of public land e.g. grass cutting, litter, graffiti (defined as 'Keeping land clear of litter/refuse' in 2012)	56%	71%	74%	N/A	N/A	↑
Libraries	56% (25% don't know)	53% (35% don't know)	50% (36% don't know)	N/A	N/A	↓
Sport/Leisure facilities	52% (24% don't know)	64% (22% don't know)	66% (22% don't know)	N/A	N/A	↑

Unrestricted

Road maintenance	36%	40%	45%	N/A	N/A	↑
South Hill Park Arts facility (referred to as 'Arts facilities' in 2012)	33% (45% don't know)	59% (30% don't know)	61% (29% don't know)	N/A	N/A	↑
Local bus services	32% (33% don't know)	32% (43% don't know)	35% (40% don't know)	N/A	N/A	↑
Local transport information	29% (31% don't know)	37% (36% don't know)	40% (34% don't know)	N/A	N/A	↑
Schools	27% (56% don't know)	44% (45% don't know)	41% (44% don't know)	N/A	N/A	↓
Community centres	24% (52% don't know)	29% (57% don't know)	33% (48% don't know)	N/A	N/A	↑
Planning	15% (43% don't know)	15% (67% don't know)	18% (57% don't know)	N/A	N/A	↑
Social care services	11% (69% don't know)	12% (77% don't know)	12% (67% don't know)	N/A	N/A	→
Childcare services	7% (76% don't know)	10% (82% don't know)	9% (70% don't know)	N/A	N/A	→
Youth Services	5% (78% don't know)	11% (78% don't know)	10% (68% don't know)	N/A	N/A	→

Unrestricted

Benefit Services	-	12% (77% don't know)	10% (67% don't know)	N/A	N/A	
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Traffic Lights		Performance Trend	
Compares current performance to target		Identifies direction of travel compared to previous survey results	
On, above or within 2.5% of target		Performance has improved by 2% or more	
Between 2.5% and 7.5% of target		Performance Sustained within 0% - 1.99%	
More than 7.5% from target		Performance has declined by 2% or more	

**Annex Three – Communications Plan**

<b>Date</b>	<b>Action</b>	<b>Target audience</b>	<b>Further information</b>
May 2017	PR	Residents	Highlights of results to local media
	Holding statements	Residents	To offer explanations of results
	Social media mentions	Residents	Highlights of results
	Overview and Scrutiny Commission	Members	To review the satisfaction results against service performance.
May/June 2017	BORIS/Forest Views	Staff	As above
	Departmental Management Teams	Managers	To review the satisfaction results against service performance and agree actions.
July 2017	Town & Country	Residents	Highlights of results
	Parish and Town Council Liaison Group	Parish and Town Councils	Highlights of results
Autumn 2017	Member Development Session	Members	Discussion on ward level variations

# Bracknell Forest Residents' Survey 2017

Bracknell Forest Council

27 March 2017



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Project number:	SKILL02-7560
Title:	BFC Residents Survey 2017
Location:	S:\ProjectFiles\B\Bracknell_Forest_Council\STAKE02-7560_BFC_Residents_Survey_2017\Reports\BFC_Residents_Survey_2017_V2f.doc
Date:	27 March 2017
Report status:	Final
Approved by:	Michael Fountain
Authors:	Miles Crosby & Michael Fountain
Comments:	<a href="mailto:miles.crosby@garesearch.co.uk">miles.crosby@garesearch.co.uk</a>
This research has been carried out in compliance with the International standard ISO 20252, (the International Standard for Market and Social research), The Market Research Society's Code of Conduct and UK Data Protection law	

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## I. Executive Summary

- Qa Research conducted 1,801 interviews via telephone and face-to-face interviewing between In January and February 2017 on behalf of Bracknell Forest Council for the 2017 Bracknell Forest Residents' Survey.
- The resulting data was representative of the profile of Bracknell Forest and has been compared to that of the 2014 residents survey (also conducted by Qa) to examine trends over time. At the 95% confidence level, findings are accurate to within +/- 2.3%.

### Involvement and influence over local decisions

Respondents were asked how far they agreed or disagreed that they could influence decisions that affected their local area;

- Four-in-ten (40%) agreed that they could influence decisions affecting their local area, essentially the same as 2014 (41%); half (50%) disagreed.
  - White British respondents were significantly more likely to disagree (53%) than BME (35%). Those aged 16-24 were more likely agree than any other age group. Agreement was especially low in the wards of Binfield with Warfield (23%) and Wildridings and Central (28%), which was also true in 2014.

Respondents were also asked about how often they gave unpaid help to groups, clubs or organisations over the past 21 months;

- Only three-in-ten (27%) had given any formal voluntary help over the last 12 months, and there has been no significant change since 2014. One fifth (20%) participated in formal volunteering at least once a month, but this was higher amongst those aged 35 and over than 16-34.

### Residents' attitudes towards their local area

Respondents were asked to rate their level of satisfaction with their local area as a place to live;

- Nine-in-ten (90%) respondents indicated that they were satisfied with their local area as a place to live, and only a negligible proportion (4%) indicated any degree of dissatisfaction. This was a small but significant increase since 2014 (87%).
- Respondents were more likely to feel satisfied with their local area if they...
  - agreed that they could influence decisions affecting their local area (95% vs. 86% disagreed)
  - agreed that their local area 'is a place where people from different backgrounds get on well together' (92% vs. 70% disagreed)
  - agreed that the Council provides value for money (94% vs. 76% disagreed)
  - were satisfied with the way the council runs things (94% vs. 71% dissatisfied)
- The most frequently mentioned best aspects that respondents said they liked about the borough continue to relate to access to green spaces (parks, open spaces, and the countryside (54%), with a disparate array of other aspects also mentioned.

Respondents also indicated the extent to which people from different backgrounds get on together, and to which people in their local area treat each other with respect and consideration;

- The majority (96%) of respondents agreed that their local area was a place where people from different backgrounds get on well together, and this has risen since 2014 (94%), 2012 (87%) and 2008 (82%) indicating a long term trend.
  - There were no significant differences by gender, age, or ethnicity and therefore this seems to be a universal sentiment.
- Only a small proportion (12%) of respondents indicated that the way people in their local area treated each other with respect and consideration was a problem, although this figure is essentially unchanged since 2014 (13%).
  - Around a fifth of respondents from Wildridings and Central (22%) and Great Hollands North (19%) felt that there was a problem with how people treated each other.

### **Use of and satisfaction with specific Council services**

Respondents were asked to indicate how often they used specific council services and rate their level of satisfaction with those services;

- The services most frequently used on a monthly basis were parks, open spaces, and the countryside (83%), car parks (66%), and local recycling sites (66%).
  - Parks, open spaces, and the countryside was the most frequently used on a monthly basis in all wards but one (Great Hollands North, where it was car parks).
- Amongst those who gave a satisfaction rating, the services that the highest proportion of respondents were satisfied with were parks and open spaces (96%) and South Hill Park arts facility (86%).
  - Satisfaction with services varied by age, gender, and ethnicity, and this very much depended on the service in question.
- Satisfaction has increased for some services but decreased for others, and the net results is that figures have remained largely the same.
  - *'sport and leisure facilities'*, *'the standard of maintenance of public land'*, and *'road maintenance'* have seen increases in both 2014 (vs. 2012) and 2017 (vs. 2014).

### **Perceptions of the Council overall**

Respondents were asked to rate their satisfaction with the way that Bracknell Forest Council runs things;

- In total, seven-in-ten (68%) indicated that they were satisfied with the way the Council runs things, and only one-in-ten indicated that they were dissatisfied (10%). There has been no significant change since 2014.
- Respondents were more likely to feel satisfied with the way the Council runs things if they...
  - agreed rather than disagreed that the Council provides value for money (88% vs. 18%)
  - agreed rather than disagreed that they can influence decisions affecting their local area (71% vs. 45%)

Respondents then indicated how far they agreed that the Council provided value for money;

- Six-in-ten (62%) respondents agreed that the Council provides value for money, and only one-in-ten (10%) disagreed. Agreement was the same as seen in 2014.

Respondents were then asked what they felt the Council could do differently which would have a positive impact within Bracknell Forest;

- Respondents were most likely to make suggestions relating to the need to improve or change road maintenance or infrastructure (19%), and this was also the case in 2014. It should be noted that the proportion satisfied with road maintenance has actually increased since 2014, however.
- Other frequently mentioned suggestions included improving communication with residents and acting on residents' concerns (23%) and the provision of parking places (8%).

### **Communication with the Council**

Respondents indicated the extent to which they felt informed about the services and benefits the Council provides and the methods used to communicate with the Council;

- Two thirds (67%) of respondents felt well informed, and just under one third (29%) felt not informed; this is essentially unchanged since 2014.
- The three most common methods for accessing information about services provided by the Council and its partners were leaflets / partnership publications by post (58%), the Town and Country newspaper (52%) and online (36%).
- Preference for receiving council communication by email outstrips usage.

### **Contact and satisfaction with Town and Parish Councils**

Respondents were also asked about their contact with their Town and Parish Council, along with their awareness of the services they provide locally;

- Three quarters (75%) of respondents had not contacted their Parish or Town Council in the past 12 months; only around one quarter had done so (23%) but this was still an improvement over the 2014 figure (18%).
- A wide range of reasons led to contacting a Town or Parish Council and there was no single over-riding issue which drives contact, although planning and environmental maintenance were the most frequent.
- Where enquires were made, seven-in-ten (69%) of respondents indicated that they were dealt with adequately and this was a significant increase from 2014 (63%). For the three-in-ten (28%) whose enquires were not dealt with adequately this was generally due to the perceptions that their views were ignored or not taken into account.
- Just over a third of respondents (36%) were aware of the local services provided by their Parish or Town Council, however the majority were still not aware (60%) and there has been no improvement in this since 2014.
- Nine-in-ten (90%) respondents were satisfied with the services provided by their Parish or Town Council, a significant increase from 2014 (84%). Binfield Parish reported the highest satisfaction (94%) and Sandhurst Town the lowest (88%).

Respondents were also asked about their interest in contributing to a Neighbourhood Plan;

- One third (33%) of respondents indicated that they would be interested in the opportunity to participate in drawing up a Neighbourhood Plan in their area, a slight but significant increase from 2014 (27%).
  - Male respondents (37%) and respondents aged 35 and over (35-44: 38%, 45-54: 40%, 55-64: 36%, 65+: 32%) were the most likely to be interested.
  - Parishes in Bracknell Forest (excluding Binfield) were consistently interested in participating in a Neighbourhood Plan were no significant differences between them. The range of interest ran from 38% (Winkfield) to 31% (Bracknell Town).

## Conclusions

1. The results of this survey provide a robust and representative sample and findings that can be generalised to the borough as a whole.
2. Overall, the results of the survey are broadly similar to those recorded in 2014; residents continue to feel that Bracknell Forest is a good place.
3. The majority of respondents continue to express satisfaction with Bracknell Forest Council and the majority consider it provides value for money, although there has been no improvement in this since 2014.
4. The services provided or supported by Bracknell Forest Council generate high levels of satisfaction overall, although there is the potential for improvement in some areas.
5. The majority of residents continue to feel they are at least fairly well informed about Council services, although there has been no improvement since 2014.
6. Contact with Parish or Town Councils continues to be minimal but has actually increased slightly since 2014.
7. Although those who were aware of the services provided by Parish and Town Councils were satisfied with them, awareness continues to be low overall.

## 2. Introduction

The following report outlines findings from the 2017 Bracknell Forest Residents' Survey, which was conducted by Qa Research (Qa) and undertaken between January and February 2017. The survey provides data on residents' quality of life and their attitudes towards local public services, including the Council. The report details the aims and objectives of the research, the methodology used and the key findings.

Bracknell Forest Council regularly undertakes consultation with residents to understand views on specific local services and priorities for the local area. This iteration of the Residents' Survey follows the 2012 and 2014 surveys (also conducted by Qa) and comparisons are made between this year's findings and previous years where appropriate. Note that, comparisons with data from earlier than 2012 have not been made due to a methodological change.

## 3. Aims and objectives

The survey was designed to gather the views of a representative sample of Bracknell Forest residents on a variety of issues relating to the Council, as well as attitudes towards Bracknell Forest as a place to live and work.

It was also intended to provide data that was, as far as possible, comparable to that collected in previous years so that comparisons could be made.

The main objectives of the research were therefore;

- To carry out a survey amongst a representative sample of Bracknell Forest residents, that provides robust data that can be compared over time
- To provide a methodology which encourages residents from all demographic groups to give their views in a cost-effective way
- To provide a robust sample of respondents from each of the 18 wards in Bracknell Forest.

This report details findings from the 2017 research.

## 4. Methodology

The 2017 Bracknell Forest Residents' Survey was undertaken as a telephone survey using a CATI (Computer Aided Telephone Interviewing) approach. Interviewing ran from the 3<sup>rd</sup> January to the 22<sup>nd</sup> February, and all calls were made from Qa's in-house contact centre in York. A quota target was set to ensure around 100 interviews were completed in each ward as well as quotas on age, gender and ethnicity to ensure the final sample was representative by these demographics. Previous experience has consistently demonstrated that it's hard to interview a representative sample of residents from younger age groups and BME using a purely telephone approach. Therefore, interviewing was also undertaken face-to-face, on-street at various locations through Bracknell Forest specifically to target younger and BME respondents.

In total, 1,801 interviews were completed of which 1,507 were CATI interviews and 294 face-to-face interviews. Telephone and face-to-face surveys have been combined into a single data set for analysis.

The questionnaire used was largely the same as that used in 2017 and a copy is included in the appendix to this report. The majority of questions were of a closed format; however there were a number of open questions. Verbatim responses with similar themes have been 'coded' into over-codes for analysis and reporting. The same over-codes have been used in 2014 and 2017 to enable year-on-year comparisons to be made.

Corrective weighting was applied to the data in order to ensure it was representative of the profile of Bracknell Forest, based on the following process;

- The proportion of interviews undertaken in each ward was aligned to the correct proportion – this was in response to the deliberate over and under-sampling of each ward to achieve around 100 interviews in each
- The demographic profile of each ward was weighted by age (16-29, 30-59, 60+), gender and ethnicity (White: English/Welsh/Scottish/Northern Irish/British, BME) to ensure it matched the profile outlined in the 2011 Census
- The overall profile was weighted again by age (16-29, 30-59, 60+), gender and ethnicity (White: English/Welsh/Scottish/Northern Irish/British, BME) to ensure it matched the profile outlined in the 2015 mid-year estimates.

The data was analysed as overall (frequency) results and a series of cross tabulations created to explore any relationship between responses and age, gender, employment status, location and other factors. We have reported throughout where any significant statistical differences appear from our analysis of the data by various cross-tabulations. The key findings presented are statistically significant unless indicated otherwise. Using statistical rules, we can be 95% confident that our research findings have a potential variance of no more than plus or minus 2.3% from the figure shown. These standards specifically apply to 'confidence levels'. An explanation is provided below:

### Confidence levels:

This indicates how representative findings are of the resident body as a whole. In this instance we have used 95% confidence levels – or put more simply– this requires that the chances of the sample group reflecting the wider resident population will be 95 out of 100. The confidence level is essentially a fixed value which must be looked at in conjunction with standard error.

The results are highlighted using a combination of charts and tables. In some instances responses to ordinal questions (such as satisfaction scales) have been combined to aid interpretation. Where

this has occurred it has been highlighted within the report. Similarly, on some occasions responses have been converted into average (mean) scores.

***Year-on-year comparisons;***

Throughout this report comparisons are made between the data from the 2017 Residents' Survey and the 2014 and 2012 surveys and these are highlighted in a blue box.

It should be noted that while the 2017 and 2014 surveys are virtually identical, using the same methodology and virtually the same questionnaire, the 2012 survey was carried out on paper. This means that care should be taken when comparing findings from 2012 with those from subsequent years.

## 5. Key findings

### 5.1 Demographic profile of respondents

The following table breaks down the profile of respondents by age, gender, ethnicity and ward. The profile is compared to the most recent Census data for adults (aged 16 years and above).

As described in the methodology section (Section 4), the 2017 data has been weighted to ensure it is representative of the demographic profile of Bracknell Forest. Throughout this report, percentages and means reported from the 2017 data are based on the weighted data. For longitudinal comparisons, the 2014 data has also been weighted to the 2011 census but the 2012 has not.

**Figure 1. Profile of respondents by age, gender, ethnicity, and ward**

	Census profile 2011 (16+ population only)		Respondent profile 2017 (Unweighted)		Respondent profile 2017 (Weighted)	
	Count	%	Count	%	Count	%
<b>Age</b>						
16-24	11,972	13%	210	12%	231	13%
25-44	34,352	38%	416	23%	435	24%
45-54	17,092	19%	438	24%	448	25%
55-64	12,180	14%	433	24%	417	23%
65+	14,147	16%	304	17%	271	15%
<b>Gender</b>						
Male	44,092	49%	867	48%	884	49%
Female	45,651	51%	933	52%	916	51%
Prefer not to say	-	-	1	<1%	1	<1%
<b>Ethnicity</b>						
White British	76,853	85%	1,491	83%	1,534	85%
Black and minority ethnic (BME)	12,890	14%	300	17%	257	14%
Prefer not to say	-	-	10	1%	10	1%
<b>Ward</b>						
Ascot	4,435	5%	100	6%	89	5%
Binfield with Warfield	6,881	8%	101	6%	138	8%
Bullbrook	4,774	5%	103	6%	96	5%
Central Sandhurst	4,061	5%	101	6%	81	5%
College Town	5,090	6%	97	5%	102	6%
Crown Wood	6,280	7%	99	5%	126	7%
Crowthorne	4,247	5%	100	6%	85	5%
Great Hollands North	4,335	5%	100	6%	87	5%
Great Hollands South	3,992	4%	95	5%	80	4%
Hanworth	6,489	7%	100	6%	130	7%
Harmans Water	6,288	7%	100	6%	126	7%
Little Sandhurst & Wellington	4,532	5%	100	6%	91	5%
Old Bracknell	4,402	5%	98	5%	88	5%
Owlsmoor	4,081	5%	100	6%	82	5%
Priestwood & Garth	6,054	7%	101	6%	121	7%
Warfield Harvest Ride	6,053	7%	100	6%	121	7%
Wildridings & Central	3,764	4%	105	6%	76	4%
Winkfield & Cranbourne	3,985	4%	101	6%	80	4%
<b>Total</b>	<b>89,743</b>		<b>1,801</b>		<b>1,801</b>	

All 2011 census figures are based on the adult (aged 16 and over) population only

The table below shows the profile of respondents by religious beliefs.

**Figure 2. Profile of respondents by religion**

	Census profile 2011 (16+ population only)		Respondent profile 2017 (Unweighted)		Respondent profile 2017 (Weighted)	
	Count	%	Count	%	Count	%
None	24,459	27%	610	34%	673	37%
<b>Net: Any religion/belief</b>	<b>65,284</b>	<b>73%</b>	<b>1,149</b>	<b>64%</b>	<b>1,090</b>	<b>61%</b>
Christian (all denominations)	55,691	62%	1,022	57%	989	55%
Buddhist	678	1%	12	1%	8	0%
Hindu	1,331	1%	33	2%	19	1%
Muslim	884	1%	26	1%	19	1%
Sikh	345	<1%	9	<1%	7	0%
Jewish	154	<1%	5	<1%	6	0%
Other	445	<1%	42	2%	42	2%
Prefer not to say	5,756	6%	42	2%	39	2%
<b>Total</b>	<b>89,743</b>		<b>1,801</b>		<b>1,801</b>	

All 2011 census figures are based on the adult (aged 16 and over) population only

The following table describes the sexual orientation of respondents. There is no comparative data in the 2011 Census, as that survey does not collect this information.

**Figure 3. Profile of respondents by sexuality**

	Census profile 2011 (16+ population only)		Respondent profile 2017 (Unweighted)		Respondent profile 2017 (Weighted)	
	Count	%	Count	%	Count	%
Heterosexual/ straight	-	-	1,702	95%	1,701	94%
Gay man	-	-	6	<1%	5	0%
Lesbian/ gay women	-	-	9	<1%	11	1%
Bisexual	-	-	5	<1%	6	0%
Prefer not to say	-	-	79	4%	78	4%
<b>Total</b>	<b>89,743</b>		<b>1,801</b>		<b>1,801</b>	

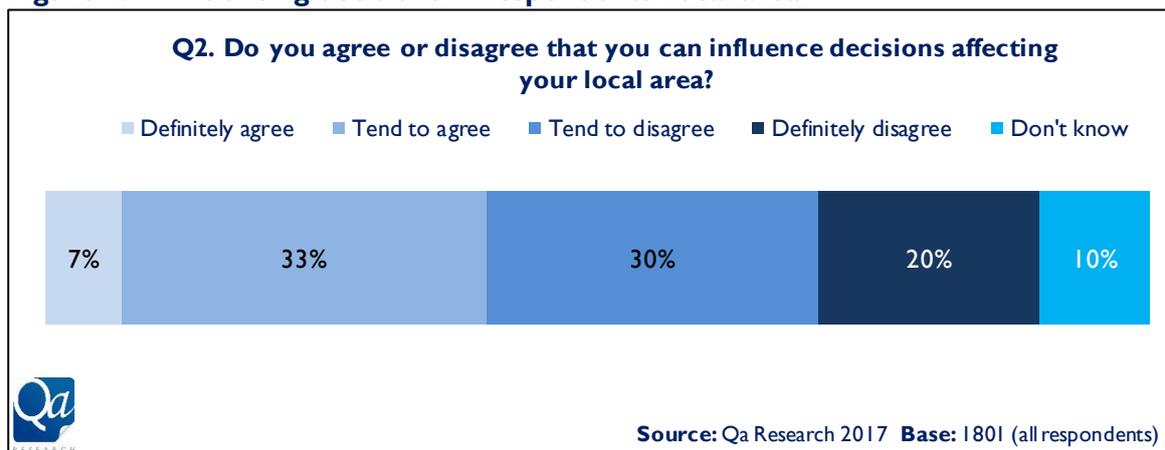
## 5.2 Involvement and influence over local decisions

In this section of the report, residents' attitudes towards their ability to influence the decisions made in their local area are explored. It also looks at the level of involvement in voluntary activities.

### 5.2.1 Ability to influence decisions affecting the local area

Respondents were asked how far they agreed or disagreed that they could influence decisions affecting their local area. The results are shown in the chart below;

**Figure 4. Influencing decisions in respondents' local area**



Half (50%) of respondents disagreed that they could influence decisions affecting their local area, and only two fifths (40%) agreed they could do so. One fifth (20%) said that they 'strongly disagreed', almost three times as many as said they 'strongly agreed' (7%).

#### Longitudinal comparison

The proportion of respondents who agreed that they could influence decisions affecting their local area has remained essentially unchanged since the figure recorded in 2014 (41%) with no significant increase or decrease.

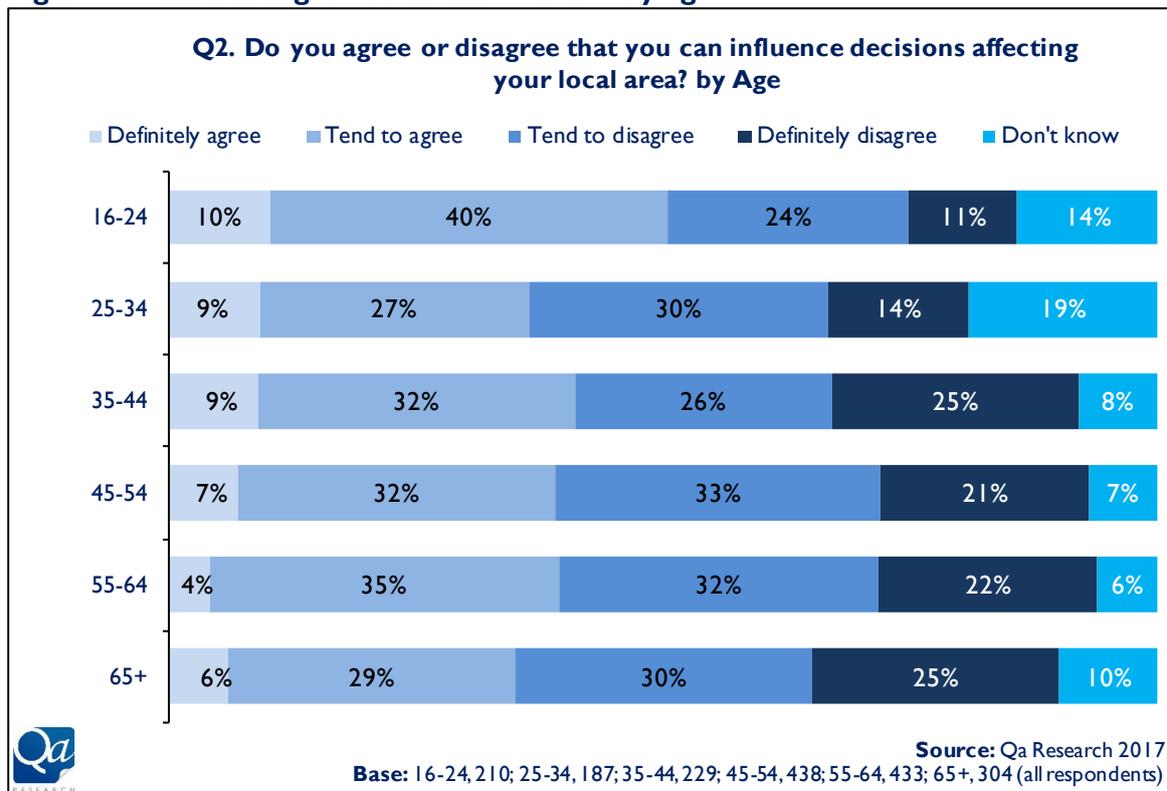
Whilst both these figures were higher than that recorded in 2012 (30%), the increase between 2012 and 2014 was caused by a decrease in the proportion saying 'don't know' and not a decrease in disagreement. The proportion of respondents who disagreed has remained largely static over the last three surveys, consistently recorded at around half (53% in 2012, 49% in 2014) and being consistently greater than the proportion who agreed.

#### Demographic differences

Respondents classified as White British were significantly more likely to disagree (53%) that they could influence decisions than those from BME backgrounds (35%). This pattern was also observed in the 2014 survey results, where BME respondents were also found to be less likely to agree but far more likely to say they don't know. This has changed for the 2017 survey however, with BME respondents now being more likely to agree (46%) than White British. There has been significant increase in agreement for the BME classification since 2014 (36%), which has been driven by a corresponding decrease in disagreement (43% in 2014 to 35% in 2017).

There was some significant variation between the level of agreement by age groups, and this is shown in the chart below;

**Figure 5. Influencing decisions in local area by age**



Respondents aged 16-24 were significantly more likely to agree that they could influence decisions affecting their local area (51%) than all other age groups (25-24 26%, 35-44: 51%, 45-54 39%, 55-64: 40%, 65+ 35%). Disagreement was correspondingly significantly higher amongst those aged 25 and over.

In addition, the proportion of respondents answering 'don't know' was significantly higher for the 16-24 and 25-34 age groups than for all others.

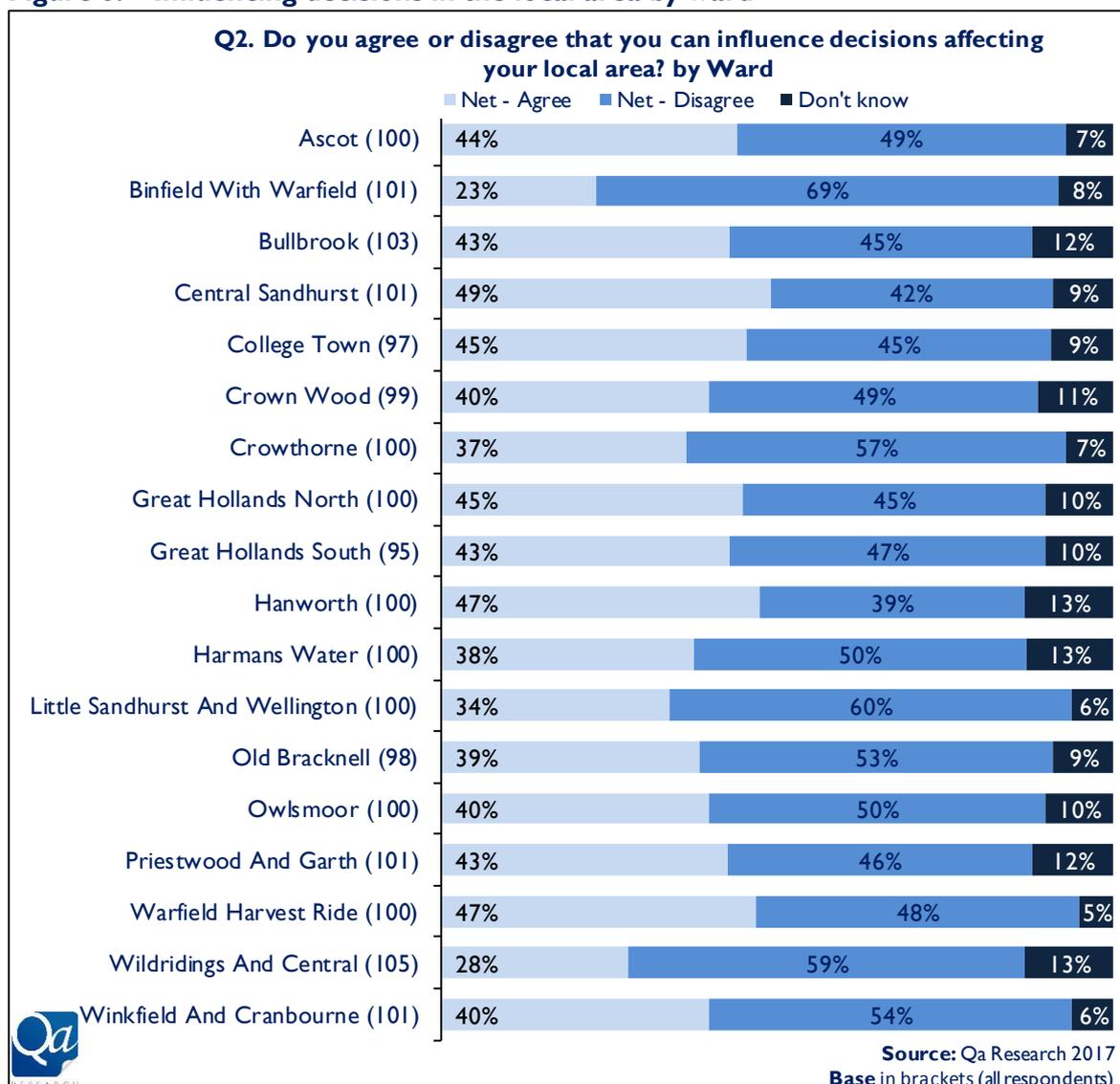
### Longitudinal comparison

Whilst in 2012 the older the respondent the more likely they were to agree that they could influence decisions in their local area, this was not true in 2014 where it was observed that there was some evidence to suggest the opposite might be true. This observation has turned out to be correct to some degree, with the youngest age group now the most likely to agree that they can influence decisions.

In addition, whilst it is true that in the current (2017) data there was no significant variation in the level of agreement from the age of 25 upwards, those aged 45 and over were significantly more likely to disagree than those 44 and under. Therefore, the situation in 2012 appears to have reversed with older respondents no more likely to disagree and younger respondents more likely to agree that they can influence decisions affecting their local area.

Differences in opinion by ward are shown in the chart below

**Figure 6. Influencing decisions in the local area by ward**



Agreement was highest in Central Sandhurst (49%), Hanworth (47%), Warfield Harvest Ride (47%), College Town (45%), and Great Hollands North (45%). Central Sandhurst also recorded the highest level of agreement in 2014, and College Town and Hanworth were also in the top five at the previous survey.

Agreement was lowest in Binfield with Warfield (23%) and Wildridings and Central (28%); these were also the two least in agreement wards in 2014. The level of disagreement was also high in Binfield and Warfield, significantly greater than 14 of the other 17 wards,

## 5.2.2 Involvement in volunteering activities

Respondents were asked if they had given any unpaid help to any groups, clubs, or organisations over the previous 12 months. Results are shown in the chart below;

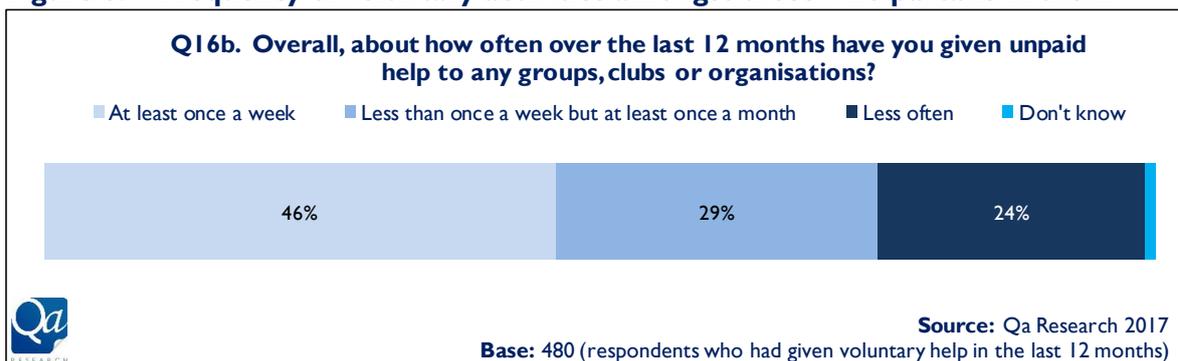
**Figure 7. Participation in voluntary activities**



Whilst around one quarter (27%) had given voluntary help with groups, clubs, or organisations over the last 12 months, it continues to be the case that the majority (71%) had not done so.

Those who had given unpaid help were asked how often this was;

**Figure 8. Frequency of voluntary activities amongst those who partake in them**



Amongst those who had given voluntary help, half (46%) did so 'at least once a week', and another third (29%) did so 'less often than once a week but at least once a month'. This means that three quarters (75%) of respondents volunteer at least once a month; at an overall level (including those who did not volunteer) this represents one fifth (20%) of the total sample.

### Longitudinal comparison

Both the proportion of residents' who had given voluntary help and the frequency of doing so amongst those who did have remained essentially unchanged since 2014, with no statistically significant variation in the figures.

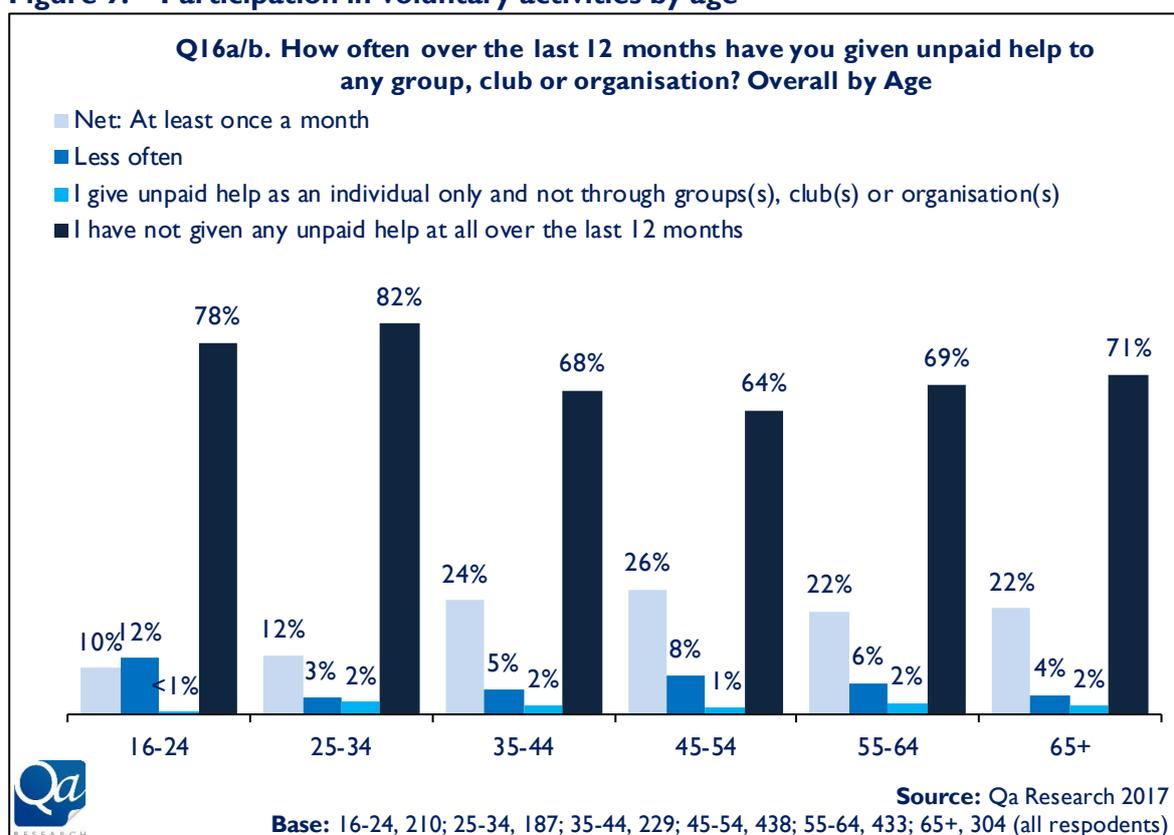
## Demographic differences

There were no statistical differences between the proportion of male and female respondents who had given unpaid help over the last 12 months.

White British respondents were significantly more likely to volunteer (29%) than those from BME backgrounds however (17%).

There was also variation in the level of volunteering based on the age of respondents. The chart below shows variation in the proportion of respondents volunteering at least once a month (as a percentage of all respondents), as well as those who undertake informal volunteering and those who did not volunteer, split out by age;

**Figure 9. Participation in voluntary activities by age**



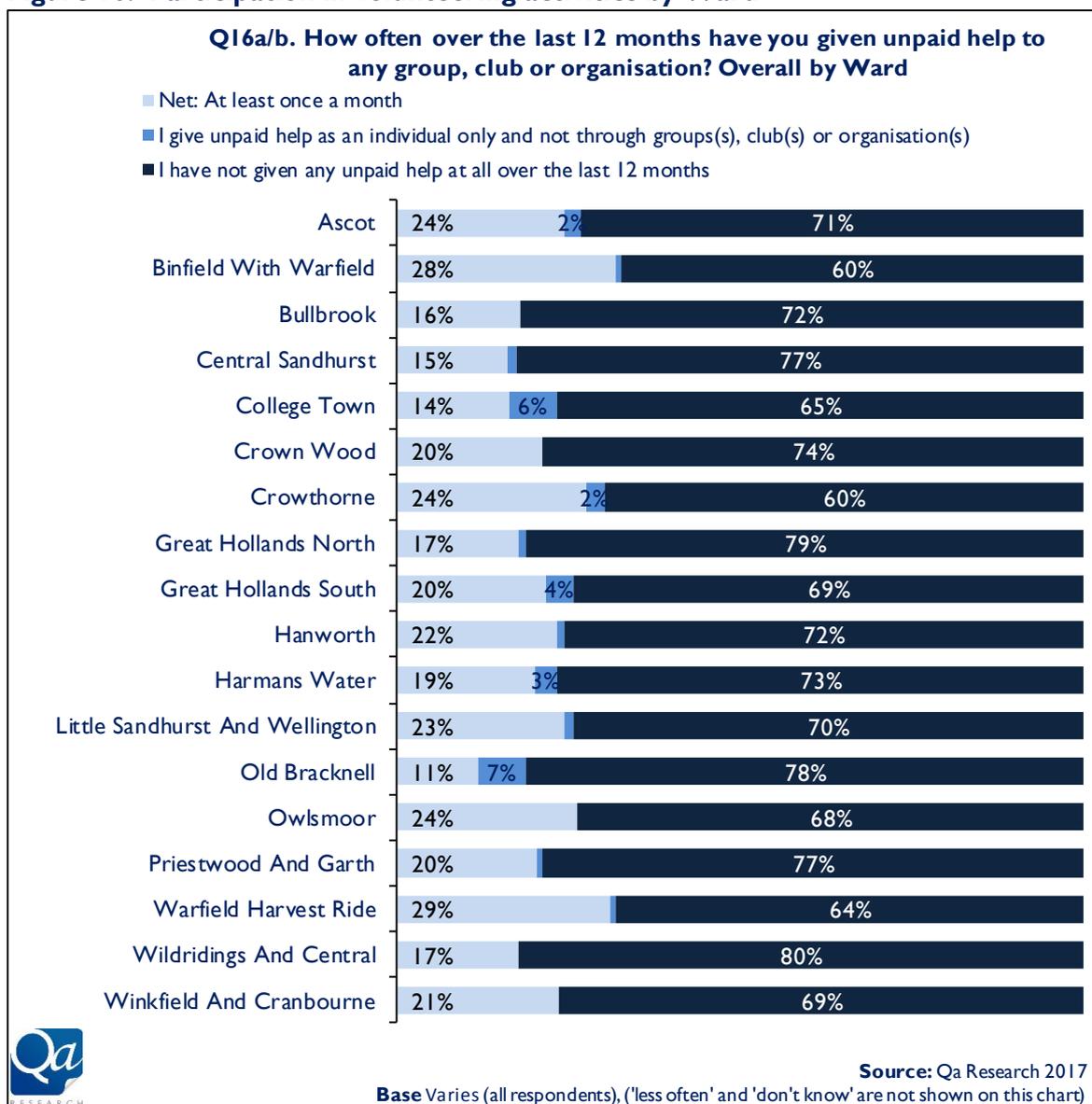
The proportion of those volunteering at least once a month was notably higher amongst those aged 35 and over than it was in the 16-34 age range. Infrequent volunteering, less often than once a month, was actually highest for the 16-24 age range however.

### Longitudinal comparison;

The proportion of those aged 16-24 who volunteered at least once a month has fallen by almost half (from 18% in 2014 to 10% in 2017), however they appear to have continued volunteering but less frequently as the proportion of this age group who volunteer less often than once a month has more than doubled (5% to 12%) and the proportion of this age group not volunteering has stayed essentially the same (75% and 78%).

The chart below shows variation in the proportion of respondents volunteering at least once a month (as a percentage of all respondents), as well as those who undertook informal volunteering and those who did not volunteer, stratified by ward;

**Figure 10. Participation in volunteering activities by Ward**



Volunteering at least once a month was most common in Warfield Harvest Ride and Binfield With Warfield, with three-in-ten respondents from these wards doing so (29% and 28% respectively). Monthly volunteering was lowest in Old Bracknell (11%).

**Longitudinal comparison;**

In general, despite some variation the levels of volunteering across the wards between 2014 and 2017 were fairly consistent given the small bases sizes of the wards. There was one exception however; the proportion of those volunteering at least once a month in Bullbrook has almost halved (from 29% in 2014 to 16% in 2017)

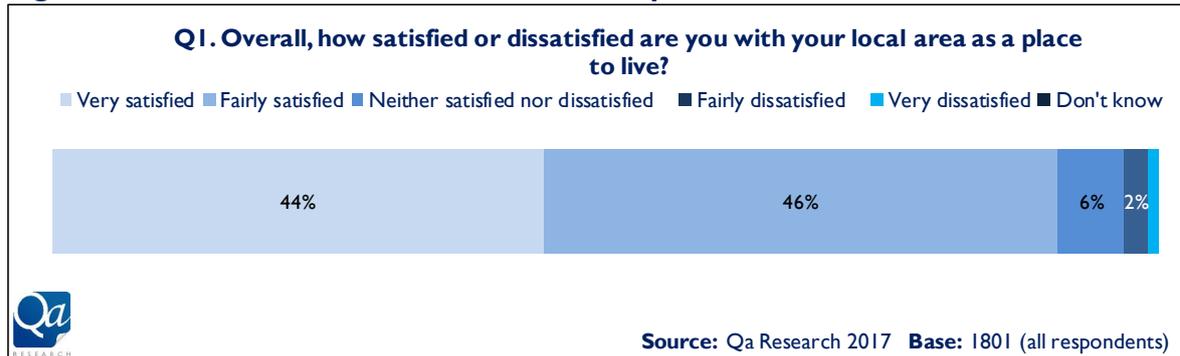
### 5.3 Residents' attitudes towards their local area

The survey captured a variety of information on respondent satisfaction with services in their local area and their local area itself. In addition, respondents were asked to indicate their use of the various services provided by the Council.

#### 5.3.1 Satisfaction with local area

Respondents were asked to indicate their level of satisfaction with their local area as a place to live. The following chart highlights the results.

**Figure 11. Satisfaction with the local area as a place to live**



Nine-in-ten (90%) respondents indicated that they were satisfied with their local area as a place to live, and these were evenly split between those who were 'very satisfied' (44%) and 'fairly satisfied' (46%). The proportion who indicated any degree of dissatisfaction was negligible (4%).

As observed in 2014, and in a pattern very often observed in residents' surveys for many local authorities, respondents were more likely to feel satisfied with their area if they;

- agreed rather than disagreed that they could influence decisions affecting their local area (95% vs. 86%)
- agreed rather than disagreed that their local area 'is a place where people from different backgrounds get on well together' (92% vs. 70%)
- agreed rather than disagreed that the Council provides value for money (94% vs. 76%)
- were satisfied rather than dissatisfied with the way the council runs things (94% vs. 71%).

#### Longitudinal comparison

Whilst there was no significant change in the proportion who felt satisfied with their local area in 2014 (87%), the current level of satisfaction is significantly higher than it was in 2012 (85%). It would therefore appear that satisfaction is on a very gradual upward trend.

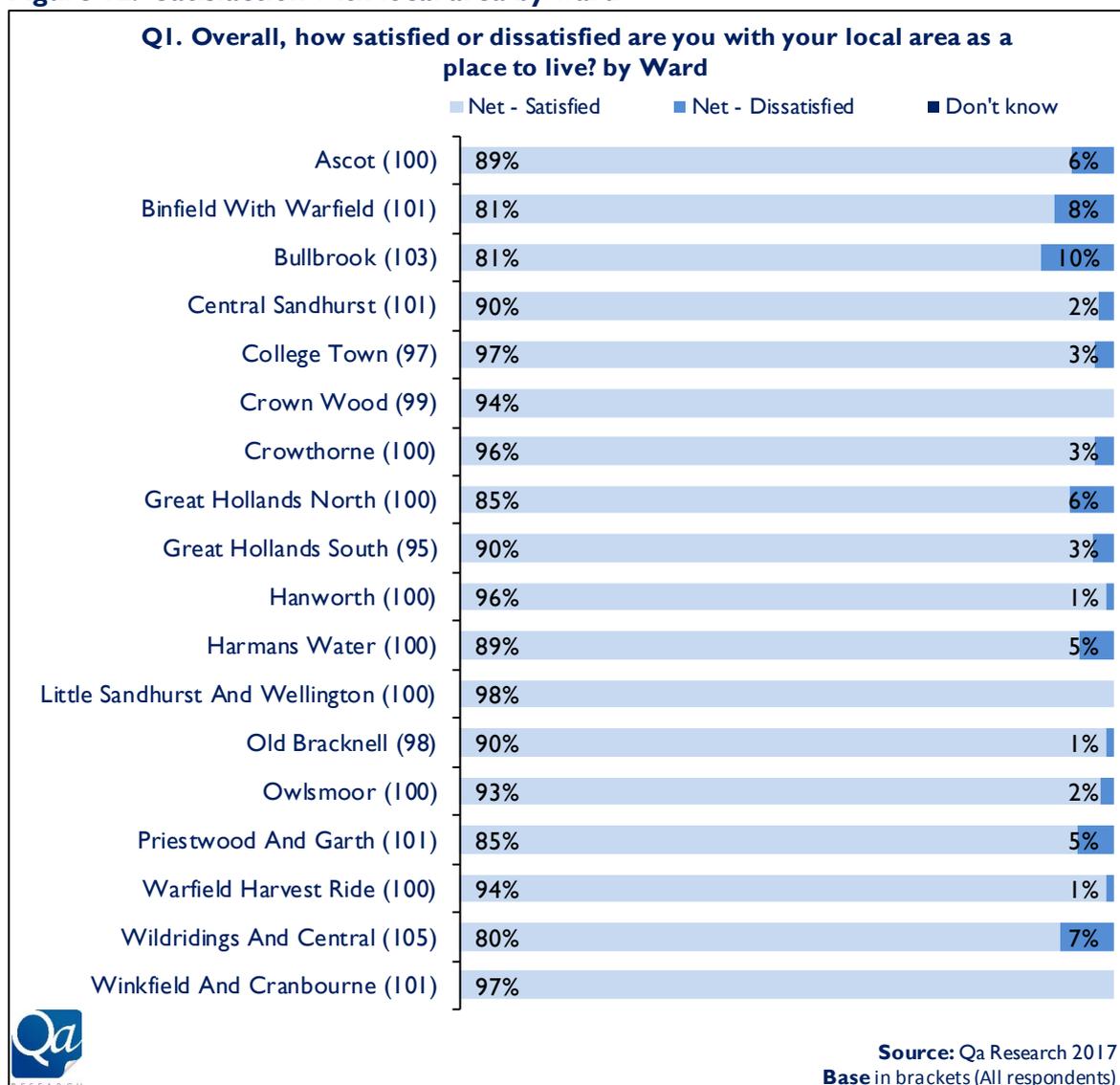
Although there has been no change in the overall proportion of satisfied respondents since 2014 there has, however, been a change in the degree of satisfaction. In 2014, 40% of respondents were 'very satisfied' and this has significantly increased to 44% in the current (2017) results.

#### Demographic differences

Results were very consistent across demographic groups, and the only significant difference was that those aged 16-24 were significantly less likely to be satisfied (83%) than those aged 25 and over. No other significant differences were recorded between different demographic groups. This was not due to greater dissatisfaction amongst the 16-24 age group, but greater apathy; they were significantly more likely to say 'neither satisfied nor dissatisfied' (15%) than all other ages.

Some differences were also apparent between respondents from each ward and these are shown below (note that this chart does not show those saying 'neither satisfied nor dissatisfied', although they are included in the figures);

**Figure 12. Satisfaction with local area by ward**



Satisfaction was highest for respondents in the wards of Little Sandhurst and Wellington (98%), College Town (97%), Winkfield and Cranbourne (97%), Crowthorne (96%), and Hanworth (96%).

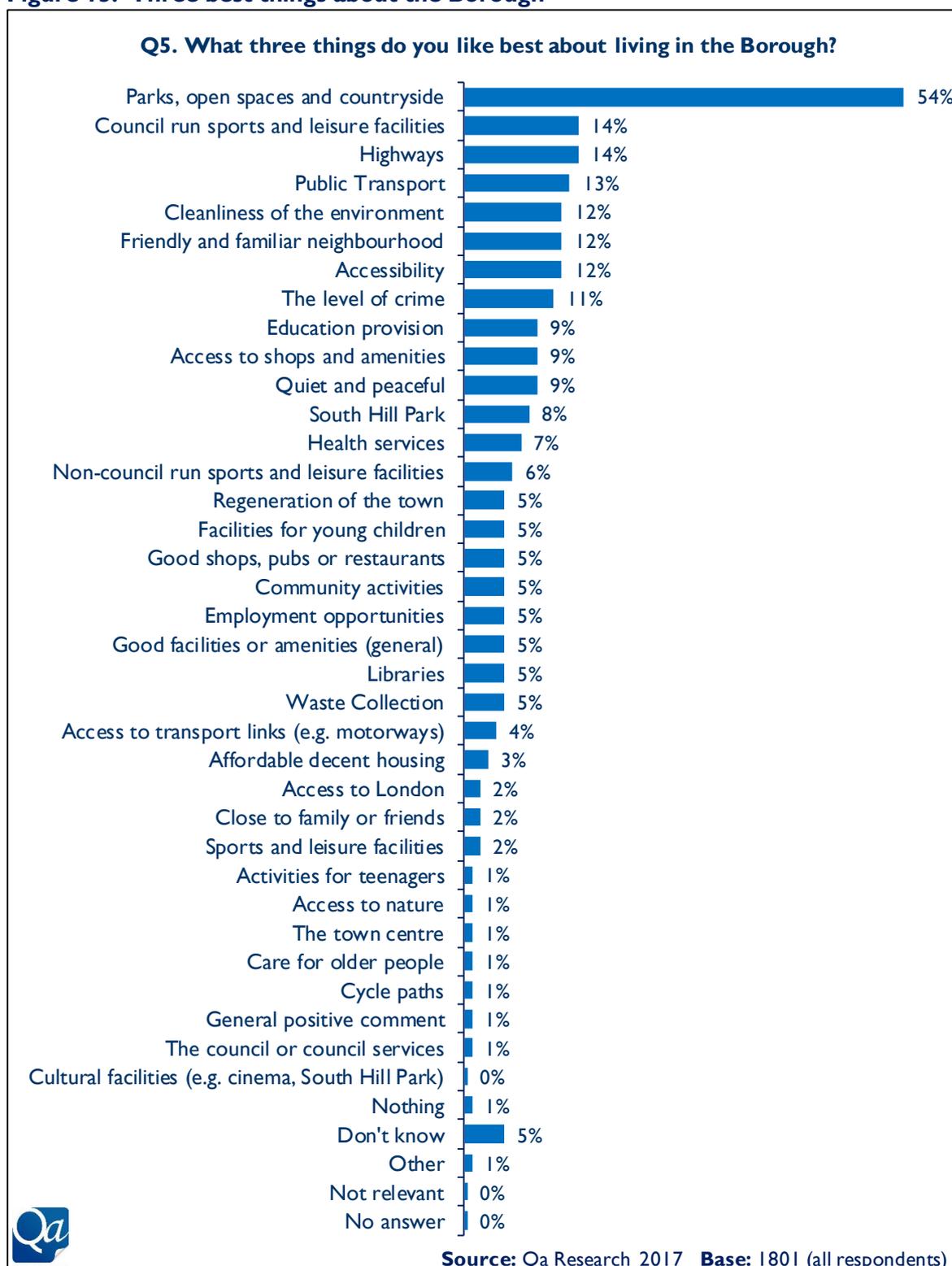
Satisfaction was lowest in Wildridings and Central (80%), Binfield with Warfield (81%), and Bullbrook (81%); the latter also recorded the highest level of dissatisfaction with the local area with one-in-ten dissatisfied (10%).

When satisfaction levels are analysed by parish, those living in Bracknell Town and Binfield Parish were significantly less likely to be satisfied (88% and 83% respectively) than those in the the parishes of Sandhurst Town (95%), Crowthorne (96%), and Winkfield (93%).

### 5.3.2 Perception of the best things about the Borough

Respondents were asked to indicate the three things they liked best about living in the Borough and the following chart displays the results. This was a spontaneous question and respondents were not prompted with answers, although all responses were coded to a pre-coded list.

**Figure 13. Three best things about the Borough**



'Parks, open spaces, and countryside' was by far the most commonly cited theme, with over half (54%) of respondents listing this as one of the three things they liked best about living in Bracknell Forest.

Other positive aspects of living in Bracknell Forest tended to be disparate, with a large number of different things suggested. This indicates that Bracknell Forest has a very broad appeal, rather than (aside from 'parks, open spaces, and countryside') several key things that are consistently listed as one of the best.

A number of Council provided services were mentioned as one of the three best things, and these included 'Council run sports and leisure facilities' (14%) and 'Highways' (14%) which were the second two most commonly listed best aspects.

### **Longitudinal comparison;**

Access to green spaces continues to be of key importance to the residents, and this has been the most frequently mentioned 'best thing' in 2017 (54%), 2014 (48%), and 2012 (58%).

In 2012 and 2014 'access to nature' was the second most frequently mentioned 'best thing' (50% and 30% respectively), however in 2017 only 1% of respondents gave answers relating to this category. The reason for this dramatic difference is almost certainly a consequence of the questionnaire design rather than any actual change. In 2012 and 2014 the option for 'parks, open spaces, and the countryside' was phrased 'parks and open space'; 'and the countryside' was added in 2017 and this has created a degree of overlap between this option and 'access to nature'. As a consequence many responses that would have been previously classified as 'access to nature' now fall into the 'parks, open spaces, and the countryside' category.

### **Demographic differences**

Male respondents were significantly more likely than female to list;

- Cleanliness of the environment (15% vs. 10%)
- The level of crime (13% vs. 9%)
- Quiet and peaceful (10% vs. 8%)
- Employment opportunities (6% vs. 3%)

Conversely, female respondents were significantly more likely than male to list;

- Parks, open spaces and countryside (58% vs. 51%)
- Education provision (11% vs. 7%)
- Libraries (7% vs. 2%)
- Facilities for young children (6% vs. 4%)

White British respondents were significantly more likely than BME respondents to list;

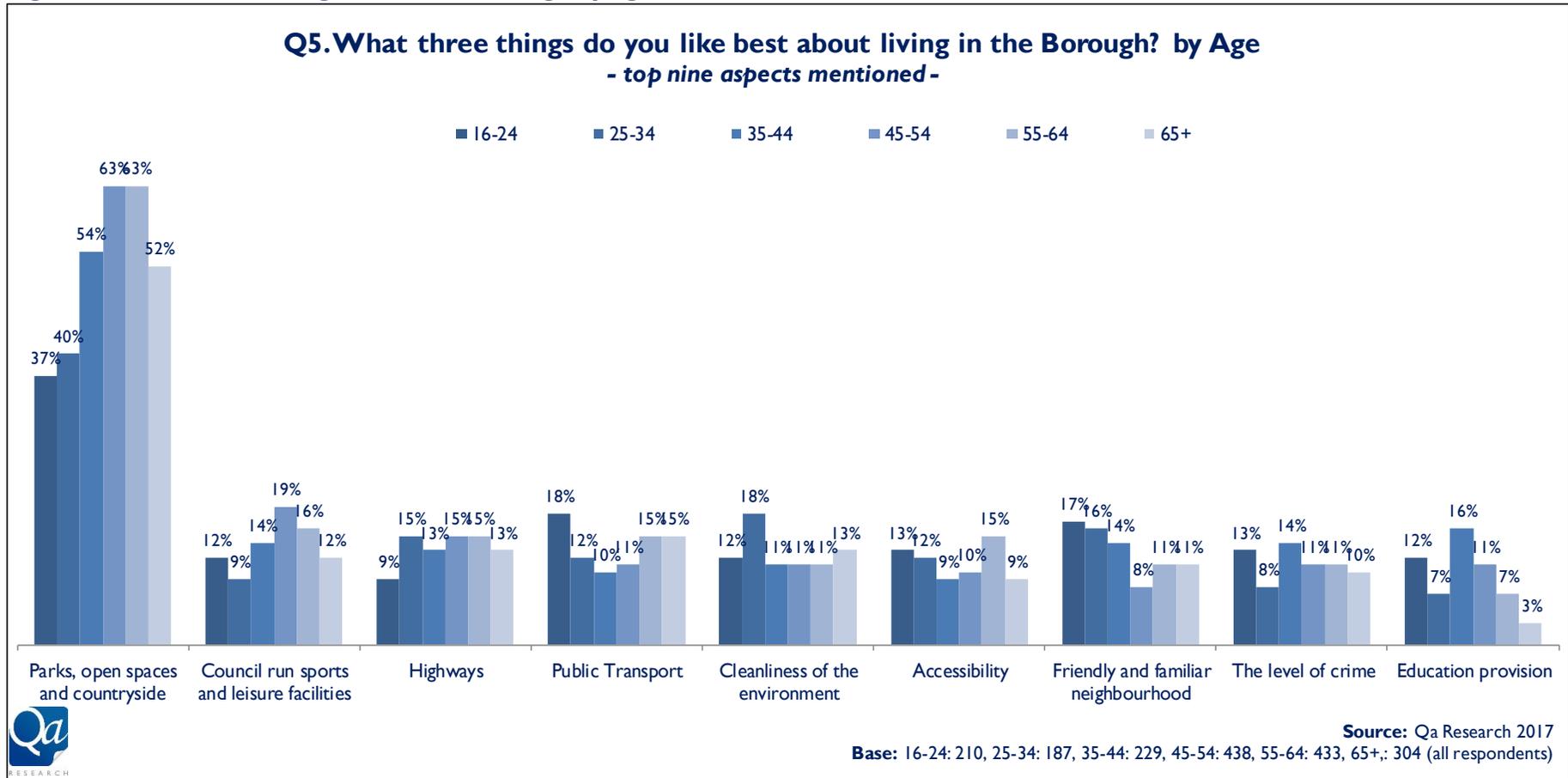
- Council run sports and leisure facilities (15% vs. 8%)
- Parks, open spaces and countryside (56% vs. 44%)
- Highways (15% vs. 7%)
- Close to family or friends (2% vs. <1%)
- Good facilities or amenities (general) (5% vs. 1%)

BME respondents were in turn significantly more likely to list;

- Health services (10% vs. 6%)
- The level of crime (17% vs. 10%)
- Cleanliness of the environment (22% vs. 10%)
- Employment opportunities (8% vs. 4%)
- Quiet and peaceful (14% vs. 8%)

The chart below shows the aspects of the borough that were mentioned by 12% or more of the total sample by different age groups;

**Figure 14. Three best things about the Borough by age**



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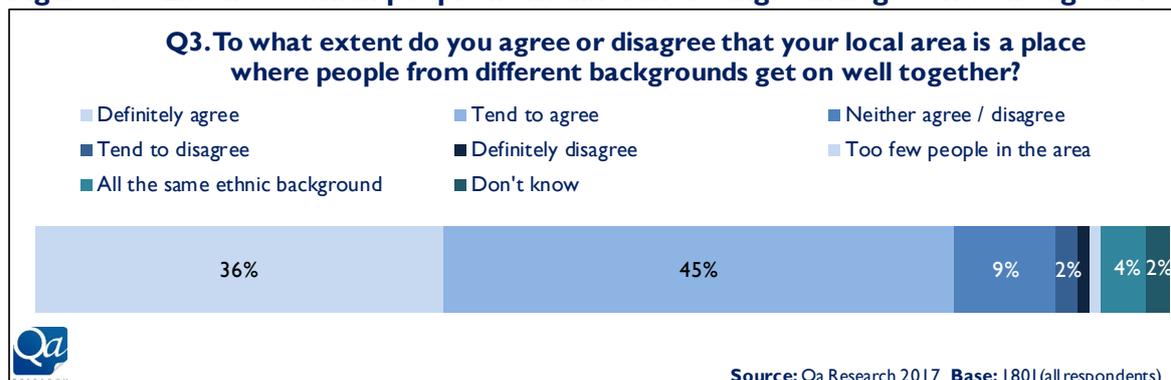
In addition to the differences highlighted in the chart, a number of aspects saw notably frequent mention amongst specific age groups. Respondents aged 16-24 were significantly more likely than all other age groups to list 'non-council run sports and leisure facilities' (13%), those aged 35-44 to mention 'facilities for young children' (14%), and those aged 25-34 to mention 'affordable decent housing' (7%)

### 5.3.3 Community cohesion in residents' local area

Respondents were asked to indicate the extent to which people from different backgrounds get on together, and the extent to which people in their local area treat each other with respect and consideration.

The first chart explores residents' agreement with the statement that their local area is a place where people from different backgrounds get on well together.

**Figure 15. Extent to which people from different backgrounds get on well together**



The majority (81%) of respondents indicated that they did agree, with just over one third saying they 'definitely agree' (36%) and just under half saying that they 'tend to agree' (45%). Only a negligible proportion (3%) disagreed, and in fact respondents were three times more likely to 'neither agree nor disagree' (9%) than they were to disagree.

As observed with satisfaction with the local area, a pattern was evident where respondents who agreed that people of different backgrounds got along well in their local area were significantly more likely to agree with or be satisfied with another number of other keys measures. Specifically, respondents were significantly more likely to agree if they;

- were satisfied rather than dissatisfied with their local area as a place to live (83% vs. 66%)
- agreed rather than disagreed that they could influence decisions affecting their local area (86% vs. 78%)
- agreed rather than disagreed that the Council provides value for money (85% vs. 72%)
- were satisfied rather than dissatisfied with the way the council runs things (85% vs. 76%).

When responses to this question are recalculated to bring it them line with the methodology used in the 2006/7 BVPI Survey and the 2008 Place Survey, essentially all (96%) respondents agreed that their local area was a place where 'people from different backgrounds get on well together'. (responses of 'neither agree nor disagree', 'too few people in the area', 'all the same ethnic background', and 'don't know' excluded).

#### Longitudinal comparison;

The proportion of respondents who agreed with this measure has increased significantly since the 2014 survey, and indeed there has been an upward trend over the last three surveys. In 2012, 62% of respondents indicated that they agreed, and this increased to 76% in 2014 and now 81%.

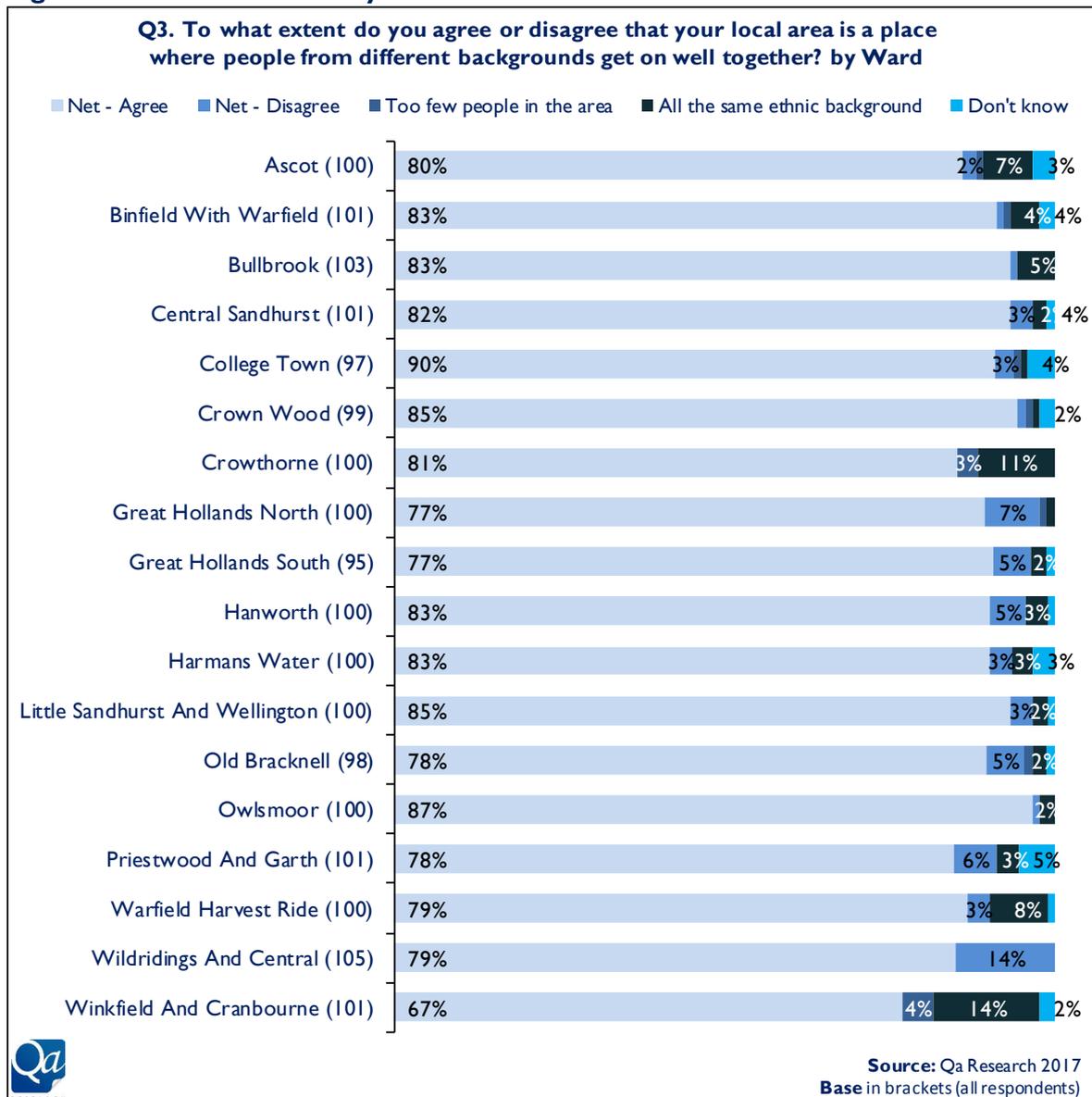
Since the 2008 Place Survey there has been an upward trend of respondents indicating that people from different backgrounds get on well together in their local area (using the Place Survey recalculated figures). This was 82% in 2008, increased significantly to 87% in 2012, and again to 94% in 2014, and has risen again to 96% in 2017.

## Demographic differences

Across the demographic categories of gender and ethnicity there were no significant differences in the proportion of respondents who either agreed or disagreed. Whilst there were some differences between different age categories no overall pattern emerged from this.

The chart below shows levels of agreement by ward;

**Figure 16. Social cohesion by ward**

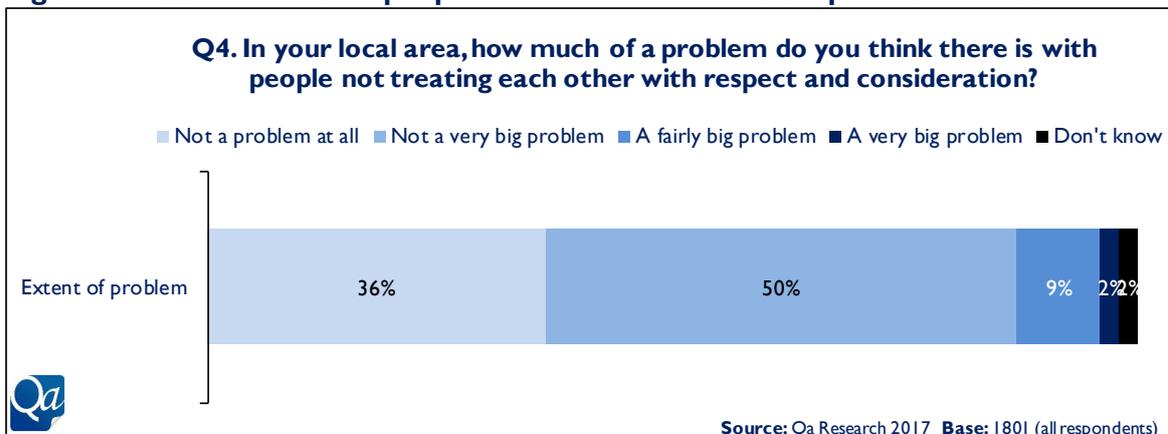


Agreement was highest in College Town (90%) and Owlsmoor (87%), and lowest in Winkfield And Cranbourne (67%, although this was partly due to the relatively high proportion of respondents saying 'all the same background in my area'). The proportion of disagreement was low across all wards, with the exception of Wildridings and Central where around one-in-seven (14%) indicated that they disagreed.

The data was analysed to see if there was any correlation between levels of agreement and proportion of White British respondents living within each ward. With a correlation coefficient of only -0.15 (very weak) there is essentially no correlation; this was also the case in 2014.

The following chart demonstrates the extent to which respondents felt that people in their local area treated each other with respect and consideration;

**Figure 17. Extent to which people treat each other with respect and consideration**



Just over one-in-ten respondents (12%) indicated that there was some degree of problem, although most of these felt that it was a 'fairly big problem' (9%) as opposed to 'a very big problem' (2%). Overall, however, the majority (86%) of respondents felt that this was not a problem.

Respondents were significantly more likely to indicate that there was a problem with people not treating each other with respect and consideration if they;

- were dissatisfied rather satisfied than with their local area as a place to live (25% vs. 10%)
- disagreed rather agreed than that they could influence decisions affecting their local area (15% vs. 9%)
- disagreed rather than agreed that the Council provides value for money (24% vs. 9%)
- were dissatisfied rather satisfied than with the way the council runs things (28% vs. 8%).

In addition, there appeared to be strong link between perception that there was problem with respect and consideration in the local area and disagreement that people of different backgrounds got on well together. Those who felt there was a problem were significantly, and indeed very considerably, more likely to disagree with latter measure (58%) than they were to agree (8%). Given the very wide disparity seen here, this appeared to be a major driver of feelings that there is a problem with respect and consideration in their local area.

#### **Longitudinal comparison;**

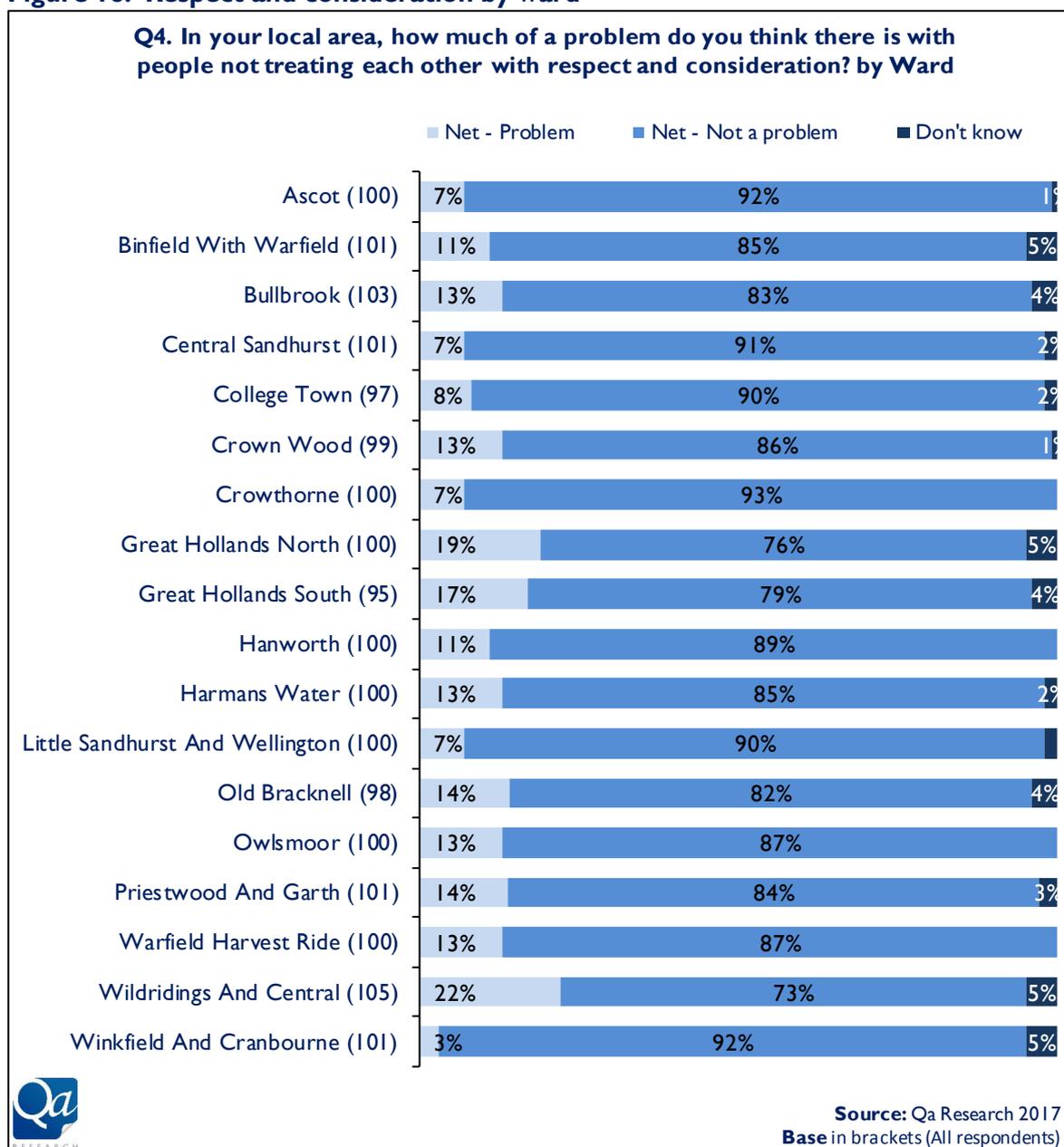
There has been no significant change in this measure since 2014, and the proportion of respondents who felt that this was not a problem (85%) or was a problem (13%) remains the same as it was in the previous survey.

## Demographic differences

No differences were recorded here between respondents of different ages or genders, or between BME and White British respondents.

Some differences by ward were recorded and these are summarised in the chart below;

**Figure 18. Respect and consideration by ward**



Overall, as would be expected from the topline figures, in all wards the majority of respondents felt that there was not a problem with respect and considerable. This was highest in Crowthorne (93%), Winkfield and Cranbourne (92%) and Ascot (92%).

Two wards recorded a notably higher proportion of respondents who felt this was a problem however, and these were Wildridings and Central (22%) and Great Hollands North (19%)

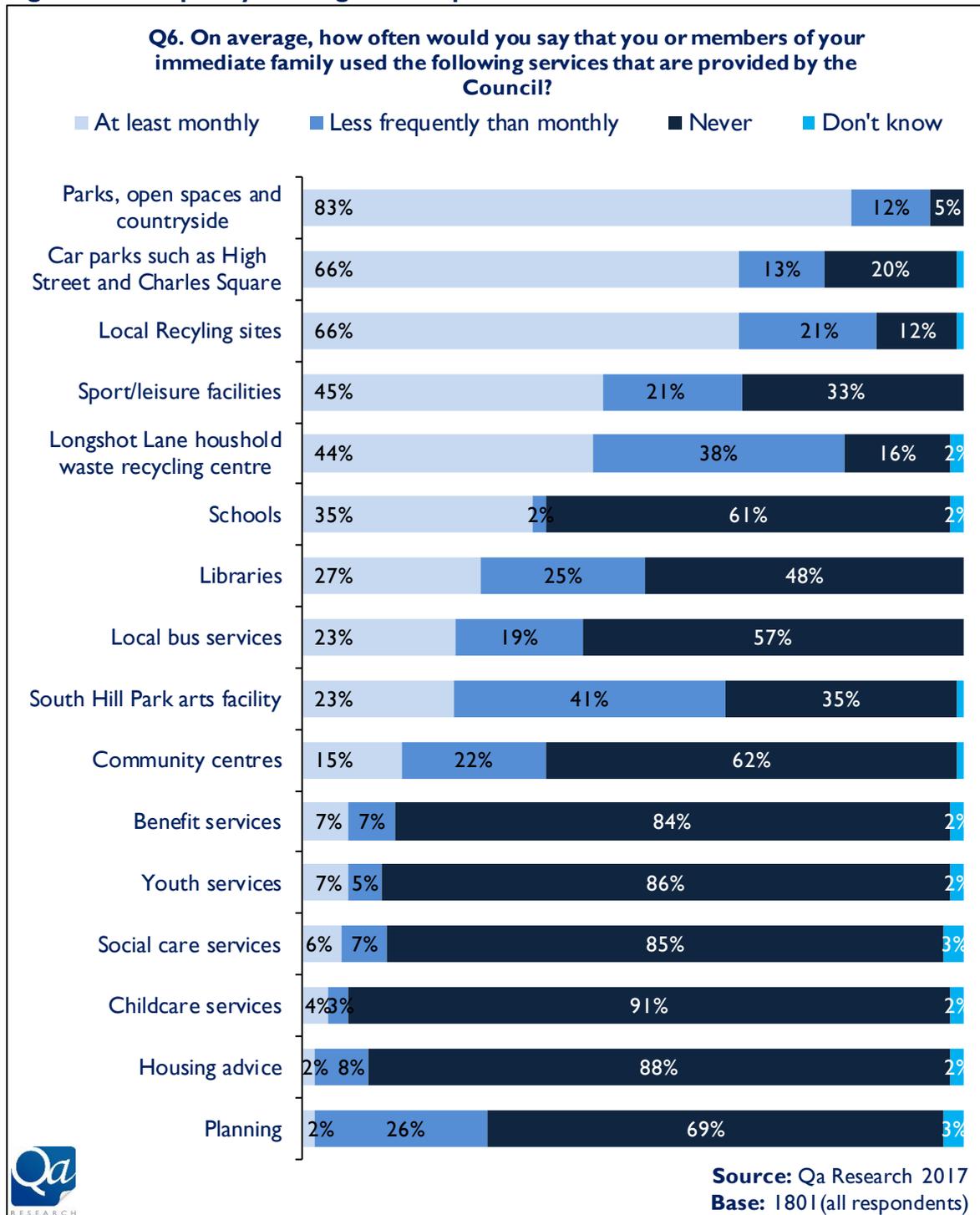
## 5.4 Use of and satisfaction with specific Council services

This section of the report examines the frequency of use of, and satisfaction with, specific Council services.

### 5.4.1 Use of specific Council services

Respondents were asked to rate how often they or member of their immediate family used a prompted list of specific Council services. The results are shown in the chart below;

**Figure 19. Frequency of using Council-provided services**



'Parks, open spaces, and countryside' were the most commonly used services, with significantly more saying they used these at least once a month (83%) than any other service. One quarter (23%) of respondents reported using these on a 'daily' basis, and this was significantly more than all other services with the exception of 'schools' (which one third (32%) were using every day). The proportion of respondents who used 'parks, open spaces, and the countryside' on a 'weekly' basis (42%) was also significantly higher than all but one other service ('car parks').

The next most used services were 'car parks such as High Street and Charles Square' and 'local recycling sites', and two thirds (66%) of respondents used these at least once a month. This is not to say that these two services have the same frequency of use, however; whilst a greater proportion of respondents used 'local recycling sites' on a 'monthly' basis rather than a 'weekly' basis (39% vs. 26%), the opposite was true of 'car parks' which were more likely to be used 'weekly' (39%, vs. 21% 'monthly').

### Longitudinal comparison;

Usage, at least monthly, of 'parks, open spaces, and countryside' has increased slightly but significantly since 2014 going from 79% to 83%. Conversely, at least monthly usage of some services appears to have decreased with 'libraries' (30% in 2014 to 27% in 2017) and 'local bus services' (26% to 23%) both recording a small but significant fall.

The greatest change has been for 'local recycling sites', however, and this has fallen from being the service that the highest proportion of respondents used at least monthly in 2014 (86%) to being only the third highest in 2017 (66%). The wording of this service on the survey has changed slightly from 'recycling facilities' in 2014 to 'local recycling sites' in 2017; this may have had some impact on the results as respondents may have included kerbside recycling collection in the 2014 wording (as it could conceivably fall under the broad term of 'facilities'), but not in the 2017 wording (where the wording specifically refers to recycling 'sites'). In addition, 'Longshot Lane household recycling centre' was added to the survey in 2017. As it is impossible to quantify the impact of these wording changes, it may be useful to compare any available statistics for rates of visiting the recycling facilities in the borough to see if there has been a corresponding fall as seen here.

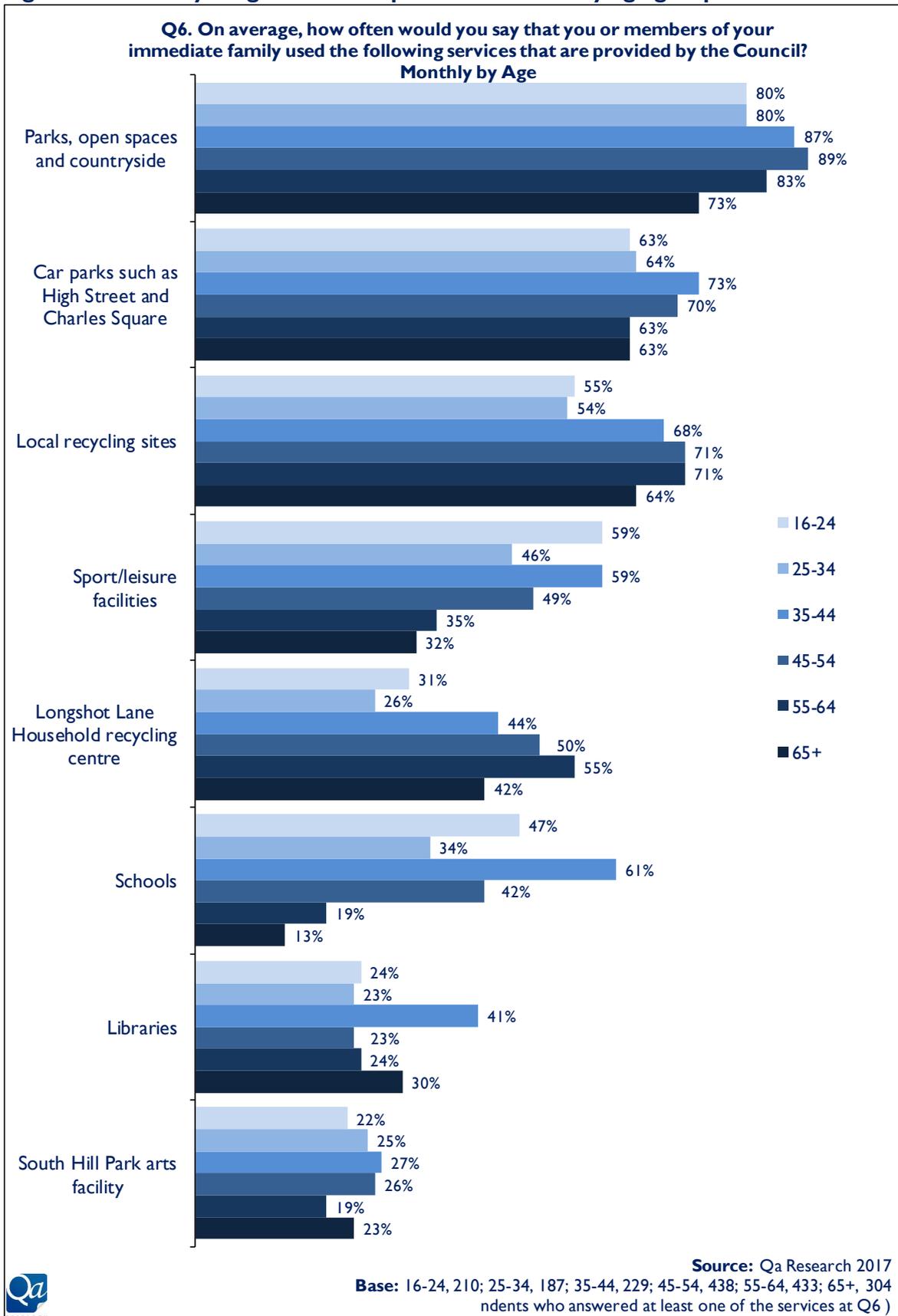
### Demographic differences

The table below shows statistically significant differences between male and female, and White British and BME, respondents. A blue shaded cell is significantly greater than the opposing cell. Only services with significant differences are shown.

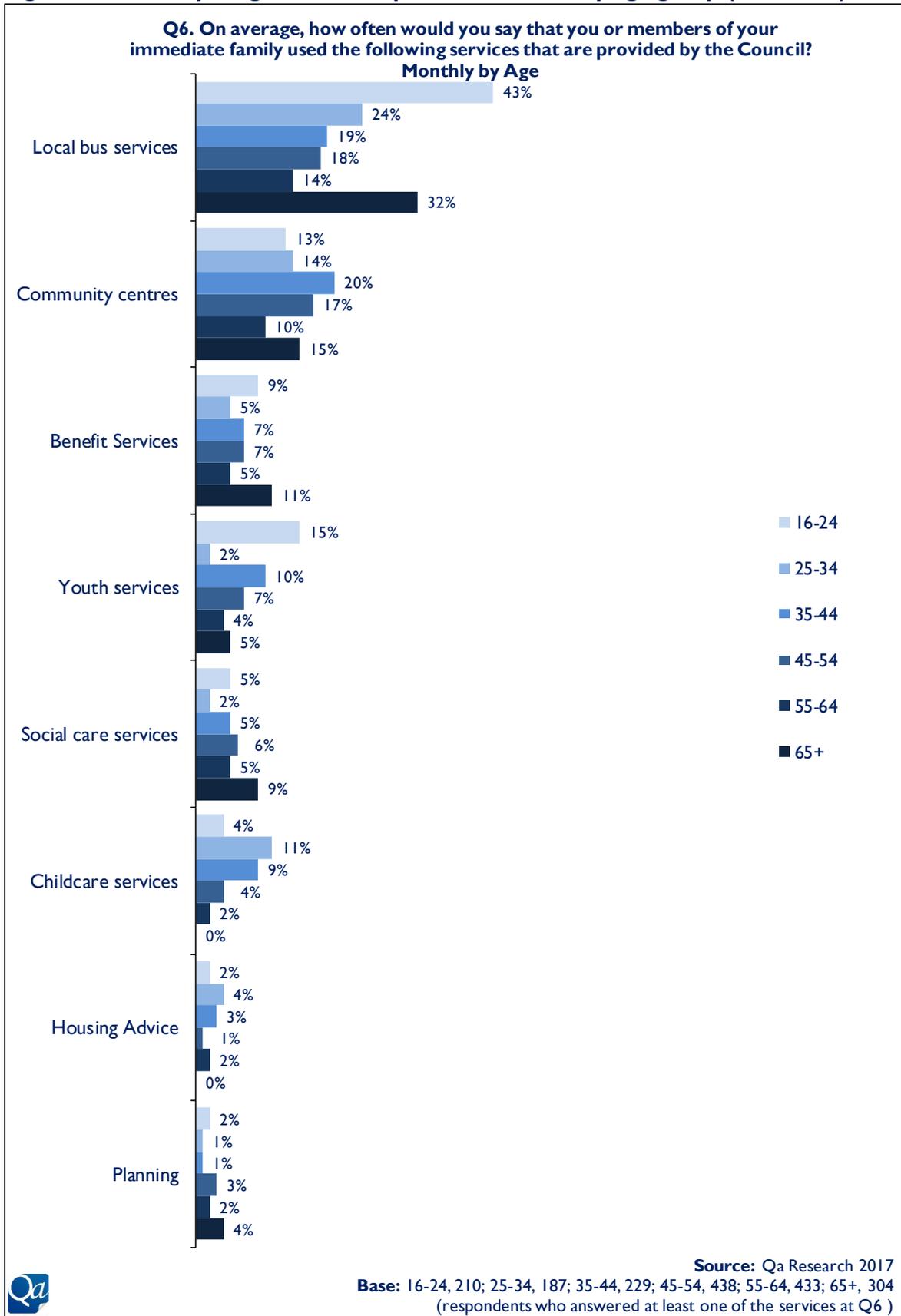
	Male	Female	White British	BME
Longshot Lane Household recycling centre	45%	44%	46%	32%
Schools	34%	35%	33%	43%
Libraries	24%	29%	25%	38%
Local bus services	26%	21%	21%	38%
South Hill Park arts facility	19%	27%	24%	20%
Community centres	10%	19%	15%	14%
<b>Base</b>	<b>867</b>	<b>933</b>	<b>1491</b>	<b>300</b>

Age (and by extension life stage) also have an impact on services used monthly, as shown below;

**Figure 20. Monthly usage of Council provided services by age group**



**Figure 21. Monthly usage of Council provided services by age group (continued)**



There were some minor variations between wards in how frequently respondents used Council services, although the top three services used at least monthly for all wards come from just four services. These are shown on the following table;

**Figure 21. Use of Council-provided services by ward**

Ward	Services appearing in the top three most often used at least monthly							
	Parks, open spaces and countryside		Local recycling sites		Car parks such as High Street and Charles Square		Sport/leisure facilities	
	Pos. 1-3	%	Pos. 1-3	%	Pos. 1-3	%	Pos. 1-3	%
Ascot	1	77%	3	62%	2	73%		
Binfield With Warfield	1	87%	2	82%	3	73%		
Bullbrook	1	81%	3	59%	2	64%		
Central Sandhurst	1	83%	2	59%	3	41%		
College Town	1	86%	2	62%	3	48%		
Crown Wood	1	86%	3	65%	2	79%		
Crowthorne	1	85%	3	67%	2	72%		
Great Hollands North	2	78%	3	71%	1	79%		
Great Hollands South	1	79%			2	70%	3	63%
Hanworth	1	85%	3	66%	2	67%		
Harmans Water	1	89%	3	70%	2	73%		
Little Sandhurst And Wellington	1	83%	2	68%	3	58%		
Old Bracknell	1	80%	2	68%	2	68%	3	48%
Owlsmoor	1	82%	2	67%	3	55%		
Priestwood And Garth	1	84%	2	66%	3	61%		
Warfield Harvest Ride	1	88%	3	72%	2	79%		
Wildridings And Central	1	64%	3	37%	2	43%		
Winkfield And Cranbourne	1	79%	3	67%	2	68%		

'Parks, open spaces, and countryside' was the service with the highest proportion of respondents using it at least monthly in all wards except for Great Hollands North (where it came in second); the most used there was 'car parks'.

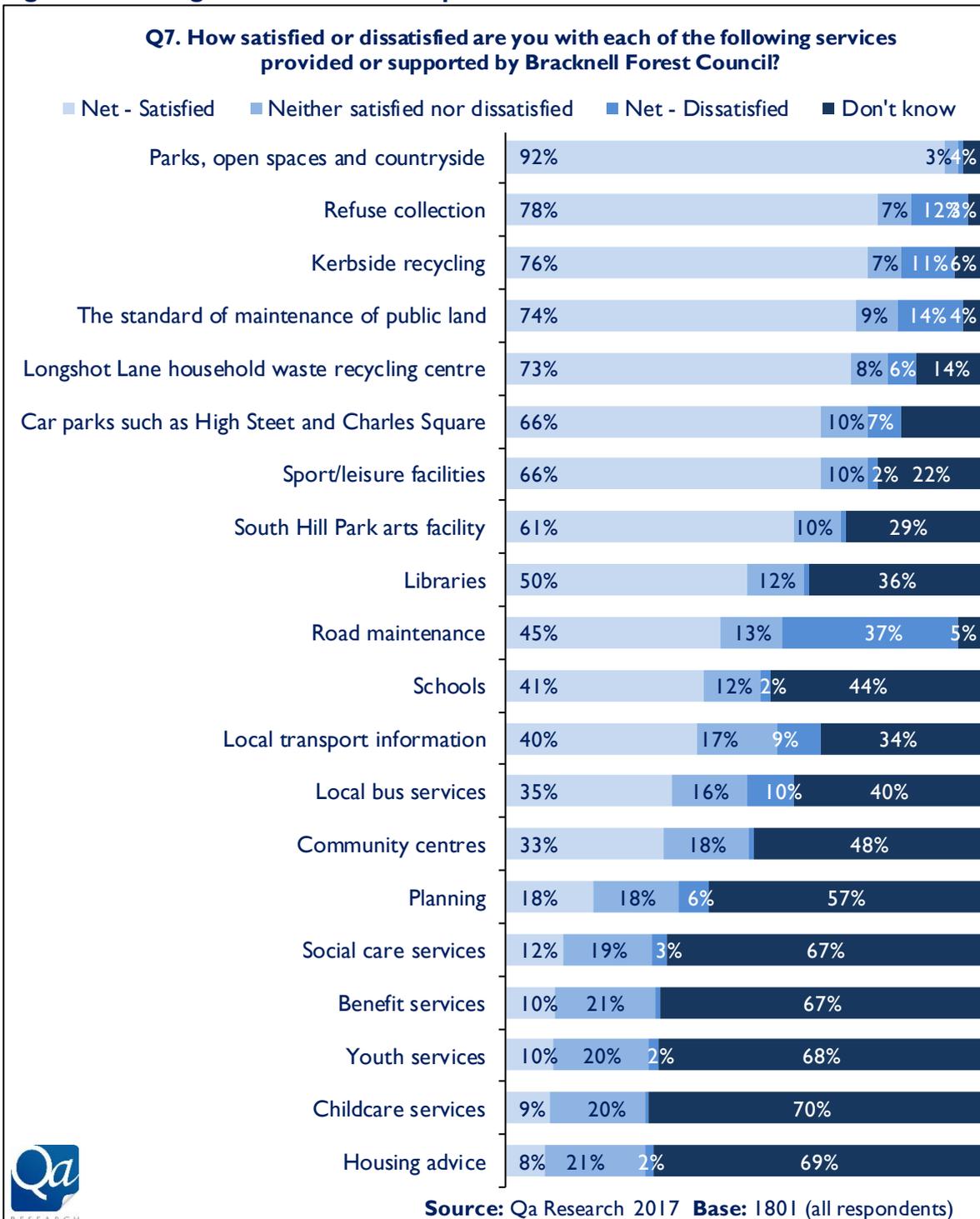
The second and third most services used at least monthly tended to be either 'local recycling sites' or 'car parks' and there was a fairly even split of this across the wards.

### 5.4.2 Satisfaction with specific Council services

Respondents were then asked to provide an indication of their satisfaction with the services provided by the Council.

Respondents indicated their satisfaction on a five point scale ranging from 'very dissatisfied' to 'very satisfied'. On the following charts 'very satisfied' and 'satisfied' have been netted together, as have the 'very dissatisfied' and 'dissatisfied' ratings, for ease of comprehension. On the chart below, the responses from all respondents (including those who 'never' use a service) are shown;

**Figure 22. Rating of satisfaction with specific Council services**

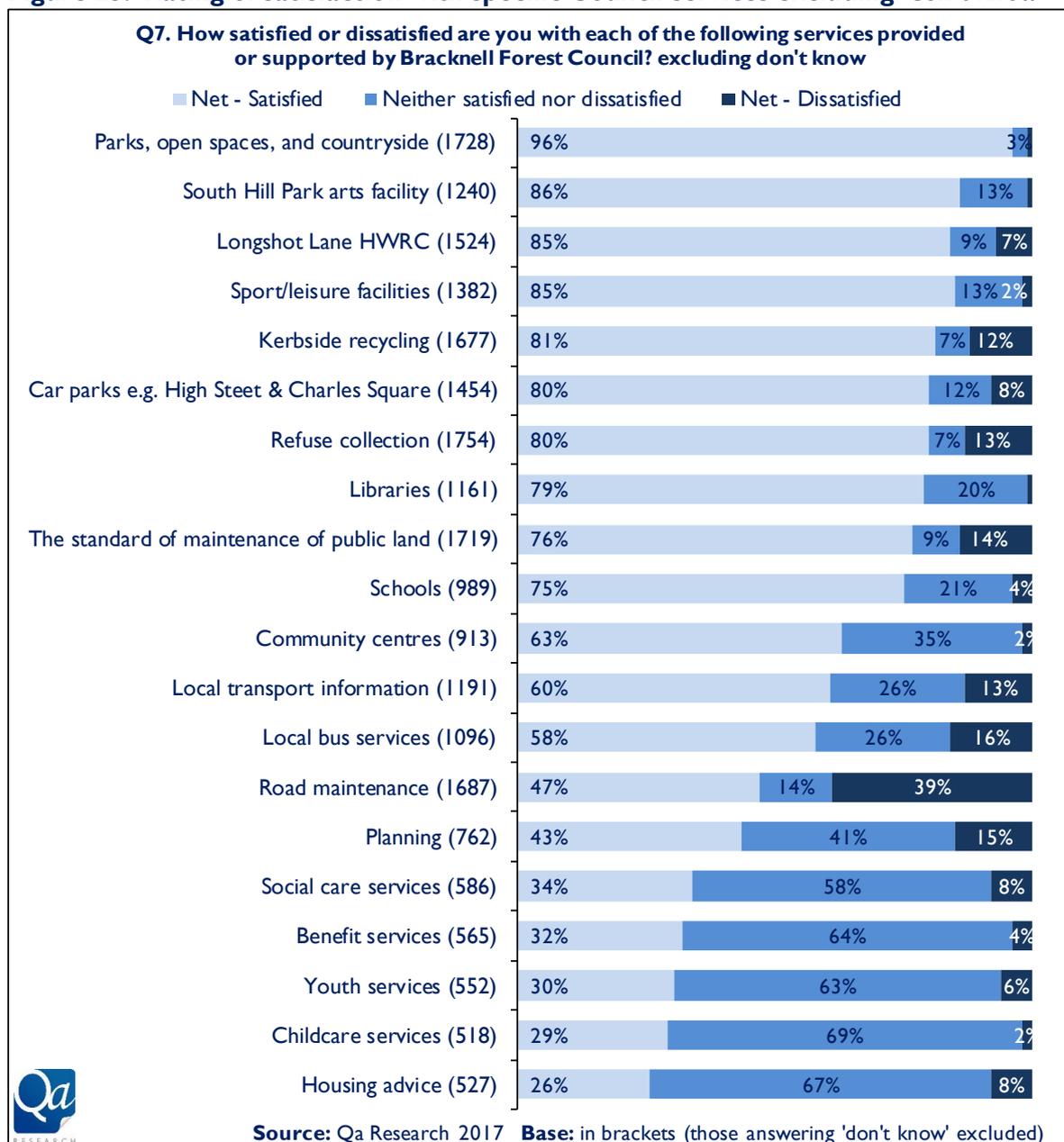


Satisfaction was highest for 'parks, open spaces, and the countryside', with over nine-in-ten (92%) respondents being either 'fairly' (34%) or 'very satisfied' (58%) with this service. This was a highly used service, with 83% using it at least once a month, and it's positive that it was so well regarded.

Residents also appeared satisfied with services relating to waste and recycling, with between seven and eight-in-ten respondents indicating they were satisfied with the 'refuse collection' (78%), 'kerbside recycling' (76%), and 'Longshot Lane household waste recycling centre' (73%). These were among the top rated services provided by the Council.

There were a high proportion of 'don't knows' for some services, however, and these are the same services that a high proportion of respondents said they 'never' used; this suggests that where people do not use a service they generally do not form an opinion on it. By excluding these 'don't knows', we can gain a more informative understanding of satisfaction amongst those who actually use each service. This is shown in the chart below;

**Figure 23. Rating of satisfaction with specific Council services excluding 'don't know'**



When ‘don’t knows’ are excluded, it becomes clear that for all services the level of satisfaction very greater than the level of dissatisfaction, although for some services there was a high proportion who indicated that they were ‘neither satisfied nor dissatisfied’.

‘Road maintenance;’ stands out as having a significantly higher degree of dissatisfaction than all other services, indeed more than double the second highest.

### Longitudinal comparison;

Variation in the level of satisfaction (excluding ‘don’t know’) in these services over the last three surveys is shown in the table below. Note that in some cases the wording of the service was slightly different, but a comparison can still be validly made. A figure shaded green with a green arrow is significantly higher than the figure in the column to its right, whilst a red shaded figure with a red arrow is significantly lower than that in the column to its right.

**Figure 24. Comparison of proportion satisfaction for specific services**

Service	2017	2014	2012
Parks, open spaces, and countryside (1728)	↑ 96%	89%	90%
South Hill Park arts facility (1240)	86%	↑ 84%	59%
Sport/leisure facilities (1382)	↑ 85%	↑ 82%	68%
Longshot Lane household waste recycling centre (1524)	85%	87%	86%
Kerbside recycling (1677)	81%	↑ 79%	74%
Refuse collection (1754)	↑ 80%	↓ 76%	79%
Car parks such as High Steet and Charles Square (1454)	80%	n/a	n/a
Libraries (1161)	79%	↑ 81%	75%
The standard of maintenance of public land (1719)	↑ 76%	↑ 71%	57%
Schools (989)	↓ 75%	↑ 80%	63%
Community centres (913)	↓ 63%	↑ 68%	50%
Local transport information (1191)	60%	↑ 58%	42%
Local bus services (1096)	58%	↑ 57%	48%
Road maintenance (1687)	↑ 47%	↑ 40%	36%
Planning (762)	43%	↑ 47%	28%
Social care services (586)	↓ 34%	↑ 53%	37%
Benefit services (565)	↓ 32%	54%	n/a
Youth services (552)	↓ 30%	↑ 49%	20%
Childcare services (518)	↓ 29%	↑ 53%	32%
Housing advice (527)	↓ 26%	40%	n/a

Satisfaction with three services, ‘sport and leisure facilities’, ‘the standard of maintenance of public land’, and ‘road maintenance’ have shown significant increases in both 2014 (vs. 2012) and 2017 (vs. 2014) and therefore appear to be on an upward trend. ‘Road maintenance’ is particularly interesting here as it continues to be the service that attracts by some margin the highest degree of dissatisfaction and yet satisfaction in this area has actually continually improved since 2012.

A block of services related to children & young people and social care has seen a significant decrease in satisfaction since 2014. This was seen for the ‘social care’, ‘benefit’, ‘youth’, ‘childcare’, and ‘housing advice’ services. That is not to say that people are dissatisfied with these however; the shift comes from people being more likely to say they were ‘neither satisfied nor dissatisfied’.

## Demographic differences

The satisfaction scale can also be expressed numerically, where 'very dissatisfied' is number '1' through to 'very satisfied' which is number '5'. This can be used to generate a mean satisfaction score for each service. Answers of 'don't know' cannot be assigned a value and are therefore excluded from calculation of the mean satisfaction score.

Given the high number of services that respondents were asked to rate, the various demographic differences between respondents are shown on a variety of graphs, rather than described. The following charts use the mean satisfaction scores to demonstrate the differences between the various demographic groups. A higher mean score indicates a higher level of overall satisfaction for that group.

The chart on the following page demonstrates the differences by gender.

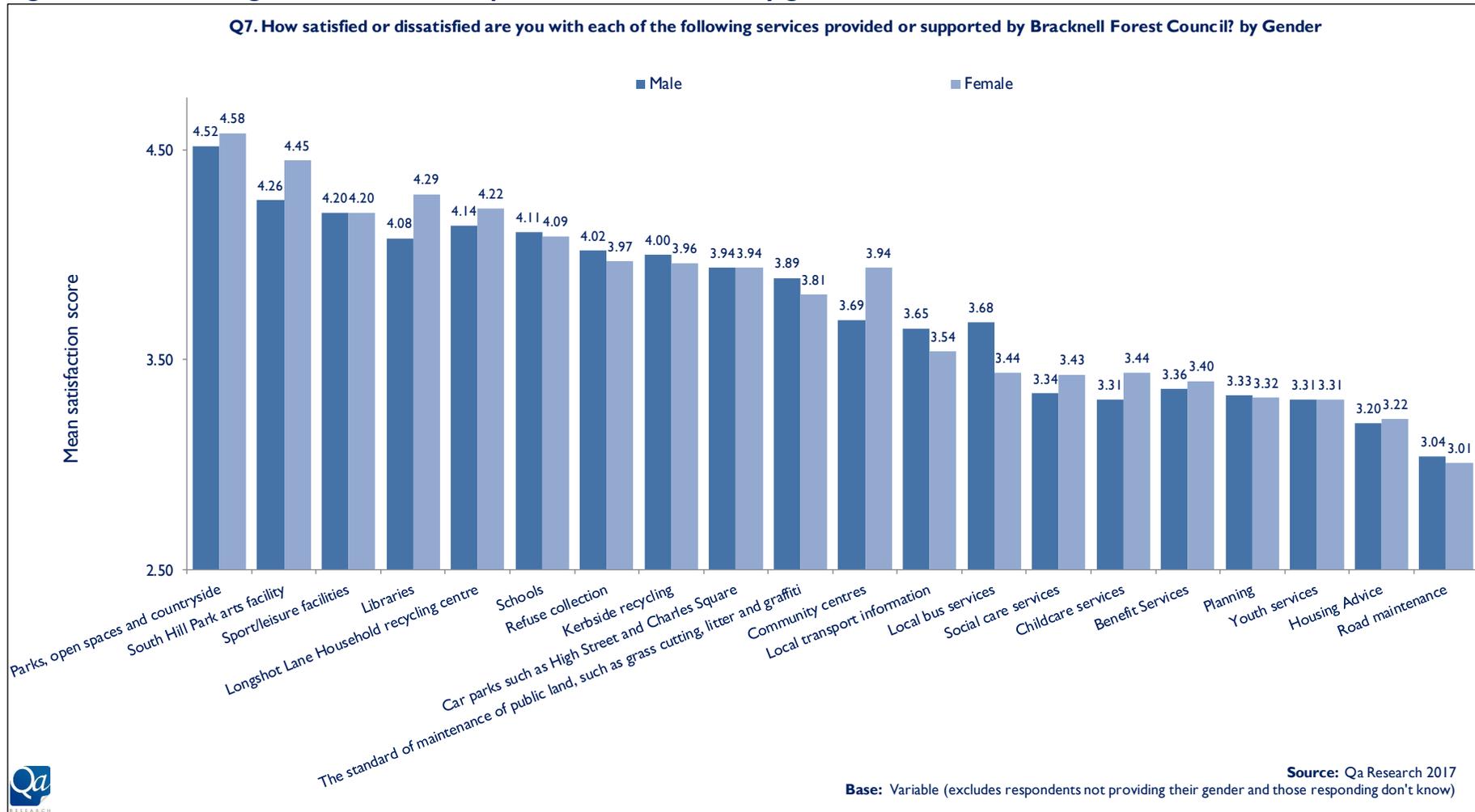
Satisfaction tended to be fairly consistent between the genders, but there were a few instances where significantly more female respondents than male were satisfied;

- 'South Hill Park arts facility' (4.45 vs. 4.26)
- 'Libraries' (4.29 vs. 4.08)
- 'Community centres' (3.94 vs. 3.69)

In the 2014 survey 'schools', 'childcare services', 'benefit services', and 'youth services' all attracted a higher mean satisfaction for females than for males, but this is not true in the 2017 results. Only 'community centres' shows a significant difference in both years.

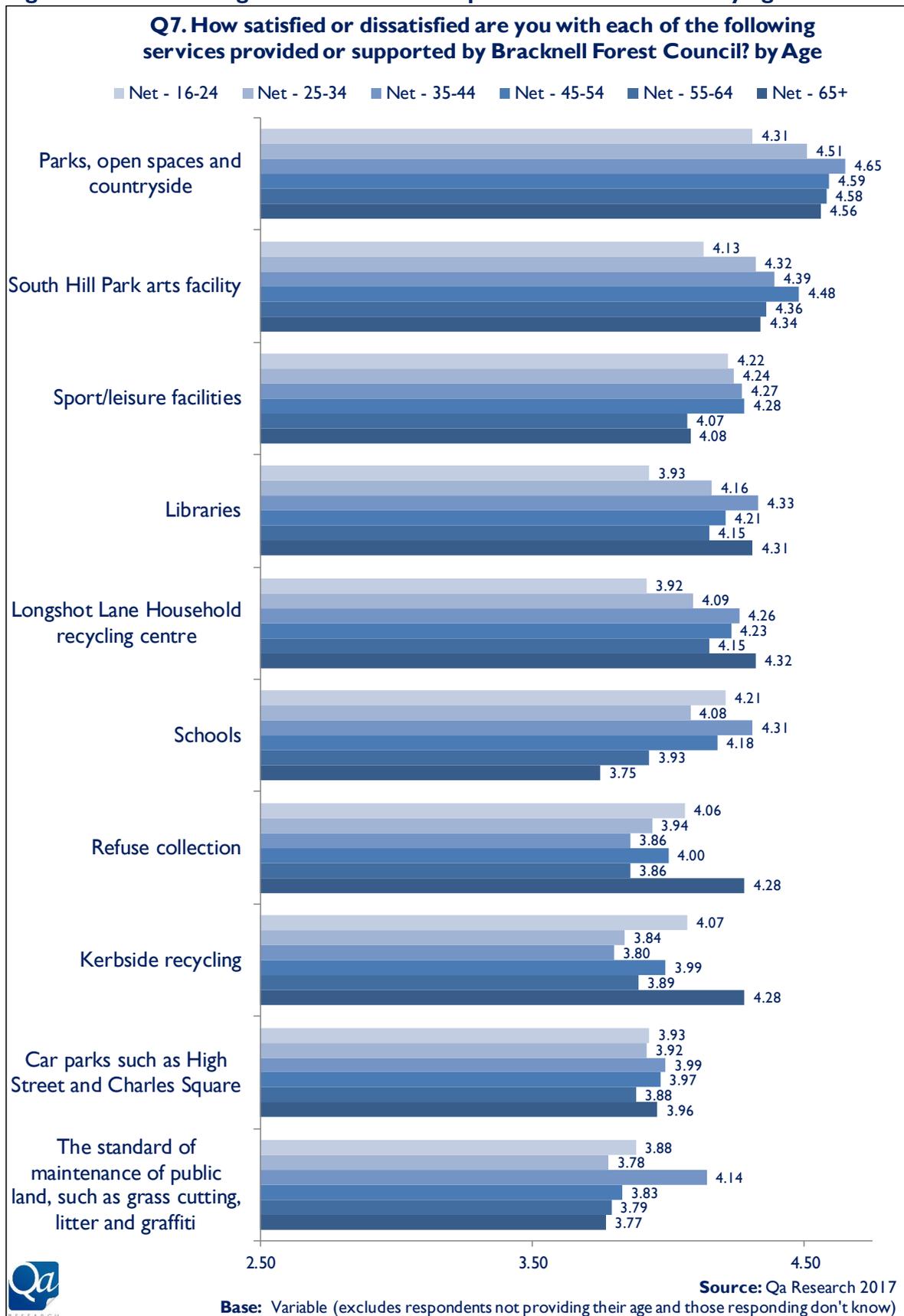
The only service that male respondents rated notably higher than female respondents was the 'local bus services' (3.68 vs. 3.44), and this pattern as also true in 2014.

Figure 25. Mean rating of satisfaction with specific Council services by gender



In the following chart the satisfaction ratings are stratified by age groups.

**Figure 26. Mean rating of satisfaction with specific Council services by age**



**Figure 27. Mean rating of satisfaction with specific Council services by age (continued)**

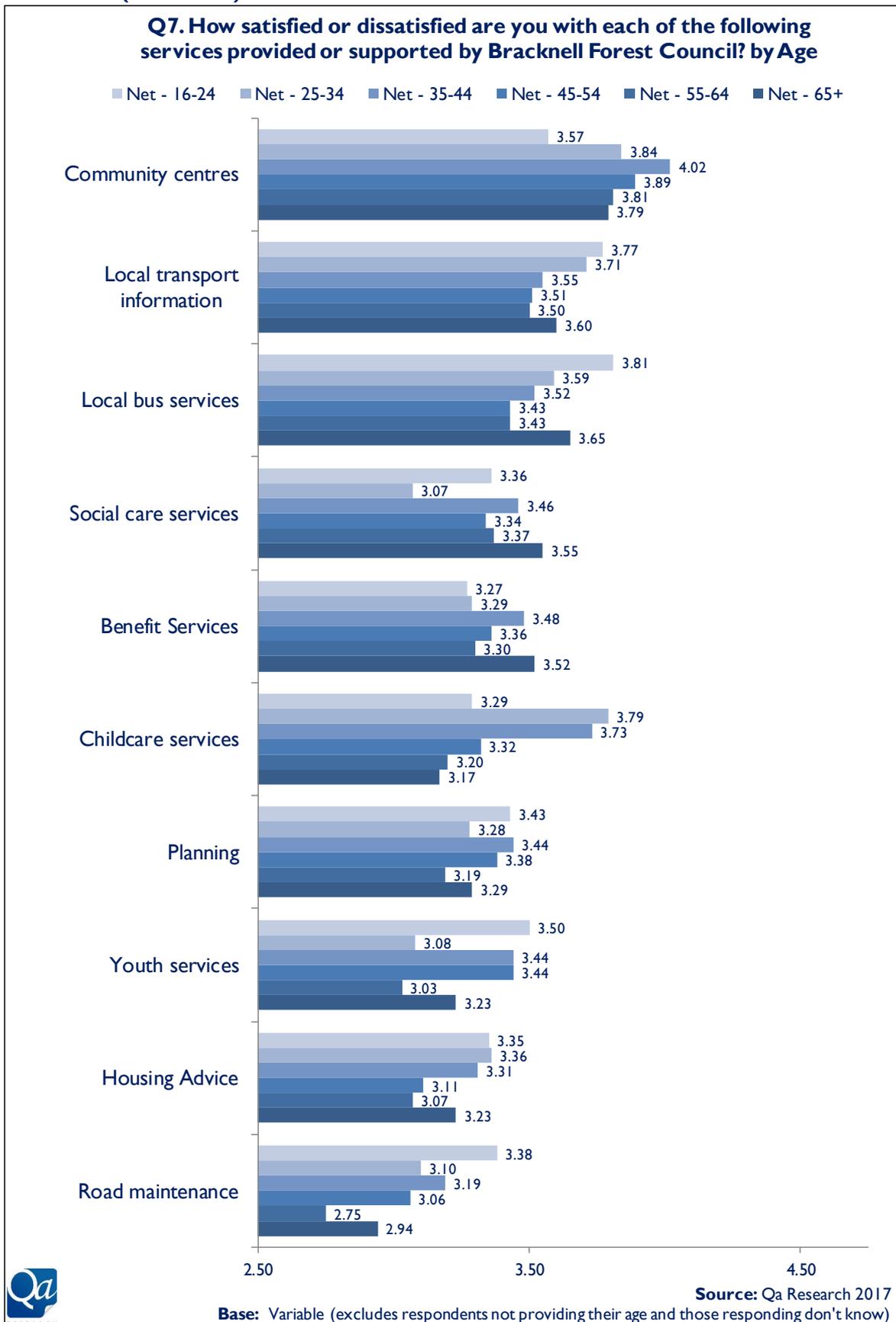
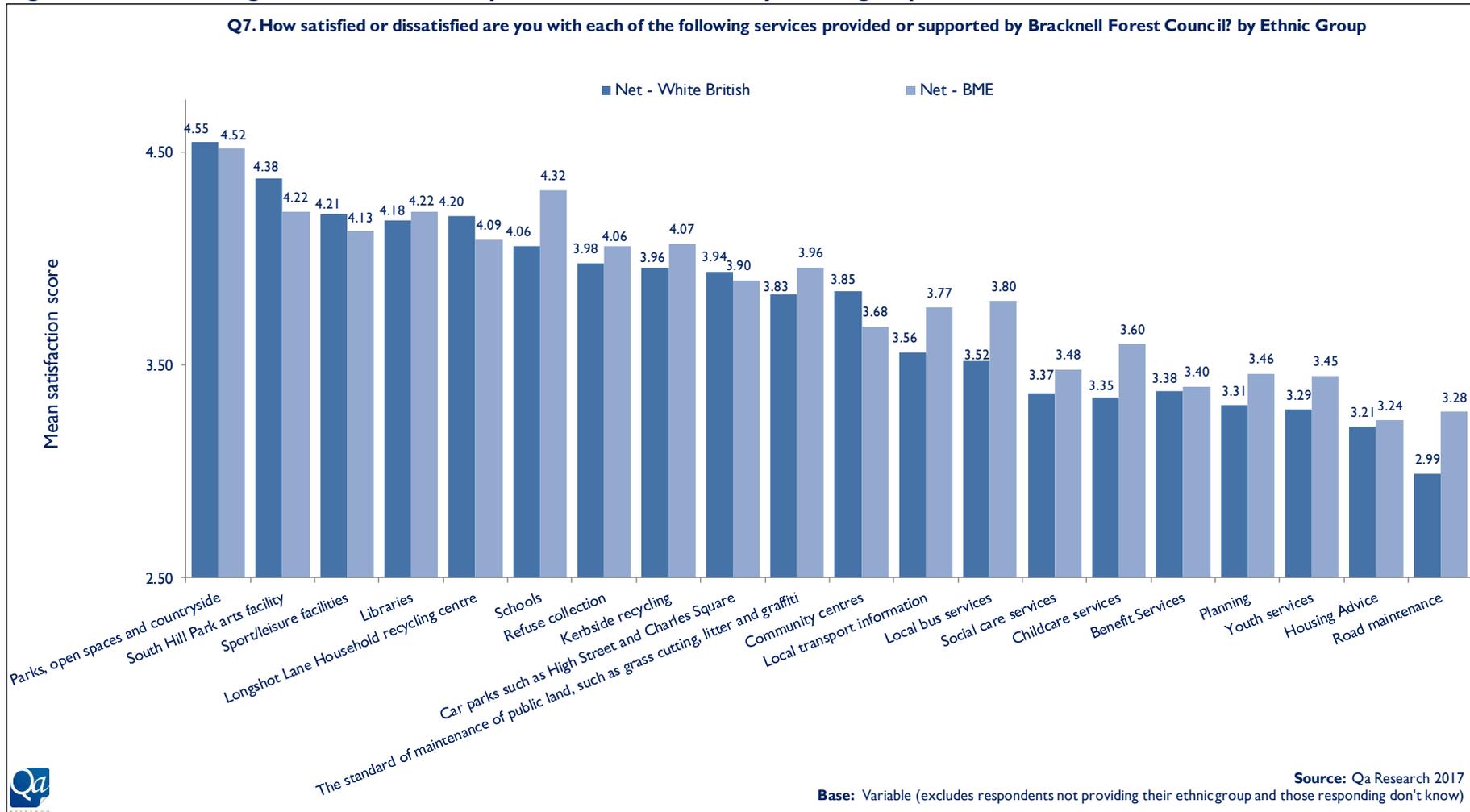


Figure 27. Mean rating of satisfaction with specific Council services by ethnic group



Stratified by ward, 'parks and open spaces' had the highest mean score in the majority of wards. In the two instances where this was not the case, 'South Hill Park Arts facility' had the highest mean satisfaction and this was in the wards of Hanworth and Wildridings and Central. Ten of the eighteen wards were least satisfied with 'road maintenance', and a further four were least satisfied with 'housing advice'.

The mean satisfaction score for each service has been show in the table below. The top three most services for each ward have been colour coded using the following schema;

Green = Highest satisfaction

Yellow = 2<sup>nd</sup> highest satisfaction

Red = 3<sup>rd</sup> highest satisfaction.

**Figure 28. Mean rating of satisfaction with specific Council services by ward**

	Ascot	Binfield W/th Warfield	Bullbrook	Central Sandhurst	College Town	Crown Wood	Crowthorne	Great Hollands North	Great Hollands South	Hanworth	Harmans Water	Little Sandhurst and Wellington	Old Bracknell	Owismoor	Priestwood And Garth	Warfield Harvest Ride	Wildridings And Central	Winkfield And Cranbourne
Parks, open spaces and countryside	4.57	4.52	4.48	4.61	4.59	4.53	4.66	4.52	4.54	4.49	4.69	4.71	4.60	4.63	4.42	4.39	4.44	4.53
South Hill Park arts facility	4.17	4.49	4.05	4.33	4.32	4.47	4.31	4.36	4.48	4.51	4.34	4.33	4.59	4.20	4.25	4.32	4.45	4.32
Sport/leisure facilities	4.00	4.06	4.00	4.16	4.27	4.25	4.18	4.21	4.35	4.28	4.48	4.05	4.35	4.20	4.17	4.12	4.12	4.14
Libraries	4.17	4.22	3.99	4.47	4.33	3.98	4.53	4.11	4.24	4.13	4.08	4.29	3.84	4.33	4.12	4.29	4.18	4.10
Longshot Lane Household recycling centre	4.19	4.29	3.99	3.93	3.93	4.20	4.47	4.28	4.17	4.15	4.39	4.22	4.12	4.14	4.08	4.17	4.17	4.23
Schools	3.96	3.98	4.14	4.49	4.19	3.89	4.57	4.07	4.00	4.16	3.86	4.01	4.21	4.29	4.20	4.12	4.00	3.79
Refuse collection	3.89	4.00	3.81	4.12	3.86	4.03	4.29	4.01	4.18	3.94	4.13	4.16	3.99	3.98	3.82	3.92	3.95	3.87
Kerbside recycling	3.87	3.98	3.87	3.95	3.75	3.98	4.32	3.95	4.22	4.13	4.17	4.05	3.90	4.07	3.83	3.82	3.64	4.00
Car parks such as High Street and Charles Square	3.89	3.85	3.82	3.69	4.07	4.20	3.95	4.01	3.84	3.96	4.06	3.79	4.05	3.98	3.77	3.90	3.80	4.12
The standard of maintenance of public land	4.00	3.90	3.55	3.96	3.89	3.86	3.81	3.69	4.18	3.95	3.72	3.98	3.89	4.00	3.75	3.65	3.81	3.84
Community centres	3.56	3.71	3.88	4.04	3.94	3.92	3.86	3.83	3.64	3.82	3.93	3.56	3.65	4.28	4.01	3.82	3.87	3.59
Local transport information	3.21	3.24	3.63	3.64	3.56	3.61	3.55	3.92	3.74	3.66	3.73	3.57	3.79	3.46	3.73	3.57	3.80	3.23
Local bus services	3.02	3.22	3.55	3.60	3.52	3.55	3.62	4.02	3.76	4.00	3.54	3.19	3.50	3.17	3.79	3.46	4.02	3.30
Social care services	3.47	3.55	3.37	3.34	3.33	3.36	3.50	3.20	3.28	3.38	3.45	3.05	3.36	3.26	3.77	3.17	3.34	3.63
Childcare services	3.23	3.24	3.49	3.36	3.34	3.44	3.48	3.46	3.47	3.59	3.48	3.27	3.28	3.61	3.63	2.96	3.33	3.07
Benefit Services	3.20	3.44	3.13	3.41	3.39	3.41	3.31	3.21	3.32	3.34	3.56	3.04	3.46	3.25	3.66	3.18	3.92	3.47
Planning	3.29	3.08	3.38	3.31	3.22	3.45	3.27	3.17	3.64	3.38	3.45	3.18	3.33	3.41	3.56	3.27	3.49	3.12
Youth services	3.09	3.30	3.22	3.42	3.35	3.04	3.09	3.33	3.31	3.20	3.62	3.18	3.33	3.48	3.44	3.51	3.14	3.33
Housing Advice	2.98	3.10	3.06	3.44	3.29	3.48	3.32	3.02	3.22	2.99	3.25	3.05	3.09	3.33	3.49	3.09	3.18	3.15
Road maintenance	3.12	3.03	2.80	2.94	2.56	3.17	3.03	3.15	3.14	3.14	3.14	3.06	3.11	2.54	3.01	3.11	3.01	3.24

Base: varies

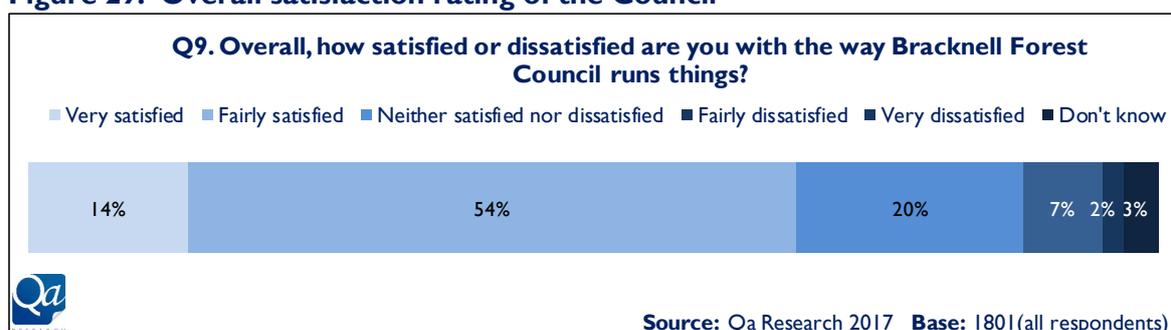
## 5.5 Perceptions of the Council overall

A number of questions were used to assess residents' satisfaction with the Council, including: overall satisfaction, perceptions of value for money offered by the Council and improvements the Council could make to the services it provides.

### 5.5.1 Satisfaction with the Council overall

The following chart shows overall satisfaction with the way that the Council runs things.

**Figure 29. Overall satisfaction rating of the Council**



Just under seven-in-ten respondents (68%) were satisfied with the way Bracknell Forest Council ran things. Of these, however, a much greater proportion were 'fairly satisfied' (54%) than 'very satisfied' (14%). One-in-ten (10%) indicated they were dissatisfied things, although the majority of these were 'fairly dissatisfied' (7%) rather than 'very dissatisfied' (2%).

The interrelated nature of the key measures on the survey previously observed is also present here, with respondents being significantly more likely to be satisfied if they;

- were satisfied rather than dissatisfied with their local area as a place to live (71% vs. 28%)
- agreed rather than disagreed that they could influence local decisions (81% vs. 58%)
- agreed rather than disagreed that their local area 'is a place where people from different backgrounds get on well together' (71% vs. 45%).
- agreed rather than disagreed that the Council provides value for money (88% vs. 18%)

Respondents were also significantly more likely to be satisfied if they felt that the Council kept respondents well informed (78%) about the benefits and services it provides rather than not well informed (47%). This link is often highlighted in residents' surveys, and is also true here.

### Longitudinal comparison

Whilst there has been some variation between the figures recorded at the 2014 and 2017 surveys, none of this variation has been statistically significant and the results are essentially the same as they were two years ago. This is true not only of the overall satisfaction and dissatisfaction figures, but also of all the individual 'very' and 'fairly' measures, as well as 'neither' and 'don't know'.

Satisfaction remains significantly higher than it was in 2012 (60%), however, and dissatisfaction remains significantly lower (14% in 2012).

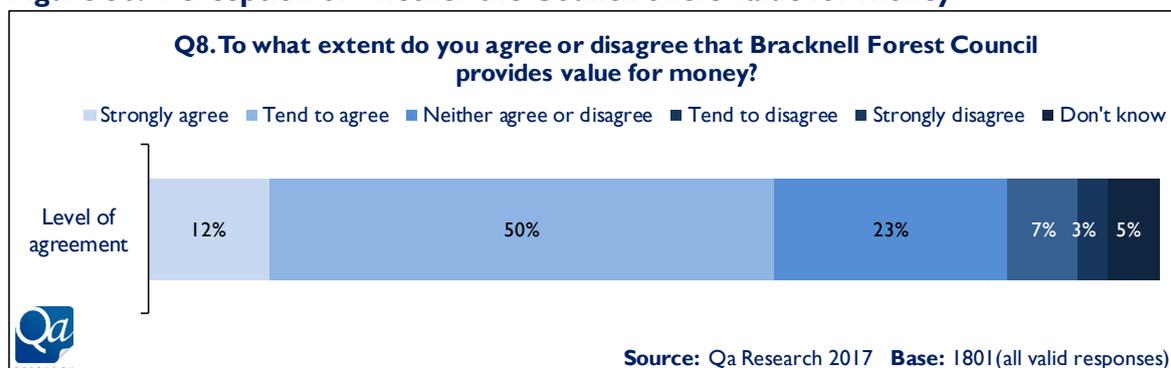
### Demographic differences

Respondents were significantly more likely to be satisfied with the Council if they were from BME backgrounds as opposed to White British backgrounds (77% vs. 69%). Aside from this there were no significant demographic differences in net satisfaction. Whilst there were no overall differences in satisfaction, respondents aged 65 and over were generally more likely to be 'very satisfied' than other age groups; this pattern was also observed in 2014.

## 5.5.2 Perceptions on the value for money offered by the Council

The chart below shows levels of agreement that the Council provides value for money;

**Figure 30. Perception of whether the Council offers value for money**



Six-in-ten (62%) respondents felt that the Council provided value for money, although respondents were much more likely to 'tend to agree' (50%) rather than 'strongly agree' (12%). One in ten (10%) disagreed.

Around one quarter of respondents said they neither 'agreed nor disagreed', a reasonable chunk of the sample, and one that has not changed since the 2014 survey.

### Longitudinal comparison;

Despite some upward variation in the figure there is no significant difference between the proportion of respondents who agreed in 2017 (62%) and in 2014 (59%); the result has remained essentially the same. The level of agreement does remain significantly higher than that recorded in 2012 however (52%).

As with the increase in satisfaction with the way the Council runs things, this uplift since 2012 does appear to be a genuine trend.

The perception that the Council provides value for money is linked to a number of other measures of the satisfaction with the Council and also with Bracknell Forest in general. Respondents were more likely to agree that the Council provided value for money if they:

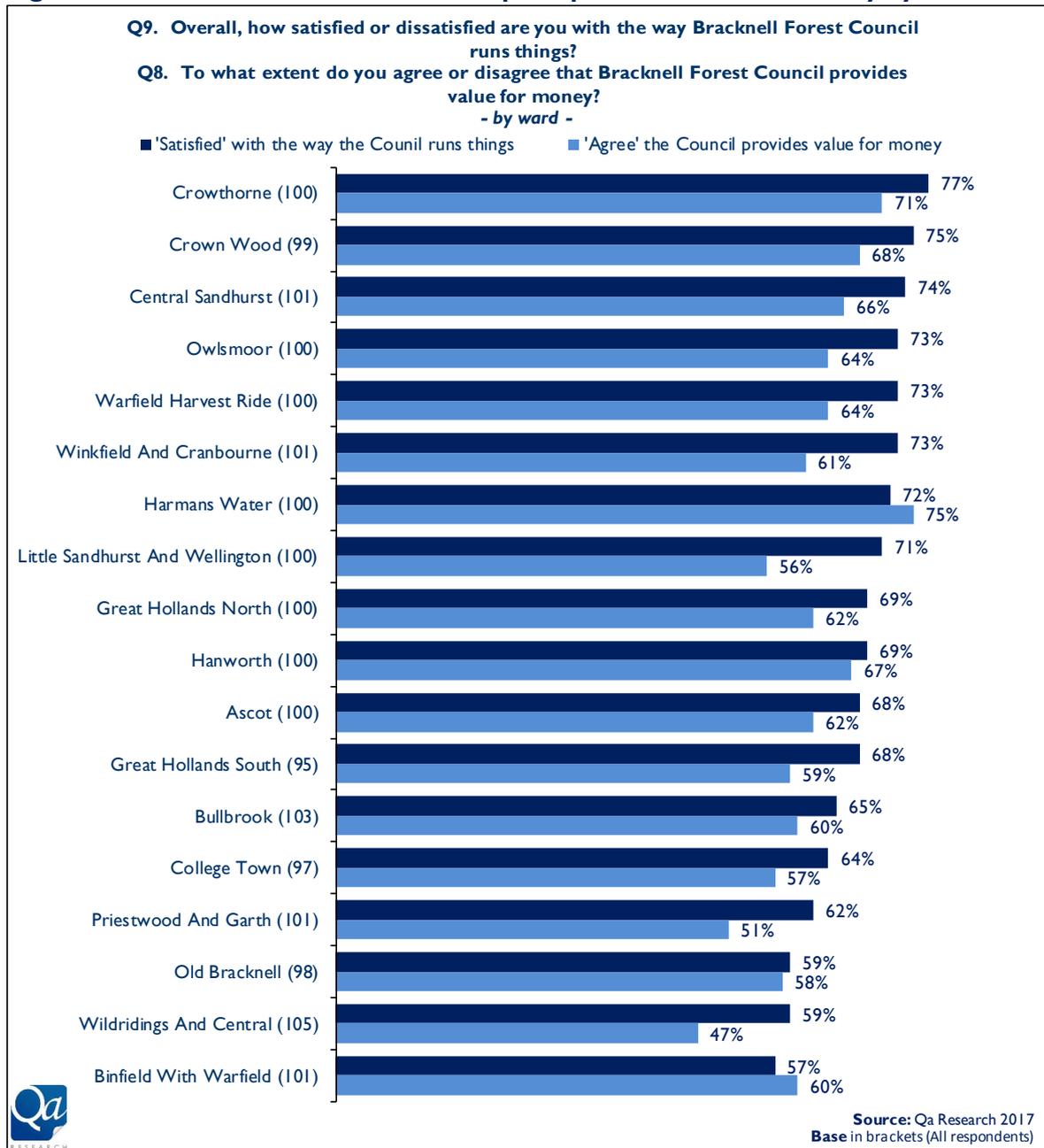
- were satisfied rather than dissatisfied with how the Council runs things (80% vs. 15%)
- agreed rather than disagreed that they could influence decisions affecting their local area (78% vs. 51%)
- felt well informed rather than not well informed about the benefits and services the Council provides (71% vs. 46%).
- were satisfied rather than dissatisfied with their local area as a place to live (65% vs. 32%)

### Demographic differences

There was no significant difference in agreement (or disagreement) by either gender or ethnic group. By age, whilst they were no more likely to disagree than any other group, those in the 25-35 age band were significantly less likely to agree (51%) than all other age groups.

The chart below shows the proportion of respondents in each ward that expressed satisfaction with the way the Council runs things and the proportion that agreed it provided value for money. Note that it has been sorted descending by satisfaction and not alphabetically by ward;

**Figure 31. Satisfaction with Council and perceptions of value for money by ward**



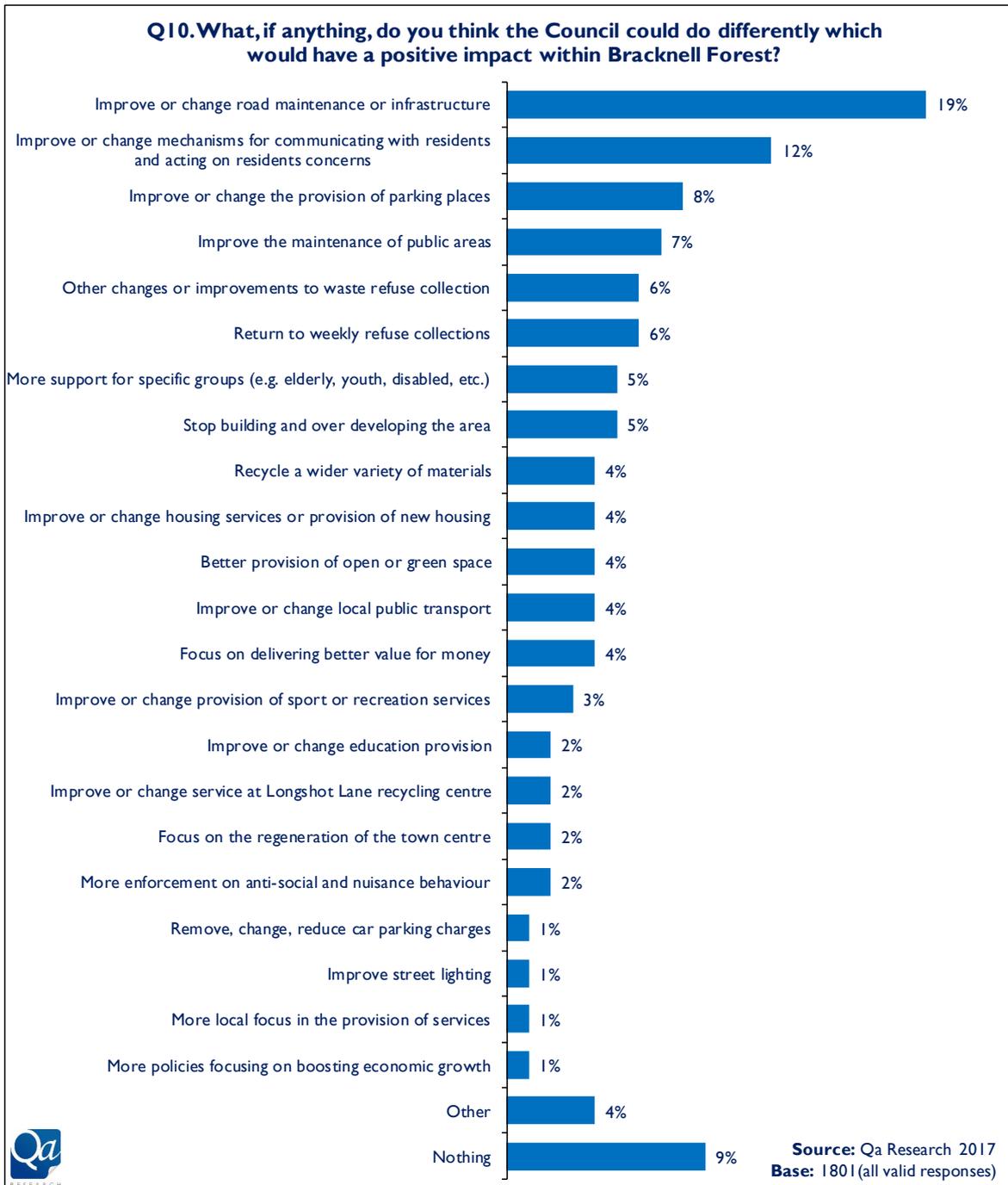
There is a strong correlation<sup>1</sup> between satisfaction with the way the Council runs things and agreement that the Council provides value for money, and it is certainly intuitive that these two measures would be interrelated. That is not to say that there are not other contributing factors here, and the relationship between Council satisfaction, value for money, feeling well informed, the ability to influence local decisions, satisfaction with the local area, and perception of community cohesion all contribute to an overall 'civic happiness'.

<sup>1</sup> Correlation coefficient: 0.710 (strong positive correlation)

### 5.5.3 Suggestions for improving the Council

Respondents were asked ‘*what, if anything, do you think the Council could do differently which would have a positive impact within Bracknell Forest*’ and this was a completely open question, with answers recorded verbatim. Similar answers have been coded into themes and the chart below shows these codes – answers of ‘*don’t know*’ and ‘*no answer*’ are not shown.

**Figure 32. Things the Council could do differently which would positively impact on Bracknell Forest**



A wide array of disparate responses was given and there was not one area that the majority of respondents brought up. This suggests that there are a variety of areas that need improvement but not one major problem that the majority of the populace have an issue with.

Respondents were most likely to make suggestions relating to the need to 'improve or change road maintenance or infrastructure' (19%), and this proportion was unchanged since 2014. Given that 'road maintenance' attracted significantly more dissatisfied respondents than any other service (37%) it's not surprising that it would be seen as a key area to improve on. Verbatim comments included;

*"Improve the roads-the surface is sub-standard. The new surfaces seem to peel off with cold weather. Use proper tarmac"*

*"Potholes are bad down our end. Down Bracken Bank they've been working on them but they'll be cracking up again next winter. It's all money, isn't it? I don't know where council tax money goes - does it go to the council?"*

*"This is more of a national thing, but improve infrastructure such as road systems for new houses. Bracknell will become a car park and it will take ages to get to places and it will become a real issue in the next few years when housing in Wokingham is complete"*

Often related to the roads, some respondents (8%) also made comments about the 'need to improve or change the provision of parking places' in the borough.

*"More parking, biggest problem locally so hard to park because of narrow roads, instead of making parking they are making less. Poor traffic management with traffic lights - turn off after rush hour"*

*"Local parking is a real problem. More parking could be provided"*

Respondents also indicated there was a need to 'improve or change mechanisms for communicating with residents and acting on residents concerns' (12%) and comments here included the following;

*"Need to take on board local opinion and views and act on them, also need a better representation of the whole borough on the executive"*

*"Communicate better with the local residents and keep them well informed. Never heard anything from the council when I had an issue, not a good experience at all"*

*"I think more communication with what's going on - in terms of what the council provides, eg: flooding drains near the schools, more active communication and the council / residents"*

### **Longitudinal comparison;**

Comparisons between responses given to fully open questions should always be treated with caution, but overall the results here were reasonably consistent with those seen in 2014.

Where there was notable variation, the proportion of respondents who made comments and 'road maintenance and infrastructure' increased from 14% in 2014 to 19% currently, a statistically significant increase. It would seem that residents' concerns about the roads have not improved since the previous survey.

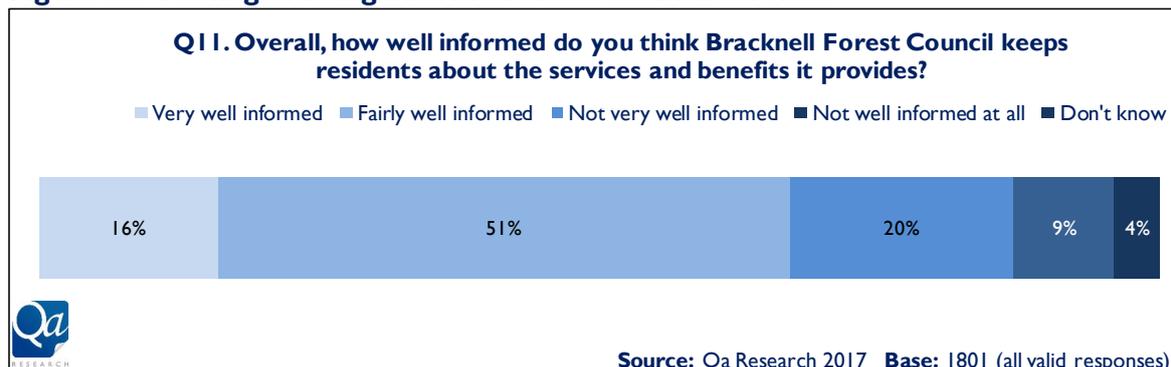
## 5.6 Communication with the Council

In the penultimate section of key findings the means by which residents communicate with the Council are explored, alongside preferences for that communication.

### 5.6.1 Feelings of being informed about Council services

Residents were asked to indicate the extent to which they felt informed about the Council and the services and benefits it provides. The following chart demonstrates the results.

**Figure 33. Feeling of being informed about Council services**



Two thirds (67%) of respondents felt well informed about the services and benefits provided by Bracknell Forest Council, although the majority of these felt *'fairly well informed'* (51%) as opposed to *'very well informed'* (16%). Just under one third (29%) felt not well informed although only one-in-ten overall felt *'not well informed at all'* (9%).

Feeling well informed was linked to a better overall perception of the Council, and respondents who felt well informed were significantly more likely to;

- be satisfied rather than dissatisfied with how the Council runs things (77% vs. 36%)
- agree rather than disagree that the Council provides value for money (77% vs. 39%)
- agree rather than disagree that they could influence local decisions (76% vs. 59%).

#### **Longitudinal comparison;**

Despite minor variation there has been essentially no change in the overall level of how informed residents feel since 2012. Both then and in 2014, two thirds (64% in both surveys) of respondents felt well informed and the slight increase in this figure in 2017 (67%) was not a statistically significant change.

The proportion of respondents who felt *'very well informed'* and *'not well informed at all'* is also exactly the same as it was in 2014.

#### **Demographic differences**

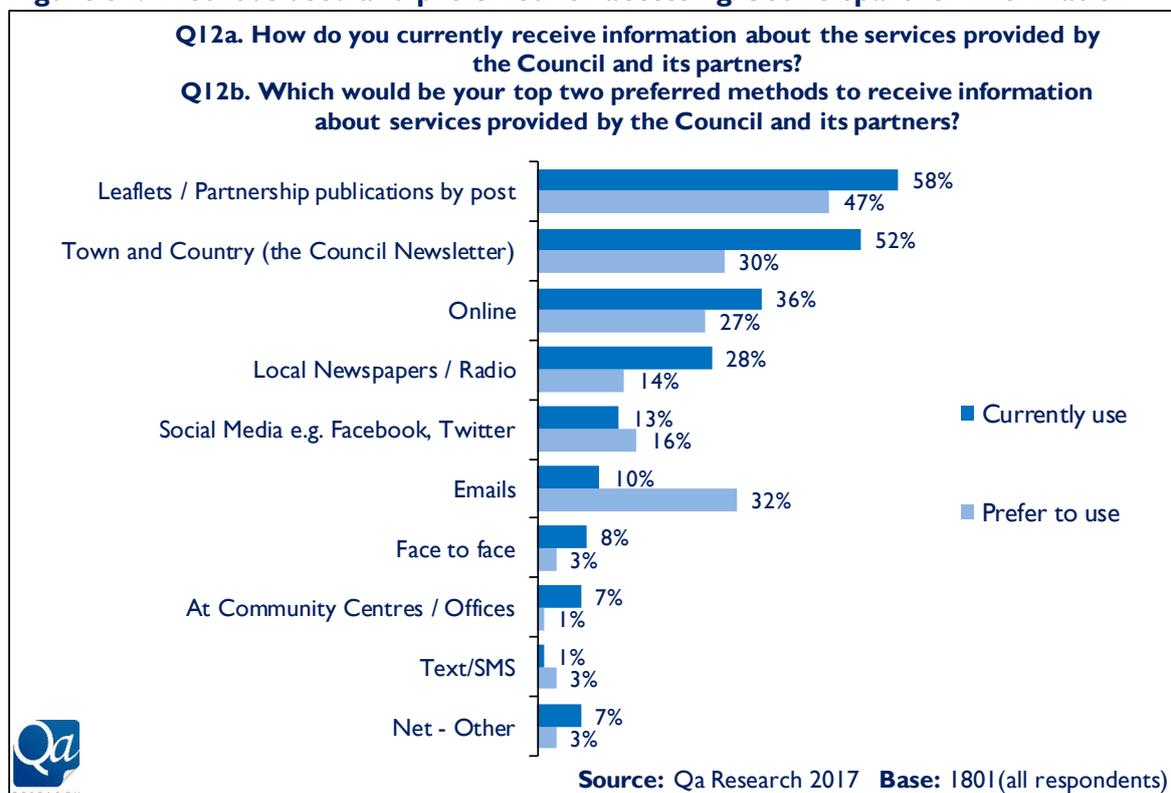
There was a distinct separation in feeling informed by age, with those aged 16-44 being significantly less likely to be well informed (16-24: 58%, 25-34: 59%, 35-44: 62%) than those aged 45 and over (45-54: 71%, 55-64: 71%, 65+: 72%).

White British respondents were also significantly more likely to feel well informed than those from BME backgrounds (68% vs. 59%).

## 5.6.2 Methods for receiving information and preference for receiving information

Respondents were asked how they currently received information about the Council and partner's services, and what their preferred method of receiving information would be. Respondents were allowed to select as many communication sources as they used, but were limited to their top two preferred ways of accessing information. The results are shown in the chart below;

**Figure 34. Methods used and preferred for accessing Council/partner information**



Physical media remained the most commonly used medium by which people receive information about the services provided by the Council and its partners, and was also the preferred source of information for many people. 'Leaflets / Partnership publications by post' and the 'Town and Country' newspaper were both used by over half of respondents (58% and 52% respectively).

One third (36%) of respondents currently accessed information 'online', but other internet based methods such as 'social media', and 'emails' were less often used. There was a strong preference for communication by email however suggesting that there is a demand for this service that is not being met.

### Longitudinal comparisons;

Note that, when looking at changes over time at this questions, the options for 'emails' and 'text/SMS' were not asked about in the 2014 survey and being able to select these at the 2017 survey may have affected the responses for other means of communication. This is particularly true of preference of use, where respondents were limited to selecting two options.

Indeed, the preference for some communication methods has decreased significantly since the 2014 survey. 'Town and Country' was now preferred by 30% in 2017 of people rather than 36% in 2014, 'online' by 27% rather than 37% (although some people may have meant email when selecting this in 2014), and 'local newspapers / radio' by 14% rather than 27%.

There also been some significant change in terms of current usage. Despite a significantly lower preference in 2017, the proportion currently using 'Town and Country' has significantly increased from just under to just over half (47% to 52%). In contrast, the proportion currently using 'local newspapers / radio' has significantly fallen (45% in 2014 to 28%) and this reflects a corresponding decrease in preference.

### Demographic differences

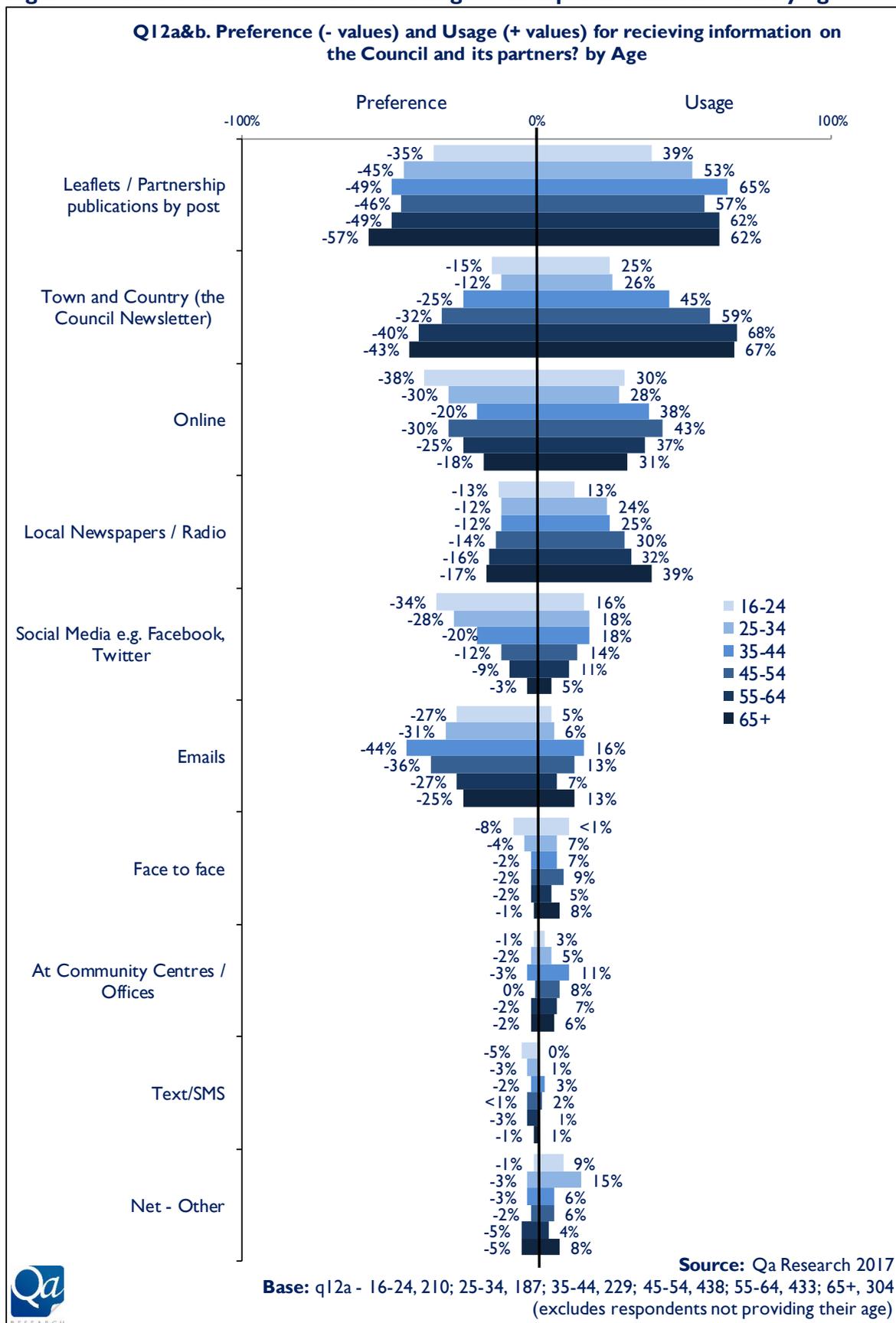
The table below shows current usage and preference by gender and ethnic group. A blue shaded cell indicates that the figure is significantly greater than the figure in the opposing cell.

	Male	Female	White British	BME
<b>Currently use</b>				
Leaflets / Partnership publications by post	55%	59%	59%	48%
Town and Country (the Council Newsletter)	48%	57%	55%	33%
Online	36%	36%	38%	27%
Local Newspapers / Radio	28%	29%	31%	13%
Social Media e.g. Facebook, Twitter	10%	16%	14%	7%
Emails	10%	10%	11%	7%
Face to face	9%	7%	8%	9%
At Community Centres / Offices	6%	7%	7%	4%
Text/SMS	1%	1%	1%	1%
Other	7%	8%	7%	9%
<b>Prefer to use</b>				
Leaflets / Partnership publications by post	30%	24%	26%	32%
Town and Country (the Council Newsletter)	15%	16%	15%	19%
Online	45%	49%	48%	41%
Local Newspapers / Radio	15%	14%	15%	13%
Social Media e.g. Facebook, Twitter	1%	2%	2%	1%
Emails	5%	1%	3%	4%
Face to face	27%	33%	32%	23%
At Community Centres / Offices	30%	34%	32%	27%
Text/SMS	3%	3%	3%	2%
Other	3%	3%	3%	3%
<b>Base</b>	<b>867</b>	<b>933</b>	<b>1491</b>	<b>300</b>

BME respondents were significantly more likely to answer 'don't know' for their current usage than White British respondents (13% vs. 3%, not shown in the table above) and this was why White British respondents recorded significantly higher current usage for most of the communication methods.

There were also numerous differences in communication usage and preference by age and these are shown in the chart below. Perhaps most notably, preference for and in particular current usage of the 'Town and Country' newspaper increases with age and almost three times as many people aged 55 and over used this compared to those aged 16-34.

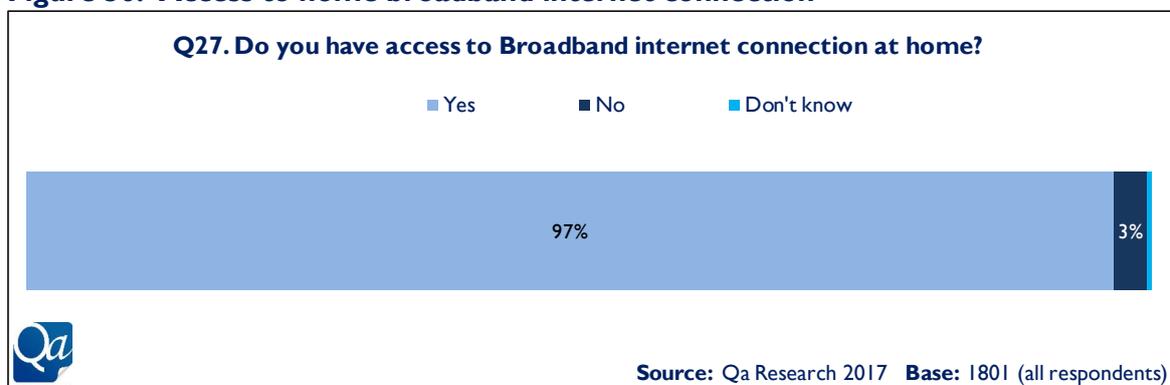
**Figure 35. Preference and use for receiving Council/partner information by age**



### 5.6.3 Residents' access to home broadband

Respondents were also asked about their access to broadband internet at home. The proportion that did have access is shown in the chart below;

**Figure 36. Access to home broadband internet connection**



As was the case in 2014, the vast majority of respondents indicated that they had a broadband internet connection at their home (97%). Only a negligible proportion (3%) did not.

#### **Longitudinal comparison**

The proportion of respondents with a broadband internet connection has increased over the last three resident's survey. In 2012 83% of respondents had a broadband connection, which saw a statistically significant increase to 94% in 2014 and significant increase again to 97% currently.

At the current rate of increase, broadband internet should shortly reach saturation in Bracknell Forest.

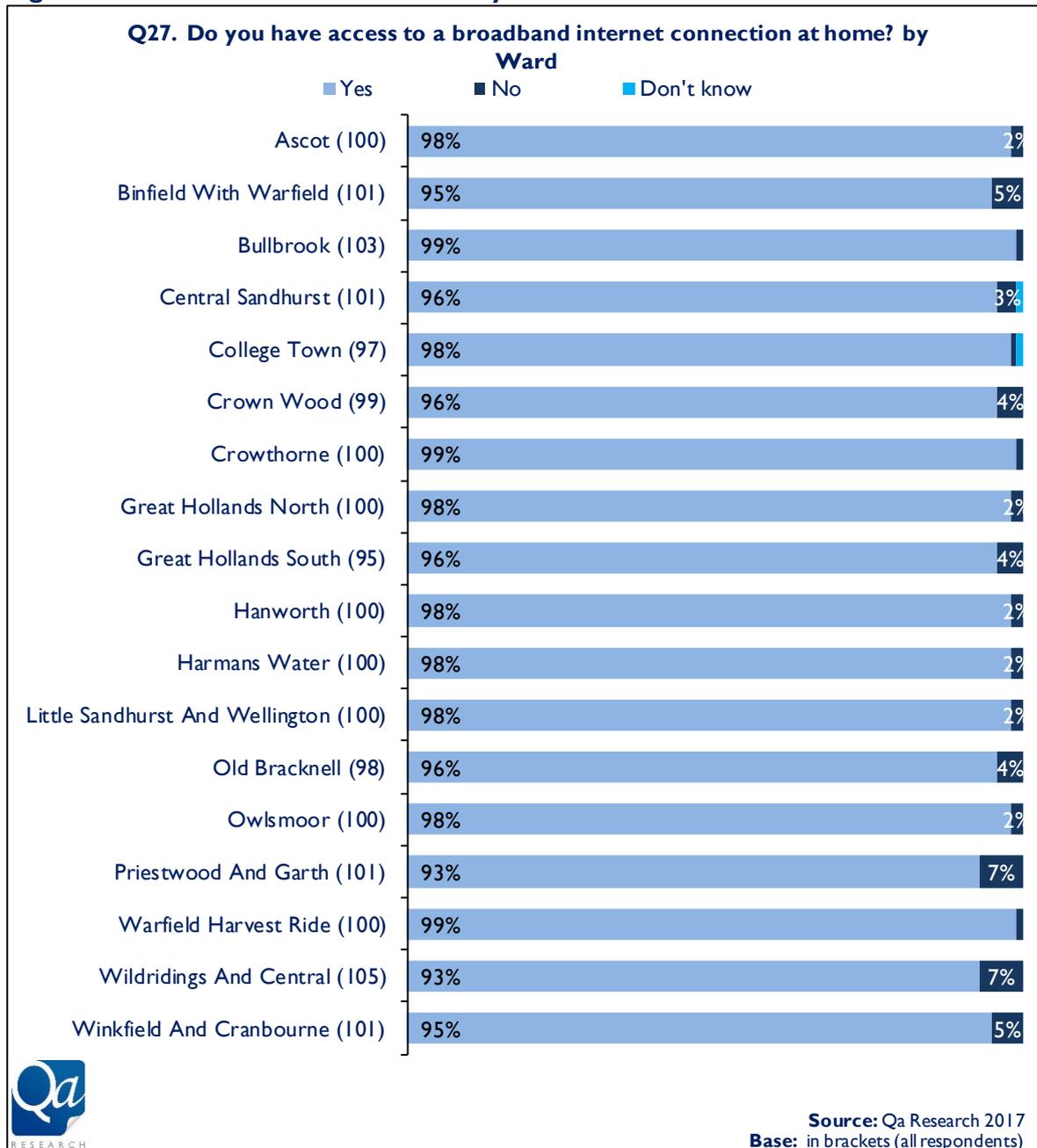
#### **Demographic differences**

Whilst those aged 65 continue to be the least likely to have a broadband internet connection the proportion connected has increased significantly since the 2014 survey, going from 78% at the previous survey to 91% currently.

The 25-34 age group recorded a slightly lower rate of broadband access than expected at 94%; whilst this is still very high it is significantly lower than rate recorded for the 16-24 and 45-54 age groups (both 99%). With a base size of 187, it may be that this is a consequence of natural variation in the data.

The chart below shows the breakdown of broadband access by ward.

**Figure 37. Access to home broadband by ward**



Broadband access continues to be very high across all wards, with minimum proportion of access being over nine-in-ten (93%). This was seen in Priestwood & Garth and Wildridings & Central.

Whilst Priestwood & Garth has seen the lowest proportion of residents with a broadband connection in the last three surveys (2012: 72%, 2014: 85%), the proportion of connected residents has increased significantly between each survey and the vast majority of residents in their ward now have broadband access.

## 5.7 Contact and satisfaction with Town and Parish Councils

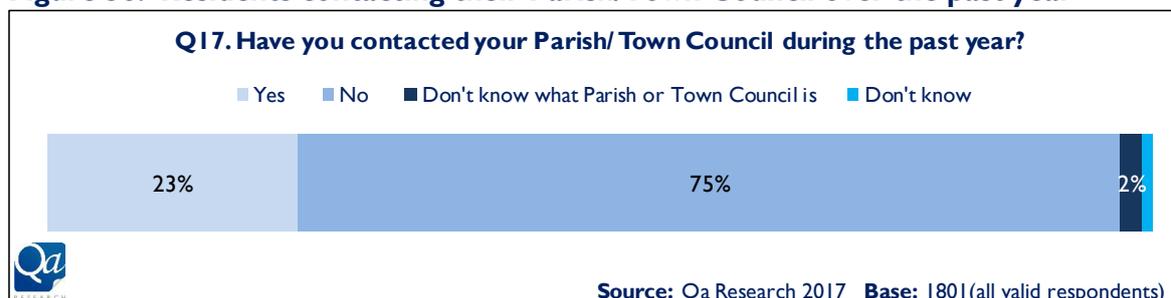
The final section of the key findings explores respondents' relationship with their Town or Parish Council, and also their interest in becoming more involved in the decision making in their area.

### 5.7.1 Contact with and awareness of the services provided by Town and Parish Councils

This subsection of the report concerns respondents' contact with their Town and Parish Council, along with their awareness of the services they provide locally.

The following chart demonstrates the proportion of respondents who have contacted their Town or Parish Council in the past 12 months.

**Figure 38. Residents contacting their Parish/Town Council over the past year**



Three quarters (75%) of respondent's had not contacted their Parish or Town Council in the last 12 months, with the majority of the remainder having done so (23%). Only a negligible proportion (2%) did not know what the Parish or Town Council was, and therefore this is not a contributing factor to the lack of communication.

#### **Longitudinal comparison;**

Although the majority of respondents have not contacted their Parish or Town Council in the last 12 months, the proportion who have done so has actually increased slightly (but significantly) since 2014, having gone from 18% to 23% in 2017. This is still significantly less than the 30% recorded in 2012, however, it was argued in the 2014 report and can be reiterated again here that 2012's postal methodology and disproportionately high number of older respondents may have artificially inflated this figure.

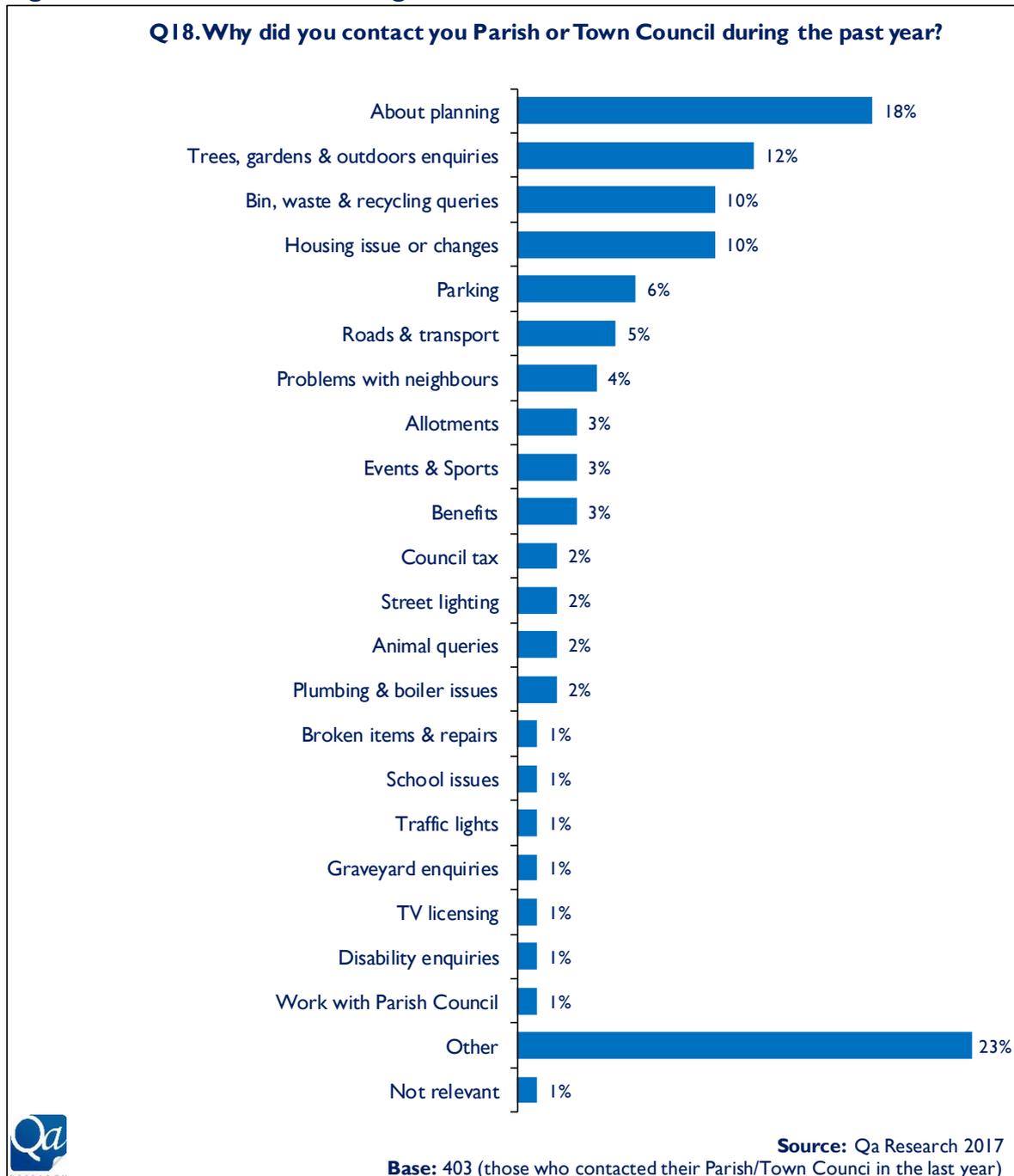
#### **Demographic differences**

Respondents were significantly more likely to have contacted their Parish or Town Council if they were;

- Female (25% vs. 21% male)
- Aged 34-54 (29%) or 65+ (25%) rather than 16-24 (12%) or 25-34 (16%)
- White British (24% vs. 17% BME)

Respondents who indicated that they had contacted their Parish or Town Council over the last year were asked what their reason for making contact was. Answers were recorded verbatim and coded into thematic categories prior to analysis. The results are shown in the chart below;

**Figure 39. Reasons for contacting Parish or Town Council**



The wide range of differing reasons for contacting a Town or Parish Council, and the fact that no one reason dominates, suggests that there is no single over-riding issue which drives contact with local Parish and Town Councils.

Selected verbatim comments for the top two reasons are reproduced on the following page.

The most frequently made comments were 'about planning' (18%). These tended to be fairly brief and only referenced that the contact regarded planning rather than going into detail. Sample comments included;

*"To object to a planning application"*

*"Question about planning- query about size of neighbours proposed extension"*

*"We have property down the road, it was regarding planning permission with tenants"*

A number of comments in this category also made reference to 'trees, gardens, and outdoors enquiries'. Sample comments included;

*"To do with a large tree growing in the backyard- it is a tree conservation area so I wanted to get the tree pruned so I was seeking advice"*

*"The grass verge outside my house. New people dug it up. The Council did sort it out, though it took a few months"*

*"Regarding cutting over hanging hedges"*

*"Because there were bushes growing over a pedestrian path"*

### **Demographic differences**

There were no significant difference by gender, and the small base size for this question precludes analysis by other sub-groups.

Respondents who had contacted their Parish or Town Council in the past 12 months were then asked if their enquiry had been dealt with adequately. Results are shown in the chart below;

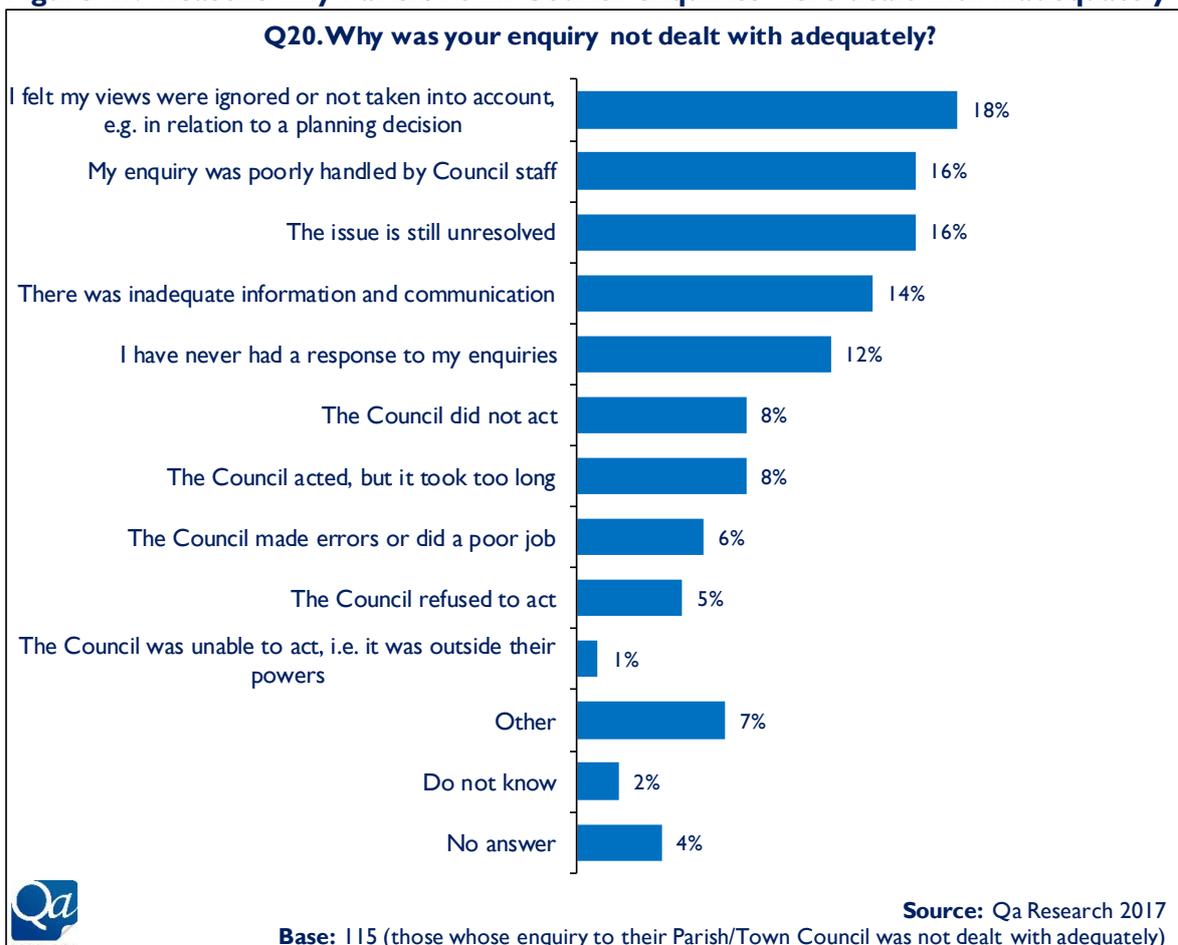
**Figure 40. Parish/Town Council adequacy in dealing with enquiries**



Seven-in-ten (69%) respondents indicated that their enquiry to their Parish or Town Council had been dealt with adequately. This was significantly more than were adequately dealt with in the 2014 survey (63%).

Respondents who indicated that their enquiry had been dealt with inadequately were asked why this was the case; answers were recorded verbatim and coded into categories shown below;

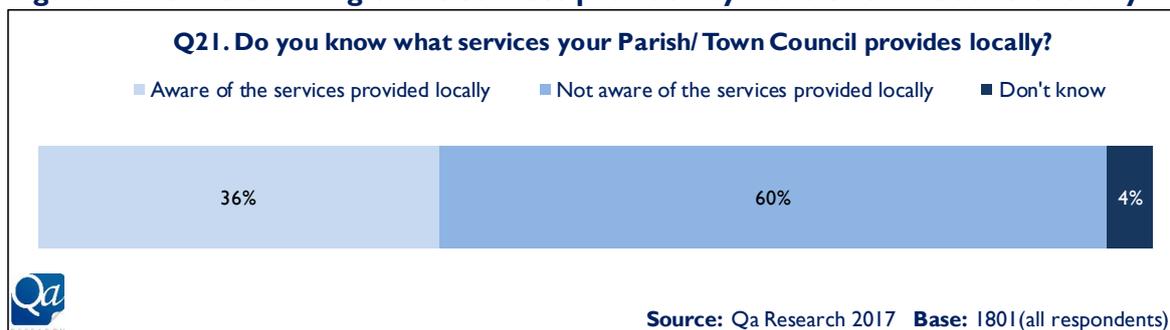
**Figure 41. Reasons why Parish/Town Council enquiries were dealt with inadequately**



Whilst there was some variation here from the 2014 results, the small base size means makes robust comparison difficult and none were statistically significant differences.

All respondents were then asked if they were aware of the local services being provided by their Parish or Town Council. Results are shown in the chart below;

**Figure 42. Understanding of the services provided by Parish/Town Councils locally**



Just over a third of respondents (36%) were aware of the local services provided by their Parish or Town Council, however the majority were still not aware of these services (60%).

#### **Longitudinal comparison;**

The results are essentially the same as they were in 2014, where 35% were aware of locally provided services and 62% were not. As such there has been no significant increase or decrease.

Awareness was still significantly less than that recorded in the 2012 survey (45%), however the higher figure here is likely in part be due to the disproportionately higher number of older respondents in the 2012 survey and the self-selecting postal methodology used.

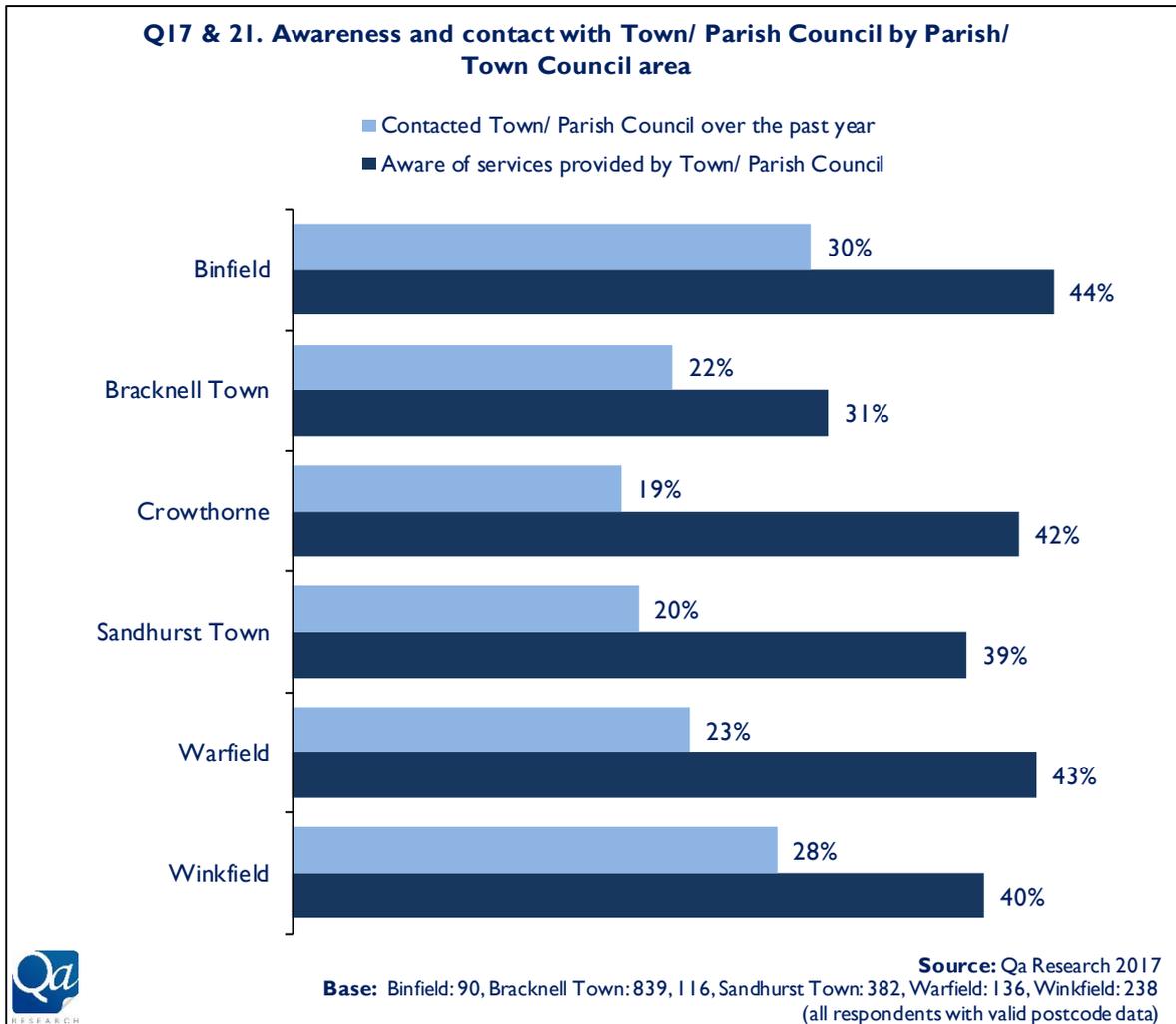
#### **Demographic differences**

Respondents were significantly more likely to be aware if they were;

- aged 45 and over (45-54: 40%, 55-64: 38%, 65+: 44%) rather than aged 34 and under (16-24: 27%, 25-34: 26%)
- White British (38% vs. 25% BME)

The following chart shows the proportion of respondents who have contacted and who are aware of the services provided by their Parish or Town Council by Parish or Town Council areas.

**Figure 43. Awareness and contact with Town/Parish Councils by Parish/Town Council area**



Respondents from Bracknell Town were significantly less likely to be aware of the services provided by their Town or Parish Council than those from any other Parish, although the level of contact was comparable to other areas.

There was little correlation between contact with the Parish or Town Council and awareness of services<sup>2</sup> and therefore being aware of the council is not an indicator that contact will be made.

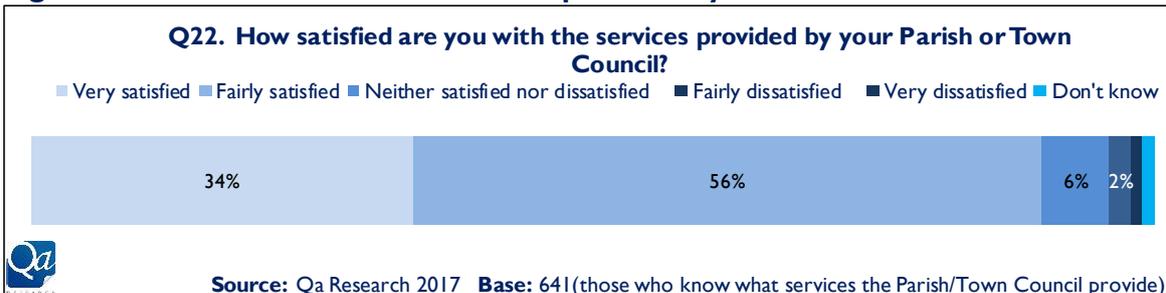
<sup>2</sup> Correlation coefficient = 0.315 (weak positive correlation)

### 5.7.2 Satisfaction with the services provided by Parish or Town Councils

This subsection explores the satisfaction of respondent with services provided to them by their local Parish or Town Council. All questions in this subsection were asked only of those who were 'aware' of the services provided by their local council (Q21); this was 36% of the total sample.

Respondents were asked to indicate their satisfaction with the services provided by their Parish or Town Council on a five point scale ranging from 'very dissatisfied' to 'very satisfied'. The results are shown in the following chart;

**Figure 44. Satisfaction with the services provided by Parish/Town Council**



Nine-in-ten (90%) respondents were satisfied with the services provided by their Parish or Town Council, although respondents were more likely to be 'fairly satisfied' (56%) than 'very satisfied' (34%). Satisfaction has significantly increased since 2014, where it was 84%.

Respondents were significantly more likely to be satisfied with the services provided by the Parish Council if they;

- were satisfied with how the Borough Council runs things (94% vs. 76% dissatisfied)
- agreed that the Borough Council provides value for money (94% vs. 70% disagreed)

### Demographic differences

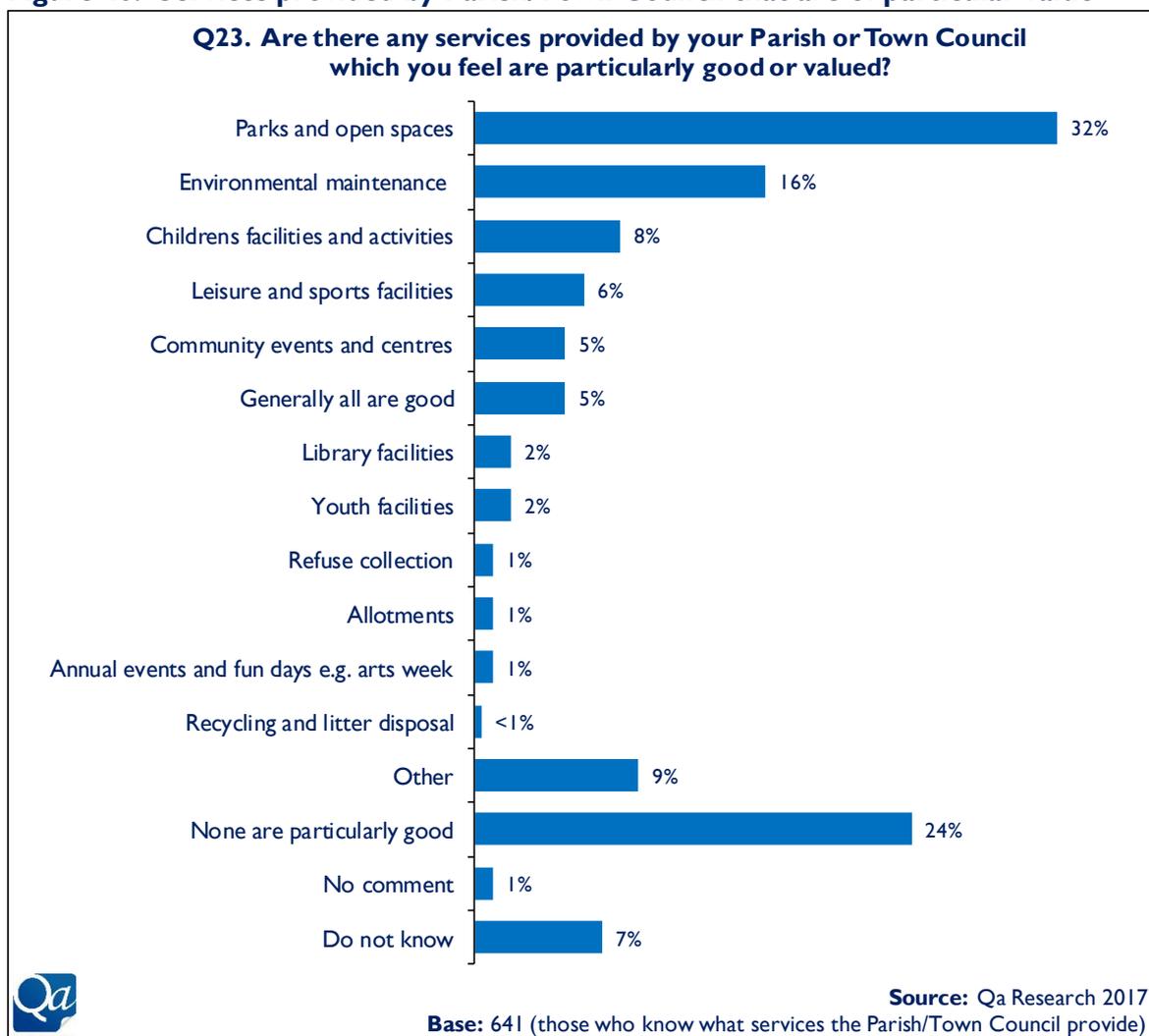
There were no significant differences in satisfaction between sub-groups, suggesting that satisfaction with local services is universal. The chart below shows the satisfaction level by parish, with Binfield reporting the highest (94%) and Sandhurst Town the lowest (88%) satisfaction.

**Figure 45. Satisfaction with the services provided by Parish/Town Council by Parish**



Respondents who said they were aware of the services provided were then asked what services provided by their Parish or Town Council they felt were particularly good or of particular value. Answers were recorded verbatim and coded into categories shown below;

**Figure 46. Services provided by Parish/Town Council that are of particular value**



As was the case in 2014, one third (32%) of respondents answered that ‘parks and open spaces’ were a particularly good or valued service. Given that this was the most used service and most satisfactory service across all of Bracknell Forest it’s perhaps unsurprising that it’s also perceived as the most valuable here.

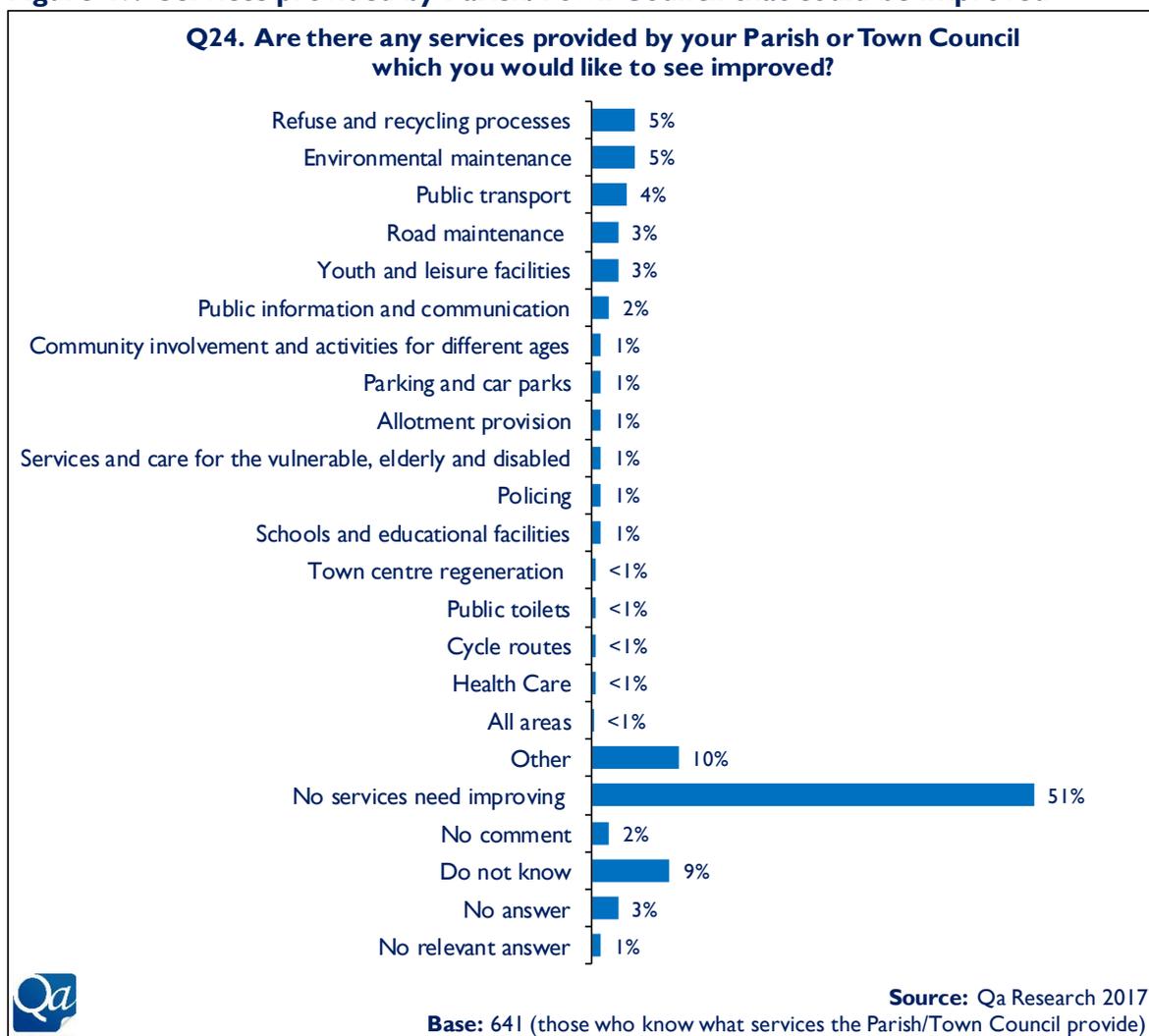
The small base size for some Parishes means that comparison between them are difficult, but Winkfield did record a lower proportion saying ‘parks and open spaces’ than most other Parishes. In addition, Crowthorne saw a low proportion saying ‘environmental maintenance’ (7%) in relation to the others.

### Demographic differences

There were no significant differences by gender, and the bases sizes were too small for analysis by the other sub-groups.

These respondents were then asked if there were any services provided by their Parish or Town Council that they would like to see improved. Again, answers were recorded verbatim and coded into categories shown below;

**Figure 47. Services provided by Parish/Town Council that could be improved**



Similarly to the 2014 results, once again half (51%) of respondents at this question did not name any Parish or Town Council services that they felt needed to be improved; this, along with the wide variety of different suggestions made by small proportions of the sample, suggests that there is no single area that is particularly perceived as being in need of improvement.

This was fairly consistent across the Parishes and with no notable significant differences.

### 5.7.3 Residents' interest in contributing to a Neighbourhood Plan

This penultimate subsection of the report examines residents' interest in contributing to a Neighbourhood Plan and if so, what they felt they could offer.

In order to ensure respondents understood a consistent definition of what a Neighbourhood Plan was, the following prefacing statement was read out to them;

*“Neighbourhood planning gives local people the opportunity to draw up a planning document about their local area, called a Neighbourhood Plan. This plan establishes general planning policies for the development of land in a neighbourhood, including where new homes and offices should be built and what they should look like. It will form part of the overall development plan for the area and can be considered when local planning applications are being assessed”*

Respondents were then asked if they would like the opportunity to participate in drawing up a Neighbourhood Plan in their area. Results are shown in the chart below;

**Figure 48. Proportion interested in contributing to a Neighbourhood Plan**



One third (33%) indicated that they would be interested in the opportunity to participate in drawing up a Neighbourhood Plan in their area, although the majority (64%) were not interested.

Residents in Binfield Parish were not asked this question as this area already has a Neighbourhood Plan; instead, they were asked if they were aware that Binfield Parish Council had such a Plan. Two thirds of respondents from Binfield (65%) indicated that they were aware, with the remaining third saying they were not (33%) and a negligible proportion saying they didn't know (2%). Note that the base size here was small (68) and therefore these figures should be treated with caution.

#### Longitudinal comparison;

The proportion of respondents who wanted an opportunity to participate in drawing up a Neighbourhood Plan in their area has slightly but significantly increased (27% in 2014 to 33% currently). It should be noted that this question was asked of all respondents in 2014 but in 2017 those in Binfield Parish were excluded; however there is no evidence that this would affect the figures and therefore this does seem to be a genuine increase.

#### Demographic differences

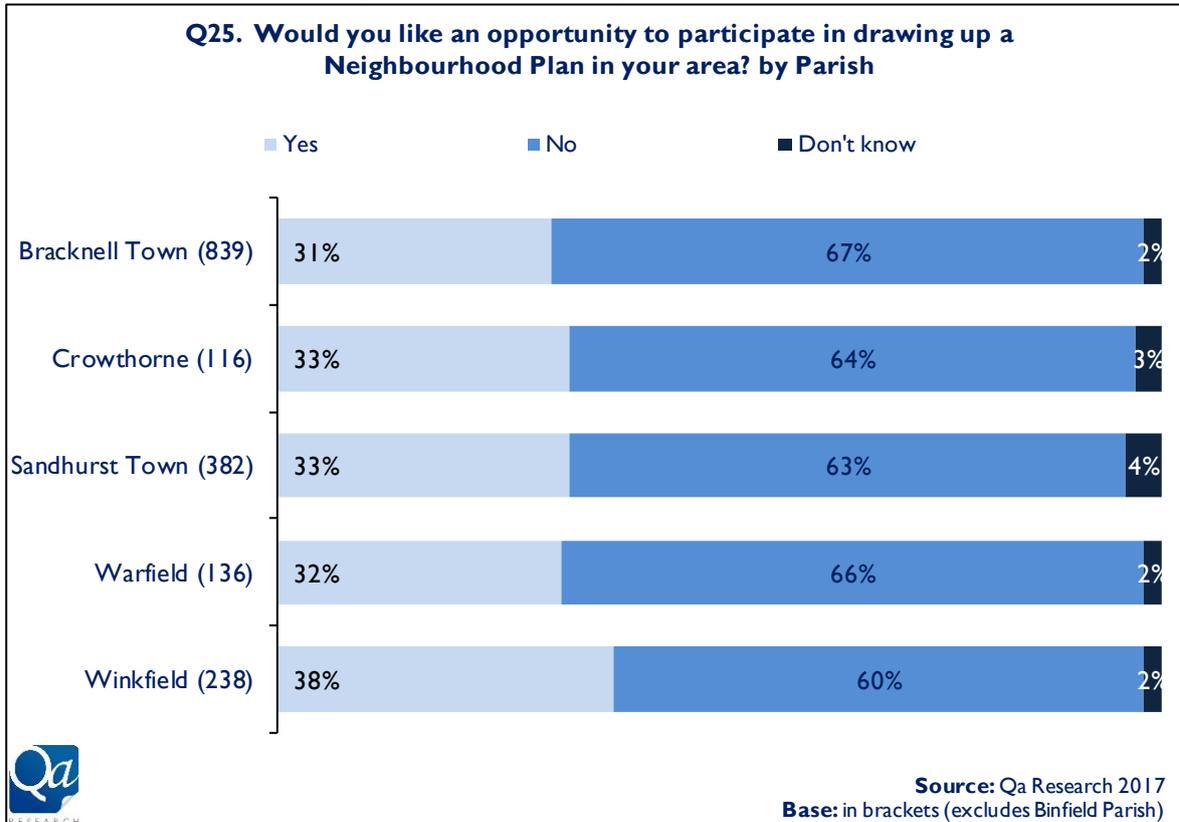
Respondents were significantly more likely to be interested in contributing to a Neighbourhood Plan if they were;

- Male (37%, vs. 29% female)
- Aged 35 or over (35-44: 38%, 45-54: 40%, 55-64: 36%, 65+: 32%, vs. 16-24: 17%, 25-34: 23%)

There was no significant difference by ethnicity.

In addition, there were differences in the proportion indicating that they that they would be interested in the opportunity to participate in drawing up a Neighbourhood Plan by Parish. These are shown in the chart below;

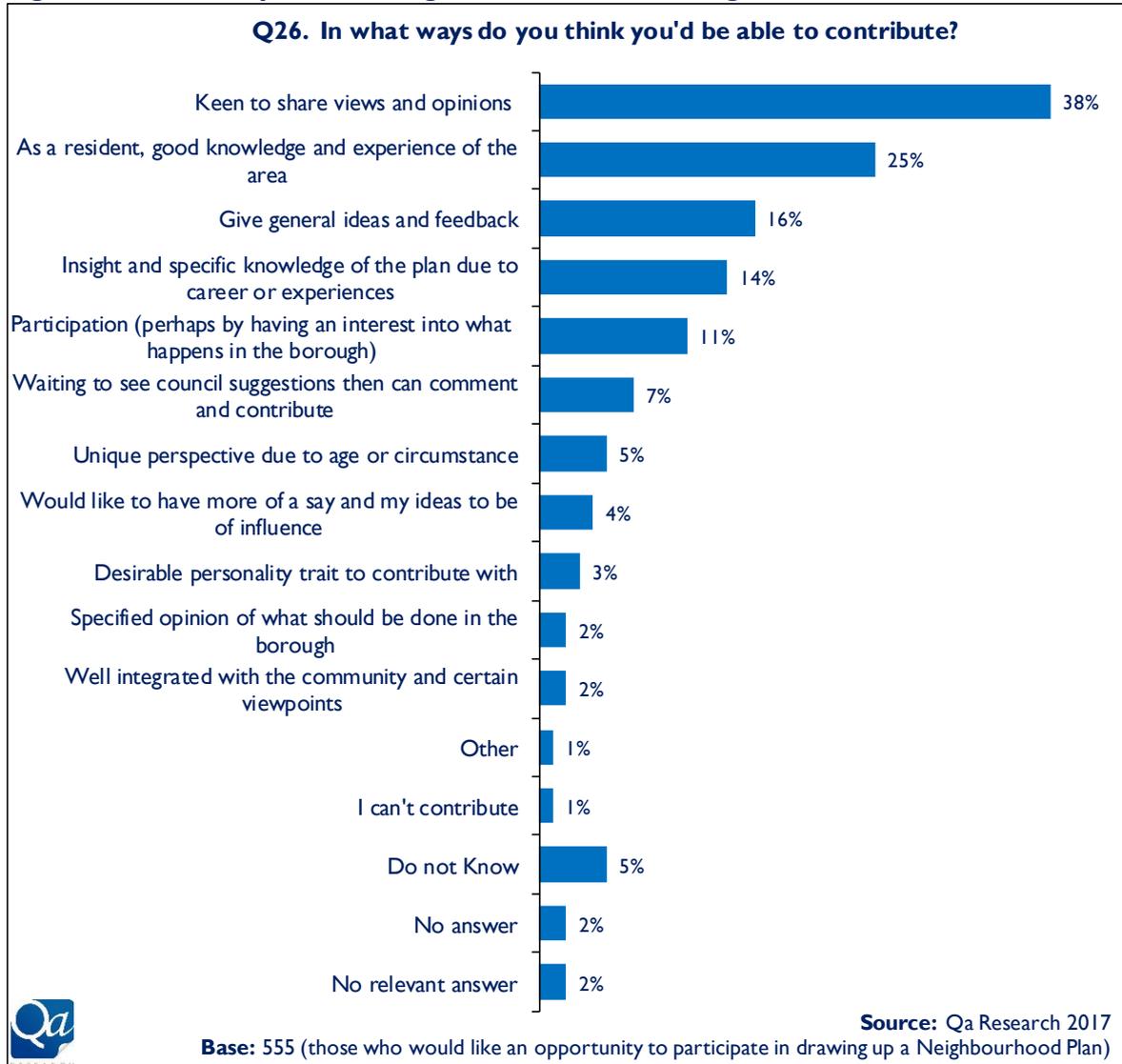
**Figure 49. Interest in Neighbourhood Plan by ward**



Respondents from Winkfield Parish (38%) had the highest level of interest in participating in drawing up a Neighbourhood Plan, but across the five parishes and towns of Bracknell Forest (not including Binfield Parish) there was no statistically significant differences in interest and this was consistently around one third.

Those respondents who had indicated that they would be interested in participating in drawing up a Neighbourhood Plan were then asked in what ways they thought they would be able to contribute to the Plan. Answers were recorded verbatim, were coded into thematic categories prior to analysis, and are shown below;

**Figure 50. How respondents might contribute to a Neighbourhood Plan**



The overall theme here was one of bringing general ideas, knowledge and opinions to the area. One fifth (38%) of respondents felt that they could contribute to a Neighbourhood plan with 'keenness to share views and opinions', whilst one quarter (25%) felt that they would bring 'good knowledge and experience of the area' and one-sixth (16%) that they could 'give general ideas and feedback'.

## 6. Conclusions

**Conclusion 1: The results of this survey provide a robust and representative sample and findings that can be generalised to the borough as a whole.**

The sample of residents is reflective of the distribution of the population of Bracknell Forest, both demographically (by age, gender, and ethnicity) and also geographically (by electoral ward). In addition, in order to provide a robust sample of data for minority ethnic groups in the borough, oversampling was carried out to ensure that there was sufficient sample to allow conclusions to be drawn from these residents specifically. Any oversampling was adjusted with corrective weighting to ensure the total sample and the analysis in this report reflects the borough.

**Conclusion 2: Overall, the results of the survey are broadly similar to those recorded in 2014; residents continue to feel that Bracknell Forest is a good place.**

Having followed the same methodology as the 2014 survey, it's no surprise that results for 2017 are broadly consistent with those from 2014. The majority of respondents continue to be satisfied with their local area as a place to live (90%), with access to green space and the countryside once again being cited as a key part of the appeal of Bracknell Forest. Whilst the overall proportion that is satisfied has not changed since the previous (2014) survey, those who were satisfied seem to be marginally more satisfied than previously with a significant increase in the proportion saying they were 'very satisfied' recorded in 2017.

Respondents also continued to agree that there was strong community cohesion in their local area, with the majority (81%) agreeing that people from different backgrounds get on well together. This measure appears to be on an upward trend, having increased significantly in both 2014 (vs. 2012) and again in the current survey (vs. 2014). In addition, there remains a low level of disagreement that there are issues with the way people in the respondents' local area treat each other with respect and consideration, although there has been no change in this since 2014 (or 2012).

As was the case in the 2014 survey, agreement that people from different backgrounds get on well together and that there was not a problem with the way people treated each other were positively correlated with satisfaction with the local area and these metrics are clearly linked. Consequently, where residents do not feel there is community cohesion this will impact on how positively they view their local area. This is a commonly observed pattern in residents' surveys.

Despite satisfaction with the local area remaining high, many still feel that are unable to influence decisions that affect it (50% disagree that they can) and there has been no improvement in this since 2014. Only two fifths of respondents felt that they could influence decisions, so there is clearly scope for improvement here.

Relatively 'static' data, where variation between waves of the survey is minimal, is a hallmark of tracking surveys and not something to be concerned about. Indeed, this is particularly true when the majority of measures on the survey already record a high proportion of positive findings as is the case in Bracknell Forest. In essence, the findings continue to confirm that residents generally view Bracknell Forest as a good place to live and this view has strengthened slightly over time.

**Conclusion 3: The majority of respondents continue to express satisfaction with Bracknell Forest Council and the majority consider it provides value for money, although there has been no improvement in this since 2014.**

Two thirds of respondents (68%) were at least fairly satisfied with the way that Bracknell Forest Council runs things, although respondents were more likely to be 'fairly' than 'very' satisfied and one-in-ten continue to be dissatisfied with the Council. There has been essentially no change in these measures over the last two years and the results here the same as they were in 2014.

Just under two thirds (62%) agreed that the Council provides value for money, although once again more of these tended to simply agree rather than strongly agree. Again, there has been no change from the results recorded at the 2014 survey. Satisfaction with the Council is strongly linked to a belief that the Council offers good value for money, with a strong positive correlation between these factors, so demonstrating value is crucial in driving up satisfaction levels.

Ensuring that residents feel informed about the services and benefits the Council provides may also help to drive satisfaction levels up, as those who did feel informed were significantly more likely than those that didn't to express satisfaction with the Council. The fact that respondents feel no more informed than they did in 2014 is therefore likely a contributing factor to the lack of movement in satisfaction with the Council.

**Conclusion 4: The services provided or supported by Bracknell Forest Council generate high levels of satisfaction overall, although there is the potential for improvement in some areas.**

Respondents who felt able or willing to give an opinion were more satisfied than dissatisfied with services provided or supported by Bracknell Forest Council, although for a minority of services the majority indicated that they were neither satisfied nor dissatisfied. Crucially, however, the most frequently used services are also those that report the highest levels of satisfaction.

Park, open spaces, & the countryside, waste & recycling services, leisure, sports & arts facilities, libraries and schools all have high levels of satisfaction amongst those who use them; however, planning, local bus services, and in particular road maintenance were all areas that reported relatively high degrees of dissatisfaction and also did so 2014. These represent services that could be improved; however the results do suggest that whilst road maintenance continues to be a source of dissatisfaction it is actually improving with significant increases in satisfaction in both 2014 and 2017.

In addition, some services attracted a large proportion of respondents who are neutral about them (who are neither satisfied nor dissatisfied) and this was particularly those related to children & young people and social care. It should be noted, however, that nature of the services that the Council provides in these areas tend to be interventions and therefore may not be expected to generate customer satisfaction.

**Conclusion 5: The majority of residents continue to feel they are at least fairly well informed about Council services, although there has been no improvement since 2014.**

Although two thirds of respondents felt they were at least fairly well informed about the services and benefits that the Council provides, there has been no change in this since the previous survey. There is certainly scope to improve this, especially given the previously described link between feeling informed and satisfaction with the Council.

The most common methods of receiving information from the Council continue to be physical media such as leaflets or partnership publications by post, the Town and Country newspaper, and local newspapers or radio. Despite this, there is a preference for email communication for around a third of residents that is not currently being met and this could be an avenue for the Council to explore in more depth.

**Conclusion 6: Contact with Parish or Town Councils continues to be minimal but has actually increased slightly since 2014.**

Just less than one quarter of respondents had contacted their Parish or Town Council in the past 12 months (23%), and whilst this is still a minority it represents a slight, but statistically significant, increase since the 2014 results. Reasons for making contact were varied, and although environmental maintenance and planning continue to be the most common prompts there was once again no single issue that dominated.

Where enquiries were made, just over one third felt that their enquiry was dealt with adequately and this has increased slightly but significantly since the previous survey. Where enquires were not dealt with adequately, this was generally due to the perception that the Council did not act to deal with the cause of the enquiry.

**Conclusion 7: Although those who were aware of the services provided by Parish and Town Councils were satisfied with them, awareness continues to be low overall.**

The majority of respondents who were aware of the services that were provided by their Parish or Town Council were satisfied with them. This was linked to satisfaction with the Borough Council, and was reasonably consistent across the various towns and parishes of Bracknell Forest.

It is important to note that only one third (36%) of all respondents indicated that they were aware of what these services *actually were*. This result is essentially unchanged since the 2014 survey and whilst there has been no decrease in awareness there has also been no improvement.

As in 2014, and also at a borough-wide level, parks & open spaces were perceived as the most valued service provided by Parish and Town Councils, which is in line with them being seen as one of the key features of Bracknell Forest. When prompted for what services provided by Parish or Town Councils should be improved there was no single answer that emerged dominant, and in fact half of those asked did not give any suggestions.

## 7. Appendix

### 7.1 Annex 1: Bracknell Forest Residents Survey 2014

.This survey has been designed to transfer smoothly to QA's CATI system, and looks slightly different to a conventional survey. The questions themselves are the same, but are simply presented differently. The explanation below should help, but please do contact your contact at QA if you are unsure.

All questions, (including prompts for interviewers/respondents e.g. 'Tick all that apply') are formatted with the 'Question' style in blue.

All responses are listed and formatted using the 'Response' style in red.

Questions followed by a blank line are an open-ended or numeric question.

Instructions (i.e. routing instructions) are formatted using the 'Instruction' style in italic. Rating questions are simply listed with the scale listed first followed by the responses and formatted using the 'Response' style.

**Good morning/ afternoon/evening my name is \_\_\_\_ and I am calling from Qa Research on behalf of your Bracknell Forest Council, who have asked us to carry out a survey to help them understand the views of Bracknell Forest residents.**

**The survey will take around 10 to 12 minutes and is designed to help Bracknell Forest Council and its partners understand the attitudes of local residents towards their local area and residents' priorities for public services. All your answers will be anonymous and confidential.**

**Would now be a good time for you to take part in the survey?**

**Yes – Continue**

**No – Book appointment**

**Just to reassure you this interview will be carried out according to the Market Research Society's Code of Conduct. Your answers will be treated in confidence (in accordance with the Data Protection Act 1998) and the findings of this survey will be reported anonymously. If there are any questions that you do not wish to answer, then please let me know. The call may be recorded for quality purposes.**

## SCREENERS

The first few questions are about you, so we can ensure that we speak to a good cross-section of local residents.

**S1. Firstly, could I ask how old you are?**

**WRITE IN**

**S2. Gender**

Male

Female

**S3: May I confirm that your postcode is (check against database to ensure correct Ward for quotas)**

**S4. How would you describe your ethnic background?**

**DO NOT READ OUT - PROBE IF REQUIRED**

**SINGLECODE**

**Asian or Asian British**

Bangladeshi

Chinese

Filipino

Indian

Nepali

Pakistani

Any other Asian background

**Black or Black British**

African

Caribbean

Any other Black background

**Mixed**

White & Asian

White & Black African

White & Black Caribbean

Any other Mixed background

**White**

English/British/Northern Irish/Scottish /Welsh

Gypsy/Irish Traveller

Irish

Showpeople/Circus

Any other White background

**Arab/Other Ethnic Group**

Arab

Other ethnic group

Prefer not to say

**This section asks for your views on what it's like in your local area. Please consider your 'local area' to be the area within 15-20 minutes walking distance from your home.**

**Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live? READ OUT**

**Singlecode**

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Don't know

**Q2. Do you agree or disagree that you can influence decisions affecting your local area? READ OUT**

**Singlecode**

Definitely agree  
Tend to agree  
Tend to disagree  
Definitely disagree  
Don't know

**Q3 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? By getting on well together, we mean living alongside each other with respect. READ OUT**

**Singlecode**

Definitely agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Definitely disagree  
Too few people in the area  
All the same ethnic background  
Don't know

**Q4. In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration? READ OUT**

**Singlecode**

A very big problem  
A fairly big problem  
Not a very big problem  
Not a problem at all  
Don't know

## Section 2: Local area and Council Services

**Q5. What three things do you like best about living in the Borough?  
DO NOT READ OUT – PROBE TO CODES BELOW**

**Multicode up to three**

Activities for teenagers  
Affordable decent housing  
Community activities  
Community activities  
Council run sports and leisure facilities  
Non-council run sports and leisure facilities (e.g. John Nike Centre, Cinema)  
South Hill Park  
Education provision  
Care for older people  
Facilities for young children  
Health services  
The level of crime  
Parks, open spaces and countryside  
Public Transport  
Cleanliness of the environment  
Employment opportunities  
Libraries  
Waste Collection  
Highways  
Other (write in)  
Don't know

**Your local area receives services from Bracknell Forest Council who are responsible for a range of functions and activities such as refuse collection, street cleaning, planning, schools, social care services and road maintenance.**

**Q6. On average, how often would you say that you or members of your immediate family used the following services that are provided by the Council?  
READ OUT**

**Singlecode**

Daily  
Weekly  
Monthly  
Once every few months  
About once a year  
Less frequently  
Never  
Don't know

**LOOP – RANDOMISE ORDER OF ASKING**

Local recycling sites  
Longshot Lane Household recycling centre  
Local bus services  
Sport/leisure facilities  
Libraries  
Parks, open spaces and countryside  
Schools  
Childcare services  
South Hill Park arts facility

Youth services  
Community centres  
Social care services  
Planning  
Housing Advice  
Benefit Services  
Car parks such as High Street and Charles Square

**Q7. How satisfied or dissatisfied are you with each of the following services provided or supported by Bracknell Forest Council? READ OUT**

**Singlecode**

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Don't know

**LOOP – RANDOMISE ORDER OF ASKING**

Planning  
Refuse collection  
Kerbside recycling  
Longshot Lane Household recycling centre  
Local transport information  
Local bus services  
Sport/leisure facilities  
Libraries  
Parks, open spaces and countryside  
Schools  
Childcare services  
South Hill Park arts facility  
Youth services  
Community centres  
Social care services  
Road maintenance  
The standard of maintenance of public land, such as grass cutting, litter and graffiti  
Housing Advice  
Benefit Services  
Car parks such as High Street and Charles Square

In considering the next question, please think about the range of services Bracknell Forest Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Bracknell Forest Council provides to the community. We would like your general opinion.

**Q8. To what extent do you agree or disagree that Bracknell Forest Council provides value for money? READ OUT**

**Singlecode**

Strongly agree

Tend to agree

Neither agree or disagree

Tend to disagree

Strongly disagree

Don't know

**Q9. Overall, how satisfied or dissatisfied are you with the way Bracknell Forest Council runs things? READ OUT**

**Singlecode**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

**Q10. What, if anything, do you think the Council could do differently which would have a positive impact within Bracknell Forest?**

**Codes open**

### Section 3: Receiving information and being kept informed

**Q11. Overall, how well informed do you think Bracknell Forest Council keeps residents about the services and benefits it provides? By benefits, we mean any positive impacts it has on the local area. READ OUT**

**Singlecode**

Very well informed

Fairly well informed

Not very well informed

Not well informed at all

Don't know

**Q12a. How do you currently receive information about the services provided by the Council and its partners? READ OUT**

**Multicode**

Online  
Social Media e.g. Facebook, Twitter  
Leaflets / Partnership publications by post  
Local Newspapers / Radio  
At Community Centres / Offices  
Face to face  
Town and Country (the Council Newsletter)  
Emails  
Text/SMS  
Other (write in)  
Don't know

**Q12b. Which would be your top two preferred methods to receive information about services provided by the Council and its partners? READ OUT**

**Multicode up to two**

Online  
Social Media e.g. Facebook, Twitter  
Leaflets / Partnership publications by post  
Local Newspapers / Radio  
At Community Centres / Offices  
Face to face  
Town and Country (the Council Newsletter)  
Emails  
Text/SMS  
Other (write in)  
Don't know

**Q13. Are there any other comments you would like to make relating to the issues covered in this survey, or about the Council or local services more generally?**

**Codes open**

#### Section 4: Helping Out

We are interested to know about the unpaid help people give.

**Q16a. Have you given unpaid help to any groups, clubs or organisations over the last 12 months?**

Please exclude giving money and anything that was a requirement of your job. Please only include work that is unpaid and not for your family. **READ**

**OUT**

**Singlecode**

Yes

No

Give unpaid help as an individual only and not through groups, clubs or organisations

Don't know

**ASK Q16b IF 'Yes' AT Q16a.**

**Q16b. Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations? READ OUT**

**Singlecode**

At least once a week

Less than once a week but at least once a month

Less often

Don't know

#### Section 5: Parish and Town Council

**Q17. Have you contacted your Parish or Town Council during the past year?**

**Singlecode**

Yes

No

Don't know what Parish or Town Council is

Don't know

**ASK Q18-20 IF 'Yes' AT Q17. OTHERS GOTO Q21**

**Q18. Why did you contact them?**

**CODES OPEN**

**Q19. Was the enquiry dealt with adequately?**

**Singlecode**

Yes

No

Don't know

**ASK Q20 IF 'No' AT Q19. OTHERS GOTO Q21**

**Q20. Why was that?**

**CODES OPEN**

**ASK ALL**

**Q21. Please listen to the following description; READ OUT**

**Parish and Town Councils provide some local facilities and services and each tailors its services and spending to its community. The services provided vary from area to area, but often include looking after parks and play areas and providing sports pitches, open spaces, play equipment and allotments. Some also run community halls and services for young people and all give grants to help local groups.**

**Do you know what services your Parish or Town Council provides?**

**Singlecode**

Yes

No

Don't know

**ASK Q22 IF 'Yes' AT Q21. OTHERS GOTO Q25a**

**Q22. How satisfied are you with the services provided by your Parish or Town Council? READ OUT**

**Singlecode**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

**Q23. Are there any services provided by your Parish or Town Council which you feel are particularly good or valued?**

**CODES OPEN**

**Q24. Are there any services provided by your Parish or Town Council which you would like to see improved?**

**CODES OPEN**

**IF IN BINFIELD AREA – CONFIRM PART OF BINFIELD PARISH COUNCIL AREA BASED ON POSTCODE AND ASK Q25a, OTHERS GOTO Q25b**

**Q25a. Are you aware that Binfield Parish Council has a Neighbourhood Plan?**

**READ OUT**

**Singlecode**

Yes

No

Don't know

**ASK ALL NOT IN BINFIELD AREA, OTHERS GOTO Q27**

**Q25b. Please listen to the following description;**

Neighbourhood planning gives local people the opportunity to draw up a planning document about their local area, called a Neighbourhood Plan. This plan establishes general planning policies for the development of land in a neighbourhood, including where new homes and offices should be built and what they should look like. It will form part of the overall development plan for the area and can be considered when local planning applications are being assessed.

Would you like an opportunity to participate in drawing up a Neighbourhood Plan in your area?

**Singlecode**

Yes

No

Don't know

**ASK Q26 IF 'Yes' AT Q25b. OTHERS GOTO Q27**

**Q26. In what ways do you think you'd be able to contribute?**

**CODES OPEN**

**Section 6: About You**

I'd now like to ask you a few questions about yourself. These questions help us to see if there are any differences between the views of different residents and help the Council to tailor and improve their service accordingly. Please be assured that all information will be kept completely confidential.

**Q27 Do you have access to Broadband internet connection at home?**

**READ OUT**

**Singlecode**

Yes

No

Don't know

**Q28. How would you describe your religion/ belief? READ OUT**

**Singlecode**

None

Christian (all Christian denominations)

Buddhist

Hindu

Muslim

Sikh

Jewish

Other (write in)

Prefer not to say

**Q29. How would you describe your sexual orientation? READ OUT**

**Singlecode**

Heterosexual/ straight

Gay man  
Lesbian/ gay women  
Bisexual  
Prefer not to say

**Q30. Do you have any children aged 18 or under?**

***Singlecode***

Yes  
No  
Prefer not to say

**ASK Q31 IF 'Yes' AT Q30.**

**Q31. If you have children what age are they? READ OUT**

***Multicode***

0 - 3  
4 - 7  
8 - 11  
12 - 15  
16 - 18  
Prefer not to say

**Thank and close**



# QUARTERLY SERVICE REPORT

# CHIEF EXECUTIVE'S OFFICE

Q3 2016 - 17

October - December 2016

Assistant Chief Executive:

Victor Nicholls

Date completed 6 February 2017

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## Key

### Actions

	Action is on schedule		Action has been completed
	Action may fall behind schedule		Action is no longer applicable
	Action is behind schedule	-	Not yet updated

### Performance indicators

	On, above or within 5% of target
	Between 5% and 10% of target
	More than 10% from target

## Section 1: Where we are now

### Director's overview

The quarter saw a continued focus on the delivery of regeneration, a new approach to internal and strategic communications, and project management of the transformation programme. In particular, the regeneration programme included laying new public realm across the eastern High Street, together with the completion of other works to improve The Ring, and the High Street and Charles Square car parks.

Following a review of the service, a new approach to communications has been adopted, focusing on key strategic projects including transformation.

Particular attention was paid to tackling crime, in the light of the increase seen in the last quarter. As a result, overall crime reduced by 3% over the quarter (10% reduction over the same quarter last year).

### Highlights and remedial action

#### Good performance

- Targeted social media reach through paid for promotion has helped drive up social media impressions by 22 per cent compared to the same quarter last year. This includes over 200,000 impressions for foster care which translated into a year on year increase of 1600% for page views of the foster care web page which moved up 300 places to 26<sup>th</sup> most visited page on the website. All this at a cost of £720 which is significantly less than could be achieved through other paid for channels. Other services are coming forward keen to shift their promotional work to online.
- Fair and balanced press coverage continued to be very high (99 per cent against a target of 95 per cent) despite particularly difficult issues to cover including the libraries review, budget, local plan, Birdsgrove and Sandhurst Sports Centre.
- The self-serve tool kit for routine publicity has been developed within the team and is now live with initial feedback very positive.
- Market successfully relocated from High Street East to outside Princess Square to enable the new public realm being laid.
- Town centre opening on schedule for September 7<sup>th</sup> 2017
- Business liaison continues with the borough's key businesses.
- The process began to set up the borough's first Business Improvement District with a well-attended launch meeting and the establishment of a business-led steering group
- The 2016/17 work programme for Overview and Scrutiny is being delivered as planned
- The partnership work on domestic abuse continues to have a positive impact with the borough continuing to have one of the lowest repeat victimisation rates in the Thames Valley area. A member of the Community Safety Team has won the John Latham Award for his work with victims and perpetrators of domestic abuse.
- Effective partnership working has resolved ongoing issues of ASB and criminal damage within the High St car park.
- A partnership between Community Safety, Thames Valley Police, Berkshire Community Foundation and Panasonic has been developed to pilot the use of smart home technology for victims of domestic abuse and anti-social behaviour, and other vulnerable adults.
- The transformation programme remains on track.

- Effective partnership working saw a reduction in crime over the quarter of 3% (a 10% reduction over the same quarter last year).

#### **Areas for improvement**

- The borough has seen increases in violent crime and overall crime within the town centre, albeit from a very low base. The community safety team is leading work with the Police and Bracknell Regeneration Partnership to tackle this issue.

#### **Budget position**

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

## Section 2: Strategic Themes



### Value for money

Sub-Action	Due Date	Status	Comments
<b>1.2 The cost, quality and delivery mechanism of all services will be reviewed by 2019</b>			
1.2.01 Implement the Transformation Board programme for 2016/17, focusing on reviews of Leisure, Libraries, Arts, Support Services, Customer contact, Early Intervention, and Income generation	31/03/2017		Good progress - the majority of reviews are now completing the Plan Phase and reporting to member Gateway Review meetings in either December or January. Members endorsed the market testing of leisure facilities and agreed the Heads of Terms at the December Leisure Plan Phase Gateway Review. The Schools Support Services and the Early Intervention and Prevention projects are currently being reviewed by the Director. A new Adult Social Care Transformation Programme has been scoped and is being initiated. The Executive has endorsed the new SHPT business plan and full Council will make a decision on capital investment in the building at SHP in January. Target savings were identified for the reviews in the Efficiency Plan.
1.2.02 Undertake a review of Council communications to support the new Council Plan and implement the findings	31/07/2016		A final report which set out the new operating model, defining service-led routine publicity and communications service-led strategic communications, was agreed by CMT in November. Further work to create an intranet based publicity toolkit was undertaken and a 'beta' version of this is now live. Final briefing sessions with senior leadership, via DMTs, are about to take place and workshops for staff are proposed for Jan/Feb 2017.
1.2.12 Carry out a review of voluntary sector grants and implement the findings	31/03/2017		Consultation completed and the funding proposals will be subject to a full EIA and Executive decision in Q4.
<b>1.7 Spending is within budget</b>			
1.7.03 Implement savings as identified for 2016-17	31/03/2017		

Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L257	Cumulative number of complaints received at stages 2 and 3, statutory social services complaints, and complaints referred by the Local Government Ombudsman (Quarterly)	43	72	84	



## A strong and resilient economy

<b>2: A strong and resilient economy</b>			
<b>Sub-Action</b>	<b>Due Date</b>	<b>Status</b>	<b>Comments</b>
<b>2.1 The borough is regarded as an excellent business location</b>			
2.1.01 Deliver the business liaison programme with key Bracknell Forest businesses	31/03/2019		Between the 1st of October and 31st of December two Business Liaison meetings took place. Since 1st of April 2016 an overall of 40 actions have been recorded, 39 of which have been completed to date.
2.1.02 Work in partnership with the Local Enterprise Partnership (LEP) to develop a strategy to support Bracknell Forest Small and Medium Enterprises (SMEs)	31/03/2019		Agreement with LEP and other EDO's across Berkshire to use the Thames Valley Business Growth Hub as first point of referral for all SME's. The team is supporting and attending local networking events and an increase in enquiries from the LEP and the DIT regarding possible inward investment opportunities has been noted. A meeting between Berkshire EDO's has been called to discuss the future of the BEDOG group and its relationship to the LEP.
2.1.03 Develop the business case for a Business Improvement District for one of the borough's business parks	31/03/2019		The BID launch event was very successful and received full support from attendees. The formal BID Steering Group will meet 1st February to produce a project plan and set next steps.
<b>2.2 The Northern Retail Quarter opens in April 2017</b>			
2.2.01 Work with the Bracknell Regeneration Partnership (BRP) to implement and monitor the construction programme for the regenerated town centre	31/03/2018		Officers continue to work with BRP on the construction programme. The centre opening date is on schedule for 7th September 2017.
2.2.02 Deliver the programme of agreed town wide improvements	31/03/2018		Town wide improvements are on-going and scheduled to be completed in time for centre opening.
2.2.04 Produce and implement a strategy for Market Square and the new market	31/03/2018		
<b>2.3 A thriving town centre and night-time economy is supported by coordinated town centre management</b>			
2.3.01 Work with BRP to develop and implement the town centre management strategy	31/03/2018		

Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L265	Number of newly incorporated businesses (Quarterly)	199	197	N/A	N/A
L267	Business closure rate (Quarterly)	137	166	N/A	N/A
L268	Percentage of working age people who are unemployed (Quarterly)	2.3%	2.2%	N/A	N/A
L269	Percentage of working age population in employment (Quarterly)	84.3%	83.6%	N/A	N/A
L271	Percentage of the borough covered by Superfast broadband(Quarterly)	96.2%	96.2%	96.2%	

## A clean, green, growing and sustainable place



Sub-Action	Due Date	Status	Comments
<b>5.5 Development plans provide sufficient open space</b>			
5.5.01 Deliver a new park at Station Green	01/09/2016		Delivered



## Strong, safe, supportive and self-reliant communities

6: Strong, safe, supportive and self-reliant communities			
Sub-Action	Due Date	Status	Comments
<b>6.1 Levels of volunteering and community action in the borough are increased</b>			
6.1.01 Increase community involvement in Anti Social Behaviour problem solving through a process of engagement with the local community	31/03/2019		Specific problem solving groups continue to be established in response to issues of ASB. These groups ensure appropriate community involvement and engagement.
<b>6.2 High levels of community cohesion are maintained</b>			
6.2.01 Ensure local work on the Prevent agenda addresses issues of community cohesion through the implementation of the Prevent Steering Group strategy	31/03/2019		The action plan is being implemented and monitored effectively by the Prevent Steering Group.
<b>6.3 There are low levels of crime and anti-social behaviour throughout the borough</b>			
6.3.01 Develop a new 3 year Community Safety Plan for 2018-2020	01/04/2018		Data analysis is underway for the strategic assessment. Once this analysis is complete the findings will be used to inform the new 3 year Community Safety Plan.
6.3.02 Ensure anti social behaviour is considered as part of the town centre regeneration plans through a programme of joint working with partners	31/03/2018		Meetings continue to take place with relevant partners to ensure ASB is considered as part of the town centre regeneration plans.
6.3.03 Implement a coordinated programme of action to address anti social behaviour	31/03/2019		A coordinated programme of action to address ASB is delivered by the Partnership Problem Solving Group.
<b>6.4 Safeguarding structures to safeguard children and vulnerable adults are well-established</b>			
6.4.01 Develop and implement a coordinated approach to the work of the CSP, Local Safeguarding Children's Board (LSCB) and Safeguarding Adults Partnership Board (SPAPB)	01/03/2019		The protocol has been written and implemented.
<b>6.6 Joint planning between Thames Valley Police and Bracknell Forest Council is carried out on local activities</b>			
6.6.01 Work through the Partnership Problem Solving Group process to ensure a coordinated response to local activities	31/03/2019		The Partnership Problem Solving Group has now been operational for over 6 months and is providing a coordinated response to local activities.

Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L185	Overall crime (Quarterly)	2,635	3,966	N/A	N/A

## Section 3: Operational Priorities

CXO			
Action	Due Date	Status	Comments
<b>Communications &amp; Marketing</b>			
7.3.04 Develop and deliver a communications and marketing strategy for 2016 - 2019	31/03/2017		With the review in its final implementation stage, the strategy is on target to follow.
7.3.05 Develop and deliver the Bracknell Forest Council elements of town centre communications strategy	30/09/2016		The communications strategy continues to be delivered as planned with partner BRP. Key stories for this quarter include: Coffee Republic opening, town centre new roles featured at careers fair, progress on The Bull, plans for Bentalls unveiled and hokes found for town centre artwork.
7.3.06 Implement national Child Sexual Exploitation communications campaign at local level	31/03/2019		Communications regarding Child Sexual Exploitation continue to be coordinated by the CSE and Missing Strategy Group.
<b>Community Safety</b>			
7.3.10 Coordinate the work of the Community Safety Partnership (CSP) to implement the CSP Plan priorities	31/03/2019		Action plans for key CSP priorities are in place and being monitored by the appropriate sub groups.
7.3.11 Prevent a rise in levels of Serious Acquisitive Crime (Burglary Dwelling and Non Dwelling, Motor Vehicle Crime and Robbery) through targeted action with prolific offenders	31/03/2019		Increases in burglary and theft of motor vehicles continue to see an increase, however the numbers remain very low and this is in line with other areas of the Thames Valley. Theft from motor vehicle continues to fall.
<b>Overview &amp; Scrutiny</b>			
7.3.02 Ensure all report production and other deadlines are met for servicing the on-going programme of Overview and Scrutiny meetings	01/04/2019		On track
7.3.03 Produce the annual report to the Executive on complaints received, including demonstrating that lessons are learnt and applied	31/03/2017		The Annual report on complaints and learning points was considered by the Executive at its meeting on 27 September 2016
<b>Performance &amp; Partnerships</b>			
7.3.01 Co-ordinate the Council's performance management framework	31/03/2019		On track. Monitoring for Q2 of the service plans went well. Performance and business intelligence review will now start in January.
7.3.09 Monitor all voluntary sector core grants to ensure they support the Council Plan	31/03/2019		Grant monitoring meetings completed for Q2 where the voluntary sector grants review was discussed with voluntary organisations.
<b>Regeneration &amp; Economy</b>			
7.3.08 Maintain promotional materials (e.g. the business website) to promote the borough as a business location.	31/03/2019		Liaising with digital services to create new "business pages" on the new council website.

<b>Communications and Marketing - Quarterly</b>					
<b>Ind Ref</b>	<b>Short Description</b>	<b>Previous Figure Q2 2016/17</b>	<b>Current Figure Q3 2016/17</b>	<b>Current Target</b>	<b>Current Status</b>
L307	Percentage of fair and balanced press coverage (Quarterly)	99.0%	99.0%	95.0%	
L308	Social media visibility (Quarterly - cumulative)	2,653,666	4,368,662	2,000,000	

## 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	37	24	13	32.45	1	2.63
<b>Department Totals</b>	<b>39</b>	<b>27</b>	<b>9</b>	<b>34.45</b>	<b>1</b>	<b>2.5</b>

### Staff Turnover

For the quarter ending	31 December 2016	0%
For the last four quarters	1 January – 31 December 2016	16.1%

Comparator data	
Total voluntary turnover for BFC, 2015/16:	14.3%
Average UK voluntary turnover 2015:	16.1%
Average Local Government England voluntary turnover 2014/2015:	13.5%

Source: XPerHR Staff Turnover Rates and Cost Survey 2015 and LGA Workforce Survey 2014/15

### Staff sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2016/17 annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	37	50.5	1.44	8.4
<b>Department Totals (Q3)</b>	<b>39</b>	<b>50.5</b>	<b>1.36</b>	
<b>Projected Totals (16/17)</b>				<b>7.95</b>

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 15/16	5.9 days
All local government employers 2015	9.9 days
Average Local government England Sickness 2014/15	8.5 days

Source: Chartered Institute of Personnel and Development Absence Management survey 2015 and LGA Workforce Survey 2014/15

Comments: There was 0 days sickness due to long term sickness. The estimated annual average per employee for the Department stands at 7.95 days per employee. The estimated annual average without long term absence stands at 2.94 days per employee. [20 days or more is classed as Long Term Sick.]

## Section 5: Complaints

Stage	New complaints activity in quarter	Complaints activity year to date	Outcome of total complaints activity year to date
Stage 2	0	0	N/A
Stage 3	0	1	Not Upheld - 1
Local Government Ombudsman	1	1	Not Upheld - 1
TOTAL	1	2	Not Upheld - 2

NOTE: The 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.

**Nature of complaints/ Actions taken/ Lessons learnt:** The LGO complaint concerned the imposition of the Council's policy for unreasonably repetitive complaints, and there were no learning points from that. For other departments, the Chief Executive's Office progressed action on five complaints to the Local Government Ombudsman.

## Annex A: Financial information

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

## Annex B: Annual indicators not reported this quarter

### Council Plan indicators

Ind. Ref.	Short Description	Quarter due
<b>2. A strong and resilient economy</b>		
L266	Rate of VAT registered businesses that survive for 12 months after establishment	Q4
L270	Average gross annual earnings	Q4

### Operational indicators

Ind. Ref.	Short Description	Quarter due
L294	Successful resolution of business related enquiries received by the Business & Enterprise Team with 15 working days	Q4
L295	Meetings held with key businesses each	Q4

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# QUARTERLY SERVICE REPORT

## CORPORATE SERVICES

Q3 2016 - 17  
October - December 2016

**Executive Members:**

Councillor Iain McCracken  
Councillor Peter Heydon  
Councillor Paul Bettison

**Director:**

Alison Sanders

Date completed: 3 February 2017

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## Key

### Actions

	Action is on schedule		Action has been completed
	Action may fall behind schedule		Action is no longer applicable
	Action is behind schedule	-	Not yet updated

### Performance indicators

	On, above or within 5% of target
	Between 5% and 10% of target
	More than 10% from target

## Section 1: Where we are now

### Director's overview

#### Introduction

Progress against objectives has continued well this year, however, the tight deadlines set for some of the Transformation Projects are very challenging and the Citizen and Customer Contact Gateway Review has had to be moved to ensure full business case development to accurately inform the savings potential.

#### Budget and savings delivered for 2016/17

The approved Corporate Services' cash budget for 2016/17 was £14.082m which included economies of £0.606m. As a result of the Provisional Local Government Finance Settlement in late December 2015, an additional £0.290m of savings were identified. Following public consultation and Council approval, the budgets have been adjusted accordingly within the financial system.

Work was undertaken during the summer to identify efficiency savings for the 2017/18 budget which will be in addition to those to come from the Transformation Projects. These savings have been put forward for public consultation and agreed at a level of £0.392m.

#### Transformation projects progress

##### Council Wide Support Services Review (CWSS)

- The Board have now finalised the Target Operating Model and supporting descriptions.
- The business process review workshops have been completed and all of the outputs have been analysed, along with the information submitted in the Organisational Activity Analysis. This has allowed the Board to review the high level analysis and receive assurance that the target of £800,000 savings in the first two years is realistic and achievable.
- The Director of Corporate Services held 3 briefing sessions for staff in scope in late November to update them on the progress of the project.
- An initial meeting of the project team for the review of the Business Intelligence and Performance Management work stream has taken place and the project plan is being developed. Whilst this review will run separately it will be included within the remit of the Council Wide Support Services review. A decision will be taken by CMT in January to confirm the scope of this part of the review.
- New structures have been drafted for most functions within scope and the Business Case has been drafted. The project is on track to achieve the required savings.
- Work is underway to develop the Implementation Plan.
- A presentation on progress to Overview and Scrutiny core group will take place on 5 January 2017 and the Gateway Review with the Senior Leadership Group will take place on 23 January 2017.

##### Citizen and Customer Contact Review (CCC)

The pilot for service redesign has been widened in scope by the Board from one service to three. Adult Social Care (ASC) Intake Team, Multi Agency Safeguarding Hub (MASH) and Highways. Detailed workshops for service redesign with Highways service will be carried out between December 2016 and February 2017. Workshops for ASC Intake Team and MASH will be developed between January and March 2017.

Staff workshops are being held to develop the new Target Operating Model (TOM) for the customer experience. The facilitation plan has been designed and approved for these. The initial workshops will include members of the Highways Service, MASH, ASC Intake Team as well as members from other teams in scope.

The Council wants to deliver workshops with the voluntary sector as well as workshops with BFC volunteers to develop and define the Council's volunteering framework. These have been planned for January 2017.

Data collection is underway on a number of contact channels: email drop boxes across the Council, and telephone contact points in pilot areas. Data collection on post, both external and internal, has been completed and is currently being analysed. Work also continues on analysing data gathered from the top 300 high need customers and some interesting case studies are emerging.

Work has started to develop the Business Case using information gathered in the Analyse phase and the pilot work being carried out currently. The financial information in the Business Case will need to be based on what can be extrapolated from the service redesign pilot with the Highways service.

The Gateway Review has been confirmed as 3 April 2017.

#### Property Review

CMT considered the progress to date of the projects being considered by the Property Review Group on 14 December 2016 and endorsed these with a number of projects now evolving into specific work streams, such as Civic Accommodation project for Easthampstead House and Time Square and the future operations at Easthampstead Park Conference Centre. A key area of focus now is going to be the Commercial Centre with a project being developed around the site. There will also be a fresh look at some of the Adult and Children services property assets.

Bracknell Forest Council is a key participant in the Berkshire Property Partnership being the One Public Estate programme to work collaboratively on public assets with the Berkshire Local Authorities and 'Blue Light' sector for Pan Berkshire Property asset consolidation. Work is underway to develop governance arrangements for the Partnership.

#### **Progress on other major projects**

##### Mobile working

All employees based at remote sites (excluding Time Square, Easthampstead House and The Commercial Centre) are now assigned a job work style. In total there are 440 "FREE Workers" who work away from the office at least 20% of the working week to deliver Council services. It is to be noted that not all "FREE Workers" require mobile ICT to deliver Council services.

Adult Social Care, Health and Housing have commenced a new project to introduce mobile and flexible working across the Directorate.

All iPad devices are now upgraded to GOOD which has resulted in additional functionality and reduced number of Helpdesk calls. Benefits and cost analysis between iPad and Blackberry to be carried out in the New Year. In total, 47 users, including Members, have been assigned the iPad.

Following trials of the new Dell Hybrid over the last quarter and with hardware, performance, battery and screen resolution issues, Dell have acknowledged the current batch of devices are not fit for purpose and, therefore, will replace these with a new model and allow the Council to return all unused tablets.

As an alternative to the standard mobile phone and desk phone for “HOMEFLEX workers”, the Jabber softphone via a USB Headset/Handset, has been trialled with 43 users across different teams. Positive feedback so far received. Possible financial savings to be made by reducing the number of mobile phone contracts. This will be evaluated in January 2017.

Upgrade to SSD laptops to increase boot-up time for laptops has 85% of all “HOMEFLEX workers” upgraded. Out of warranty and non-compatible laptops replaced.

#### Website redevelopment

The Digital Services team have been building the new web site to incorporate the design work provided by Deeson, the design agency. A beta site has been constructed and will be available in early January to evaluate the new website. This will launch with a selection of service area pages including News, Council tax and Waste and Recycling for review both internally and externally. After launch promotional pages will be added to the beta site to evaluate the design principles for those web pages that require greater promotional material. The project will continue to use Agile development techniques to further develop the site for launch in March 2017.

#### CRM development

The work to enable customers to view their council tax account and so track payments and view their balance is nearing completion. Work will then commence on delivering e:billing objectives by providing a copy of the Council Tax bill within the customer’s account.

The integration of the telephony system with the CRM system is also nearing completion. This will mean that customers, who have called the Contact Centre previously from the same contact number to log a service request, will have their details automatically populated on the Customer Service Advisor’s screen. The integration will make interactions with customers more efficient, help avoid duplication of customer records and will enable call recording which complies with payment card industry standards.

During the last quarter the CRM project came to a close with the main objective of moving from the previous Lagan CRM system to the Firmstep CRM system achieved. Future work for the CRM will be linked to elements of the Citizen and Customer Contact Programme, where the CRM system can be used as an enabler in achieving particular objectives; currently, as part of the Council Wide Support Services project, the system is being considered for supporting FOI requests and enquiries to the ICT Helpdesk.

#### Community Hubs development

- Blue Mountain: feasibility study completed and preferred option for development of a hub selected. The working group has agreed to focus on trying to identify additional S106 payments which could close the £1.5 million budget gap over the next year.
- Warfield: neighbourhood centre feasibility study, currently commissioning consultants to deliver this.
- Crowthorne: the Parish Council has set up a working group to lead the planning for the hub. The group has met twice and have a planning meeting with L&G.

#### **Other areas of note and significant activity to come in the next quarter**

- The Commercial Property Investment portfolio, with the exception of Waterside Park, is now either completely full or under offer. This is the first time this will have been achieved in at least 5 years.
- The Facilities Category Management Strategy, subject to agreement of group accountants, is close to achieving its £90k per annum permanent savings target.
- The disposal of surplus land at Sandy Lane Garth has received an offer at an acceptable level and contracts issued to a UK major house builder.

- Progress continues on the development of the next modules of iTrent, the new integrated HR/Payroll system, including People Manager and Learning & Development. The current priorities are the launch of electronic payslips and the design of the Learning and Development and Appraisal Modules.
- The tender for a new OH contract has been completed and the tender exercise is in its final stages. We are out to tender jointly with West Berkshire and the successful tenderer will be identified this quarter.
- The Organisation Development Strategy has been agreed at CMT and work continues on developing values, behaviours and competencies.
- We continue to develop and expand the e-learning opportunities to staff. 8 new packages have been created and gone live within the last 3 months.
- The upgrade to Agresso was successfully achieved in Test in November when the last areas of functionality were resolved. Plans are in place for detailed user testing with a planned go live date later in the year.
- Due to staffing turnover, there was a significant backlog in invoice payments for a large part of the quarter. Additional staff have now been recruited and more staff in Finance have been trained to support the Accounts Payable team.
- By-elections were held for Central Sandhurst Borough and Town Council Wards. Councillor Gaby Kennedy was elected to both and her induction programme is progressing well.
- 20 young people visited the Council as part of our Youth Takeover Day in November and shadowed councillors and chief officers. They visited a range of places, were keen and engaged throughout the day and provided positive feedback on their experiences.
- The Register of Electors was published on 1 December following the household canvass. The electorate figure of 87,949 is 1589 lower than reported in quarter 2. This is not outside normal parameters of what is expected during the canvass and reflects the fact that 2,033 names were removed as a result of responses received.
- A draft ICT Strategy is being developed and will be presented at Corporate Services DMT on 2 February 2017 in advance of the Executive on 14 March 2017.
- There is requirement to replace the existing ICT service desk system with a new system that is fit for purpose to support the needs of ICT support services in the future. Consultation is taking place with colleagues in Customer Services to see if the current customer contact system meets these needs or whether other products need investigation. Timescales to achieve this are incredibly challenging to meet the requirements of the Council Wide Support Services review.

## Highlights and remedial action

### Good performance

- The Council's courier service is now emission free with the lease of a second Nissan e-NV 200 electric van.
- Property Services have purchased 20 of 20 houses for Downshire Homes Ltd, to support the prevention of homelessness within the Borough.
- The General Register Office Compliance and Performance Unit undertook a stock and security assurance audit of the Registration Service and concluded that Bracknell Forest maintains 'high' security in relation to the arrangements around the receipt, storage and use of the secure certificate stock held. This is the highest rating possible. In addition six areas of good practice were highlighted.
- Customer Services contact satisfaction increased from 71% in quarter 2 to 80% this quarter (target 75%). The abandonment rate for calls has also reduced over the last quarter from 4.8% (Q2) to 1.9% this quarter.

- Increased recovery activity in the revenues team have resulted in an increase in arrears collection in the region of £250,000 in the last year.

### Areas for improvement

- L065 - The level of investment return achievable is closely linked to the level of the bank rate, set by the Bank of England. This now sits at 0.25%, a reduction from 0.50% when the target was set. While the Council's investment performance is below the original target set for this reason, it still compares favourably against national comparators.

### Audits and Risks

Three audit reports with a limited assurance opinion were issued for the Directorate during quarter 3. These related to the CRM system, disaster recovery and back-up systems.

### Budget position

#### Revenue Budget

The original cash budget for the department was £14.082m. Net transfers of £0.179m (including in-year savings) have been made bringing the current approved cash budget to £14.261m. A detailed analysis of the budget changes in this quarter is available in Annex A.

There are three variances to report in the third quarters monitoring.

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

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(1,920)	(1,920)	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 £15.903m. Expenditure to date is £7.005m representing 46% of the budget. Excluding the Town Centre Redevelopment works, the Department anticipates 96% of the total approved budget to be spent by the end of the financial year with 4% being carried forward into 2017-18. A detailed list of schemes together with their approved budget and forecast spend is available in Annex A.

## Section 2: Strategic Themes



### Value for money

Sub-Action	Due Date	Status	Comments
<b>1.1 Council Tax is in the lowest 10% nationally amongst similar authorities</b>			
1.1.01 Maintain Council Tax in the lowest 10% nationally of all unitary authorities	31/03/2017		Council tax will next be set in February 2017
<b>1.2 The cost, quality and delivery mechanism of all services will be reviewed by 2019</b>			
1.2.05 Undertake a council wide review of Citizen and Customer Contact and implement the findings	31/03/2017		<p>The RAG status changed to Red as a result of the CMT as the Project Board changing the pilot area and adding two new areas to also work with to develop the target operating model. This significant change mid way through the plan phase created a need for an urgent update of the project plan. There were only four weeks to plan and commence delivery of the pilot service and deliver TOM workshops before the plan Gateway Review Report needed to be drafted for the Gateway Review meeting on 26th January. As the Gateway Review meeting date has been deferred to w/c 3rd April to allow for the additional data to be collected and analysed to inform a robust business case, the status of the project has been downgraded to Amber. Next steps for the review are:</p> <ul style="list-style-type: none"> <li>• Designing the new customer experience/ TOM - Initial staff workshops planned for December with a cross section of staff including Highways, ASC Intake Team, MASH and representatives from other teams in scope to develop the customer experience.</li> <li>• Following the initial workshop held on 13th December, further workshops to ensure staff engagement will continue through to March 2017.</li> <li>• Partnership working – Workshop with the voluntary sector planned for January 2017 and two workshops with current volunteers to inform the Council's volunteering strategy also planned for January.</li> <li>• Technology, processes and information – Trials continue on the Beta website, GovDelivery pilot to be evaluated, digital technology plan of the applications required to achieve the digitally enabled customer journey is being developed.</li> <li>• Work will continue to define experiences of top 300 customers.</li> <li>• Analysis of post</li> </ul>

			<p>received and sent has started • Analysis of telephone calls has started. • Analysis and guidance on drop box use to be developed. • Governance – New staff roles and skill requirements to be defined once TOM developed and approved. • Pilot new way of working/Service redesign – CMT identified three pilot areas ASC Intake Team, MASH and Highways. Detailed workshops for service design with Highways pot hole reporting service will be developed between December 2016 and February 2017 and data collection for MASH will take place on 8th and 9th December and with the ASC Intake Team on 13th December. ASC workshops will commence in the third week of January and continue through to March 2017. Workshops with MASH still to be arranged. • New comms – The new approach to Council wide communications is to be developed • Business case - Work continues on drafting the business case. • Implementation plan – This will be drafted from January.</p>
1.2.06 Undertake a council wide review of support services (HR, ICT, Finance, Property, Legal, Procurement, Performance Management and Business Intelligence) and implement the findings	31/03/2017		<p>The RAG status for the Plan Phase for this project remains amber as more time is required to draft new structures for the Target Operating Model which achieve the required savings. The risk that there will be insufficient time to meet the deadlines within the project plan due to the pressure of work and limited capacity of the board members remains and deadlines continue to be missed. Despite this good progress is being made on developing the Business Case and Implementation Plan and a number of functions have completed structures which achieve the required savings. Response to the briefing sessions held by the Director of Corporate Services was positive and staff are now clear on the timeline for beginning consultation on reorganisation, subject to approval for the proposals from the Senior Leadership Group at the Gateway Review in January.</p>
1.2.10 Conclude the delivery plan for the Facilities Management Category Strategy	31/03/2019		<p>In order for the target to be achieved, the savings identified have to be agreed by the department group accountants and these discussions are ongoing at present. If agreement is reached then the target will be achieved this financial year.</p>
1.2.11 Undertake a review of key council properties and implement the findings (including Time Square, Easthampstead House, Commercial Centre, Easthampstead Park Conference Centre, South Hill Park, Open Learning Centre, London Road waste site and Longshot Lane	31/08/2019		<p>From the Property Review Group a number of significant stand alone projects are now under way, these include a civic project dealing with the future of Easthampstead House, linked to the future development of the Northern Retail Quarter East, which is linked to other projects such as the library review. Easthampstead Park Conference</p>

recycling centre)			Centre is another site project to become a stand alone project. C.M.T have reviewed the progress made and endorsed the work of the group to date which may now be expanded with a review of some other directorate service delivery models.
<b>1.3 We charge appropriately for services and seek opportunities to generate additional income</b>			
1.3.01 Carry out a review of income generation and charging and implement opportunities identified	31/03/2017		Completed. Main area of focus Commercial property Investment Strategy.
1.3.05 Review Service Level Agreements and charging with schools and academies and explore opportunities for further service provision	31/03/2019		On-going. Approach to market services being developed by Director CYPL.
1.3.06 Implement the changes to the discretionary Home to School Transport service	31/03/2019		The required contributions for Post 16 transport assistance have been received from all but one family. SEN and ITU are seeking to recover this contribution through use of the bursary available from the school. A 17 week process has been instigated by the school (KL).
1.3.07 Develop Property Investment Strategy to support Property Acquisitions in line with the Council's budget requirements and existing property investment portfolio, and begin acquisitions	30/09/2016		The Corporate Property Investment Strategy is now adopted by the Council, with an Executive Committee established to review the potential acquisitions which will support the Council's financial plan.
<b>1.4 Self-service and the use of online services has increased</b>			
1.4.01 Increase range of services available through the website and uptake of customer online account	31/03/2017		Work continues to integrate the Council Tax account. Work is also underway to upgrade all existing online forms to the latest software. A review of the Highways fault reporting process is underway. The number of account holders now stands at over 16,000.
1.4.02 Develop a Digital Strategy to support increased use of online resources by staff	31/10/2016		Digital ICT Strategy is currently being written by CO:IS with the aim for an Executive Decision on 14 March 2017. Initial draft to be review as Corporate Services DMT on 2nd February 2017.
1.4.03 Implement employee and manager self service in the new HR and Payroll system	31/12/2016		Progress is being made on the self service side of iWork@BFC, most notably on the introduction of electronic payslips in January 2017 and the development of the appraisal module, both of which use the "iWork@BFC" self service module.
1.4.04 Support the procurement, installation and deployment of a new GIS system with colleagues in ECC	31/03/2019		Installation and implementation is now complete
1.4.05 Develop and implement a Workforce Transformation Strategy	31/03/2017		The Organisational Development Strategy has been agreed at CMT and further engagement is planned with SLG in January. Work continues on refining the new values, behaviours and competencies which, alongside the Organisational Development Strategy will inform many HR

			processes (e.g. appraisal and recruitment).
<b>1.5 Community involvement and the use of volunteers in the delivery of council services has increased</b>			
1.5.02 Develop a new community engagement strategy for 2016-19 to deliver on the Council's new narrative	30/11/2016		Being developed through the delivery of the Transformation Programme's work on behaviour and culture change.
1.5.03 Ensure that community based delivery models and the use of volunteers are considered as service delivery options in all Transformation Programme policy and service reviews	31/03/2017		The Council's approach to community self-reliance has been embedded in the Programme's engagement plan, as well as it being a key strand in the Citizen & Customer Contact review. A community management service delivery model for the library service with significantly increased levels of volunteering has been consulted upon this autumn. The use of volunteers and closer partnership working with the voluntary sector are also being prioritised in the Citizen and Customer Contact review.
<b>1.6 Resident and staff satisfaction levels remain high</b>			
1.6.02 Conduct the Residents Survey 2017 to test resident satisfaction	31/01/2017		The Survey started on 3rd January.
1.6.03 Ensure that residents and staff are consulted on all proposed major changes to services and that the impact of these changes on them is assessed	31/03/2017		Consultation took place this autumn on the library service review. Equality Impact Assessment were produced for savings proposals in the 2017/18 budget. Residents Survey has commenced in January 2017. Significant changes to services are impact assessed.
1.6.04 Deliver an action plan to attain the Excellent level of the Equality Framework for Local Government to support the Council to achieve outcomes for vulnerable groups and areas of greatest need based on prevention and early intervention	31/03/2017		Satisfactory progress. However, given the significant change taking place to services across the organisation stemming from the Transformation Programme the time is not right to prioritise attaining the Excellent level and efforts instead will be focussed on maintaining the Achieving level.
1.6.05 Conduct a Staff Survey in autumn 2017 to test staff satisfaction levels	31/10/2017		Preparations will commence on this during the next two quarters. It is intended to regard the output as a baseline of data to measure the impact of the Transformation Programme, so it is likely that some of the standard questions will need to be reviewed in that light. The survey will be launched in the Autumn.
<b>1.7 Spending is within budget</b>			
1.7.02 Implement savings as identified for 2016-17	31/03/2017		Achieved.
<b>1.8 Surplus assets are sold</b>			
1.8.01 Set realistic targets for anticipated capital receipts as part of annual budget	31/03/2017		The budgets are endorsed by the Council and Property Services is working to deliver the anticipated receipts.

Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L051	Percentage of current year's Council tax collected in year (Quarterly)	57.09%	84.56%	57.20%	
L053	Percentage of current year's Business Rates collected in year (Quarterly)	58.48%	83.05%	53.60%	
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	71.00%	80.00%	75.00%	
L256	Percentage of transactions carried out online and the use of the customer portal (Quarterly)	38.8%	48.5%	N/A	
L261	Level of staff sickness absence (Quarterly)	1.18			
L262	Level of voluntary staff turnover (Quarterly)	5.8%	2.8%	13.0%	



## A strong and resilient economy

Sub-Action	Due Date	Status	Comments
<b>2.1 The borough is regarded as an excellent business location</b>			
2.1.07 Establish a local contractor mini framework specifically working with local small medium enterprises to provide additional building repair and support services	31/12/2016		The decision to award the contact was signed on 6 October 2016 and the contract went live from 1 November 2016.
<b>2.6 Businesses are supported and encouraged to play an active role in the community</b>			
2.6.01 Work with Involve to develop a brokerage service to support businesses to contribute to the community	31/03/2019		Involve are working with over 20 companies to support the delivery of their CSR strategies and are continuing to develop new relationships.

## People have the life skills and education opportunities they need to thrive



Sub-Action	Due Date	Status	Comments
<b>3.6 Children and young people with Special Educational Needs are supported to achieve their potential</b>			
3.6.02 Provide statutory and discretionary transport support services in accordance with the revised policy	31/03/2019		BFC currently supports 295 children and young people with SEN with transport assistance. This can be further broken down: SEN within statutory school age - 187 YP with SEN who are Post 16 and continuing at their place of education or colleges – 56 Over 19 or formerly SEN or Post 16 SEN who started a new course in September 2016 - 12 Students at the Pupil Referral Unit (classed as SEN) - 37 SEN pupils who receive a Personal Transport Budget – 3



## People live active & healthy lifestyles

Sub-Action	Due Date	Status	Comments
<b>4.4 Personal choices available to allow people to live at home are increased</b>			
4.4.11 Seek acquisitions of suitable properties through Downshire Homes Ltd, supporting the Council's housing needs	31/03/2019		Downshire Homes have either acquired or offered on the properties required to meet their objectives for 2016/17. The purchase of 20 out of 20 properties has been completed.
<b>4.8 Learning opportunities are available for adults</b>			
4.8.01 Work with partners to coordinate opportunities for Digital Inclusion activities	31/03/2017		Bracknell Forest Homes are active in delivering digital inclusion training to their residents, working in partnership with private sector and voluntary sector organisations. We are continuing to work with them, to identify opportunities for collaboration.



## A clean, green, growing and sustainable place

Sub-Action	Due Date	Status	Comments
<b>5.2 The right levels and types of housing are both approved and delivered</b>			
5.2.05 Support housing delivery where possible with the Council's own land holdings, in particular Sandy Lane site and Heathlands site	31/03/2019		The sale of the land at Sandy Lane has a number of contractual triggers which are designed and encourage to deliver early housing for this site. The former Heathlands site is being considered by C.M.T and may work collaboratively with other local authorities for residential care provision.
<b>5.3 Appropriate infrastructure development is completed to support housing growth including; Warfield Link Road, Coral Reef Junction, Jennetts Park, town centre</b>			
5.3.03 Facilitate the development of new Community Hubs at three sites: Blue Mountain (Binfield); Warfield; Transport Research Laboratory (Crowthorne) working with the Parish Councils	31/03/2019		<ul style="list-style-type: none"> <li>Blue Mountain Community Hub: the feasibility study has been completed. The working group is concentrating on identifying additional S106 funding for the project and will review the financial position in September 2017.</li> <li>Warfield Community Hub: the feasibility study has been delayed due to a lack of interest from the market to deliver this. One quote was obtained and discussions are taking place on the best way to deliver the study.</li> <li>Crowthorne Community Hub: the Parish Council working group is now meeting regularly and a meeting with L&amp;G is planned.</li> </ul>
<b>5.4 Neighbourhood Plans and Community Infrastructure Levy (CIL) to support local community facilities and other infrastructure are in place</b>			
5.4.02 Deliver Neighbourhood Planning Referenda in Warfield, Bracknell Town and other parish council areas when developed	31/03/2019		None required during this period.



## Strong, safe, supportive and self-reliant communities

Sub-Action	Due Date	Status	Comments
<b>6.1 Levels of volunteering and community action in the borough are increased</b>			
6.1.02 Develop the Council's approach to embedding community self reliance as a cross cutting theme across all the Council's services and activities through the Citizen and Customer Contact Review	31/03/2017		Recommendations for developing community self reliance have come out of the analyse phase of the C&CC review. The C&CC review has started to focus on new ways of working to promote community self reliance and behaviour change; this is embedded in the delivery plan for the review and will be integrated into the new Organisational Development Plan.
6.1.03 Develop and deliver an action plan to increase volunteering and community self reliance and resilience in the borough working with Involve and other partners	31/03/2018		Community Resilience Partnership established. Priority actions are developing a volunteer passport scheme and a community survey.
6.1.04 Recruit volunteers to support redevelopment of the website and the customer's online account by carrying out testing	31/03/2017		The launch of the beta site has been delayed to January 2017. However, this will make use of volunteer testers once it is live.
<b>6.2 High levels of community cohesion are maintained</b>			
6.2.02 Ensure local work on the Prevent agenda addresses issues of community cohesion through the implementation of the Prevent Steering Group strategy	31/03/2019		Prevent action plan updated and includes actions focussed on maintaining community cohesion. Ongoing engagement with BICs and other community groups.
6.2.04 Develop a new 'All of Us' Equality Scheme for 2017-20 which sets out the Council's cohesion objectives and actions	31/03/2017		New equality objectives and a new scheme have been drafted ready for consultation. Equality actions are being identified and embedded into the 2017-18 service plans.
6.2.05 Deliver the Bracknell Forest Civilian-Military Partnership's Action Plan with the Royal Military Academy Sandhurst to support the integration of the Armed Forces community	31/03/2017		Action plan was refreshed with new actions through a workshop at the July meeting of the Partnership.

## Section 3: Operational Priorities

Sub-Action	Due Date	Status	Comments
<b>7.2 Corporate Services</b>			
7.2.01 Deliver national and local elections without challenge and within budget	31/03/2019		The Central Sandhurst Borough and Town Council by-elections were delivered without challenge and within budget.
7.2.02 Retender Electoral registration and Elections Printing – 3 year framework agreement	31/12/2019		The tenders have been evaluated and the decision on the successful tenderer will be made in January 2017.
7.2.03 Involve a wide range of people to sit on a range of Council bodies including the Education Appeals Panel, the Independent Review Panel and Overview & Scrutiny Panels	31/03/2019		Recruitment is complete for the vacancies on the Independent Remuneration Panel.
7.2.04 Deliver primary and secondary admission appeals	31/03/2019		The Panel met three times this quarter to hear four appeals. Three were infant class size appeals. None of the appeals were upheld.
7.2.05 Publish draft Statement of Accounts	31/05/2017		Complete
7.2.06 Prepare monthly budget monitoring reports on time	31/03/2019		Achieved
7.2.07 Provide financial advice to the Council in its support for Downshire Homes Limited including the provision of loan finance	31/03/2019		On-going, loan arrangement agreed in principle.
7.2.08 Use monthly budget monitoring reports to identify and address any emerging overspends promptly	31/03/2019		Achieved.
7.2.09 Carry out annual review of Constitution	27/04/2016		Completed
7.2.10 Provide effective and timely legal support as required including Property, Contracts, Planning and Public Protection advice and drafting	31/03/2019		Completed Inter Authority Agreement on Public Protection Partnership Shared Services. Ongoing transactional support to Downshire Homes and on Library/Leisure Transformation projects
7.2.11 Provide Legal support to Downshire Homes Ltd including advice to the Board and conveyancing for property acquisitions	31/03/2019		20 properties purchased since April 2016
7.2.12 Provide legal support to review of Community Infrastructure Levy Charging Schedule	31/03/2017		Review pending
7.2.13 Provide Legal support on all infrastructure projects	31/03/2019		Currently finalising S38 Highways Agreement
7.2.14 Retender the Occupational Health contract	30/06/2017		The specification and tender documentation for a new OH contract has been completed and the tender exercise is in its final stage. We are out to tender jointly with West Berkshire Council and the successful

			tenderer will be identified this quarter.
7.2.15 Implement an electronic accident reporting system	30/09/2016		The new online Accident Reporting system has been developed and installed and was fully operational for staff to access from 1st September 2016.
7.2.16 Refine and expand the Council's e-learning opportunities	31/03/2019		We continue to develop and expand the e-learning opportunities to staff. 8 new packages have been created and gone live within the last 3 months. Most of the current packages have now been converted to the new platform.
7.2.17 Migrate from ESRI GIS to Open Source GIS	30/06/2016		Cadcorp open source system procured, installed and configured prior to go live end Jan 2017.
7.2.18 Redevelop the public website to improve citizen use of online information and service access	31/10/2016		The work supplied by the design agency has been supplemented with internal resource, and a beta site will be ready for launch in January 2017.
7.2.19 Develop Electronic Documents and Records Management System (EDRMS)/Collaborative Working Strategy to support mobile & flexible working	30/09/2016		EDRMS strategy developed by iESE will a follow-up workshop being undertaken with key staff. The Action plan for the strategy is now being managed under the Civic Accommodation programme.
7.2.20 Ensure current technology is removed from Coral Reef at close-down and liaise with site management regarding business requirements for re-opening	31/03/2017		All ICT actions currently complete. New requirements for the new centre when it opens late summer 2017 to be discussed and planned with ICT co-ordinated by the Coral Reef project team.
7.2.21 Support Forestcare to promote the use of mobile lifeline technology	31/03/2017		Project complete.
7.2.22 Support the delivery of the Home Library Service using mobile technology	30/09/2016		Barcode scanners and android tablets have now been rolled out.
7.2.23 Review the CRM contract	31/05/2016		The work to review the CRM contract and evaluate other suppliers has been completed, and a report will be presented to the Director of Corporate Services by early February 2017.
7.2.24 Procure significant contracts including mail services and home to school transport	30/06/2016		The Downstream Postal Service has 43 months to run and we are currently being offered the best rates for second class mail items that can be achieved. The requirement for Chief Officer authorisation to send 1st class mails has been removed in this quarter however the Post Room staff will continue to monitor and challenge in order to continue to achieve savings. HTST contract is in operation.
7.2.25 Complete establishment of construction mini framework for Asset Management Plan	31/05/2016		See action 2.1.07
7.2.26 Complete annual review of Corporate Asset Management Plan	30/06/2017		The Corporate Asset Management Plan was endorsed by the Executive Member in July 2016.

7.2.27 Support the Town Centre Compulsory Purchase Orders, the Market and potential future phases of the town centre regeneration	31/03/2017		Work is ongoing to conclude to the Town Centre Compulsory Purchase Orders.
7.2.28 Increase Self service use of Frontline (the building maintenance management system) by all building managers	31/03/2019		Schools training on asbestos management is on going and expected to be complete by the end of Q4.
7.2.29 Provide professional support to CYPL seeking expansion of existing and development of new schools	31/05/2017		Property Services continue to support CYPL as and when required for the expansion and development of new schools.
7.2.30 Provide project management which supports the delivery and redevelopment of Coral Reef	03/04/2019		Works are progressing well on site and currently on target to be completed as programmed. The project remains within the approved budget

<b>Corporate Property - Quarterly</b>					
Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L059	Percentage of post sent second class (Quarterly)	97.0%	98.0%	95.0%	
L076	Planned maintenance spend (Quarterly)	98.3%	101.1%	30.0%	
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	63	65	60	
L292	Percentage of capital projects rated good or excellent (Quarterly)	100.0%	100.0%	90.0%	
L293	Percentage of maintenance projects completed on time and on budget (Quarterly)	70.0%	89.0%	85.0%	
<b>Customer Services - Quarterly</b>					
Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L233	Percentage of abandoned calls to the main Council contact number (Quarterly)	4.5%	1.9%	5.0%	
L234	Number of Council Tax cases in arrears (Quarterly)	4,660	4,817	N/A	N/A
<b>Democratic and Registration Services - Quarterly</b>					
Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
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)	68.0%	100.0%	85.0%	
L231	Number of entries on the Electoral Register (Quarterly)	89,538	87,949	86,063	
<b>Finance - Quarterly</b>					
Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
BV8	Percentage of invoices paid within 30 days (Quarterly)	89.2%	86.3%	95.0%	

L064	Debt outstanding as percentage of gross debt (Quarterly)	4.00%	4.00%	7.00%	
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.38%	0.32%	0.50%	
<b>ICT - Quarterly</b>					
Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L079	Resolution of reported ICT incidents (Quarterly)	95%	88%	95%	
L082	ICT service availability - percentage of time service is available for use (Quarterly)	99.2%	98.8%	99.0%	
L220	Number of ICT Helpdesk Calls (Quarterly)	5,711	4,947	N/A	N/A
<b>Legal Services - Quarterly</b>					
Ind Ref	Short Description	Previous Figure Q2 2016/17	Current Figure Q3 2016/17	Current Target	Current Status
L085	Amount of money recovered in debt collection (Quarterly)	404,840.15	316,763.23	N/A	N/A
L086	Number of Freedom of Information requests received (Quarterly)	265	286	N/A	N/A
L291	Number of new legal cases opened each quarter (Quarterly)	132	148	N/A	N/A

## Section 4: People

### Staffing levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	2	2	0	2	0	0
Customer Services	45	30	13	38.29	2	4.44
Democratic & Registration Services	19	12	6	16.42	1	5.26
Finance	36	25	9	31.06	2	5.56
Human Resources	20	14	5	17.11	1	5
ICT	40	35	2	36.2	3	7.5
Legal	13	7	5	10.24	1	7.69
Property Services	41	25	13	33.45	3	7.32
<b>Department Totals</b>	<b>216</b>	<b>150</b>	<b>53</b>	<b>184.77</b>	<b>13</b>	<b>6.01</b>

### Staff Turnover

For the quarter ending	31 December 2016	2.96
For the last four quarters	1 January – 31 December 2016	8.45

Comparator data	
Total voluntary turnover for BFC, 2015/16:	14.3%
Average UK voluntary turnover 2015:	16.1%
Average Local Government England voluntary turnover 2014/2015:	13.5%

Source: XPerTHR Staff Turnover Rates and Cost Survey 2015 and LGA Workforce Survey 2014/15

Comments: There were six voluntary leavers during the last quarter which is higher than in the previous quarter. Two of these leavers were Chief Officers.

Of the thirteen vacancies, two including one Chief Officer, are being covered by contractors on a temporary basis. Of the other vacancies recruitment is underway for one of the posts in Finance. Other posts are currently being held vacant for the time being.

### Staff sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2016/17 annual average per employee
Directorate	2	0	0	0
Customer Services	43	96	2.23	7.43
Democratic & Registration Services	18	9	0.5	1.48
Finance	34	50.5	1.49	3.12
Human Resources	19	38	2	3.72
ICT	37	90.5	2.45	6.7
Legal	12	5.5	0.46	3.72
Property Services	38	138	3.63	10
<b>Department Totals (Q3)</b>	<b>203</b>	<b>427.5</b>	<b>2.11</b>	
<b>Totals (16/17)</b>				<b>5.89</b>

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 15/16	5.9 days
All local government employers 2015	9.9 days
Average Local government England Sickness 2014/15	8.5 days

Source: Chartered Institute of Personnel and Development Absence Management survey 2015 and LGA Workforce Survey 2014/15

Comments: Sickness for this quarter stands at 427 days. This is significantly higher than the last quarter and the same period last year. There were 208.5 days attributable to long term sick this quarter. There are currently 3 members of staff off on long term absence. The estimated annual average for 16/17 is 5.89 days which is equal to the authority figure for 15/16. The estimated annual average excluding long term sick is 2.87 days per employee.

## Section 5: Complaints

Stage	New complaints activity in quarter	Complaints activity year to date	Outcome of total complaints activity year to date
Stage 2	1	4	2 not upheld, 1 partially upheld, 1 upheld
Stage 3	0	0	N/A
Local Government Ombudsman	0	0	N/A
TOTAL	1	4	N/A

NOTE: The 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.

**Nature of complaints/ Actions taken/ Lessons learnt:** 1 stage 2 complaint received and responded to in Q3 relating to Council Tax collection which has not been upheld.

Parental dissatisfaction with a complex SEN Home To School Transport route to Alton resulted in a letter from the MP. Subsequent action into this matter has resulted in a Personal Transport Budget being allocated for this student.

## Annex A: Financial information

CORPORATE SERVICES / CX OFFICE BUDGET MONITORING - NOVEMBER 2016									
	Original Cash Budget	Virements & Budget C/Fwds	NOTE	Current Approved Cash Budget	Spend to Date %	Department's Projected Outturn	Variance Over/(Under) Spend	Variance This Month	NOTE
	£000	£000		£000	%	£000	£000	£000	
<b>Director of Corporate Services</b>									
Director of Corporate Services	215	5		220	66	220	0	0	
Community Engagement & Equalities	218	6		224	47	229	5	5	2
	<b>433</b>	<b>11</b>		<b>444</b>	<b>57</b>	<b>449</b>	<b>5</b>	<b>5</b>	
<b>Head of Democratic &amp; Registration Services</b>									
Committee Services	337	7		344	56	344	0	0	
Member and Mayoral Services	874	14		888	67	878	-10	0	
Registration of Births, Deaths & Marriages	-41	2		-39	210	-39	0	0	
Registration of Electors / Elections	187	3		190	138	190	0	0	
	<b>1,357</b>	<b>26</b>		<b>1,383</b>	<b>70</b>	<b>1,373</b>	<b>-10</b>	<b>0</b>	
<b>Chief Officer: Customer Services</b>									
Local Tax Collection incl Cashiers	365	-16	C	349	98	349	0	0	
Customer Services	937	41		978	69	978	0	0	
	<b>1,302</b>	<b>25</b>		<b>1,327</b>	<b>76</b>	<b>1,327</b>	<b>0</b>	<b>0</b>	
<b>Borough Solicitor</b>									
Legal	581	17		598	64	608	10	0	
<b>Chief Officer: Human Resources</b>									
Human Resources	427	21	C	448	75	463	15	0	
Unified Training Unit	424	7		431	23	431	0	0	
Health & Safety	55	7		62	52	62	0	0	
	<b>906</b>	<b>35</b>		<b>941</b>	<b>50</b>	<b>956</b>	<b>15</b>	<b>0</b>	
<b>Borough Treasurer</b>									
Finance	1,919	58		1,977	60	1,947	-30	-30	3
Insurance	406	0		406	32	406	0	0	
	<b>2,325</b>	<b>58</b>		<b>2,383</b>	<b>55</b>	<b>2,353</b>	<b>-30</b>	<b>-30</b>	
<b>Chief Officer: Property Services</b>									
Property Services	337	47	D	384	69	384	0	0	
Industrial & Commercial Properties	-1,913	-7	B	-1,920	90	-1,920	0	0	
Construction & Maintenance	485	70	A	555	65	555	0	0	
Operations Unit	3,869	52	B	3,921	62	3,891	-30	0	
	<b>2,778</b>	<b>162</b>		<b>2,940</b>	<b>45</b>	<b>2,910</b>	<b>-30</b>	<b>0</b>	
<b>Chief Officer: Information Services</b>									
ICT Services	2,420	40		2,460	73	2,465	5	22	1
<b>Chief Executive's Office</b>									
Chief Executive	491	-91		400	35	400	0	0	
Chief Executive's Office (Support)	796	3		799	80	799	0	0	
Town Centre Redevelopment	53	0		53	-1,057	53	0	0	
Voluntary Sector Grants	382	-28		354	76	354	0	0	
Community Safety	258	-79		179	47	179	0	0	
	<b>1,980</b>	<b>-195</b>		<b>1,785</b>	<b>32</b>	<b>1,785</b>	<b>0</b>	<b>0</b>	
Transformation Board	0	0		0	100	0	0	0	
<b>TOTAL CS AND CX OFFICE</b>									
	<b>14,082</b>	<b>179</b>		<b>14,261</b>	<b>60</b>	<b>14,226</b>	<b>-35</b>	<b>-3</b>	
<b>Memorandum item</b>									
Devolved Staffing Budget - CS and CX	9,495	390		9,885	73	9,885	0	0	
<b>Non Cash Budgets</b>									
Capital Charges	1,703	0		1,703		1,703	0	0	
IAS19 Adjs	1,093	0		1,093		1,093	0	0	
Recharges	-9,108	0		-9,108		-9,108	0	0	
	<b>-6,312</b>	<b>0</b>		<b>-6,312</b>		<b>-6,312</b>	<b>0</b>	<b>0</b>	

CORPORATE SERVICES / CX OFFICE BUDGET MONITORING - NOVEMBER 2016		
Virements		
Note	Total	Explanation
	£'000	
A	4	<b>Community Engagement</b> 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 was requested in order to produce a guide on public services for new migrants to the borough and support volunteering promotions in the borough.
B	9	<b>Customer Services</b> Web Services requested 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.
C	8	<b>Construction &amp; Maintenance</b> Three asbestos surveys that were due to take place in 15/16 at Cranbourne Primary, Owsmoor Primary and Easthampstead Park Secondary were postponed due to conflicts with other works on site. As such a carry forward is requested for these works to be completed in 16/17.
	<b>21</b>	<b>Carry Forwards reported in First Budget Monitoring</b>
D	0	<b>Health &amp; Safety / Operations Unit</b> A budget virement of £5k from the Operations Unit to Health & Safety was completed to support the cost of the licence for the new Frontline Incident Reporting system.
E	31	<b>Energy</b> Following a restructure the Energy section now sits within the Property Services department. A budget transfer of £0.031m has been made from ECC to Corporate Services.
F	5	<b>Secure Waste</b> A centralised secure shredding contract was approved by the PCI Group and Information Management Group in 2015/16, full year effect budget virements of £0.005m have been made from other Departments to the Operations Unit to cover the costs of the current contract.
G	0	<b>Facilities Category Strategy Management</b> A budget virement was made between the operations unit and property services for the FCSM.
H	74	<b>Pension Fund Contributions</b> As a result of changes in service provision and Brakenhale becoming an Academy an increase of £0.074m to employers contributions is required. A virement from Non-Departmental budgets is to be made.
I	24	<b>Operations Unit</b> As a result of the tendering of the Landscape services, the budget economy on the whole contract for 2015/16 was put in ECC including the offset for the loss of income incurred in the Integrated Transport Unit from the reduction in vehicle recharges. This economy and loss of income now need to be redistributed to the Operations Unit. This is to be processed as a recurring budget virement.
J	169	<b>National Insurance Adjustments</b> Due to the loss of the NI rebate £0.169m has been vired from Non-Departmental.
	<b>303</b>	<b>Other Virements reported in First Budget Monitoring</b>
A	18	<b>Finance</b> Council Wide Banking Contract saving has been vired to G100A.
B	0	<b>Democratic &amp; Registration</b> Collation of stationery budget across the department.
C	-32	<b>Community Safety</b> Transfer of £0.032m from the Domestic Abuse budget to Adult Social Care Health Support for the Berkshire Women's Aid contract

<b>D</b>	<b>-290</b>	<b>In Year Savings</b>  Following approval by Council on 13th July, the following in year savings were processed:  Property Services -restructuring of Construction & Maintenance Team - £45,000 Reduction in grants to voluntary sector organisations - £28,000 Chief Executive's Office - Regrading of comms officer £7,000 Chief Executive's Office - town and country - £10,000 Revenue - postage - £10,000 HR - Occ. Health - £10,000 Property - TS maintenance - £30,000 Economic development - BES team reduction - £100,000 Community Safety - CCTV - £26,000 Community Safety - CADIS post - £8,000 Community Safety - CADIS software - £5,000 Community Safety - Domestic Abuse - £11,000
	<b>-304</b>	<b>Virements reported in Second Budget Monitoring</b>
<b>A</b>	<b>0</b>	<b>Facilities Category Management Strategy</b>  Reversal of a previous budget virement made between the operations unit and property services for the FCSM due to duplication of saving (FCMS & In Year savings).
<b>B</b>	<b>18</b>	<b>DBS Council Wide Saving Distribution</b>  A Council wide saving was approved for the reduction in DBS checks due to a change in Council policy around re-checks. This saving has now been distributed across the Council departments.
	<b>18</b>	<b>Virements reported in Third Budget Monitoring</b>
<b>A</b>	<b>90</b>	<b>Office Accommodation</b>  In order to facilitate the relocation of EH, £0.090m was approved from contingency for consultants fees and project management support in 2016/17.
	<b>90</b>	<b>Virements reported in Fourth Budget Monitoring</b>
	<b>0</b>	<b>Virements reported in Fifth Budget Monitoring</b>
	<b>0</b>	<b>Virements reported in Sixth Budget Monitoring</b>
<b>A</b>	<b>64</b>	<b>Structural Changes Reserve</b>  A redundancy within the Construction and Maintenance department within Corporate Services and Chief Executive's Office was made during 2016/17 as part of the efficiency savings package. The cost of this totals £0.064m and budget is requested from the Structural Changes Reserve to fund this.
<b>B</b>	<b>-21</b>	<b>Operations Unit and Industrial &amp; Commercial Properties</b>  The gas and electricity budgets have been recalculated following the receipt of the Energy Managers projected volumes and price changes from the 1st April. This has resulted in budget reductions of £0.021m for the Civic Buildings and Industrial & Commercial Properties.

<b>C</b>	<b>0</b>	<b>HR / Local Tax Collection</b>  It was agreed at DMT on 24/11/2016 for £2k to be permanently vired from Local Tax Collection to HR to support the licence costs of the new iTrent system. This was taken from block 2 of the efficiency savings for 2017/18 that at this stage are not being taken.
<b>D</b>	<b>8</b>	<b>Property Services</b>  A virement of £0.008m has been made to Property Services for the savings identified on the Fire Alarm contract. This is a saving that is to be attributed to the Facilities Management Category Strategy savings target.
	<b>51</b>	<b><i>Virements reported in Seventh Budget Monitoring</i></b>
	<b>0</b>	<b><i>Virements reported in Eighth Budget Monitoring</i></b>
	<b>0</b>	<b><i>Virements reported in Ninth Budget Monitoring</i></b>
	<b>0</b>	<b><i>Virements reported in Tenth Budget Monitoring</i></b>
	<b>0</b>	<b><i>Virements reported in Eleventh Budget Monitoring</i></b>
	<b>179</b>	<b>Total Budget Virements Reported to Date</b>

## CORPORATE SERVICES / CX OFFICE BUDGET MONITORING - NOVEMBER 2016

## Variances

	£'000	£'000	
	0		<b>Variances Reported in First Budget Monitoring</b>
	0		<b>Variances Reported in Second Budget Monitoring</b>
1		8	<b>Cashiers Services</b>
	8		<b>Variances Reported in Third Budget Monitoring</b>
1		10	<b>Legal</b>  At the end of 2014/15 the Courts increased their costs fairly considerably and as such, the budget has been overspent. This has been offset by additional income and smaller underspends from other areas in previous years, however going forward this will not be maintainable. This is a demand led service and so the spend cannot be managed downwards. With regard to Legal fees, it is sometimes necessary to obtain external legal advice which comes at a cost to the Council. Again this has previously been offset by additional income and smaller underspends but cannot be maintained in the future.
2		7	<b>HR</b>  Due to a high number of staff reaching their Long Service Award level of service during this financial year there is a pressure on the existing budget of £0.007m.
	17		<b>Variances Reported in Fourth Budget Monitoring</b>
1		-30	<b>Home to School Transport</b>  An underspend has been identified within Home to School transport as a result of savings made on new supplier contracts and an amalgamation of routes.
2		-17	<b>ICT Service</b>  Underspends have been identified within the following areas: Training (£0.010m), Consultants Fees (£0.004m), Computer Purchase (£0.003m).
3		-8	<b>Customer Services</b>  Underspends are expected within licences and staff uniforms. This is based on the assumption that FOI's and Complaints are not completed in the CRM.
	-55		<b>Variances Reported in Fifth Budget Monitoring</b>
1		-10	<b>Member Services</b>  An underspend has been identified within Members' Allowances £0.010m.
2		8	<b>Human Resources</b>  Due to the upgrade to the iTrent system, a read only access/licence is still required for Nortgate and an additional licence is required for business objects in order for reports to be run in the new system. This has created a pressure within Human Resources of £0.008m.
	-2		<b>Variances Reported in Sixth Budget Monitoring</b>
1		22	<b>ICT Services</b>  Due to the exchange rate, the CISCO licence renewal is higher than anticipated creating a pressure of £0.008m. In addition to this, the network link from TS to EH cannot be capitalised and has created a pressure of £0.014m within ICT services.
2		5	<b>Community Engagement</b>  It was agreed that the Resident's Survey was to include Regression Analysis this year, thus putting a pressure of £0.005m on the original budget.
3		-30	<b>Finance</b>  An underspend is to be reported within Finance for the transparency code set-up grant (£0.013m). There are various smaller underspends across the supplies and services within the main finance area totalling £0.010m, Payroll £0.004m and Procurement £0.003m.
	-3		<b>Variances Reported in Seventh Budget Monitoring</b>
	0		<b>Variances Reported in Eighth Budget Monitoring</b>
	0		<b>Variances Reported in Ninth Budget Monitoring</b>
	0		<b>Variances Reported in Tenth Budget Monitoring</b>
	0		<b>Variances Reported in Eleventh Budget Monitoring</b>
	-35		<b>Total Budget Variances Reported to Date</b>

**CAPITAL MONITORING 2016/17**

Dept: Corporate Services & Chief Executives Office

As at: 30th November 2016

Cost Centre	Cost Centre Description	2015/16 Brought Forward	2016/17 Budget	Total Virements	Approved Budget	Internally/Externally Funded	Cash Budget 2016/17	Expenditure to Date	Current Comm'ts	Carry Forward 2017/18	(Under) / Over Spend	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's		£000's	£000's	£000's	£000's	£000's		
<b>PRIOR YEAR FUNDED SCHEMES</b>													
<b>Prior Year Funded Schemes - Corporate Services &amp; Chief Executive</b>													
YM248	The Parks Community Centre/Sports Pavilion	24.6	0.0	0.0	24.6	Internal	24.6	10.6	0.0	0.0	0.0	Mar-17	Snagging works complete, await final invoice.
YM293	Property & Asset Management System	31.2	0.0	0.0	31.2	Internal	0.0	0.0	0.0	31.2	0.0	Jun-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	6.2	0.0	0.0	6.2	Internal	0.0	0.0	0.0	6.2	0.0	Jun-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 the development of other booking facilities, such as appointments.
YM313	ICT Helpdesk Software Replacement	5.2	0.0	0.0	5.2	Internal	0.0	0.0	0.0	5.2	0.0	Jun-17	V-fire module likely to need further configuration following full upgrade to be configured to enable self-service.
YM315	Customer Relationship Management System (Invest To Save)	36.6	0.0	0.0	36.6	Internal	3.1	3.1	0.0	33.5	0.0	Jun-17	Work is underway to develop the telephony integration and integrate New Forms to the Capita payment portal. All services have now been taken off the Lagan system, and the final data downloaded. The project to come off Lagan is close to closure, as work becomes 'business as usual', with remaining funding to be used to develop CRM (CCC Review)
YM329	Replacement HR & Payroll System	0.0	0.0	0.0	0.0	Internal	0.0	17.8	0.0	0.0	0.0	Mar-17	System now live and further developments underway e.g. web recruitment and self service. Additional costs and their funding agreed by CMT - to be dealt with at year end.
<b>Total of Prior Year Funded Schemes - Corporate Services &amp; Chief Executive</b>		103.8	0.0	0.0	103.8	0.0	27.7	31.4	0.0	76.1	0.0		
<b>Prior Year Funded Schemes - Council Wide</b>													
YM215	Replacement Revenue & Benefits System	32.1	0.0	0.0	32.1	Internal	32.1	4.6	16.0	0.0	0.0	Mar-17	A delay in implementation of the Revenues module of the CRM means this will be implemented in Q3 of 2016/17. Work is also underway to develop a specification of requirements for e-benefits, for which £0.011m is available.
YM239	Replacement Network Circuits (Invest To Save)	3.6	0.0	0.0	3.6	Internal	3.6	0.0	0.0	0.0	0.0	Dec-16	Required for speeding up at remote sites. 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). Failed to procure s/fast broadband in required location so looking at options.

## UNRESTRICTED

YM247	Market Place Properties	100.0	0.0	0.0	100.0	Internal	100.0	0.0	0.0	0.0	0.0	Mar-17	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)	18.6	0.0	0.0	18.6	Internal	18.6	0.0	0.0	0.0	-18.6	Dec-16	Review of licences and additional requirements to be assessed. No further spend anticipated.
YM214	Electronic Documents Records Management System	98.9	0.0	0.0	98.9	Internal	7.1	7.1	0.0	91.7	0.0	Jun-17	File storage and collaboration strategy commenced. Outcomes of workshops being assessed.
YM304	Great Hollands Community Centre & Library	48.6	0.0	0.0	48.6	Internal	48.6	48.6	0.0	0.0	0.0	Mar-17	Roofing works nearing completion, await recharge from Surveyors.
YM307	CITRIX Licensing	72.0	0.0	0.0	72.0	Internal	72.0	5.2	1.9	0.0	-55.5	Mar-17	Licence requirements to be confirmed. Changes to Citrix farm over coming year being reviewed. Design work for new farm and hardware set-up in progress. In process of determining licence numbers - to be ordered 16/17. Likely to spend £10K-£15K in Q3/4, remaining is underspend.
YM308	Phone System Replacement - Remote Sites	35.9	0.0	0.0	35.9	Internal	35.9	0.0	5.5	0.0	0.0	Mar-17	Heathlands closed, some other potential sites uncertain. Breakthrough and the Oaks to be done Q4/16 (-£10K).
YM309	Storage Area Networks	36.7	0.0	0.0	36.7	Internal	36.7	0.0	0.0	0.0	0.0	Dec-16	Extended storage required for new backup solution. Backup solution installed. Completed. Await invoice.
YM311	Phone System Replacement - Libraries	16.3	0.0	0.0	16.3	Internal	16.3	0.0	0.0	0.0	-16.3	Jun-16	Recharging by Colin Yerrington from other budget spends required. No further spend anticipated.
YM318	Time Square Meeting Rooms - Display Screens	3.0	0.0	0.0	3.0	Internal	3.0	3.0	0.0	0.0	0.0	Aug-16	Complete
YM322	Oracle 11 Upgrade	60.8	0.0	0.0	60.8	Internal	20.8	0.0	0.0	40.0	0.0	Mar-17	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 when work is likely to be carried out. Schedule being agreed for upgrades.
YM323	Time Square - Easthampstead House Network Link	30.0	0.0	0.0	30.0	Internal	30.0	0.0	0.0	0.0	-30.0	Aug-16	Works completed - revenue costs and so cannot be capitalised.
YM324	IPS Firewall	30.0	0.0	0.0	30.0	Internal	30.0	3.0	0.0	0.0	0.0	Mar-17	Reviewed in the autumn. Upgrades required as a result of PSN. Designs being considered, awaiting outcome of PSN submission. Spend anticipated Q4.
YM326	DNS-DHCP-IPAM System	20.0	0.0	0.0	20.0	Internal	20.0	17.7	0.0	0.0	-2.3	Dec-16	Completed.
YM327	Wireless Expansion	18.3	0.0	0.0	18.3	Internal	10.3	2.3	0.0	8.0	0.0	Mar-17	To include additional wiring, firewalls, hardware and access points to expansion in Easthampstead House and Time Square. Firewall ordered. Work to continue throughout 2016-7. No change, ongoing. Unlikely to spend all before April, £8K c/fwd.

UNRESTRICTED

YM328	Network Management Software	10.3	0.0	0.0	10.3	Internal	10.3	2.5	0.0	0.0	0.0	Mar-17	Software to be procured to improve internal monitoring and reporting - Solarwinds Server Patch Manager procured. Now looking at other requirements inc. DB management in Q4/16-17.
YM331	Pocket Park	870.6	0.0	-612.0	258.6	Internal	258.6	237.9	20.7	0.0	0.0	Oct-16	Works completed - await final invoice (£15k-£20k). Unspent budget (£612k) returned to Town Centre project.
YM333	Harmanswater CC & Library	1,257	0.0	-1,256.9	0.0	Internal	0.0	0.0	0.0	0.0	0.0	-	Budget removed as part of savings package.
YM335	ALBACS Upgrade	10.8	0.0	0.0	10.8	Internal	10.8	0.0	12.1	0.0	0.0	Dec-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. New HSMs to be purchased in 16/17 to support the system.
YM336	Website Redevelopment 2015	35.0	0.0	0.0	35.0	Internal	35.0	34.6	0.0	0.0	0.0	Dec-16	The redevelopment of the public website is progressing well. The main aspects of the design and build have been completed, and the code for the site is now in the council's ownership.
YM337	Netcall System Replacement	3.0	0.0	0.0	3.0	Internal	3.0	0.0	0.0	0.0	0.0	Mar-17	The transfer to the new Liberty platform has been delivered, and the remaining budget will be used to implement the Q-buster functionality.
YM340	Server 2003 Upgrade	40.0	0.0	0.0	40.0	Internal	40.0	0.0	0.0	0.0	0.0	Mar-17	In progress with services and being co-ordinated with application upgrades where possible. ~80 servers to upgrade. Anticipate spend Dec16.
YM341	SQL Upgrade	52.9	0.0	0.0	52.9	Internal	52.9	42.6	0.0	0.0	0.0	Dec-16	A few licences outstanding to be purchased once server reconciliation complete.
YM342	Server Hardware Replacement	106.1	0.0	0.0	106.1	Internal	106.1	62.5	2.9	0.0	0.0	Mar-17	Planning commenced, work being undertaken. Orders now likely Q4/16-17.
YM343	Members ICT Equipment Refresh	4.6	0.0	0.0	4.6	Internal	4.6	0.0	0.0	0.0	-4.6	Mar-16	Rollout complete - recharges complete.
<b>Total of Prior Year Funded Schemes - Council Wide</b>		3,014.9	0.0	-1,868.9	1,146.0	0.0	1,006.3	471.6	59.1	139.7	-127.3		
<b>Total Prior Year Funded Schemes</b>		3,118.8	0.0	-1,868.9	1,249.9		1,034.015	503.0	59.1	215.8	-127.3		
<b>Percentages</b>								49%	6%	17%	-12%		
<b>CURRENT YEAR PROGRAMME</b>													
<b>Current Year Programme - Corporate Services &amp; Chief Executive</b>													
YM243	Community Centres - S106	135.0	0.0	0.0	135.0	External	0.0	0.0	0.0	135.0	0.0	Rolling Programme	Total S106 funding anticipated for the scheme.
YM349	Waterside Park	0.0	4,500.0	0.0	4,500.0	Internal	4,500.0	4,442.8	0.0	0.0	0.0	Jan-17	Purchase complete - remaining budget to be used towards roofing works.
YM350	Agresso Upgrade	0.0	50.0	0.0	50.0	Internal	50.0	29.7	1.2	0.0	0.0	Feb-17	Milestone 5 upgrade delayed. A test system has not been installed successfully so user acceptance testing cannot be completed. Complaint to be raised with Agresso about their support and performance. Project Team working on a revised timetable.
YM351	Disposal of land at Sandy Lane	0.0	100.0	0.0	100.0	Internal	100.0	0.0	0.0	0.0	-90.0	Mar-17	Awaiting approval for disposal plans.
YM352	Capita Payment Portal - Surcharge Module	0.0	15.0	0.0	15.0	Internal	15.0	11.2	0.0	0.0	0.0	Aug-16	This module has now been implemented, and the final bill has been received.
QSR Quarter 3 2016/17 – Corporate Services YM359	Alert H&S System	0.0	0.0	0.0	0.0	Internal	0.0	0.0	12.5	0.0	0.0	Jun-17	
<b>Total of Current Year Programme - Corporate Services &amp; Chief Executive</b>		135.0	4,665.0	0.0	4,800.0	0.0	4,665.0	4,483.6	13.7	135.0	-90.0		

UNRESTRICTED

YM352	Capita Payment Portal - Surcharge Module	0.0	15.0	0.0	15.0	Internal	15.0	11.2	0.0	0.0	0.0	Aug-16	This module has now been implemented, and the final bill has been received.
YM359	Alert H&S System	0.0	0.0	0.0	0.0	Internal	0.0	0.0	12.5	0.0	0.0	Jun-17	
<b>Total of Current Year Programme - Corporate Services &amp; Chief Executive</b>		135.0	4,665.0	0.0	4,800.0	0.0	4,665.0	4,483.6	13.7	135.0	-90.0		

**Current Year Programme - Council Wide**

YM002	Access Improvement Programme	86.5	35.0	0.0	121.5	Internal	111.5	3.0	22.0	10.0	0.0	Rolling programme	Work on this years programme is well underway - a few jobs in the design phase but will be complete this financial year. Small carry forward possible.
YM165	Server and Server Component Refresh	42.5	45.0	-25.0	62.5	Internal	62.5	3.7	0.0	0.0	0.0	Mar-17	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. Remainder of spend will be in 2016/17.
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	0.0	400.0	Internal	400.0	0.0	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	526.6	1,670.0	-1,244.5	952.1	Internal	952.1	730.0	222.1	0.0	0.0	Rolling programme	Works on this years programme are underway . To date 77% of the budget has been spent with a further 23% committed. Coral Reef works (£463k) vired to ECC main project.
YM320	Network Refresh	23.7	57.0	-25.0	55.7	Internal	55.7	11.1	4.9	0.0	-10.0	Mar-17	Will spend on CUCM servers and EOL equipment throughout the year. In progress, to be completed this financial year. Planning delayed so spend in Q4. May underspend by -£10K.
YM325	Computer Estate Refresh	182.2	423.0	-178.0	427.2	Internal	127.2	59.8	17.9	300.0	0.0	Mar-17	To be used for replace on fail. Some budget may get used by mobile technology - tbc. Some screens require upgrades also and SSD replacements. To c/f balance.
YM344	MFD - Printer Refresh	4.8	24.0	0.0	28.8	Internal	28.8	16.6	5.4	0.0	0.0	Mar-17	Printers to be rolled out as per agreed schedule. Majority in previous year replaced. Remainder of budget to be spent on break and fix. Review of plotters being carried out.
YM345	Town Centre Redevelopment	2,800.0	3,300.0	446.0	6,546.0	Internal	6,546.0	0.0	0.0	0.0	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	30.0	30.0	0.0	60.0	Internal	45.0	32.1	2.0	15.0	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
YM353	Microsoft Office Licences	0.0	60.0	-60.0	0.0	Internal	0.0	0.0	0.0	0.0	0.0	-	This budget was part of the £300k savings. Not required.
YM354	Server Anti-Virus/Intrusion Prevention	0.0	65.0	0.0	65.0	Internal	62.5	62.5	0.0	2.5	0.0	Jun-17	Procured and installed. Some further configuration required. No further spend anticipated this financial year.
YM355	Magistrates Court Building (Purchase)	0.0	775.0	350.0	1,125.0	Internal	1,125.0	1,099.4	19.4	0.0	0.0	Oct-16	Purchase complete, final works being carried out.
YM356	Replacement of JEL Building Mgmt. System Controls	0.0	9.0	0.0	9.0	Internal	9.0	0.0	6.4	0.0	0.0	Mar-17	Works progressing, to be complete this financial year.
<b>Total Current Year Programme - Council Wide</b>		3,696.3	6,893.0	-736.5	9,852.8	0.0	9,525.3	2,018.1	300.1	327.5	-10.0		

<b>Total Current Year Programme</b>		3,831.3	11,558.0	-736.5	14,652.8		14,190.3	6,501.7	313.9	462.5	-100.0		
<b>Percentages</b>							46%	2%	3%	-1%			

<b>Total Council Wide</b>		6,711.2	6,893.0	-2,605.4	10,998.8		10,531.6	2,489.7	359.2	467.2	-137.3		
<b>Total Corporate Services &amp; Chief Executives</b>		238.8	4,665.0	0.0	4,903.8		4,692.7	4,515.1	13.7	211.1	-90.0		

<b>Total Capital Programme</b>		6,950.0	11,558.0	-2,605.4	15,002.6		15,224.3	7,004.8	372.9	678.3	-227.3		
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UNRESTRICTED

YM356	Replacement of JEL Building Mgmt. System Controls	0.0	9.0	0.0	9.0	Internal	9.0	0.0	6.4	0.0	0.0	Mar-17	Works progressing, to be complete this financial year.
<b>Total Current Year Programme - Council Wide</b>		3,696.3	6,893.0	-736.5	9,852.8	0.0	9,525.3	2,018.1	300.1	327.5	-10.0		
<b>Total Current Year Programme</b>		3,831.3	11,558.0	-736.5	14,652.8		14,190.3	6,501.7	313.9	462.5	-100.0		
Percentages							46%	2%	3%	-1%			
<b>Total Council Wide</b>		6,711.2	6,893.0	-2,605.4	10,998.8		10,531.6	2,489.7	359.2	467.2	-137.3		
<b>Total Corporate Services &amp; Chief Executives</b>		238.8	4,665.0	0.0	4,903.8		4,692.7	4,515.1	13.7	211.1	-90.0		
<b>Total Capital Programme</b>		6,950.0	11,558.0	-2,605.4	15,902.6		15,224.3	7,004.8	372.9	678.3	-227.3		

## Annex B: Annual indicators not reported this quarter

### Council Plan indicators

Ind. Ref.	Short Description	Quarter due
<b>1. Value for money</b>		
NI004	Percentage of people who feel they can influence decisions in their locality	Q4
L250	Band D Council Tax within the lowest 10% of all English unitary authorities	Q4
L251	Value of savings achieved	Q4
L252	Capital receipts generated through the release of surplus assets	Q4
L253	Annual borrowing costs through the disposal of assets	N/A
L254	Annual percentage return for rental income from the property portfolio	Q4
L258	Overall residents' satisfaction with council services	Q4
L259	Percentage of population satisfied with the borough as a place to live	Q4
<b>3. People have the life skills and education opportunities they need to thrive</b>		
L274	Percentage of admissions appeals which are upheld - Infant	Q4
L275	Percentage of admissions appeals which are upheld - Primary	Q4
L276	Percentage of admissions appeals which are upheld - Secondary	Q4
<b>4. People live active and healthy lifestyles</b>		
L282	Number of adults taking part in digital inclusion activities	Q4
<b>6. Strong, safe, supportive and self-reliant communities</b>		
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area	Q4
NI006	Participation in regular volunteering	Q4
NI023	Percentage of the population who believe that people in the local area treat one another with respect and consideration	Q4

### Operational indicators

Ind Ref	Short Description	Quarter due
<b>Corporate Property</b>		
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people	Q4
L075	Number of commercial property voids	Q4

L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service	Q4
<b>Customer Services</b>		
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March	Q4
L054	Cumulative percentage of business rates collected for the previous year at 31 March	Q4
<b>Human Resources</b>		
L066	Top five percent earners - women, council wide	Q4
L067	Top five percent earners - minority ethnic communities, council wide	Q4
L068	Top five percent earners - with disability, council wide	Q4
L070	Percentage of employees with a disability, council wide	Q4
L071	Percentage of black and ethnic minority employees, council wide	Q4
L072	Gender pay gap, council wide	Q4
L074	Average amount spent on training per employee, council wide	Q4
L131	Percentage of staff leaving within one year of starting	Q4
<b>ICT</b>		
L078	ICT User satisfaction - service user survey	Q4
L080	ICT Project management - 5 metrics	Q4
<b>Legal Services</b>		
L087	Percentage of time recorded as chargeable time	Q4

**TO: OVERVIEW AND SCRUTINY COMMISSION  
11 MAY 2017**

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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

Andrea Carr, Overview and Scrutiny Officer – 01344 352122  
e-mail: [andrea.carr@bracknell-forest.gov.uk](mailto:andrea.carr@bracknell-forest.gov.uk)

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

<b>REFERENCE:</b>	I065977
<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>	3 Jul 2017
<b>FINANCIAL IMPACT:</b>	Contained within the report
<b>CONSULTEES:</b>	None.
<b>CONSULTATION METHOD:</b>	Not applicable.

<b>REFERENCE:</b>	I065978
<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>	11 Sep 2017
<b>FINANCIAL IMPACT:</b>	Contained within the report
<b>CONSULTEES:</b>	None.
<b>CONSULTATION METHOD:</b>	Not applicable.

Unrestricted

<b>REFERENCE:</b>	I065979
<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>	11 Dec 2017
<b>FINANCIAL IMPACT:</b>	Contained within the report
<b>CONSULTEES:</b>	None.
<b>CONSULTATION METHOD:</b>	Not applicable.

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

<b>REFERENCE:</b>	I068051
<b>TITLE:</b>	Improvements to Binfield Parish Office
<b>PURPOSE OF REPORT:</b>	To commit £50,000 of S106 funds to improve the capacity of the Binfield Parish Office
<b>DECISION MAKER:</b>	Executive Member for Culture, Corporate Services and Public Protection
<b>DECISION DATE:</b>	12 May 2017
<b>FINANCIAL IMPACT:</b>	To spend £50,000 of S106 contributions from the Binfield with Warfield ward.
<b>CONSULTEES:</b>	Binfield with Warfield ward Councillors
<b>CONSULTATION METHOD:</b>	By email

<b>REFERENCE:</b>	I066410
<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 Jun 2017
<b>FINANCIAL IMPACT:</b>	Within existing budget
<b>CONSULTEES:</b>	Not applicable
<b>CONSULTATION METHOD:</b>	Not applicable

Unrestricted

<b>REFERENCE:</b>	I068037
<b>TITLE:</b>	Revenue Expenditure Outturn 2016/17
<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 2017
<b>FINANCIAL IMPACT:</b>	None at this time.
<b>CONSULTEES:</b>	Not applicable.
<b>CONSULTATION METHOD:</b>	None

<b>REFERENCE:</b>	I066411
<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>	29 Sep 2017
<b>FINANCIAL IMPACT:</b>	Within existing budgets
<b>CONSULTEES:</b>	Not applicable
<b>CONSULTATION METHOD:</b>	Not applicable

Unrestricted

<b>REFERENCE:</b>	I066412
<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>	29 Dec 2017
<b>FINANCIAL IMPACT:</b>	Within existing budgets
<b>CONSULTEES:</b>	Not applicable
<b>CONSULTATION METHOD:</b>	Not applicable

<b>REFERENCE:</b>	I067066
<b>TITLE:</b>	Calculation of the Council Taxbase
<b>PURPOSE OF REPORT:</b>	The calculation of the Council Taxbase for Bracknell Forest for the coming financial year.
<b>DECISION MAKER:</b>	Executive Member for Culture, Corporate Services and Public Protection
<b>DECISION DATE:</b>	31 Dec 2017
<b>FINANCIAL IMPACT:</b>	It is necessary for the Council to calculate and agree the taxbase for the coming year in order that the borough council and other precepting authorities may set the tax.
<b>CONSULTEES:</b>	None
<b>CONSULTATION METHOD:</b>	Not applicable.

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**TO: OVERVIEW AND SCRUTINY COMMISSION  
11 MAY 2017**

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**SUBMISSION TO THE HOUSE OF COMMONS'  
COMMUNITIES AND LOCAL GOVERNMENT SELECT COMMITTEE  
Assistant Chief Executive**

**1 PURPOSE OF REPORT**

- 1.1 This report presents the Council's submission to the House of Commons' Communities and Local Government Select Committee concerning the Committee's inquiry into Overview and Scrutiny in local government.

**2 RECOMMENDATION(S)**

- 2.1 **That the Overview and Scrutiny Commission notes the Council's submission to the House of Commons' Communities and Local Government Select Committee regarding the Committee's inquiry into Overview and Scrutiny in local government.**

**3 REASONS FOR RECOMMENDATION(S)**

- 3.1 To enable the Commission to receive and note the Council's submission to the House of Commons' Communities and Local Government Select Committee concerning the Committee's inquiry into Overview and Scrutiny in local government.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS / EQUALITIES  
IMPACT ASSESSMENT / STRATEGIC RISK MANAGEMENT ISSUES /  
CONSULTATION**

- 5.1 Not applicable.

Background Papers

None.

Contact for further information

Andrea Carr, Overview and Scrutiny Officer – 01344 352122  
e-mail: [andrea.carr@bracknell-forest.gov.uk](mailto:andrea.carr@bracknell-forest.gov.uk)

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1 March 2017

Mr Clive Betts MP  
Chair  
Communities and Local Government Committee  
House of Commons  
London  
SW1A 0AA

By Email: [clgcom@parliament.uk](mailto:clgcom@parliament.uk)

Dear Mr Betts

**Bracknell Forest Council's Submission To The Communities And Local Government Committee Concerning Its Inquiry Into Overview And Scrutiny In Local Government**

I attach Bracknell Forest Council's submission to the House of Commons Communities and Local Government Committee, to assist the Committee's inquiry into Overview and Scrutiny in local government.

Bracknell Forest Council trusts that this submission will be of use to the Committee, and we look forward with interest to seeing the results of the Committee's review.

Yours sincerely

**Councillor Paul Bettison OBE  
Leader of the Council**

**Copy:** Mark Etherton – Clerk to the Committee  
By Email: [ethertonm@parliament.uk](mailto:ethertonm@parliament.uk)  
Chairman, Overview and Scrutiny Commission

LEADER OF THE COUNCIL

Bracknell Forest Council, Easthampstead House, Town Square, Bracknell, Berkshire, RG12 1AQ  
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## **BRACKNELL FOREST COUNCIL'S SUBMISSION TO THE COMMUNITIES AND LOCAL GOVERNMENT COMMITTEE CONCERNING ITS INQUIRY INTO OVERVIEW AND SCRUTINY IN LOCAL GOVERNMENT**

Bracknell Forest Council welcomes the opportunity to submit its views to the House of Commons Communities and Local Government (CLG) Committee, to assist its inquiry into Overview and Scrutiny (O&S) in local government.

### **General Comments**

The Council operates an Executive/Scrutiny, 'strong Leader' governance model, and this has served the borough well. O&S has shown that it can make a valuable contribution to local public services, in terms of holding decision makers to account and in contributing to policy development and service improvement. This is supported by commendations over the quality and effectiveness of our O&S both externally (for example from: the Audit Commission; a Local Government Association Peer Review; and the Centre for Public Scrutiny), and internally (with the Executive accepting most O&S recommendations, and senior staff giving consistently very high feedback scores on the quality and usefulness of O&S reviews). Consequently, we consider that O&S in Bracknell Forest is working effectively, both for the benefit of our local community and as an essential feature of the council's good governance.

The Council has an O&S Commission which focusses on corporate issues and community safety. Reporting to the Commission are four O&S Panels, three focussing on areas of council services and one focussing on health issues. Further information on the role and activities of O&S can be seen on our web pages at <http://www.bracknell-forest.gov.uk/scrutiny> and in our annual reports of O&S at <http://www.bracknell-forest.gov.uk/overviewandscrutinyreportsandresponses>

### **Responses to the Committee's Specific Questions**

#### **Whether scrutiny committees in local authorities in England are effective in holding decision-makers to account**

We believe there is ample evidence to show that O&S at Bracknell Forest is effective in holding decision-makers to account. Recent examples include:

- Challenging the West London Mental Health Trust's intention to deactivate the Broadmoor Hospital alert sirens. Following a meeting with the Trust's Chairman and Chief Executive, the Trust modified their plans.
- Calling-in an Executive decision on a highways junction alteration. The Executive subsequently decided not to go ahead with the alteration.

Our O&S function also carries out pre-Executive decision reviews on some important policy making areas.

#### **The extent to which scrutiny committees operate with political impartiality and independence from executives**

The record shows that our O&S Commission and Panels are politically impartial and independent of the Executive. There is good cross-party working, with a shared commitment to carry out O&S in the best interests of local residents. O&S works constructively with - but demonstrably not under the direction of – the Executive. There are also safeguards, such as

a requirement at meetings for everyone to declare whether they are operating under the party whip; and there have been no such declarations, to date.

#### *Whether scrutiny officers are independent of and separate from those being scrutinised*

The full time O&S officers are based in the Chief Executive's Office, reporting to the Assistant Chief Executive, and are separate from all service departments. O&S officers enjoy a high level of autonomy and work closely with councillors. For much of the time, the O&S officers effectively report directly to the O&S chairmen and lead Members of O&S reviews. The Director of Corporate Services is the Council's statutory scrutiny officer. The effectiveness of these arrangements does, however, depend on the quality, experience and operational independence of the Overview & Scrutiny Officers.

#### *How chairs and members are selected*

All councillors on the O&S Commission are nominated by the political groups and appointed by full Council. The chairman of the O&S Commission is nominated by the Majority Group (chosen by Majority Group councillors, excluding Executive Members) and elected by members of the Commission. Parent Governor representatives are appointed following open elections, and Church representatives are nominated by the respective Diocese.

All councillors on the O&S Panels are nominated by the political groups and appointed by the O&S Commission. Each Panel elects its chairman. The Commission also appoints co-opted members (who are selected to bring relevant, specialist knowledge) and observers to Panels.

#### *Whether powers to summon witnesses are adequate*

Yes. Whilst the powers are not all-embracing, there has never been an occasion when someone who O&S wanted to meet refused to attend a meeting (though there have been a few instances when people omitted to attend).

#### *The potential for local authority scrutiny to act as a voice for local service users*

O&S already acts as a voice for local service users. There is potential to develop this role further, for example if more resources were available for proactive public engagement, and if the nominated external public officials were 'required' to attend.

#### *How topics for scrutiny are selected*

There is an open invitation on our website for residents to suggest topics for O&S reviews, and we have a public participation scheme for residents to raise issues at O&S meetings open to the public. Additionally, the Executive and officers occasionally suggest topics for O&S review. The Commission and Panels consider at least once annually what they would like to include in their future work programme. The Council's Corporate Management Team and Executive are consulted on the proposed annual work programme, and the final decision over the topics to be reviewed rests with the Commission.

#### *The support given to the scrutiny function by political leaders and senior officers, including the resources allocated (for example whether there is a designated officer team)*

Political leaders are supportive of the O&S function, for example by inviting Lead Members of O&S reviews to personally present the reports of reviews to the Executive before they decide on their response to the O&S recommendations. Senior officers engage constructively and actively with O&S, for example by attending O&S meetings to present

information on their department's performance and to answer members' questions. There is a dedicated team of two O&S officers, and officer support is also drawn from service areas and from the Democratic Services team. There is also a £5,000 annual budget for O&S non-payroll items, such as printing, field visits and research.

We believe it is a sign of the Council's commitment to the value of O&S that we have maintained the resourcing of O&S at the same level for many years, despite having to make substantial budget reductions elsewhere due to the pressures facing local government finance.

#### What use is made of specialist external advisers

Specialist external advisers have been engaged, usually on an unpaid voluntary basis, to bring specialist knowledge to bear on specific O&S reviews. For example:

- A retired GP is a co-opted member of the Health Scrutiny Panel, bringing much relevant knowledge and weight to the Panel's work;
- We engaged the help of the Head of the Thames Valley Safer Roads Partnership when we carried out an O&S review of the increase in road traffic casualties.

Use is also made of external advisers to provide training to O&S members.

#### The effectiveness and importance of local authority scrutiny of external organisations

All Unitary Authorities operate within an extensive public and private partnership network, thus external scrutiny is very important. Our principal focus is on the NHS, where our health O&S Panel is active and demonstrably effective. For example, the Panel recently completed a review of whether there is sufficient GP capacity to meet the Borough's future needs, particularly as there are new major housing developments. The report was received positively, with the Clinical Commissioning Group commenting: *'The CCG sees this as a really important piece of work which has come at the right time to inform the local primary care strategy for the future.'* The CCG's Medical Director commented that the Panel's report was excellent, very comprehensive and it understood local issues.

Our external scrutiny also includes regular exchanges with Thames Valley Police, and occasionally with schools, Royal Berkshire Fire and Rescue, the Environment Agency and other organisations delivering important services to local residents.

#### The role of scrutiny in devolution deals and the scrutiny models used in combined authorities

Neither of these aspects applies to Bracknell Forest. However, we consider that O&S would be an essential element of good governance in any UK public sector structure.

#### Examples where scrutiny has worked well and not so well

In addition to the examples above, we would add:

- Our O&S has been improved by analysing and applying the lessons of failures in O&S elsewhere. This included a substantial piece of work on the findings of the Francis Enquiry into the poor care and high mortality rates at Mid Staffordshire NHS Foundation Trust.
- Joint scrutiny with other local authorities can be very worthwhile. An example would be our participation in the Joint East Berkshire Health O&S Committee where, with Slough Borough Council and the Royal Borough of Windsor & Maidenhead, we scrutinised and responded jointly to an NHS consultation over significant changes in the health infrastructure in East Berkshire.

Whilst we have been able to refine and develop our approach to O&S over the years, we have no examples to offer of O&S work which was unsuccessful.

Bracknell Forest Council trusts that this submission will be of use to the Committee, and we look forward with interest to seeing the results of the Committee's review.

**Councillor Paul Bettison OBE**  
**Leader, Bracknell Forest Council**  
**1 March 2017**

**TO: OVERVIEW AND SCRUTINY COMMISSION  
11 MAY 2017**

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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 in respect of the Overview and Scrutiny (O&S) Work Programme for 2016-17 and Panel activity.

**2 RECOMMENDATION(S)**

- 2.1 **That the O&S Commission reviews its progress and that of the O&S Panels against the Work Programme.**

**3 REASONS FOR RECOMMENDATION(S)**

- 3.1 To review progress against the O&S Work Programme.

**4 SUPPORTING INFORMATION**

O&S Work Programme

- 4.1 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

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

**5 ALTERNATIVE OPTIONS CONSIDERED / ADVICE RECEIVED FROM  
STATUTORY AND OTHER OFFICERS / EQUALITIES IMPACT ASSESSMENT /  
STRATEGIC RISK MANAGEMENT ISSUES / CONSULTATION**

- 5.1 Not applicable.

Background Papers

O&S Commission and Panel reports and minutes.

Contact for further information

Andrea Carr, Overview and Scrutiny Officer – 01344 352122  
e-mail: [andrea.carr@bracknell-forest.gov.uk](mailto:andrea.carr@bracknell-forest.gov.uk)

### **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 Overview and Scrutiny Commission Chairman**

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<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	<p><b>Routine monitoring of the performance of the Council's corporate functions</b></p> <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	<p><b>Transformation Programme</b></p> <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	<p><b>2017/18 Budget Scrutiny</b></p> <p>To review the Council's budget proposals for the Chief Executive's Office and the Corporate Services Department for 2017/18, and plans for future years. To include a discussion with the Borough Treasurer during 2016 on the evolving budgetary</p>	

	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

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<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

The Panel met on 25 April when we had a full agenda featuring items including Annual Reports on the work of the Virtual School, Summary Report of Examination and Test Performance in Bracknell Forest schools 2015/16, Pupil Premium, Transitions, Learning Improvement Strategy Framework and the Executive response to the Overview and Scrutiny report on child sexual exploitation.

The Panel is particularly interested in the Pupil Premium at present and some Members are undertaking work in this area outside Panel meetings.

<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

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ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL		Status / Comment
1	<p><b>Monitoring the performance of the Environment, Culture and Communities Department</b></p> <p>To include on-going review of the Quarterly Service Reports; the performance of the Department, review of any inspection reports or self-evaluations, and monitoring significant departmental developments, particularly the Local Development Framework.</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 Environment, Culture and Communities budget proposals for 2017/18, and plans for future years.</p>	
4.	<p><b>Transformation Programme</b></p> <p>To provide an input at key stages of the Transformation projects on:</p> <ul style="list-style-type: none"> <li>• The Leisure Review.</li> <li>• The Libraries Review.</li> <li>• The Arts Review</li> </ul>	
5.	<p><b>Houses in Multiple Occupation</b></p> <p>A review of the Council's involvement with Houses in Multiple Occupation (HMO).</p>	

Comments by Health Overview and Scrutiny Panel Chairman

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HEALTH OVERVIEW AND SCRUTINY PANEL		Status / Comment
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>	