

NOTICE OF MEETING

Overview and Scrutiny Commission

Thursday 10 May 2018, 7.30 pm

Council Chamber - Time Square, Market Street, Bracknell, RG12 1JD

To: OVERVIEW AND SCRUTINY COMMISSION

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

Church Representative Members (Voting in respect of Education matters only)

One Vacancy and One Vacancy

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

Mrs L Wellsted

cc Substitute Members of the Commission

Councillors Dudley, Mrs Mattick, Thompson and Worrall

Executive Members Invited:

Councillors D Birch and McCracken

ALISON SANDERS
Director of Resources

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If you require further information, please contact: Kirsty Hunt
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Published: 1 May 2018



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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 29 March 2018.

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

Members are asked to declare any disclosable pecuniary or affected interests 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. 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.

6. **Corporate Performance Overview Report**

To consider the Chief Executive's Corporate Performance Overview Report covering the third quarter of the 2017/18 financial year (October – December).

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The Chairman has asked that any questions arising from the report should be referred to the Director of Resources in advance and only raised in the meeting if you consider the issue requires wider discussion.

7. **Downshire Homes**

Timothy Wheadon, Chairman of Downshire Homes, will attend the meeting to provide the Commission with a briefing on the operation of the organisation and how its work supports the Council's objectives.

8. **Executive Forward Plan**

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

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9. **Recruitment and Retention Working Group**

To receive an update on the work being carried out following the Recruitment and Retention Working Group.

10. **Overview and Scrutiny Work programme 2018-19**

Discussion on the process for the development of the Overview and Scrutiny Work programme for 2018-19.

DATE OF NEXT MEETING

23 May 2018 – following Annual Council to appoint membership of Panels

10 July 2018

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**OVERVIEW AND SCRUTINY COMMISSION
29 MARCH 2018
7.30 - 8.10 PM**

Present:

Councillors Leake (Chairman), Angell (Vice-Chairman), Allen, Mrs Angell, Mrs Birch, Brossard, Finnie, Mrs McCracken, Peacey, Mrs Temperton, Tullett and Virgo

Executive Members:

Councillors D Birch and McCracken

Apologies for absence were received from:

Councillors Harrison and Porter

In Attendance:

Timothy Wheadon, Chief Executive
Alison Sanders, Director of Resources
Nikki Gibbons, Chief Officer: Human Resources
Abby Thomas, Head of Transformation and Engagement

44. Minutes and Matters Arising

Minute 42 regarding The Council's Budget Consultation it was clarified that South Hill Park had a two year agreement.

RESOLVED that, subject to the clarification above, the minutes of the meeting of the Commission held on 25 January 2018 be approved as a correct record, and signed by the Chairman.

45. Declarations of Interest and Party Whip

Councillor Mrs Birch declared a personal interest as the spouse of the Executive Member for Adult Services, Health and Housing.

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

There were no indications that members would be participating while under the party whip.

46. Urgent Items of Business

There were no items of urgent business.

47. Public Participation

No submissions had been made by members of the public under the Council's Public Participation Scheme for Overview and Scrutiny.

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

The Commission noted the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the third quarter of 2017/18 (October to December 2017) relating to the Resources Directorate.

As a result of Members' comments and questions, the following points were made:

- Councillor Finnie had requested information regarding the Volunteer Handbook which had been developed.
- It was clarified that the work supporting L064 'Debt outstanding as percentage of gross debt' was an ongoing process to recover monies and could be recovered in large amounts such as CIL invoices from developers. It was noted that the team was working hard to recover outstanding funds.
- It was explained that the complaints figures in L257 related to the whole Council and therefore were not directly related to the figures in L261 and L262 which related to staff sickness absence and voluntary staff turnover.
- In relation L261, Level of sickness, although the Quarter 3 figure (1.71) was above the target of 1.62 days this was a low target. It was acknowledged that staff in Resources had been supporting the delivery of other transformation projects during the proceeding six months and working to tight timescales. It was reported that this figure was good compared to other local authorities. Work was ongoing to support Resources staff and improve morale.
- Due to the contractual nature of the issue raised in relation to 7.2.30 'Providing project management which supports the delivery and development of Coral Reef' about additional fees it was not possible to provide a full answer in the public meeting. It was acknowledged that the RAG rating should be Red rather than Amber status and that an update would be circulated outside of the meeting when it was available.
- Concerns were raised about the absence of detailed sickness and vacancy reporting in Quarterly Service Reports. It was noted that these were due to be reported as part of the Corporate Performance Overview Report but that this had a later publication date so was not available for consideration at this meeting. This was considered by members of the Commission to be an important measure of staff wellbeing and data would therefore always be out of date as the publication sequencing did not work with the meetings schedule. It was agreed that this needed to be discussed outside of the meeting.
- Regarding 7.2.37, Agree a clear way forward for the Cooper's Hill site, it was clarified that this was a complex site and officers were working through tricky covenant issues but the Green status reflected that discussions were underway with projections for future use looking more positive.
- It was explained that changing financial rules did not affect income in the Property Investment Strategy (1.3.07) in the next financial year as it impacted on accounting processes but not yield. The Borough Treasurer would provide a more detailed response to the query.
- There had been a challenging situation with the delivery of the Crematorium New Chapel due to issues with contractor workmanship and performance but they had not been significant enough to trigger compensation discussions but initial issues had now been resolved.
- The information provided in the Quarterly Service Report about 5.2 'The right levels and types of housing are both approved and delivered' related only to Council purchases for homelessness.
- It was noted that the Downshire Homes Board were intending to provide an annual report and mid year update to Council.

49. **Transformation Programme Update**

The Head of Transformation and Engagement, Abby Thomas, provided a brief summary on the progress of each review within the Transformation Programme

- £2.4m was taken out of the 2017/18 budget and £6.3m would be taken out of the 2018/19 budget as a result of the transformation programme
- Three new reviews had started in 2017-18 e.g. Planning & Building Control; Parks and Countryside and Children's services transformation programme
- The 2016/17 reviews had been implemented including the Leisure Services Review with the contract with Everybody Active commencing on 1 March 2018
- The Council would be considering an invest to save project at Bracknell Leisure Centre at an Extraordinary Council meeting on 23 May 2018.
- The new technology would be in place in Binfield, Birch Hill and Sandhurst libraries during May / June
- Staff would be trained in the new system, Bibliotech so that they can show other staff and customers
- The Adult Social Care project was managing down demand during the previous six months. It was noted here was a significant pressure in 2018/19 and there were identified risks and dependencies on the programme as there are a number of partnership projects.
- The next service review would be undertaken in Transport Development and Highways.

Arising from questions and debate it was noted that:

- In response to a query regarding voluntary sector capacity to deliver Adult Social Care project it was reported that the Directorate were working to give targeted support to smaller organisations
- There had been some unease at the prospect of removing the issuing desks at Libraries but advice on behaviour change was that this would help with the transition
- It was confirmed that computers would still be available in the libraries to support residents go online
- Over 100 volunteers had signed up to support the service all working for different periods. The gaps were on evenings and Saturdays and particularly at Binfield, Whitegrove and Crowthorne libraries. Recruitment was being targeted through local magazines and ward councillors.
- The final Council meeting would be held in Easthampstead House on 25 April before moving to Time Square

The Chairman requested that an updated roadmap of progress be circulated to Commission members.

50. **Proposed merger of Overview and Scrutiny Panels**

The Commission considered a report from the Working Group which had been formed to consider whether combining the work of the Adult Social Care and Housing Overview and Scrutiny Panel with the Health Overview and Scrutiny Panel would be logical, beneficial and more effective and then the logistics of such a merger.

The Commission noted that the principle of merging the panels was agreed and considered the Working Group's suggestions including updating the terms of reference for the Panels which would need to be reported to Council.

RESOLVED that

- (i) the Adult Social Care and Housing Overview and Scrutiny Panel and Health Overview and Scrutiny Panel be combined into a single panel called Adult Social Care, Health and Housing Overview and Scrutiny Panel;
- (ii) the logistics of the new panel would be as set out in agenda report paragraphs 5.5 to 5.10;
- (iii) the terms of reference for Overview and Scrutiny Panels be updated as set out in Appendix A of the report;
- (iv) this change to panels and their terms of reference be reported by the Chairman of the Commission to Council;
- (v) these changes would take effect from the Annual Council meeting on 23 May 2018 and would be reviewed before May 2019; and
- (vi) it was recommended to Council that the Constitution be amended to reflect these changes as set out in Appendix A of the report.

51. Work Programme and Panel Activity Update

The Commission noted progress against the Overview and scrutiny work programme for 2017-18 and the reports from Overview and Scrutiny Panel Chairman (where provided). It was noted that the Sustainability and Transformation Partnership had a different RAG rating in two places on the report but the Chairman considered this to be an example of why the merger was necessary.

The lead member for the working group on Houses in Multiple Occupation met with Democratic Services officer providing support and agreed remaining meetings required to move the working group forward.

The Working Group on Primary Care Patient Experience was also going to be supported by Democratic Services to help it progress.

52. Executive Forward Plan

Members received and noted the scheduled Key and Non-Key Executive Decisions of a corporate nature.

CHAIRMAN



COUNCIL PLAN OVERVIEW REPORT

Q3 2017 - 18
October - December 2017

Chief Executive:
Timothy Wheadon

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Section 1: Chief Executive's Commentary

1 Introduction

- 1.1 This report sets out an overview of the Council's performance for the third quarter of 2017/18 (October-December 2017). The purpose is to provide the Executive with a high-level summary of key achievements, and to highlight areas where performance is not matching targets or expectations, along with any remedial action that is being taken. It complements the detailed Quarterly Service Reports (QSRs) produced by each Director that have been available for many weeks.
- 1.2 Overall, good progress was made against the actions in the departmental service plans. At the end of the third quarter progress showed:
- 154 actions (74%) are on target to be completed within the timescales set
 - 22 actions (11%) are at risk of falling behind schedule
 - 5 actions (2%) have fallen behind schedule
 - 27 actions (13%) have been completed.
- 1.3 Section 3 of this report contains information on the performance indicators across the Council for each of the strategic themes. Again the picture was positive, showing that the status for the key indicators in the Council Plan in the third quarter is:
- 37 (66%) green – i.e. on, above or within 5% of target
 - 6 (11%) amber – i.e. between 5% and 10% of target
 - 13 (23%) red – i.e. more than 10% from target.
- 17 further indicators have no set target.

2 Overview of Q3 and what went especially well

- 2.1 The Lexicon continues to attract large numbers of visitors and this is reflected in the early car parking figures that indicate a very positive financial position. The most popular car park as expected is The Avenue, then High Street, then Braccan Walk. The new town centre highway infrastructure is working extremely well in managing traffic flows but equally encouraging is the information from bus operators that patronage of town centre buses has increased. From October to December 2017, there has been a 17.59% increase in bus patronage compared to October to December 2016. In addition, the first full quarter since The Lexicon opened has seen a 32% reduction in shoplifting and a 27% reduction in criminal damage compared to the same quarter last year. This all paints a very positive picture of the impact of the new town centre, and this will continue to be monitored.
- 2.2 Transformation continues across the organisation. In the libraries review, the tender evaluation process for the assisted opening and self-service kiosk technologies is now complete and the contract has been awarded. Design work on physical alterations to the libraries is currently underway and should be completed mid-March. There are also parallel discussions regarding the future of both Bracknell and Harmans Water libraries. In the Citizen and Customer Contact Review (CCC) a Volunteering Policy, Volunteering Agreement, Manager's Guidance and Volunteering Handbook have been agreed. Work is underway to develop a borough wide volunteering website.

- 2.3 I reported last quarter that a sharp focus was now on our Adult Social Care and Children's Social Care Transformation Programmes. The Children's Transformation programme is now into the Plan Phase and proposals have been developed that include savings of £1.85m by the end of 2019/20. Meanwhile the adult programme is beginning to deliver, and is reporting an in-year saving of £977k (£1.5m full year equivalent).
- 2.4 The Time 2 Change accommodation project continues, and over 300 staff have been relocated into new agile working practices. At the end of 2017 only 60 staff and the Democratic function remain in Easthampstead House. These remaining staff and the councillors will start to vacate in February. Easthampstead House will be empty by late April 2018.
- 2.5 There are always a range of success stories to recognise each quarter from across the organisation, and Ofsted visited our community learning service which was judged 'good' across all areas of the inspection. This demonstrates our effective partnership with delivery partners and the wider system. Since September 2017 with the introduction of the new Standards and Effectiveness Team and the implementation of the Learning and Improvement Strategy we have had 8 Ofsted inspections and all of them have resulted in a positive outcome with one recent inspection reporting that the school has considerable strengths and could be considered to be graded as outstanding at its next full inspection within the next 12 months.
- 2.6 Other things to mention are Self Care week where an impressive array of different activities were held including (but not limited to) 42 events, 17 student volunteers, 95,000 people reached on social media, 16,000 video views, 12,500 community map visits, 1 choir and the biggest walking group session they've ever organised with 42 people.
- 2.7 Under the Commercial Property Investment Strategy we have now invested £58m in four properties to produce net £2.1m per annum. Full Council have released an additional £30m to support the programme and deliver full annual net income of £3m per annum. Income at Bracknell Leisure Centre (BLC) continues to over-perform budget, primarily due to successful fitness sales and retention. During 2017 Platinum membership numbers have been tracking at their highest level in at least 9 years.

3 What we are doing about things going not quite so well?

- 3.1 We continue to see a higher number of households in B&B than the target. The number of household nights in non self contained accommodation in quarter three was 908 compared to a target of 274. Over the quarters, although there have been a higher number of households in B&B, they have been mainly single people with complex needs. Due to their specific needs it has not been possible to house them in council owned non-self contained accommodation and specialist housing has not been available. The requirement to house them in B&B has often been based on risk assessments provided by support agencies such as the probation service. Actions are being taken to ensure we manage this as well as we can.
- 3.2 You already know that we have lost a number of key staff due to our successful Ofsted report for Children's Services last year. This has impacted on our current Social Worker caseload figures. We are therefore working through the family safeguarding model implementation to urgently rectify this situation. This is a challenge as our demand through the number of referrals continues to rise. Therefore, this is a key for improvement this quarter.
- 3.3 We have not only lost a number of staff from children's services, we have experienced difficulties recruiting to a number of vacant posts across the organisation. Therefore, we are starting some focussed work looking at recruitment and retention. Our quarter three figure for voluntary staff turnover is 3.4%, which is an increase of 0.6% compared to the same period last year. There can be seasonal variations which can affect this figure however the general trend does seem to be an increasing figure.
- 3.4 The council recycling target is 45% for this year as there is a national target of 50% to be achieved by 2020. Recycling in the Borough however, like in many other councils is not improving. We are currently at around 41% and unlikely to achieve the 45% target in the current year. The Re3 contractor continues to investigate outlets for recycling more materials and assessing the changes needed to enable the re3 Councils to access sustainable markets. Initiatives continue to be explored and as viable options are established these will be brought forward. Meanwhile neighbouring authorities are examining introducing food waste collection services.
- 3.5 Performance on successful planning appeals (L286) has improved from 43% in quarter two to 50% but is still falling short of the 68% target. However, this is being closely monitored and each appeal decision is reviewed and where required learning points are recorded and changes in approach implemented.

Timothy Wheadon
Chief Executive

Section 2: Budget Position

REVENUE BUDGET MONITORING

The monthly monitoring returns are set out in detail in each department's Quarterly Service Report (QSR).

Across the Council, variances have been identified that indicate a net over spend of £1.5m, with £1.8m remaining unallocated in the Corporate Contingency. The net position is therefore an under spend of -£0.3m.

The major variances being reported are as follows:

Children, Young People and Learning

- Within Children's Social Care, placement costs are forecast to over spend by £2.3m. There has been an increase in the number of high cost placements from the 89 full time equivalents assumed in the budget to 125. Plans are in place to make future changes that could save on current costs. In addition, the Transformation Programme requires significant savings in this area and a number of work streams have been developed that identify potential actions to effect significant cost reductions although there remains the prospect of further placements needing to be made in the short term.
- Significant cost increases have arisen through greater use of the Childcare Solicitor service (operated by Reading Borough Council as a Berkshire Joint Arrangement (£0.44m)). The main reason for the rise relates to a significant increase in the number of care proceedings which have increased by 88% in the last year from 25 to 47. The current numbers are expected to reduce moving forward through the work of the Family Safeguarding Model and once the current peak of cases completes a more settled number of 25 cases is expected to remain.
- The devolved staffing budget is forecast to under spend by -£0.2m primarily due to staff vacancies, and in particular relating to Chief Officer posts pending the implementation of a new management structure through the Transformation Programme.

Adult Social Care, Health and Housing

- The Adult Community Team is forecast to overspend by £0.7m. This primarily relates to care packages (£1.1m), where the level of demand has increased, partly offset by Better Care Funding (-£0.4m) for end of life care and the new intermediate care service.
- The over spend on the Community Team for People with Learning Disabilities (£0.5m) primarily relates to higher care package costs and now reflects the additional Care Funding received following the positive outcome of the Care Quality Commission review.
- The Community Mental Health Teams are forecast to over spend by £0.4m, with the most significant pressures being additional care package costs for Older Adults (£0.4m) and higher staff costs resulting from the use of agency staff to cover vacant posts (£0.2m). Against these, a refund of £0.2m has been received

related to a care package funded by the CCG. The figures also reflect the additional care funding which has been used to offset pressures in relation to nursing placements and Approved Mental Health Practitioners (-£0.45m)

- The use of the Better Care Fund (BCF) to purchase Assistive Equipment has now been approved and reflected in the forecast outturn (-£0.3m). An under spend has also developed on Joint Commissioning relating to BCF funding of carers costs, a reduction in grant payments and savings from the new Healthwatch contract (-£0.25m).
- Underspend against Housing services totalling £0.4m, primarily relating to the recovery of housing benefits overpayments where the Council receives £0.40 of subsidy for each £1 recovered.
- The unit costs for Adult Social Care clients are now being monitored as an indicator of the impact of the Transformation Programme. Savings are now being achieved in 2017/18.

Environment, Culture & Communities

- The latest projected outturn for the waste PFI is an under spend of -£0.4m; this is based on actual and provisional tonnages to November
- Within Highways Maintenance, electricity budgets were reduced to reflect the anticipated saving from the LED capital project. However, due to delays in the project these savings have not been realised in this financial year (£0.4m). The estimated savings for the project as a whole are also being reviewed and are likely to impact on future years' budgets.
- Based on a projection of house building within the borough of Surrey Heath, particularly Camberley, it is unlikely that the income received from Surrey Heath for Suitable Alternative Natural Greenspaces (SANGS) capacity at Shepherds Meadow will meet the budget target (£0.2m).
- The catering function at The Look Out has started the year strongly and based on projections the income for the year should exceed budget by -£0.09m. Income is also higher at Bracknell Leisure Centre, due in the main to changes in the marketing and sales functions, implementing initiatives which have seen an increase in memberships (-£0.1m). However, at Easthampstead Park Conference Centre income from both weddings and bereavements is down, resulting in an estimated shortfall of £0.1m once reductions in expenditure are taken into account.
- Until Coral Reef was reopened in September no income was being generated. Since re-opening, the income achieved has been higher than anticipated and as a result the overall estimated pressure has reduced (£0.34m).
- Within Concessionary Fares, the decline in trip rates experienced over the past three years has continued in the first half of the current financial year. The anticipated significant increase in trip rates in the third quarter, following the opening of the town centre, has not materialised, however this will continue to be monitored. (-£0.2m).

Non Departmental Budgets

- Higher than forecast capital receipts in 2016/17 and significant capital carry forwards into 2017/18 have created an under spend against the Minimum Revenue Provision (-£0.7m).

- The 2017/18 Interest Budget assumed no pre-payment of pension contributions. With interest rates staying low and short term rates remaining below 0.5%, it was beneficial to maximise use of cash-flow in the early part of the year to pre-pay the maximum amount of the Council's pensions' liability (-£0.30m). Secondly, there has been a lag in major capital projects over the last 2 years, specifically Binfield Learning Village and Coral Reef, resulting in significantly less borrowing and as such interest payments (-£0.65m). The Council expects to borrow at least a further £30m over the coming months, and therefore the interest costs included within the budget will be required in 2018/19.

The in-year financial position will continue to be monitored closely, in particular the impact of demand pressures in Children's and Adult Services, which are the most volatile areas.

Section 3: Strategic Themes

Value for money



Ind Ref	Short Description	Previous Figure Q2 2017/18	Current Figure Q3 2017/18	Current Target	Current Status
L051	Percentage of current year's Council tax collected in year (Quarterly)	57.02%	84.49%	84.60%	
L053	Percentage of current year's Business Rates collected in year (Quarterly)	60.93%	90.74%	83.10%	
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	92.10%	89.25%	85.00%	
L255	Subsidy on leisure services (Quarterly)	83,627	146,686	263,602	
L256	Percentage of transactions carried out online and the use of the customer portal (Quarterly)	33.0%	No longer available	53.9%	N/A
L257	Cumulative number of complaints received at stages 2 and 3, statutory social services complaints, and complaints referred by the Local Government Ombudsman (Quarterly)	73	109	N/A	N/A
L261	Level of staff sickness absence (Quarterly)	1.21	1.71	1.62	
L262	Level of voluntary staff turnover (Quarterly)	7.0%	3.4%	2.8	

A strong and resilient economy



Ind Ref	Short Description	Previous Figure Q2 2017/18	Current Figure Q3 2017/18	Current Target	Current Status
L265	Number of newly incorporated businesses (Quarterly)	190	174	N/A	N/A
L268	Percentage of working age people who are unemployed (Quarterly)	2.3%	2.4%	N/A	N/A
L269	Percentage of working age population in employment (Quarterly)	82.0%	82.9%	N/A	N/A
L271	Percentage of the borough covered by Superfast broadband (Quarterly)	96.2%	91.0%	96.2%	

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



Ind Ref	Short Description	Previous Figure Q2 2017/18	Current Figure Q3 2017/18	Current Target	Current Status
NI114	Number of permanent exclusions from secondary schools (Quarterly)	3	2	N/A	N/A
NI117	Number of 16 - 18 year olds who are not in education, employment or training (NEET) (Quarterly)	4.8%	3.9%	7.5%	
L139	L139 - Percentage of all schools rated good or better (Quarterly)	N/A	72.0	75.0%	
L139p	Percentage of all primary schools rated good or better (Quarterly)	71.0%	72.0%	83.3%	
L139s	Percentage of all secondary schools rated good or better (Quarterly)	80.0%	83.3%	75.0%	
L237	Number of apprenticeships starts for 16-24 year olds through City Deal interventions (Quarterly)	2	Missing	5	Missing
L325	Number of permanent exclusions from primary schools (Quarterly)	0	0	0	
L326	Number of fixed period exclusions from secondary schools (Quarterly)	104	216	N/A	N/A
L327	Number of fixed period exclusions from primary schools (Quarterly)	23	37	N/A	N/A

Ind Ref	Short Description	Previous Figure 2016/17	Current Figure 2017/18	Current Target	Current Status
NI073	Achievement at level 4 or above in Reading, Writing and Maths at Key Stage 2 (Annually)	52.0%	57.0%	57.0%	
NI102.1	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 2 (Annually)	31.0%	24.0%	20.0%	
NI102.2	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 4 (Annually)	26.0%	28.0%	N/A	N/A
L153	Percentage of children looked after (as at 31st March) reaching level 4 in Reading at Key Stage 2 (Annually)	100.0%	50.0%	75.0%	
L154	Percentage of children looked after (as at 31st March) reaching level 4 in Maths at Key Stage 2 (Annually)	100.0%	75.0%	N/A	N/A
L155	Percentage of children looked after achieving 5 A(star)-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths) (Annually)	33.3%	21.4%	20.0%	
L190	Percentage of children looked after (as at 31st March) reaching level 4 in Writing at Key Stage 2 (Annually)	100.0%	100.0%	65.0%	
L328	Progress measure for reading at the end of KS2 (Annual)	N/A	-0.8	0.0	
L329	Progress measure for writing at the end of KS2 (Annual)	N/A	-1.3	0.0	

L330	Progress measure for mathematics at the end of KS2 (Annual)	N/A	-1.3	0.0	
L331	Attainment 8 score (KS4) (Annual)	N/A	46	53	
L332	Progress 8 score (KS4) (Annual)	N/A	-0.08	+0.11	

People will live active and healthy lifestyles



4. People live active and healthy lifestyles					
Ind Ref	Short Description	Previous Figure Q1 2017/18	Current Figure Q2 2017/18	Current Target	Current Status
OF1c.2a	Percentage of people using social care who receive direct payments (Quarterly)	43.1%	43.5%	31.4%	
L003	Number of visits to leisure facilities (Quarterly)	832,858	1,292,453	1,084,000	
L015	Number of attendances for junior courses in leisure (Quarterly)	54,525	80,009	84,515	
L030	Number of lifelines installed in the quarter (Quarterly)	340	233	200	
L031	Percentage of lifeline calls handled in 60 seconds in the quarter (Quarterly)	97.70%	97.40%	97.50%	
L278	Percentage of adult social care records in the Adult Social Care IT System that contain the person's NHS number (Quarterly)	98.2%	97.1%	98.0%	
L279	The number of young people who are newly engaging with KOOTH (the online counselling service for young people) (cumulative - new plus existing registrations by end of year) (Quarterly)	1,910	2,140	1,850	
L280	The % of young people who receive a response from KOOTH (the online counselling service for young people) within 2 hours (Quarterly)	100.0%	100.0%	95.0%	
L281	Number of individual clients attending Youthline sessions (Quarterly)	331	412	375	
L309	Number of community groups worked with by Public Health to develop their support to local residents (Quarterly)	65	68	67	
L311	Number of people actively engaged with Public Health social media channels (Quarterly)	2,032	2,354	1,920	

A clean, green, growing and sustainable place



Ind Ref	Short Description	Previous Figure Q2 2017/18	Current Figure Q3 2017/18	Current Target	Current Status
NI155	Number of affordable homes delivered (gross) (Quarterly)	8	16	10	
NI157a	Percentage of major applications determined in 13 weeks (Quarterly)	88%	80%	85%	
NI157b	Percentage of minor applications determined in 8 weeks (Quarterly)	95%	96%	85%	
NI157c	Percentage of other applications determined in 8 weeks or within an agreed extension of time period (Quarterly)	99%	98%	85%	
NI181	Time taken in number of days to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	6.7	9.3	8.0	
NI192	Percentage of household waste sent for reuse, recycling and composting (Cumulative figure reported quarterly in arrears)	41.2% (Q1)	41.6% (Q2)	45.0%	
NI193	Percentage of municipal waste land filled (Cumulative figure reported quarterly in arrears)	11.90% (Q1)	10.60% (Q2)	18.00%	
L178	Number of household nights in B&B accommodation (Quarterly)	687	908	274	
L179	The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (Quarterly)	82.00%	82.00%	80.00%	
L241	Income from CIL (Quarterly)	211,676	1,713,797	1,237,500	
L284	Number of homes given planning permission (Quarterly)	306	407	487	
L286	Percentage of successful planning appeals (Quarterly)	43.0%	50.0%	68.0%	
L312	Number of families that have been in non self contained accommodation for over 6 weeks at quarter end (Bed & Breakfast) (Quarterly)	0	0	0	
L313	Number of families that have been in non self contained accommodation for over 6 weeks at quarter end (Non Bed & Breakfast) (Quarterly)	13	11	15	

Strong, safe, supportive and self-reliant communities



Ind Ref	Short Description	Previous Figure Q2 2017/18	Current Figure Q3 2017/18	Current Target	Current Status
NI062	Stability of placements of looked after children in terms of the number of placements (Quarterly)	9.2%	10.3%	11.0%	
NI063	Stability of placements of looked after children - length of placement (Quarterly)	55.6%	57.7%	60.0%	
L092	Number of children on protection plans (Quarterly)	143	128	N/A	N/A
L161	Number of looked after children (Quarterly)	142	145	N/A	N/A
L185	Overall crime (Quarterly)	2,495	3,788	N/A	N/A
L202	Number of families turned around through Family Focus Project (Quarterly)	72	0	N/A	N/A
L203	Number of Referrals to Early Intervention Hub (Quarterly)	125	89	N/A	N/A
L204	Total number of CAFs and Family CAFs undertaken (Quarterly)	54	40	N/A	N/A
L242	Number of cases that step up to Children's Social Care (Quarterly)	3	12	N/A	N/A
L243	Number of cases that step down from Children's Social to Early Intervention Hub (Quarterly)	88	21	N/A	N/A
L287	Number of children in need supported under Section 17 of the Children Act (Quarterly)	639	680	N/A	N/A
L288	Number of foster carers recruited to meet need (Quarterly)	5	10	7	
L289	Average caseload per children's social worker (Quarterly)	18.5	17.7	16.0	
L290	Rate of referral to children's social care (Quarterly)	127.3	162.1	137.9	
L316	Forestcare - % of Lifeline demos within 7 days of customer request (Quarterly)	97%	98%	90%	

Note: Details of the annual indicators not being reported on this quarter are contained within the departmental quarterly service reports (QSRs).

Section 4: Corporate Health

a) Summary of People

Staff Turnover

Department	Previous Figure*	For the last 4 quarters	Notes
Adult Social Care, Health & Housing	9.8%	10.4%	
Children, Young People & Learning	11.4%	10.5%	
Environment, Culture & Communities	14.7%	15.4%	* need to be mindful that this is now a % of a very small number of staff. If % start to fluctuate widely may make more sense to combine with Resources.
Resources	14.3%	13.7%	
Chief Executive's Office	11.1%	13.2%	
Total Voluntary Staff Turnover including schools (L262)	11.7%	14.7%	

* This figure relates to the previous 4 quarters and is taken from the preceding CPOR.

Comparator data	%
Total voluntary turnover for BFC, 2016/17:	13.8%
Average voluntary turnover rate UK public sector 2015:	15.4%
Average Local Government England voluntary turnover 2015:	13.5%

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

Staff Sickness

Department	Quarter 3 2017/18 (days per employee)	Previous Financial Year (Actual Average days per employee)	2017/18 Projected Annual Average (days per employee)	Notes
Adult Social Care, Health & Housing	3.21	9.47	13.0	
Children, Young People & Learning	2.11	6.44	6.6	Staff numbers have fluctuated over the last quarter due to re-organisations but figures should smooth out over the whole financial year
Environment, Culture & Communities	4.22	6.55	15.0	Staff numbers have fluctuated over the last quarter due to re-organisations but figures should smooth out over the whole financial year
Resources	1.8	7.16	5.58	
Chief Executive's Office	1.5	6.33	5.6	
Total staff sickness excluding maintained schools	2.16	6	7.84	

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 16/17	6.0 days
All local government employers 2015	10.5 days

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

b) Summary of Complaints

Department	Type of complaint	New	Total cumulative complaints	Outcome of all complaints received year to date
Adult Social Care, Health & Housing	Statutory	6	21	1 – ongoing 2 – upheld/fully substantiated 1 – partially upheld/partially substantiated 17 – not upheld/not substantiated/no finding made
	Housing stage 2	1	6	6 – not upheld/not substantiated/no finding made
	Housing stage 3	0	1	1 – not upheld/not substantiated/no finding made
	Local Government Ombudsman	2	4	1 – premature application to LGO 3 – not upheld/not substantiated/no finding made
Children, Young People & Learning	Statutory stage 1	18	51	8 – ongoing 3 – upheld/fully substantiated 15 – partially upheld/partially substantiated 5 – proceeded to next stage 20 – not upheld/not substantiated/no finding made
	Statutory stage 2	0	7	4 - ongoing 3 - partially upheld/partially substantiated
	Statutory stage 3	0	0	
	Stage 2	0	0	
	Stage 3	1	1	1 – ongoing
	Local Government Ombudsman	1	3	1 – ongoing 2 - premature application to LGO
Environment, Culture & Communities	Stage 2	5	9	2- ongoing 1 – partially upheld/partially substantiated 2 – proceeded to next stage 4 – not upheld/not substantiated/no finding made
	Stage 3	1	3	3 – not upheld/not substantiated/no finding made
	Local Government Ombudsman	1	2	2 – not upheld/not substantiated/no finding made
Resources and Chief Executive's Office	Stage 2	0	1	1 – partially upheld/partially substantiated
	Stage 3	0	0	
	Local Government Ombudsman	0	0	

c) Strategic Risks and Audits

Five limited assurance reports were issued in quarter three relating to Cyber/VOIP, Business Rates, Council Tax, Forestcare and one junior school.

The risk register was reviewed by the Strategic Risk Management Group on 27 November and by the Corporate Management Team (CMT) on 20 December 2017. The key changes agreed were;

- A reduction in the Finance risk to reflect reduced budget pressures, making this now an amber rather than red risk.
- The combining of risks that a) jobs in the town centre impact on Council and Council contractors ability to recruit and b) loss of key staff.
- Reducing the risk on school places as proposals are now being put forward, hence reducing this from red to amber.
- To remove the risk on the Coral Reef project as this has now been delivered.
- Reducing the safeguarding risk following the outcome of the OFSTED inspection, reducing this from red to amber.
- The risk on IT has been reframed to focus on the IT Strategy implementation and now incorporates cyber risks.
- With respect to the risk on the Binfield Learning Village, it is expected that the next monthly report on the programme will indicate it is no longer a red risk. If this is confirmed, CMT's view is that the project will continue to be closely monitored by CMT acting as the Programme Board but should not be included in the Strategic Risk Register.

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OVERVIEW & SCRUTINY COMMISSION

EXECUTIVE WORK PROGRAMME - RESOURCES

REFERENCE:	I074132
TITLE:	Easthampstead House - Demolition Project Award of the Works Contract
PURPOSE OF REPORT:	To approve the decision to award the works contract for the demolition of Easthampstead House.
DECISION MAKER:	Executive Member for Transformation & Finance, Director of Resources
DECISION DATE:	15 May 2018
FINANCIAL IMPACT:	Savings on the running costs of Easthampstead House
CONSULTEES:	Borough Solicitor Borough Treasurer Procurement
CONSULTATION METHOD:	By report

REFERENCE:	I076228
TITLE:	Commercial Property Investment Opportunity
PURPOSE OF REPORT:	To consider properties (if any) in which the Council may seek to invest, in accordance with the Commercial Property Investment Strategy.
DECISION MAKER:	Executive Committee: Commercial Property
DECISION DATE:	12 Jun 2018
FINANCIAL IMPACT:	Additional income
CONSULTEES:	Corporate Management Team and Executive Members
CONSULTATION METHOD:	Via draft report

REFERENCE:	I075821
TITLE:	Part of London Road Strong's Heath Former Landfill
PURPOSE OF REPORT:	To grant permission to build an (adoptable standard) access road, subject to planning on part of the Bracknell Forest Council site, but with no land sale.
DECISION MAKER:	Executive Member for Transformation & Finance
DECISION DATE:	27 Jun 2018
FINANCIAL IMPACT:	None at this time.
CONSULTEES:	Ward Members & CMT
CONSULTATION METHOD:	CMT to consider Ward members consulted

REFERENCE:	I071009
TITLE:	Polling Districts and Polling Places Review
PURPOSE OF REPORT:	To carry out a review of polling districts and polling places in the borough as required by Section 18 of the Representation of the People Act 1983 and Section 17 of the Electoral Administration Act 2013.
DECISION MAKER:	Executive
DECISION DATE:	17 Jul 2018
FINANCIAL IMPACT:	None.
CONSULTEES:	Residents of the borough.
CONSULTATION METHOD:	Consultation portal and parish meetings.

REFERENCE:	I075780
TITLE:	Revenue Expenditure Outturn 2017/18
PURPOSE OF REPORT:	To note outturn expenditure and make recommendations to the Governance and Audit Committee on Reserves.
DECISION MAKER:	Executive
DECISION DATE:	17 Jul 2018
FINANCIAL IMPACT:	The outturn position impacts on reserves.
CONSULTEES:	None.
CONSULTATION METHOD:	None

REFERENCE:	I073631
TITLE:	Corporate Asset Management Plan
PURPOSE OF REPORT:	The Executive to agree the Council's Corporate Asset Management Plan.
DECISION MAKER:	Executive
DECISION DATE:	17 Jul 2018
FINANCIAL IMPACT:	No financial implications
CONSULTEES:	Asset Management Group
CONSULTATION METHOD:	Meetings

REFERENCE:	I074467
TITLE:	Calculation of the Council Taxbase
PURPOSE OF REPORT:	The calculation of the Council Taxbase for Bracknell Forest for the coming financial year.
DECISION MAKER:	Executive Member for Culture, Resources and Public Protection
DECISION DATE:	2 Jan 2019
FINANCIAL IMPACT:	Additional income.
CONSULTEES:	Corporate Management Team and Executive Members
CONSULTATION METHOD:	Report