



NOTICE OF MEETING

Environment, Culture and Communities

Overview & Scrutiny Panel

Tuesday 5 March 2019, 7.30 pm

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

**To: Environment, Culture and Communities Overview & Scrutiny
Panel**

Councillor Angell (Chairman), Councillor Porter (Vice-Chairman), Councillors Mrs Angell, Brossard, Finnie, Mrs Ingham, Mrs McKenzie, Mrs McKenzie-Boyle and Mrs Mattick

cc: Substitute Members of the Panel

Councillors Dudley, Kennedy, Leake, Ashman and Virgo

Gill Vickers
Executive Director: Delivery

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Published: 25 February 2019



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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 Environment, Culture and Communities Overview and Scrutiny Panel held on 8 January 2019.	5 - 10
3. DECLARATIONS OF INTEREST AND PARTY WHIP	
Members are asked to declare any disclosable pecuniary or affected interests and the nature of that interest, 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. 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. PLANNING PERFORMANCE

To provide members with an update on planning performance enforcement since the introduction of the Local Enforcement Plan. Report to follow.

7. CAR PARKING ENFORCEMENT

Members are asked to note and comment on the Car Parking Enforcement update provided by Damian James, Assistant Director: Contract Services.

11 - 14

8. EVERYONE ACTIVE

Damian James, Assistant Director: Contract Services, will provide a verbal update on the performance of Everyone Active in relation to complaints and compliments.

9. LED LIGHTING TASK AND FINISH GROUP UPDATE

Cllr John Porter, Chairman of the LED Lighting Task and Finish Group, will provide a verbal update on the work of the Group.

10. HOUSES IN MULTIPLE OCCUPATION TASK AND FINISH GROUP

Cllr Michael Brossard, Chairman of the Houses in Multiple Occupation Task and Finish Group, will provide a verbal update on the work of the Group.

11. CEMETERY/CREMATORIUM VISIT

Members are asked to agree a visit to Easthampstead Cemetery/Crematorium and one other Cemetery/Crematorium to assure themselves Easthampstead remains an accessible, safe and cost efficient site.

12. QUARTER 3 QUARTERLY SERVICE REPORT (QSR)

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the Quarterly Service Report for the third quarter of 2018/19 (October 2018 to December 2018) relating to Environment, Culture and Communities. A current update and an overview of the key issues relating to the third quarter will be provided verbally.

15 - 76

Panel members are asked to give advance notice to the Governance and Scrutiny Team of any questions relating to the Quarterly Service Report where possible.

13. EXECUTIVE KEY AND NON-KEY DECISIONS

To consider scheduled Executive Key and Non-Key Decisions relating to Environment, Culture and Communities.

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DATE OF NEXT MEETING

The next meeting of the Environment, Culture and Communities Panel has been scheduled for 18 June 2019.



ENVIRONMENT, CULTURE AND COMMUNITIES OVERVIEW & SCRUTINY PANEL 8 JANUARY 2019 7.30 - 8.47 PM

Present:

Councillors Angell (Chairman), Brossard, Mrs Ingham and Mrs McKenzie

Executive Members:

Councillors Mrs Hayes; McCracken and Turrell

Also Present:

Gill Vickers, Executive Director: Delivery

Andrew Hunter, Director: Place, Planning & Regeneration

Damian James, Assistant Director: Contract Services

Apologies for absence were received from:

Councillors Porter, Mrs Angell, Finnie and Mrs Mattick

31. Minutes and Matters Arising

RESOLVED that the Minutes of the Children, Young People and Learning Overview and Scrutiny Panel held on 18 September 2018 be approved as a correct record, and signed by the Chairman.

32. Declarations of Interest and Party Whip

There were no declarations of interest relating to any items on the agenda, nor any indication that Members would be participating under the party whip.

33. Urgent Items of Business

There were no items of urgent business.

34. Public Participation

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

35. Draft Budget Proposals 2019/20

It was noted members had received a full draft budget pack as well as agenda papers related to items of the draft budget relating to Environment, Culture and Communities. The information was the same but presented in a different format.

Discussion on the budget resulted in the following comments and questions:

- Members queried why an income was not received where an office space was reclassified from Class B to a Class C dwelling. Andrew Hunter, Director:

- Place, Planning & Regeneration informed members this fee was set universally across all local authorities so could not be changed locally.
- It was acknowledged this was a consultation process but members queried why some of the proposed fees and charges appeared particularly high. For example, on Page 61 of the agenda there were large increases planned for a marriage in the Haversham room at South Hill Park. Other examples of substantial increases included an 8.2% increase for the internment of a body over 16 years of age in comparison to a 3.5% increase for most other fees and charges. Members also referred to an increase in the fee of citizenship ceremonies held at the weekend. Laura Cooper, Finance Business Partner, agreed to check the reason for the increases with officers responsible for this area and report back to members.
 - Members queried why the season ticket for parking at Bracca Walk (Page 77) was proposed to increase by 12.5% as it was thought the hourly rate had been frozen. Damian James, Assistant Director, Contract Services, informed members the season ticket rate was set using the market rate in comparison with other local authorities; benchmarking against other car parks in the area, which were owned privately, and rounding the figure up to £45.00. Some season tickets had been kept low previously to allow the new Town Centre to bed in.
 - Members queried why there was a proposed 139.9% increase in the charge for transferring a Hackney Carriage vehicle to a new owner (Page 85). Damian James explained this was due to Bracknell Forest Borough Council (BFC) bringing their fees in line with West Berkshire and Wokingham Borough Council's fees as part of a joint Public Protection Partnership.

Actions

- **Laura Cooper to respond to members questions about crematorium/cemetery fees and wedding/civil ceremony fees.**

36. Parks and Countryside Progress Report

Andrew Hunter, Director: Place, Planning & Regeneration presented the report which set out how the department intended to make £400,000 worth of transformation savings and how projects had progressed through the transformation programme which the Council had agreed.

This project was discussed at the March 2018 Gateway Review and recommendations in paragraph 6.3 of that report were agreed at a meeting of the Executive in May 2018. Key areas included income generation, minimisation of land management costs; service efficiencies, and increased opportunities to work with volunteers.

Implementation of the Suitable Alternative Natural Greenspaces (SANGs) project meant developers had access to open spaces to mitigate their developments and had achieved an income of £266,000 for the Council during this particular review.

Future projects included development of a play area café and water sports facilities at Horseshoe Lake which would generate an income and provide additional recreation facilities for Bracknell Forest. The business case for this project would be presented to members at the next Executive meeting in February 2019.

As a result of discussions the following comments and questions were made:

- It was discussed whether the current car park at Horseshoe Lake would accommodate an increase in vehicles. Members were assured this would be part of the project scope and options being considered included a similar set

up to Dinton Pastures which operated a formal car park and an overflow car park during peak times. Members also queried if provision would be made for parking bicycles and it was confirmed this would be the case. Members asked if S106 funding could be used to fund a footpath to allow local residents to access the park on foot. Andrew Hunter stated they were still looking at the business case and had begun work on a planning application.

- Members asked about the number and consistency of charges for mobile catering units and were informed it depended on timings/needs of each commercial entity.
- Members questioned the proposal to licence commercial dog-walkers in the Borough. Andrew Hunter informed members they had reviewed how other local authorities had implemented similar schemes, such as Swindon Borough Council and that it was not focused on income generation rather protection of public spaces. An informal consultation with commercial dog-walkers had been carried out to assess viability, such as what they would be prepared to pay for a licence. Although the scheme would be voluntary it would look to ensure licenced dog-walkers had the correct insurance and certificates, etc. It was queried how the Council would identify commercial dog-walkers versus residents walking their own dogs and they were informed this could be done easily by checking advertisements, social networking sites, knowledge of Rangers, etc. Members noted the Gateway Review was a forum for reviewing options, not a decision-making body, and felt the need to scrutinise this project further so requested further information including the benefits and challenges, such as cost of implementation. Members were also keen to understand how a potential scheme would be regulated. One possibility suggested was for commercial dog-walkers to wear a lanyard to enable easy identification. Members asked if the scheme would require more staff and were informed Rangers and the pre-existing volunteer network would assist with enforcement. Cllr Iain McCracken, Executive Member for Culture, Resources and Public Protection, assured members the proposal had not been implemented and a paper outlining the pros and cons of the project would be available at a future Executive meeting for members to discuss.
- Members were interested in the programme of activities BFC ran last year and questioned if they would be run again if they had proved successful, such as the open air cinema at Lily Hill Park, and what the impact on rangers who clear up the parks had been. It was noted there was an intention to run successful events again and that rangers were clear on what people could bring and how they would deal with litter following an event. No issues to date.
- Members discussed the internal re-design of staff within Environmental Services and Parks and Countryside teams. Andrew Hunter informed members the intention was to bring teams together and ensure unity between how issues were dealt with and that they were already collectively managing the whole estate as one entity, such as regarding maintenance of land and parks.
- Members asked how the Council intended to achieve their aim of becoming more attractive to film companies as illustrated in paragraph 7.5 and were informed a Pan Berkshire website was going to be launched in February identifying all sites which could be used for filming. In the past it had been found film companies were not directed swiftly enough to the correct person so they went elsewhere. An example of a request received recently was to film railway station. The Council stated they did not own the station but they could film Station Green opposite which generated £350 income for the Council.
- The timescale for implementation of the majority of projects contained in the Parks and Countryside Progress Report was three to six months.

Actions

- Andrew Hunter to consider the preparation of a paper outlining pros/cons of licensing commercial dog-walkers (following consultation) and Cllr Iain McCracken to take the paper to Executive.

37. Planning and Building Control Transformation Review

An overview of the project was presented setting out that the project had the intention to make savings of approximately £200,000. When the project was initiated the team surveyed regular users of the services and were intending to seek the views of regular users in three to four months to ensure improvements in satisfaction levels and in terms of timeliness had been achieved. The Quarterly Service Report indicated there had been good progress in this area.

Following discussions the following comments and questions were made:

- The number of phone calls to the department had greatly reduced.
- Building control pre-application discussions with developers over an hour could incur a charge which resulted in an income for the Council.
- Where possible service automation was being progressed.
- Website pages had been improved and received good feedback.
- Development business plans had been created setting out standards.
- Members asked if a small proportion of Community Infrastructure Levy (CIL) was retained and were informed 5% was retained to cover costs of administration but this could be higher if costs were increased.
- The planning department were moving to ‘paperless’ systems over the coming weeks but this would not affect residents. They would still receive a letter to notify them in an application had been received which affected their property.
- The transformation project would close down in the next couple of weeks and outcomes would be monitored to ensure expectations were met.
- Andrew Hunter was asked if there had been anything remarkable about the transformation process and responded he was pleased at the commercial mind-set of staff and their approach to coming up with ideas to make services better.

38. LED Lighting Task & Finish Group Update

Members received an update on the progress of the LED Lighting Task & Finish Group. Members thought the four site visits undertaken by members of the Group along with two officers had proven very useful. During the visit lights were dropped from 100% to 70% then down to 50% and most members thought there was little noticeable difference. Cllr Chris Turrell, Executive Member for Planning and Transport informed members most local authorities in the UK were for implementing LED lighting and there had been a financial saving due to this project. The system informed the team quicker about maintenance issues ensuring lights were corrected quickly. Over 11,000 lights and 1,000 lanterns had been installed to date. Members were informed there were different types of lighting options available, such as the Y type light, and that teams were working across the Council to ensure foliage was well maintained to ensure lighting was able to work properly. The implementation phase was due to finish by the end of January 2019. It was noted there was a small amount of funding available to address areas where a number of complaints had been received and assessed as requiring more lighting and they were now looking at implementing LED lighting in subways and on street signs in the future.

39. Houses in Multiple Occupation Task & Finish Group Update

Cllr Brossard, Chair of the Houses in Multiple Occupation (HMO) Task & Finish Group, informed members four meetings had taken place to date. A meeting was to be held on Thursday 10 January 2019 with an Estate Agent specialising in HMOs to help members understand how they manage their portfolio of HMOs. One further meeting would be required with a landlord to understand potential issues over bins/ parking, etc. Members queried how standards could be enforced; what the signs of an unlicensed HMO were and queried conversion of outbuildings on grounds, not the dwelling itself. Members agreed to discuss these issues with the Estate Agent. The project would close by the end of February 2019.

40. Quarterly Service Report (QSR)

Gill Vickers, Interim Director: Delivery gave an overview of quarter two which included the second chapel opening at Easthampstead Crematorium on 1 November; extension of the waste collection contract and sale of Easthampstead Conference Centre.

Damian James informed members that new waste vehicles had been ordered to work under the new contract from 1 April 2019. The implementation of collection of additional materials with kerbside recycling went very well and the number of residents joining the recycling incentive scheme continues to increase with many local good causes supported and another competition held to win an IPad by using up reward points . The waste electrical and textile roadshow at BLC in September was again popular with residents dropping off 1.32 tonnes of small electrical items and 720 kgs of clothing.

In the Autumn Budget Statement the Borough was awarded an additional highway maintenance grant of £754,000 from the Department for Transport's, "pothole repair fund". To date the Council had spent approximately £561,600 of this grant re-surfacing sections of Berkshire Way, Old Wokingham Road and Maidenhead Road. The grant had been used to re-surface important roads, rather than to merely 'repair potholes', in order to prevent the future formation of potholes. Further works are now planned for March - weather permitting.

Cllr Dorothy Hayes MBE, Executive Member for Economic Development and Regeneration noted residents had taken on the challenge of recycling and segregating as had been seen over the Christmas period and further projects were underway.

Cllr Iain McCracken, Executive Member for Culture, Resources and Public Protection thanked the Council's Rangers and staff for enabling the Council to retain all six green flags.

Gill Vickers, Interim Director: Delivery responded to a question from members regarding self service technology rollout and confirmed it was live in all libraries now. Open Plus Technology was being tested at Binfield then would be rolled out further.

Andrew Hunter, Director: Place, Planning & Regeneration provided an update to members on Quarter 3 including:

- The improved land supply position and the change of assessed housing need (to be kept under review).
- The Council's CIL target had been reached in Quarter 2.
- Work was continuing on the London road scheme and would be finished by end of February 2019. Night closures would be coming up to enable final resurfacing.

- Previously it had been noted there was a dip in performance on planning applications but this had picked up again.
- Some planning appeals decisions were still being overturned and this required further investigation.

Members asked if there was an update on a permanent market place in Bracknell Town Centre and were informed they were talking to market traders about opening on an additional day of the market and that planning permission would need to be refreshed to allow it to remain outside Princess Square. Members asked if the Martins Heron roundabout works were on track to finish in February 2019 and it was confirmed they were. Members welcomed A3095 improvement scheme and the first communication which went out to residents.

Actions

- **Andrew Hunter to keep members up to date on the calculation for assessed housing need.**

41. Executive Forward Plan

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

CHAIRMAN

To: Environment, Culture & Communities Overview & Scrutiny Panel
5 March 2019

Car Parking Update Director of Delivery

1 Introduction

- 1.1 The Chairman of the Environment, Culture and Communities requested an update on parking enforcement in the Borough.

2 Supporting Information

2.1 Approach to enforcement

- 2.1.1 The Council's responsibility with respect to parking enforcement is managed via our contractors SABA (they have recently changed their name from Indigo). As well as managing the Council's car parking facilities SABA have responsibility for parking enforcement both on street and off street. There are no parking enforcement Officers directly employed by the Council.
- 2.1.2 Enforcement on street relates to contraventions on roads where a Traffic Regulation Order (TRO) applies, for example parking on a double yellow line. Enforcement off street relates to our car parks, for example where a vehicle is parked across two car parking spaces. Once again all restrictions within car parks are detailed as part of the TRO for that car park. Our car parks include multi storey and surface car parks as well as the out of town car parks and facilities such as the Look Out and Coral Reef.
- 2.1.3 The current structure within Indigo includes five Civil Enforcement Officers (CEO's). These are appropriately trained and authorised officers who are able to enforce and issue Penalty Charge Notices (PCNs) in respect of contraventions and parking offences. Given the nature of the role it is a challenging job and these CEOs are often subjected to verbal abuse. This makes recruitment to the role particularly difficult complex in an area of low unemployment such as Bracknell.
- 2.1.4 SABA have the responsibility for PCN management which is a tightly controlled judicial process. PCNs are only issued where a contravention has occurred in a TRO controlled area.

2.2 Beat areas

- 2.2.1 Given the resource level available clearly it is not possible to patrol every area every single day and the deployable hours are structured across a number of beat areas. These beats are split as below:

Beat 1 – Local (to town)

Beat 2 – Zone F Residents Parking

Beat 3 – Zone B & C Residents Parking

Beat 4 – Zone D & E Residents Parking

Beat 5 – Driving Crowthorne & Sandhurst, Hot Spots

Beat 6 – Driving Coral Reef & Look Out, Martins Heron, Ascot, Hot Spots and School Beats

2.3 School enforcement

- 2.3.1 Given the number of schools across the Borough each is visited on rotation basis approximately every 6 weeks. The CEO's can only enforce where there is a TRO in place. The majority of restrictions around schools are no waiting / no loading of which a 5 minute observation period is required as part of the PCN issuing process. This subsequently allows drivers an opportunity to stop and allow their children out of the vehicles before driving off.
- 2.3.2 To implement alternative restrictions around schools would require revoking all current TRO's and changing the line markings (instant tickets can only be issued on zig-zags and even then a driver often moves off before the PCN can be fully issued). There would not be any guarantees this would improve the situation as drivers are still likely to abuse the restriction. This would also be a costly and lengthy process to undertake.
- 2.3.3 The parking team do have links with Thames Valley police and following a recent meeting it has been agreed that the schools of particular concern will have joint visits by both the Police and the CEOs. The long term reality is that current parking practices around schools are unlikely to change unless there is a substantial move towards increasing parking availability on site and moving towards more sustainable travel.

2.4 Additional enforcement requests

- 2.4.1 In addition to the beat areas Indigo are asked to undertake additional enforcement requests whereby a member of the public has approached the Council directly highlighting a particular concern. These areas can be targeted specifically and often the presence of a CEO will have an impact albeit in some cases the change in attitude to parking is only short lived. If there are particular repeated concerns highlighted these can be passed to the Transport Development team for them to assess whether any new or additional restrictions can be implemented
- 2.4.2 If a member of the public wishes to pass on a request with respect to additional enforcement then they can do so by reporting the details directly to parking.enquiries@bracknell-forest.gov.uk or via the online form.

2.4 Abandoned vehicles

- 2.4.1 Vehicles not parked illegally but for extended continuous periods can be reported to through the website <https://www.bracknell-forest.gov.uk/roads-parking-and-transport/abandoned-vehicles> and they will be investigated as an abandoned vehicle.
- 2.4.2 An abandoned vehicle is one where the circumstances indicate that the owner has no further interest in it, for example it has no tax, has no obvious owner or has remained in the same place for 28 days. Once identified as abandoned the Council has a duty to remove a vehicle if it is on Council owned land or on a road to which the public have access to. The Council can also charge for its removal, storage and disposal.

- 2.4.3 Untaxed vehicles should be reported to the DVLA online using the DVLA's online form. If the vehicle is causing an obstruction it should be reported to Thames Valley Police.

2.5 Additional information

- 2.5.1 There are also private car parking contractors that operate within the Borough, for example at the Point, at various public houses and with respect to Silva Homes premises. The Council has no control over these areas.

3 Equalities Impact Assessment

- 3.1 Provision is made for parking through disabled spaces at car parks which are conveniently located to exits.

4 Strategic Risk Management Issues

- 4.1 The enforcement of parking restrictions across the Borough allows for the free flow of traffic. The parking contract and contractors provide this important service on behalf of residents and visitors.

Contact for further information

Damian James: 01344 351325

damian.james@bracknell-forest.gov.uk

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QUARTERLY SERVICE REPORT

CENTRAL DIRECTORATES

Q3 2018 - 19
October - December 2018

Executive Members:

Councillor Mr Chris Turrell
Councillor Mrs Dorothy Hayes
Councillor Iain McCracken
Councillor Peter Heydon
Councillor Paul Bettison
Councillor Marc Brunel-Walker

Date completed: 18/02/2019

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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

Place, Planning and Regeneration

Performance on all types of planning applications has exceeded targets.

The Bracknell Neighbourhood Plan was submitted to the council and prepared for consultation which commenced on 7 January.

The Planning and Building control Transformation has completed and is now returning to business as usual.

The A322 Downshire Way dual carriageway scheme is due to start on-site in February 2019. The Parks & Countryside Rangers are working closely with Transport Development on this project to develop a large-scale environmental enhancement as part of the project. This is a great example of innovation in the delivery of a highways project, embracing a 'One Council' approach.

The A329 London Road corridor improvements are now approaching completion. Conversion of the Martins Heron Roundabout to a traffic signalised junction will conclude in early February 2019.

A new lease for the temporary use of Easthampstead House has now been agreed with a re-use of the space for small start-up businesses.

The collaborative Photo Competition run jointly with the Parks and Countryside Team and the Economic Skills and Development Partnership (ESDP) announced winners in December, with the photos showcasing Bracknell Forest as "A Great Place to Grow".

Finance

The council's draft budget proposals for 2019/20 were published by the Executive for consultation with residents, businesses and other stakeholders. The consultation runs until 31 January, following which the final budget and council tax level will be proposed by the Executive for consideration by Council on 27 February.

A strategic review of options to secure regeneration of key council owned sites in and around Bracknell town centre was undertaken, involving members of the Bracknell Town Centre Regeneration Committee, senior officers from Finance, Place, Planning and Regeneration and Property, facilitated by specialist external companies GVA and Pinsent Masons. The outcome of the review is to be considered by the Executive in February. Should the recommendations be approved, work will commence to secure the appointment of a joint venture partner by around this time next year.

The Payroll team has successfully secured contracts to deliver services to four additional schools, including three in Wokingham. Arrangements are now being made to parallel run these payrolls in February and March, prior to go live in April.

As a first step towards self-service, budget managers no longer receive e-mailed information about their budgets each month and are being directed towards the reporting tools in Agresso. These enable interactive reports to be run by managers with "drill down" facilities to

look at the detail of individual transactions. Work is continuing on an electronic tool for managers to use to report budget variances, which is to be introduced in 2019/20 following comprehensive engagement and training.

Human Resources, Organisation Development and Transformation

The Transformation team in consultation with CMT and key stakeholders have completed a review of the council's Transformation Programme in order to prioritise the projects that will deliver the most benefit to residents and contribute towards closing the gap in local government funding. As a result, 25 key projects have been identified as priority areas. Resources for these programmes and projects will be centrally managed and co-ordinated to ensure best use of resources and a consistent approach adopted across the council.

Organisational Development continues to facilitate the culture change across the council and have been supporting the transition to self-service iWorks, the system through which the workforce can now book absences. In addition, managers are being supported to run absence reports which can be used to inform their management teams within the council. The electronic recording has replaced manual systems which have traditionally been paper based. More work is being planned to support the roll out of additional functions and, support managers and staff during the transition. In addition to promoting the technical skills needed to use the systems, Organisational Development are initiating skills based learning relating how self-service can positively assist the management of teams.

In terms of strategic workforce planning, we have introduced the council's first Strategic Workforce Plan which will develop our approach across the council to ensure that the focus on planning our resources to ensure that we have the right people in the right place and the right time. This approach will be fully integrated into service planning and corporate planning process to ensure alignment and facilitate planning.

Highlights and remedial action

Good performance

Economic Development

- Employment continues to be very high with low unemployment.
- The business liaison work is continuing to work very well. A shift in focus on SMEs (small and medium-sized enterprises) has been successful and a number of SMEs were supported and signposted to partner organisations to provide further assistance and advice. In addition the BID (Business Improvement District) initiative ensures the council is having monthly contact with a number of businesses including Waitrose, Panasonic, Fujitsu, 3M, Honda, Cadence, Caterpillar as well as several building managers and agents.
- Economic development are working closely with the LEP (Local Enterprise Partnership) and their body for supporting SME's and the Thames Valley Berkshire Growth Hub. A new Liaison and Marketing Manager started recently at the Growth Hub and a new reporting system to the council has been negotiated to make it easier for us to track who they are working with locally.
- The BID initiative is progressing well; several engagement events took place and more are planned for quarter four.
- The new business brochure has been finalised and will be distributed to businesses and partners.
- The Smart City Cluster Project is progressing well despite delays in the technology roll-out. Workshops to define challenge funds will take place in the first part of quarter four and the first round will be launched later in quarter four.
- Economic Development is working with the Lexicon to organise a Lexicon meets business event inviting businesses around/near the Lexicon to take part in February 2019.

Planning

- Performance on major applications is back above target for the third quarter following a below target performance in quarter two. Performance for minor and other applications continues to exceed targets.
- The Planning and Building Control Transformation review has closed down with the agreed saving achieved, based on service efficiencies, income generation and improved customer journey.

Parks and Countryside

- Transformation -To promote the borough as a film friendly destination and secure additional income from filming licences the new filming webpage and filming application form are intended for launch very shortly. This is ahead of schedule and will be ready to process the additional leads that will start to come through from our support of the creation of a new Berkshire Film Office, to promote the Berkshire area to film producers and film studios. All other transformation work streams are progressing on schedule.

- Events - Positive feedback has been received from those who attended the popular annual Heathland Magic conservation event, which took place at Wildmoor Heath in December. Volunteers helped P&C (Parks and Countryside) rangers to remove birch and pine trees and conserve this ecologically important site, before being treated to marshmallows toasted over an open fire.
- Capital funded projects - the S106 funded lake edge restoration project has been finalised at South Hill Park. Native aquatics and marginal species have been planted along the lake edge to compliment the new natural woven edges.
- SANG (Suitable Alternative Natural Greenspaces) funded path improvement works continue at Lily Hill Park. The last section of path on the eastern side the park has been resurfaced in tarmac, with a new resin top surface to be applied in spring when weather permits. Other recent SANG works include tree and bulb planting at Ambarrow Court and tree planting at Longhill Park.
- A £70k capital funded project has been carried out to upgrade play facilities at a council managed play area in Warfield. The tired play equipment at Harvest Hill has been updated with new equipment designed for children of a wider age range (between toddler and 12 years old). New themed wet pour safety surfacing replaces the old loose fill bark pit, which provides for a more attractive surface and will help to reduce future maintenance costs.
- Several new SANG sites in the borough are now open to the public. Buckler's Forest is a 40 hectare open space that retains reminders of the site's history as the Transport Research Laboratory around the site. Frost Folly Park SANG in Warfield and Piglittle Field SANG related to the Amen Corner North development are due to be transferred to the council in 2019. The car park at Frost Folly Park will be retained and managed by Warfield Parish Council. Broadmoor Farm Meadows SANG opened to use by the public at the end of November, currently owned by the West London Mental Health NHS Trust, it will be transferred to the council in the future. Cabbage Hill SANG was transferred to the council by Berkeley Homes on 21st December.
- Volunteers - volunteers contributed 1504 hours between October and December, with activities including habitat improvements, litter picking, maintenance of site furniture and horticultural work. This work helps to maintain the high quality standards of our parks and countryside, and also brings health and wellbeing benefits to those involved in this type of outdoor conservation work.
- Promotion - the results of the 2018 Photo Competition were announced last December. The competition attracted over 70 entries and successfully celebrated the borough as a 'Great place to Grow'. The competition was formerly known as the 'Parks Photographic Competition', but this year widened in scope in a partnership with the ESDP (Economic Skills and Development Partnership) and it was great to see that entrants also captured great images of the growth of the borough economically, with their shots of the Lexicon. The images will be used in future council work to showcase the borough as a thriving location for business, nature and recreation.
- Biodiversity - the P&C Rangers are excited to be working more closely with the Highway Engineers on their two new major highway improvement works, which have been designed to include extensive 'Greenway' enhancements. This parallel project will plant trees, create hedgerows and orchards, enhance meadows and improve biodiversity in an area around the widened roads which is planned as a genuine enhancement and not just a small mitigation for any vegetation removed. It is a great

example of innovation in the delivery of a highways project, embracing a 'One Council' approach to maximise the benefit of the external funding.

- The Heritage Parks Team has been working collaboratively with Easthampstead Rotary Club to improve the woodland habitat at Lily Hill Park. The Rotary Club kindly bought and donated some trees for Lily Hill Park in 2017, which after being quarantined were planted last November by members of the club alongside local cub, scout and brownie groups.

Transport Development

- The A322 Downshire Way dual carriageway scheme is due to start on-site in February 2019.
- The A329 London Road corridor improvements are now approaching completion. Conversion of the Martins Heron Roundabout to a traffic signalised junction will conclude in early February 2019.
- Work has begun on securing further funding for improvements to the A322/A329 corridor which could come from the Government's Local Growth Deal Fund.
- The A3095 corridor improvement scheme is now subject to detailed design and construction is due to commence in 2020.
- Work continues on securing and implementing highway infrastructure associated with strategic housing sites across the Borough. The northern section of the Warfield Link Road was opened at the end of October and further infrastructure works associated with the Blue Mountain and TRL development sites will commence in the early 2019.
- A Local Cycling and Walking Infrastructure Plan is being developed to identify missing links and opportunities for improvement to facilities across the Borough.
- Partnership working with bus operators continues with a focus towards maintaining existing services and connecting new housing developments.
- Details of South Western Railway improvements to the Reading-Waterloo service are awaited later in 2019.
- The new town centre highway infrastructure continues to operate well with identified remedial and maintenance work to pedestrian areas due for completion by the developer in the coming months.
- The 2019/20 Integrated Transport Capital Programme is being prepared and will be considered by the Executive in March 2019.
- The Street Works Permit Scheme continues to operate well and reductions in disruption levels are being achieved through the management and co-ordination of works promoters.
- The Borough's road safety record continues its improving trend.

Finance

- Bracknell Forest, with the other Berkshire unitary authorities and the Fire Service, was successful in its application to be a business rate pilot area again in 2019/20. This is expected to secure around an additional £20m - £25m of resources for the county area, with half being allocated to prioritised strategic infrastructure works and the remainder being available to the individual authorities.
- Successful completion on the purchase of an office building in Northampton saw the council secure its target £3m of net additional income from commercial property investments, incurring capital expenditure of £86m against an approved allocation of £90m.
- Significant effort from the accountancy team was involved in changing the financial reporting hierarchies to reflect the council's new officer structure, which took effect from September. Work continues to tidy up a number of budgets which have had to be split across new directorates, which is resulting in a larger number of virements being reported through budget monitoring reports than normal.

HR, OD and Transformation

- Apprenticeship work continues with a total of 65 'developing careers apprentices' who are participating in Leadership and Management Diplomas. This is aimed at developing existing managers' leadership and management skills.
- We have been successful in searching and recruiting to a number of significant key senior posts, most notably the Executive Director of Delivery, and three Assistant Director posts in the People Directorate.
- Work has been led by HR on a review of the council's Recruitment and Retention Strategy. A number of initiatives and actions have been developed to improve the recruitment and retention of key staff, including improving the council's brand as an employer of choice. A recruitment video has been produced based on values and behaviours and development of our approach to evaluating jobs.
- As part of our approach to recognised staff for their outstanding contributions, we have delivered a brand new approach to recognition of staff as part of our Recruitment and Retention Strategy.
- We have continued to develop and embed the managers' forum and SLG (Senior Leadership Group) which are proving to be invaluable forums for managers to learn and network, to help improve performance and leadership development.
- We have delivered a One Council event to assist colleagues in understanding the important work that other services do across the council, to develop the culture, improve morale and help better working across the council.

Areas for improvement

Planning

- Performance on appeals has improved over the previous quarter (from 50% to 57% of appeals dismissed), though it remains below the 66% target. However, there was one Committee overturn appeal determined in the quarter which was allowed. Without this overturn the target would have been met.

- The Local Plan remains behind the programme set in the current Local Development Scheme. For a number of reasons it will be necessary to revise the programme and therefore a revised Local Development Scheme is due to be considered by the Executive in February.

Finance

- The need to focus resources on testing and implementing an upgrade to the Agresso system has delayed the development of self-service technology for budget managers. It is intended to re-visit this with a view to introducing new arrangements early in the 2019/20 financial year.

HR, OD and Transformation

- Work needs to continue to develop and embed the culture as part of the Transformation programme. The focus will be on ensuring that HR, OD and Transformation are fully integrated and that culture change issues are embedded with all change programmes.
- Work needs to continue to increase the skills of staff and managers to engage and use the self-serve facility that has now been implemented through iWorks.
- A key aspect of the culture change is to develop the capacity and capability of managers and leaders across the council. Introducing a coaching culture will be a long term beneficial and critical component which will be supplemented by participating in a national pilot working with SOLACE, PPMA and Birmingham University to deliver a 21st Century public servant leadership programme.

Audits and Risks

Land Charges

- Land Charges continue to monitor the takeover of the Local Land Charges Register by the Land Registry. The first phase of the pilot has progressed with the take-over of four local authority registers so far. It is understood that funding and government agreement for the second phase has yet to be confirmed.

Planning

- The CIL (Community Infrastructure Levy) and S106 processes were audited and the final report is awaited. This covered finance as well as planning functions related to these processes.

Parks and Countryside

- Target dates for delivery of some management actions within the Tree Services area have been extended, in relation to ongoing work to create a new cyclical tree inspection and maintenance document.

Budget position

CIL income and income from facilitation charges for the use of capacity on council owned SANG is exceeding forecasts and planning application fee income is slightly above target. The LDF (Local Development Framework) budget is likely to be overspent with additional work required on further evidence and strategic growth options.

Section 2: Strategic Themes



Value for money

Action	Due Date	Status	Comments
1.1 Council Tax is in the lowest 10% nationally amongst similar authorities			
1.1.01 Maintain Council Tax in the lowest 10% nationally of all unitary authorities.	31/03/2019		Achieved
1.2 The cost, quality and delivery mechanism of all services will be reviewed by 2019			
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. Investigate opportunities for shared services. (T)	31/03/2019		Work has commenced on stage 2 of the programme, developing and embedding self-service tools for common tasks including contacting support service functions and addressing associated cultural change.
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 Heathlands site). (T)	31/08/2019		The sale of Easthampstead Park Conference Centre completed on 8 October 2018. The Education Centre will be relocated to the Open Learning Centre during Q1 2019. Options for the future of the Commercial Centre are still being reevaluated.
1.2.13 Complete the transformation review of Parks and Countryside seeking to make financial savings for the council. (T)	31/03/2019		Progress on key strands continues with the preparation of the country park business case
1.2.14 Complete the transformation review of Planning and Building Control seeking to make financial savings for the council (T)	31/03/2019		Project complete and savings achieved
1.2.15 Implement the Accommodation Strategy for consolidation of Council office accommodation in Time Square. (T)	31/05/2018		The project has successfully achieved its objectives by consolidating all town centre office functions into one building, changing the culture of how the council operates, and delivering savings. The project is now officially closed.
1.2.24 Undertake a joint review of the Transport Development and Highway Maintenance functions	30/11/2019		Initial stages of a review have started with the bringing together of Highways Asset Management and Transport Development into one division within one directorate
1.3 We charge appropriately for services and seek opportunities to generate additional income			

1.3.08 Develop and deliver a programme to embed commercial practices across the Council in order to maximise value from all available resources. (T)	31/12/2018		Toolkit developed, being trailed.
1.4 Self-service and the use of online services has increased			
1.4.03 Implement employee and manager self service in the new HR and Payroll system. (T)	31/12/2018		Schools Connectivity to iWorks in progress (20 schools currently connected). Time and Mileage has been successfully implemented across Schools and the Schools that have connections with very few issues. Any upgrades for the quarter have been implemented successfully with at least 1 more mandatory upgrade to come in Quarter 4. The Project Manager has since left and we are in a period of review to see what is left to achieve.
1.4.05 Continue to implement the Organisational Development and Workforce Transformation Strategy in line with agreed plan for delivery. (T)	31/03/2020		Continued to support the apprenticeship schemes, "new to the council" and "developing careers". Completed the staff awards nominations and judging periods with 93 nominations which exceeded expectations. Continued to support recruitment and retention through appropriate Bracknell Forest Council branding. As part of the leadership and Management development offer work has been undertaken to prepare the organisation for the introduction of a coaching culture. This has included some coaching and introduction briefings for SLG and at Managers Forums. The National Graduate Development Programme Graduates that joined Bracknell Forest Council in September have completed strategic projects. Employee and Manager self service has been increased via the provision of Videos, elearning, jabber support and the roll out of additional intrent modules. In addition "smart hours" and workshops have both been delivered and developed to support manager and staff development.
1.4.17 Implement the Council's strategy to maximise the apprenticeship levy.	31/03/2020		The Council currently has 63 active apprentices. 12 of these are schools-based staff. The range of qualifications being taken includes, HR, Business Administration, Network Engineering and children and young people's qualifications. The primary focus in 2018/2019 for the council was to develop Team Leaders/Supervisors and Operational Managers. Bracknell and Wokingham College is the provider for these apprenticeship standards.
1.4.18 Review in collaboration with ASC and CYPL the provision of a range of learning and development opportunities to	31/03/2019		In line with Adult and Children's Social Care statutory obligations with regard to safeguarding, appropriate courses continue to be delivered and updated.

ensure that Adult and Children's Social Care meet their statutory obligations with regard to safeguarding and the continuous professional development of social workers, in line with their re-registration requirements.			
1.4.19 Create and review workforce development plans and in collaboration with departments.	30/06/2018		During this quarter Workforce Planning activity involving all DMT's was undertaken and reported to CMT. As a result initial workforce plans are in place and agreed, these include development needs. CMT also agreed that strategic workforce planning will now be integrated into our service planning process. The Workforce Plan will be refreshed annually at the same time as the service plan, with ongoing quarterly reviews with DMTs on key developments. It will be aligned with the business planning cycle and should integrate and supplement the achievements of key service delivery outcomes.
1.5 Community involvement and the use of volunteers in the delivery of council services has increased			
1.5.01 Support communities and Town and Parish Councils with the preparation of Neighbourhood Plans.	31/03/2019		Bracknell Town Neighbourhood Plan submitted and preparations made for consultation to commence on 7 January 2019. Warfield Neighbourhood Plan submission expected early in New Year.
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. (T)	31/03/2019		Considered in the sourcing options in the analyse phase of all reviews. The new strategy for the library service is community based with increased use of volunteers; currently just over 100 supporting the service. Community asset based approach is also being applied to the adult social care transformation programme; working from the basis of people's strengths and maximising their independence with community support.
1.6 Resident and staff satisfaction levels remain high			
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. (E) (T)	31/03/2019		On track. Staff and customer consultation on all significant transformation, service improvement and budget proposals and EIAs produced. Currently working on EIAs for 19/20 budget proposals.
1.6.07 Analyse and develop themes for improvement as a result of the Employee Staff survey. (E)	31/03/2019		Complete
1.7 Spending is within budget			
1.7.23 Spending is within the approved budget for the year.	31/03/2019		On-going demand pressures for social care services being reported, but within level of corporate contingency

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	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)	97	133	N/A	N/A
L261	Level of council wide staff sickness absence, including schools (Quarterly)	1.30	1.62	7.50	
L262	Level of council wide voluntary staff turnover, including schools (Quarterly)	6.20%	3.10%	N/A	N/A

A strong and resilient economy



Action	Due Date	Status	Comments
2.1 The borough is regarded as an excellent business location			
2.1.01 Deliver the business liaison programme with key Bracknell Forest businesses.	31/03/2019	G	In the period October - December eight meetings took place. The programme is now looking more towards SME's and high growth start ups. Of the larger corporates a number of contacts have moved on making it more difficult to set up meetings with them at the current time. No major issues reported in the meetings with businesses, mainly parking. The SME's were all keen to be signposted to relevant services and initiatives which has resulted in some new leads for our partner organisations.
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	G	Working closely with the LEP as well as the Growth Hub. In addition relationships with other organisations supporting SME's locally are maintained, including agents and the chamber. Attending the BLIS task & finish group and supporting where possible. Met with new Growth Hub liaison for Bracknell Forest with some promising outcomes for better reporting and joint working.
2.1.03 Support the formation of a Business Improvement District (BID) for the Southern and Western employment area.	31/03/2019	G	Since the launch event in September a number of engagement workshops have taken place feeding information into the business plan stage to commence in spring. Unfortunately the finance situation has changed slightly and the BID management consultancy had to increase their process due to the complexity of the area. The BID group will be able to pay for the majority of the costs and offset additional costs by providing resource. All parties are happy to work on this basis. A number of engagement workshops is planned for February covering: Transportation & Parking Safety & Security Broadband
2.1.05 Use the findings of the Functional Economic Area and Economic Development Needs Assessments to inform economic planning policies for the borough	31/03/2019	G	Responses to the comments made on economic development policies in the Draft Local Plan have been analysed and published and will inform the submission version of the Plan. Further work will be undertaken on the strategic approach to economic development which will include further consultation.
2.1.06 Identify, secure and implement necessary infrastructure to support growth through S106 and Community Infrastructure Levy (CIL) and bids for funds.	31/03/2019	G	CIL income target for the year has been achieved this quarter. Audit was conducted of CIL and S106 and final report expected early in new year. S106s are being completed at higher rates than in previous years. £7,120,410 secured from S106s during 2018 (calendar year).
2.2 The new town centre opens in 2017			

2.2.03 Deliver key transport infrastructure which supports a newly functioning town centre. (E)	31/03/2019		Intelligent Transport infrastructure associated with the Lexicon continues to operate well. Monitoring and refinement work will continue as further town centre re-development progresses. Access for the range of transport modes remains effective.
2.2.04 Produce and implement a strategy for Market Square and the new market.	31/03/2019		Project currently on hold whilst site is being used as construction compound for Thomas Homes.
2.2.05 Ensure provision of public transport through improvements to cycleways, Bracknell Bus and Rail stations and ongoing dialog with all public transport providers to seek service improvements in order to provide access to Bracknell town centre by means other than car.	31/03/2019		Bus operators report that patronage has increased moderately since the Lexicon opened. Alongside the extension of Council supported bus services to cover evenings and Sundays, bus operators have also introduced changes to their commercially funded services in response to demand. Improved footway and cycleway links to the town centre are now in place and formalisation of the NCN422 cycle route will follow in 2020. Bracknell rail services are due to increase to 4 trains per hour (during peak periods) during 2019. Cycle parking within the town centre has been increased by over 100%.
2.2.06 Deal proactively with planning applications and monitor adherence to agreed S106 obligations.	31/03/2019		Planning performance for majors has improved in the quarter and is now back above target following a dip in the previous quarter. All other application types have met targets. Good levels of funding for S106 monitoring continue to be secured from developers. A new assistant has been recruited for the Infrastructure and Implementation team which will help with monitoring of S106s.
2.3 A thriving town centre is supported by coordinated town centre management			
2.3.01 Work with BRP to develop and implement the town centre management strategy.	31/03/2019		Ongoing
2.3.02 Create planning policies that enable future regeneration for a continually evolving Town Centre through the comprehensive local plan.	31/03/2019		Town Centre Policies in the Draft Local Plan have been summarised and responded to and were considered and supported by the Members Working Group in October/November.
2.5 Improvements in strategic infrastructure have been made to reduce congestion and improve traffic flows			
2.5.01 Replace all highway street lights with LED units throughout the borough and install CMS (Central Management System).	01/12/2018		The project is now programmed for completion by the end of January 2019
2.5.02 As part of the local plan process provide an evidence base in order to make informed infrastructure investment decisions related to the infrastructure delivery	28/02/2019		Further work is being planned to review the strategic approach to housing and economic development. This will include consideration of any new housing figures following the outcome of the government's consultation on the calculation of housing need.

plan.			
2.5.03 Prepare bids to secure funding for infrastructure via the LEP, seeking to deliver the infrastructure on the Councils 123 list.	31/03/2026		Work on transport modelling and the IDP will provide essential evidence to support future infrastructure funding bids via the LEP and any other sources. The allocation of CIL to specific projects is carried out through the budget setting process. An initial expression of interest has been submitted to Homes England for support through the Garden Communities programme.

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	Current Target	Current Status
L265	Number of newly incorporated businesses (Quarterly)	216	156	N/A	N/A
L268	Percentage of working age people who are unemployed (Quarterly)	3.0%	2.8%	N/A	N/A
L269	Percentage of working age population in employment (Quarterly)	84.5%	85.0%	N/A	N/A
L271	Percentage of the borough covered by Superfast broadband (Quarterly)	95.7%	95.7%	99.0%	

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



Action	Due Date	Status	Comments
2.1 The borough is regarded as an excellent business location			
3.2.04 Monitor and implement the Infrastructure Delivery Plan against agreed timescales.	31/03/2019	G	Options have been prepared for the Warfield Neighbourhood Centre. Designs have been prepared for the Binfield Community hub at Blue Mountain and discussions are ongoing with the Parish Council and CCG. The SANG at TRL has been opened to the public.
3.2.05 Proactively seek new education related facilities through the planning process on large scale development sites where a need is identified.	31/03/2019	A	No change from previous quarter. Housing requirement number is likely to increase again following government consultation on the methodology for calculating housing need. Methodology and responsibility for generating pupil forecasts is being reviewed to improve accuracy.



People live active & healthy lifestyles

Action	Due Date	Status	Comments
4.1 Numbers of adults and young people participating in leisure and sport is increased			
4.1.02 Increase participation in Young People in Sports Scheme from 2017/18 levels	31/07/2019		Attendances for Q3 totalled 6,400 (6,200 last year). Year to date is now 17,580 (16,950 last year).
4.3 Comprehensive public health programmes aimed at adults and young people, including smoking cessation, weight management and sexual health are in place			
4.3.04 Promote sustainable travel as a safe and healthy option in line with the policies set out in the local transport plan.	31/03/2019		Work has progressed on three new footway / cycleway schemes linking to the new developments at TRL, Amen Corner and Blue Mountain. Work has continued on the Local Cycling and Walking Infrastructure Plan, which is being lead by consultants commissioned by the Department for Transport, to assist authorities in developing plans to support future development.

A clean, green, growing and sustainable place



Action	Due Date	Status	Comments
5.1 An up-to-date Local Plan that provides for economic growth and protects important open spaces is in place			
5.1.01 Develop a comprehensive Local Plan in line with the Local Development Scheme.	31/03/2019	(A)	No change from previous quarter. New Local Development Scheme to be considered by Executive in February.
5.2 The right levels and type of housing are both approved and delivered			
5.2.02 Keep under review the Strategic Housing Market Assessment (SHMA) and establish the borough housing target to be delivered by 2034.	31/03/2019	(G)	The government consulted in the Autumn on a revised methodology for calculating housing need with the proposal that this should be initially continue to be based on 2014 household projections rather than the more recent 2016 projections. It is proposed that in the longer term a revised method for calculating housing need will be introduced. The outcome of the consultation is expected in January and is likely to increase the housing figure again.
5.2.03 Ensure suitable mitigation measures to protect the Thames Basin Heath Special Protection Area are secured to enable delivery of housing through the planning process.	31/03/2019	(G)	The SPA SPD continues to be implemented to enable housing development to proceed. BFC continues receive increased facilitation funds for the use of its SANG capacity and is on target to achieve the projected income from this source. The new SANG at TRL has opened to the public.
5.3 Appropriate infrastructure development is completed to support housing growth including; Warfield Link Road, Jennetts Park, town centre			
5.3.01 Deliver the transport improvements identified within the Infrastructure Delivery Plan (IDP), Transport Assessments and the Strategic Transport Action Plan.	31/03/2019	(G)	The Transport Capital Programme continues to incorporate Borough led transport improvements which result from new development and the strategic transport action p/an, currently focussed towards the A322, A329 and A3095 strategic corridors. Local junctions and corridors will also be improved as development growth is delivered. Developer led improvements continue to be managed through the S106 and S278/38 processes.
5.4 Neighbourhood Plans and Community Infrastructure Levy (CIL) to support local community facilities and other infrastructure are in place			
5.4.01 Develop agreement of the Borough Council and Town and Parish Councils CIL spending priorities.	31/03/2019	(G)	Relevant discussions on infrastructure provision continue, with discussions on community hubs at Warfield and Binfield considering practical use of Cil funding.
5.6 Resident satisfaction levels with parks and open spaces is maintained			
5.6.01 Delivery of Special Protection Area (SPA) mitigation with enhancement to Suitable Alternative Natural Green Space (SANGS)	31/03/2019	(G)	Enhancements carried out on a rolling basis in line with individual SANG management plans and reflecting forthcoming development pressure.

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	Current Target	Current Status
NI157a	Percentage of major applications determined in 13 weeks (Quarterly)	80.0%	88.0%	85.0%	
NI157b	Percentage of minor applications determined in 8 weeks (Quarterly)	90.0%	97.0%	85.0%	
NI157c	Percentage of other applications determined in 8 weeks or within an agreed extension of time period (Quarterly)	98.0%	95.0%	90.0%	
L241	Income from CIL (Quarterly)	91,537	174,587	N/A	N/A
L284	Number of homes given planning permission (Quarterly)	708	1,090	0	
L286	Percentage of successful planning appeals (Quarterly)	100%	57%	66%	



Strong, safe, supportive and self-reliant communities

6: Strong safe supportive and self-reliant communities

Action	Due Date	Status	Comments
6.1 Levels of volunteering and community action in the borough are increased			
6.1.02 Implement 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. (T)	31/03/2019		Discussions with senior officers continued.
6.2 High levels of community cohesion are maintained			
6.2.02 Ensure local work on the Prevent agenda addresses issues of community cohesion through the implementation of the Prevent Steering Group strategy. (E)	31/03/2019		On track
6.2.04 Monitor the implementation of the new 'All of Us' Equality Scheme for 2017-20 which sets out the Council's equality and cohesion objectives and actions. (E)	31/03/2020		On track

Section 3: Operational Priorities

Action	Due Date	Status	Comments
7.2.05 Publish draft Statement of Accounts	31/05/2018		Achieved with good Audit opinion
7.2.31 Support the maintenance of high levels of cohesion and the integration of our diverse communities including through work to implement the local community covenant with the RMAS. (E)	31/03/2019		2017 Residents' Survey result - 96% of people believed that people from different backgrounds get on well in the borough. The Civilian Military Partnership continues to make good progress in implementing its action plan. Hate crime levels are monitored by the Community Cohesion partnership and remain low with no increase in hate crime despite a recent upward trend nationally following the Manchester and London terrorist attacks.
7.2.32 Work with Involve to support the activities of the Bracknell Forest Faith and Belief Forum, including facilitating representation of faith and belief communities. (E)	31/03/2019		Supported the Faith and Belief Forum's AGM and Interfaith week events. The Forum continues to be represented on the Community Cohesion and Engagement Partnership.
7.2.33 Support the Access Advisory Panel to advocate for the needs of people with disabilities across the borough. (E)	31/03/2019		Council continue to support and attend Access meetings.
7.2.34 Enable people with disabilities to contribute to the development of the Bracknell Forest Disabled Go Access Guide. (E)	31/03/2019		The Council's contract with Disabled Go was renewed in 2018 for three years, with The Lexicon agreeing to contribute 50% of the funding. Surveying of new premises in Bracknell Town Centre took place in January/February 2018. The updated guides are now available on a new updated accessible website as the company has rebranded. Work will be done in January to promote the new guides.
7.2.35 Publish annual equality information reports and identify any follow on actions that need to be taken as a result of equality monitoring and agree these with service areas. (E)	31/03/2019		Systems are in place to ensure that reports are produced in line with expected timescales.
7.2.38 Annual workforce monitoring conducted and report produced, published and follow on actions identified. (E)	31/12/2018		The workforce monitoring report has now been completed and comments received from the Equalities Group. This will go to Employment Committee in February.
7.2.39 Encourage staff to self disclose personal information to increase the accuracy of workforce information. (E)	31/12/2018		An e-mail is being prepared to encourage staff to update their details in the HR system via Employee Self Service. This will be sent in Q4 to ensure updates are incorporated in next reporting cycle in April 2019
7.2.49 Raise awareness of hate crime reporting and maintain low levels of hate crime through engaging partners in quarterly hate crime monitoring and action to address it. (E)	31/03/2019		Work continues to promote hate crime reporting and regular updates are received from Thames Valley Police at the Community Cohesion and Engagement Partnership meetings.

7.2.57 Develop a plan to improve the recruitment and retention of staff throughout the Council.	30/09/2018		TMP have been commissioned to carry out this work and work will commence in Q4. In the meantime we have prepared some pre work to aid the discussions on our EVP Statement etc. We have also conducted a high level review of current processes and a number of improvements to our recruitment and retention processes will commence in Q4
7.4.01 Continue to benchmark income/charges against market rates (Building Control & Land Charges) to ensure charges are competitive.	31/03/2019		Fees and charges are competitive locally and continue to recover costs on the ring fenced accounts.
7.4.02 Ensure chargeable activities are reflective of actual service costs incurred in Planning and Transport.	31/03/2019		Actual service costs have been reviewed for chargeable functions and these have been updated within the Council's current published fees and charges schedule. This is an ongoing process undertaken annually.
7.4.07 Work in partnership with the Town and Parish Councils to ensure a co-ordinated approach to infrastructure improvements.	31/03/2019		Discussions continue - in particular discussions on the Binfield and Warfield Community Hubs
7.4.08 Facilitate public safety on the transport network by making improvements to the physical infrastructure of the highway network.	31/03/2019		Data shows a continued downward trend in collisions and casualties. Police accident records continue to be analysed and road safety schemes developed where trends can be identified and intervention is considered likely to provide benefit.
7.4.10 Work with the Berkshire Safety Partnership on road safety matters including – casualty reduction, road safety awareness, speed management, public safety at events, road safety audit of transport proposals.	31/03/2019		Regular liaison continues and Bracknell Forest remains a partner within the 'Safer Roads Berkshire' joint arrangement between Unitary Authorities and service providers. Casualty numbers within Bracknell Forest continue on a downward trend.
7.4.11 Maintain promotional materials (including the business website) to promote the borough as a business location.	31/03/2019		The 2018 / 2019 iteration of the business brochure is now completed and will be circulated in January to key partners + will replace the old brochure on the website. A further two business events in 2019 are currently in planning; date of events: possibly May and November

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	Current Target	Current Status
BV8	Percentage of invoices paid within 30 days (Quarterly)	94.50%	94.0%	95.0%	
L064	Debt outstanding as percentage of gross debt (Quarterly)	5.25%	5.10%	7.00%	
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.60%	0.65%	0.50%	

Section 4: Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2018/19 annual average per employee
Chief Executive	12	19	1.58	6.32
Finance	54	99.5	1.84	7.36
Organisational Development, Transformation & HR	50	103	2.06	8.24
Place, Planning & Regeneration	111	129.5	1.16	4.64
Department Totals (Q3)	227	351	1.54	
Totals (18/19)				6.16

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 17/18	7.03 days
Public Sector employers 2017	8.50 days

Source CIPD: Health & Wellbeing Survey May 2018

Comments: This is the first quarter of reporting under the new council structure so it's difficult to compare to previous figures. The overall total for most sections is under the annual average for BFC. This is traditionally a quarter with high levels of sickness as its winter so these figures could go down as we get to the end of the year.

Annex A: Financial information

CENTRAL DIRECTORATES BUDGET MONITORING - QUARTER 3								
	Original Cash Budget	Virements & Budget C/Fwds	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	NOTE
Director: Place, Planning & Regeneration	4,531	1,127	a,c,d,	5,658	40	5,434	-224	0
Director: Organisational Development, Transformation & HR	2,257	127	a,b,e, g,h	2,384	94	2,050	-40	-40 1
Director: Finance	3,125	35	e,f,g	3,160	67	3,160	0	4 2
Chief Executive's Office								
Chief Executive	359	-28	a,e	331	74	331	0	0
	359	-28		331	74	331	0	0
TOTAL CENTRAL DIRECTORATES	10,272	1,262		11,534	60	10,976	-264	-36
Memorandum item								
Devolved Staffing Budget	8,689	1,105		9,794	67	9,791	-3	-64
Non Cash Budgets								
Capital Charges	688	0		688		688	0	0
IAS19 Adjs	1,634	0		1,634		1,634	0	0
Recharges	-3,565	0		-3,565		-3,565	0	0
	-1,243	0		-1,243		-1,243	0	0

Financial Information – Table 1

Variances

Note	Total	Explanation
	£'000	
	(228)	Total Variances Reported in Quarter 2 QSR
1	(40)	<p>Community Engagement</p> <p>Due to the Residents Survey not taking place within this financial year there is an underspend of £0.08m to report for publicity and marketing and £0.32m for the external consultancy costs associated with the survey.</p> <p>There will be a need to request a carry forward of the consultancy budget to enable the survey to be undertaken in 2019/20.</p>
2	4	<p>Finance</p> <p>There has been no call on the Community Right To Challenge budget in this financial year, leading to an underspend of £0.005m.</p> <p>A pressure of £0.009m is to be reported in relation to the externally traded services (Schools SLA's).</p>
	(36)	Total Variances Reported in Quarter 3 QSR
	(264)	Variances Reported to Date

Financial Information - Table 2

Virements

Note	Total	Explanation
	£'000	
	608	Total Virements Reported in Quarter 2 QSR
a	103	<p>Severance Costs</p> <p>As a result of restructuring in the department severance payments totalling £102,963 have been made, a virement is therefore requested from the Structural Changes Fund.</p>
b	0	<p>Organisational Development</p> <p>Due to prior years underspending of budget it has been decided to transfer £50,000 from the Adult Social Care Training Budget to the general training budget. This will have no effect on the Departments training budgets but a drop in social care training will be reflected in various government returns.</p>
c	(7)	<p>South Hill Park/Director Place, Planning and Regeneration</p> <p>As previously reported, it was agreed by the Director for ECC that a contribution of £7,100 would be made from the ECC Departmental supplies and services budget to the South Hill Park maintenance budget to cover the costs of remedial works that arose from damage caused by BFC works undertaken at South Hill Park.</p> <p>The virement reflects that the budgets are now held in different Departments, with South Hill Park within Delivery.</p>
d	78	<p>ECC Departmental Management</p> <p>The budget and costs for the Director of ECC have been split 50/50 across Place, Planning and Regeneration and Delivery to reflect the management of services prior to restructure, a virement of £31k is required to cover these costs.</p> <p>In addition £47k of the ECC Departmental budget has been transferred to the Director Place, Planning and Regeneration to support management delivery.</p>
e	395	<p>Staffing Budget</p> <p>Salary allocations have been amended to reflect actual service provision within ECC, these adjustments are split between Place, Planning and Regeneration and Delivery Departments, the net effect in Place, Planning and Regeneration is £0.395m.</p>
f	20	<p>Finance</p> <p>Following the September restructure a PA post was transferred from People to support the Director: Finance, a virement of £20,380 has been processed to reflect this movement. The full year effect is £34,940.</p>
g	65	<p>HR/Finance DSB</p> <p>A £0.065m budget for the Council Wide Support Service Review in the People Directorate has been transferred to Finance and HR to cover costs of support services, the budget has been split 50/50 across the two Directorates.</p>
h	0	<p>Organisational Development, Transformation & HR</p> <p>It was agreed by the Chief Executive that the income target for Graphic Design of £39,690 was unachievable and would be removed by way of offsetting against a vacant post in the Communications DSB.</p>
	654	Total Virements Reported in Quarter 3 QSR
	1,262	Total Virements Reported To Date

Financial Information - Table 3

CAPITAL MONITORING 2018/19

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
YL011 ↳	Parks & Open Spaces S106 Budget Only	140.6	90.6	4.5	0.2	90.6	50.0	0.0	PPR	Jun-19	All projects where money was carried forward from 17/18 are now complete. Projects for 18/19 include provision of a new, more accessible footbridge at Shepherd Meadows and an urban tree planting project
YL265	SPA Mitigation Strategy (S106)	407.2	407.2	32..5	0.0	407.2	0.0	0.0	PPR	Mar-19	Implementation of project works is subject to planning approvals for new housing and associated s106 agreements
YM243	Community Centres - S106	48.5	48.5	0.0	0.0	48.5	0.0	0.0	HR	Mar-19	Total S106 funding anticipated for the scheme.
YM247	Market Place Properties	100.0	100.0	0.0	0.0	100.0	0.0	0.0	PPR	Mar 19	Funding is set aside for town centre projects to enable the continued regeneration of the centre, including the

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
											Bond Sq Canopy and cladding of the substation. This will also cover development work on other town centre sites.
YM248	The Parks Community Centre/Sports Pavilion	11.5	11.5	0.0	0.0	11.5	0.0	0.0	HR	Mar 19	Finalising the grant agreement
42 YM345	Town Centre Redevelopment	4,906.6	4,906.6	1.9	0.0	4,906.6	0.0	0.0	PPR	Mar 19	Funding is set aside for town centre projects to enable the continued regeneration of the centre, including the Bond Sq Canopy and cladding of the substation. This will also cover development work on other town centre sites
YM350	Agresso Upgrade	4.3	4.3	0.0	0.0	4.3	0.0	0.0	Fin	Mar 19	Consultant on site
YM381	Farley Woods CC S106	8.5	8.5	0.0	5.5	8.5	0.0	0.0	HR	Mar 19	Finalising the grant agreement

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
YM382	Binfield Parish Council S106	16.0	16.0	16.0	3.0	16.0	0.0	0.0	HR	Mar 19	Finalising the grant agreement
YM384	iTrent Development	0.0	0.0	3.5	0.0	0.0	0.0	0.0	Fin	Mar 19	Funding to be transferred
YM387	Binfield Community Centre S106	0.0	0.0	5.1	0.3	0.0	0.0	0.0	HR	Mar 19	Funding to be transferred
YP003	Mobility/ Access Improvement Schemes	454.4	415.0	8.9	49.4	415.0	39.4	(50.0)	PPR	Mar 19	£50k of last years money was s106 for a cycleway in Binfield Road that was not constructed so can go back to the S106 pot. Wildridings toucan crossing on site October 18 due to complete Dec 2019. Owlsmoor Road signals on site Feb 19 yet to be ordered, mobility schemes adhoc as required estimated 15k spend. London Road Cycleway expected to be on site from Jan 19 (phase 1 only spending 60k and carry forwards the

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
											remainder to toe into another scheme next year). Currently predicting an underspend but yet to start construction
YP006 ▼	Local Safety Schemes	186.8	166.8	11.2	32.5	166.8	20.0	0.0	PPR	Mar 19	Bay Road safety and parking scheme on site early 2019 following consultation, Crowthorne Road complete, Rectory Road in 2019, town centre cycling early 2019. Predicting 20k carry forwards but final construction values yet to be received.
YP162	Traffic Management Schemes	100.0	45.0	20.2	0.0	45.0	55.0	0.0	PPR	Jun 19	Safety camera review underway, results will lead to works needed to be in the next financial year, Rackstraws Road 50mph limit complete and below budget.

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
YP225 G	Traffic Modelling	142.9	71.5	0.0	0.0	71.5	71.5	0.0	PPR	Jun 19	Meetings have been held with the consultants commissioned to build the new model and work has begun on data collection which will now be delayed slightly due to the ongoing works at Martins Heron. This work will now begin in February 2019
YP247	Railway Station/Enhancements	15.0	15.0	0.0	3.5	15.0	0.0	0.0	PPR	Mar 19	Complete awaiting invoices
YP269	Residential Street Parking	139.5	139.5	47.6	213.4	259.5	0.0	0.0	PPR	Mar 19	Works are now underway with a rolling programme, the first 4 jobs are complete and awaiting final invoicing. Expecting Income from Silva Homes ex Bracknell Forest Homes, £130k.

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
YP355	Town Centre Highways Works	0.0	0.0	(313.0)	0.0	(313.0)	0.0	(313.0)	PPR	Mar 19	No further spend predicted on Highways aspect of his code
YP359	Play Area Rolling Programme	140.0	140.0	136.0	0.0	140.0	0.0	0.0	PPR	Mar 19	Complete
94 YP439	Urban Traffic Management Control	157.1	157.1	5.1	100.7	157.1	0.0	0.0	PPR	Mar-19	Schemes have been programmed for completion throughout the year. Completion of Bluetooth journey monitoring system linked to Downshire Bus Gate works and the town centre preparation works will be completed this year.
YP446	Access to Employment Areas	5.0	5.0	2.7	71.8	2.7	0.0	(2.3)	PPR	Mar 19	Complete
YP456	Update Traffic Signal Infrastructure	53.0	0.0	0.0	0.0	53.0	0.0	0.0	PPR	Mar 19	Signal refurbishment linked to safety schemes resulting in delay in progressing work.
YP486	Trees	75.0	5.0	0.0	0.0	5.0	70.0	0.0	PTC	Jun-19	In progress.

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
	Woodland Management										Significant preparation work underway, strategy has been completed, forestry commission approvals (surveying and felling licence applications) being sought etc.
YP488	Martins Heron Roundabout	2,900.8	2,000.8	908.1	778.0	2,000.0	900.0	(0.8)	PPR	Mar 20	All phases complete except Martins Heron Roundabout. Majority of works to be completed by Feb 2019 but carry forwards budget for snagging and landscaping works.
YP500	South Hill Park (S106)	0.1	0.1	0.0	0.0	0.0	0.0	(0.1)	PPR	Mar 19	Complete
YP502	Frog & Domesday Copse (S106)	0.4	0.4	0.0	0.1	0.0	0.0	(0.4)	PPR	Mar 19	Complete
YP510	Management of Parks & Countryside Open Spaces on Confirm	34.1	17.1	0.0	0.0	17.1	17.0	0.0	PPR	Mar 19	Carry forward required to enable Transformation work to inform project design

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
YP512	Binfield Road Capacity/Safety Improvement	11.9	11.9	0.0	2.4	0.0	0.0	(11.9)	PPR	Mar 19	Scheme complete. Remaining budget is S106 to be returned.
YP516	Ambarrow Crescent (S106)	1.4	1.4	0.5	0.0	1.4	0.0	0.0	PPR	Mar 19	Expected to complete this year
YP517	Popes Meadow Paths (S106)	24.8	24.8	25.3	0.0	25.3	0.0	0.5	PPR	Mar 19	Project complete
YP518	Westmorland Park (S106)	15.9	15.9	10.0	0.0	10.0	0.0	(5.9)	PPR	Mar 19	Project complete
YP519	Allsmoor Lane (S106)	4.7	4.7	4.7	0.0	4.7	0.0	0.0	PTC	Mar 19	Project complete
YP520	Newt Reserve (S106)	0.4	0.4	0.5	5.2	5.7	0.0	5.3	PPR	Mar 19	Project complete
YP521	Faringham Ride (S106)	1.9	1.9	1.9	37.0	1.9	0.0	0.0	PPR	Mar 19	Project complete
YP525	Snaprails Park (S106)	1.3	1.3	0.0	0.0	1.3	0.0	0.0	PPR	Mar 19	Project complete
YP526	Urban Tree Project (S106)	13.1	13.1	0.0	0.0	13.1	0.0	0.0	PPR	Mar 19	Tree planting work due to be carried out this autumn/winter.
YP529	Downshire Way Duelling	1,253.3	800.0	232.4	16.3	800.0	453.3	0.0	PPR	Jun19	Survey and detailed works being undertaken
YP530	Bond Square Canopy	84.0	84.00	55.1	0.0	84.0	0.0	0.0	PPR	Mar 19	Planning permission for canopy secured, initial works to take

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
											place in November. Implementation of the project in January 2019.
YP533	Town Centre Art	10.0	10.0	4.6	0.0	10.0	0.0	0.0	PPR	Mar 19	Illumination of fountain art
YP539 6	Off Street Car Parking	100.0	100.0	0.0	0.0	25.0	0.0	(75.0)	PPR	Mar 19	Have reported that this money is not expected and unaware what it was allocated for. Offer to use money as part of the A3095 major project has been made.
YP544	Morgan Recreation Ground (S106)	10.0	10.0	10.0	0.0	10.0	0.0	0.0	PPR	Mar 19	Complete
YP545	Market Square Substation Cladding	54.0	54.0	3.0	0.0	54.0	0.0	0.0	PPR	Mar 19	Work with Artist concluding, with SSE having undertaken remedial works to the existing structure, implementation early 2019.
YP546	Warfield Parish Council Frost Folly (S106)	23.8	23.8	23.8	0	23.8	0.0	0.0	PPR	Mar 19	Funding transferred

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comments	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Dir	Target for Completion	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's			
YP547	A3095 Improvement Scheme	15.0	15.0	0.0	91.2	15.0	0.0	0.0	PPR	Mar 19	£15k Grant received. £200k to be received from Local Growth Fund.
YP548	King George V Recreation Play Equipment	70.0	70.0	77.8	0.0	70.0	0.0	0.0	PPR	Mar 19	Complete
		11,742.5	10,066.4	1,340.1	1,410.4	9,781.6	1,676.1	(454.8)			

Annex B: Annual indicators not reported this quarter

Council Plan indicators

Ind. Ref.	Short Description	Quarter due
2. A strong and resilient economy		
NI167	Average journey times per mile during the morning peak on A roads (Annual)	Q4
5. A clean, green, growing and sustainable place		
NI168	Principal roads where maintenance should be considered	Q4
NI169	Non-principal classified roads where maintenance should be considered	Q4
L285	Satisfaction with parks and open spaces	Q4

Operational indicators

Ind. Ref.	Short Description	Quarter due
L227	Annual volunteer hours contributed to parks and open spaces	Q4
L228	Annual volunteer hours for the library service	Q4
L294	Successfully resolve 95% of business enquiries received by the Economic Development Manager 15 working days (Annual)	Q4
L295	Hold a minimum of 10 business liaison meetings per year (Annual)	Q4
L304	Number of Green Flag awards	Q4
L306	Percentage of unclassified roads where maintenance should be considered	Q4
L355	Number of additional funeral services with the opening of new Chapel and associated facilities (Annual)	Q4

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QUARTERLY SERVICE REPORT

DELIVERY DIRECTORATE

Q3 2018 - 19
October - December 2018

Executive Members:
Councillor Iain McCracken

Executive Director:
Gill Vickers

Date completed: 18/02/2019

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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

Our **Customer Contact** work continues at pace and we have had a positive response to setting up direct debits from residents who currently pay their council tax by cash and cheque. 6 percent of those contacted have transferred to direct debit. Over the last 12 months, the volume of cheques received has reduced by 22%, suggesting that more customers are moving to online payment.

All **nine libraries** now have self-service operating and “Open Plus” to enable residents to access libraries out of usual opening hours has now been tested at Binfield and will shortly be rolled out across the other libraries

In **ICT** the Windows 10 upgrade is 90% complete and is due for completion in March 2019. Around 700 email accounts have now been migrated to Exchange Online and the more complex accounts such as team accounts and P.A.s accounts will be moved across during January 2019.

Office 365 ProPlus is currently being tested by a pilot group in IT and Organisational Development and BT have been commissioned to assist with the migration of Exchange accounts to Office 365.

We have appointed IBI Modus to undertake a cost appraisal, based on the concept plan developed for the **Blue Mountain Community Hub**, to review whether the build costs could be reduced and this will be completed by the end of January 2019.

In contracted services the redeployment and coordination of Indigo staff ensured there were no problems with **car parking** during key periods such as the visit from HM The Queen, the Christmas lights switch on and the increased town centre visits during the Christmas period.

The **Waste and Recycling Collection Contract** extension specification is virtually complete and an order has been placed for 11 waste trucks. The implementation of collection of additional materials through kerbside recycling had gone well and increasing numbers of residents are joining our recycling incentive scheme.

In the autumn budget statement the Borough was awarded an additional **highway maintenance** grant of £754,000 from the Department for Transport for pothole repairs. To date approximately £561,000 of this grant has been spent resurfacing sections of Berkshire Way, Old Wokingham Road and Maidenhead Road and further works are planned for March 2019.

The **LED installation project** will complete by end January 2019 with some minor additional works continuing beyond this date. Where major issues have been identified during the programme a review will be undertaken to see what can be done to address these.

The refurbished Dry Changing Rooms at **Bracknell Leisure Centre** opened at the end of November, the new reception desk and foyer opened before Christmas and the new and much larger gym opened in the first week in January 2019. Improvements will continue including but not restricted to the closure of the café for refurbishment and the creation of a new studio and crèche area and refurbishment of the wet changing rooms.

The new second chapel at the **Crematorium** is now being used for funeral services and has received good feedback.

In **democratic services** the annual household canvass achieved a completion rate of 96% of households in the Borough and 67% of these were via a digital channel which is the highest digital response in the country amongst the circa 240 authorities using these digital services.

There has also been a restructure of the **Registration Service** to facilitate a more commercial focus, generate additional income and ensure resilience and flexibility within the service.

The Centre for Public Scrutiny undertook a **health check** of the Council's **overview and scrutiny** function in November to assess the current approach and make recommendations to improve impact and effectiveness of scrutiny. The recommendations are expected in early 2019.

In **Property Services** the sale of Easthampstead Park Conference Centre was completed on 8th October 2018 and the purchase of a property in Northampton completed the Council's investment programme of £86m which aims to deliver net additional income of £3m per annum.

Downshire Homes Ltd have completed 20 property purchases and are expected to have acquired a further 8 by the end of the financial year.

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

- **Payments** – implementing Gov.UK Pay in 'live' online forms.
- **Revenues** – we expect the My Account functionality to go 'live', enabling customers to view their council tax accounts online, and to sign up for e-billing.
- **Libraries** – Open Plus to go 'live'.
- **Digital Services** – work to start on ensuring all third party applications meet the same accessibility standards as the public website.
- **Environment Services** – Annual 'Great British Spring Clean' - local litter picking events from 22 March - 23 April. Waste electrical and clothing roadshow Saturday 30 March 2019 at Bracknell Leisure Centre.

Highlights and remedial action

Good performance

- The work to date using Booking Bug for online bookings suggests that this will not be a suitable solution for the council, and work will begin trialling an alternative provider in January.
- Work has been completed to repair the flooring in part of the exhibition at The Look Out. The exhibition was closed for a week, but was fully operational in time for the Christmas holidays.

Areas for improvement

- L221 Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly) - This is 76.3%, down from 79.0% last quarter, against a target of 85.0%. We are investigating further, particularly as our telephony SLA has been strong over this period and we introduced the new reception area at Time Square which has resulted in positive comments from customers. Whilst the survey is focusing on customer contact with Customer services, customers frequently comment on the outcome of their enquiry which often involves more sections than just Customer Services
- L321 Network performance - internet capacity (Quarterly) - This is 72%, up from 69% last quarter, against a target of 60%. The internet service provider upgrade on one link from 100MB to 1GB is in place form Jan 19 (in addition to existing other 100 MB link). Internet traffic now directed through 1GB link. Therefore usage should reduce in Q4 2018-19.

- L003 Number of visits to leisure facilities (Quarterly) - This is 1,014,058 against a target of 1,277,031. The target is flat profiled throughout the year, so target may not represent the true profile of visits throughout the year, which will peak and trough at different times of the year across the sites. The attendance target is sourced from Everyone Active's bid, as the number they expected to achieve in Year 1 of the contract, and as such is a very ambitious target (in excess of what has previously been achieved). The target they set for Coral Reef in particular was notably higher than has ever been achieved under direct management and this site largely accounts for the 'red' indicator being generated, despite visitor levels at Coral Reef comparing well to previous years. Attendance figures recorded here cannot be compared directly to historical data for this indicator, as this indicator now tracks only the sites managed by Everyone Active, whereas historical figures cover additional sites.

Audits and Risks

- A Delivery risk register has been developed to reflect the new structure and this was reviewed by DMT on 27th November 2018.
- During quarter 3 limited assurance internal audit opinions were given on cyber security, the enterprise agreement and IT asset management. An action plan is in development to address the concerns on cyber security and asset management.

Budget position

The original cash budget for the department was £21.468m. Net transfers of -£2.317m have been made bringing the current approved cash budget to £19.151m. A detailed analysis of the budget changes in this quarter is available in Annex A.

The variances reported in the first three quarters of the year total £0.039m and are detailed in Annex A.

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 these is as follows:

Service Area	Budget £000's	Forecast Outturn £000's	Comments
Commercial Property	(6,465)	(6,465)	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 £47.691m.

Expenditure to date is £16.881m representing 37% of the budget. The Department anticipates 100% of the total approved budget to be spent by the end of the financial year. A detailed list of schemes together with their approved budget and forecast spend is available in Annex A.

Section 2: Strategic Themes



Value for money

Action	Due Date	Status	Comments
1.2 The cost, quality and delivery mechanism of all services will be reviewed by 2019			
1.2.05 Undertake a council wide review of Citizen and Customer Contact and implement the findings. (T)	31/03/2019	G	The reconfiguration of reception at Time Square has been completed. Work is continuing to reduce payments received by cash and cheque, by amending website content, building new online payment forms and communicating the changes to customers who currently pay this way.
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. Investigate opportunities for shared services. (T)	31/03/2019	G	Work has commenced on stage 2 of the programme, developing and embedding self-service tools for common tasks including contacting support service functions and addressing associated cultural change.
1.2.07 Working in Partnership with Everyone Active to monitor the contracted-out leisure service against the key performance indicators and standards set out within the contract. (E) (T)	31/03/2019	G	This period covers the third full quarter of the new partnership with Everyone Active. Some challenges still remain at Bracknell Leisure Centre in particular, but this quarter has seen a further improvement in how operations are being dealt with by Everyone Active, largely as a result of having a new Contract Manager in place, which is helping to drive standards, and both customer and staff communications. The number of complaints received by the council continues to drop. This quarter also saw the Bracknell Leisure Centre improvement project progress in earnest, with the new dry changing rooms opening during this period, and the new gym and reception opening in the first week of 2019. Operations have been mainly smooth at Coral Reef and Downshire Golf Complex. How the council manages the leisure management contract was audited during this period, resulting in a Satisfactory outcome.
1.2.08 Implement the remaining elements of the library transformation review. (E) (T)	31/03/2019	A	Frontline restructure was completed on target and implemented on 1st November 2018. Budget savings for 2018/19 have been met as a result. Self-service technology has been rolled out across all Libraries, but Open+ is behind schedule, and is now due to go live in Quarter 4.
1.2.09 Implement the agreed actions following the Transformation Review of South Hill Park (T)	31/03/2019	A	Works on the creation of a new function space have commenced and will complete during Q4. This space is crucial in terms of enabling the generation of higher levels of commercial income and leading in turn to greater financial

			self-sufficiency.
1.2.17 Work with ASCHH to implement e-benefits/digital solution for welfare services	31/03/2019	(A)	This review will now be included in the Front Door Transformation Programme
1.2.18 Work with ASCHH to review BFC Mychoice to extend digital operation	30/06/2018	(A)	This work has been further delayed, due to a lack of resources in both customer services and housing and welfare.
1.2.20 Joint commercial development and early help function (T)	31/03/2019	(G)	Joint Commercial Development has been taken out of the project and the Early Help has now been developed and the A.D. Early Help (Sarah Gee) appointed. Sarah will be joining the People Directorate in March 2019
1.2.22 Establish the arrangements for the new Strategic Emergency Planning Service as delivered by the new joint arrangements	31/03/2019	(G)	This quarter was dominated by the visit of the Queen which required a large amount of planning but was very successful. As such progress on other initiatives has been slightly delayed.
1.3 We charge appropriately for services and seek opportunities to generate additional income			
1.3.03 Open a 2nd Chapel at Easthampstead Park Cemetery and Crematorium.	30/06/2018	(B)	Complete
1.3.05 Review Service Level Agreements and charging with schools and academies and explore opportunities for further service provision. (T)	31/03/2019	(G)	The project is currently working on a Commercial Strategy for services that will be finalised during the Autumn term.
1.3.06 Implement the changes to the discretionary Home to School Transport service.	31/03/2019	(B)	Contributions for discretionary HTST (Post 16) are now business as usual.
1.3.07 Implement the Commercial Property Investment Strategy to support Property Acquisitions in line with the Council's budget requirements and existing property investment portfolio, and begin acquisitions. (T)	30/06/2018	(G)	The Council completed the last purchase of an investment on 4 December 2018, completing the project which is now fully invested.
1.4 Self-service and the use of online services has increased			
1.4.01 Increase the range of services available through the website and uptake of customer online account, ensuring that all services meet accessibility requirements.	31/03/2019	(A)	At the end of December the number of online accounts had reached 29,400. A further delay has meant that the council tax account is still to be made live, although it is now working successfully in the test environment. A plan is in development to extend the functionality of the online account.
1.4.06 Introduce self issue in libraries and deliver the extension of opening hours through the use of technology. (T)	31/12/2018	(A)	Self-service technology has been successfully implemented at all Libraries. However, print management software is only live in Bracknell Library and will be rolled out in Quarter 4. Implementation of Open+ technology is behind schedule and although it has been installed in Binfield Library, it has not yet gone live. It is expected that rollout across all sites

			will take place in Quarter 4.
1.7 Spending is within budget			
1.7.02 Implement savings as identified for 2018-19. (T)	31/03/2019		The 2018/19 savings relating to the Resources department have already been removed from the departmental budgets.
1.8 Surplus assets are sold			
1.8.01 Set realistic targets for anticipated capital receipts as part of annual budget.	31/03/2019		Capital receipts to date have been in line with those anticipated.

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	Current Target	Current Status
L051	Percentage of current year's Council tax collected in year (Quarterly)	56.79%	84.00%	84.50%	
L053	Percentage of current year's Business Rates collected in year (Quarterly)	59.47%	87.34%	58.60%	
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	79.00%	75.30%	85.00%	
L320	Number of major systems with downtime plus resolution time (Quarterly)	0	0	1	
L321	Network performance - internet capacity (Quarterly)	69%	72%	60%	

A strong and resilient economy



Action	Due Date	Status	Comments
2.3 A thriving town centre is supported by coordinated town centre management			
2.3.03 Manage the cleaning and grounds maintenance of the town centre in accordance with the town centre management agreement.	31/03/2019	A	All BFC areas within the town centre were pressure washed prior to the Queen's visit which was effective but staining from fast food soon reappeared. Pigeons mess is also a significant problem due to the number of them roosting on buildings. This issue has been passed to Environmental Health at PPP. Two new battery powered scrubbing machines have been demonstrated and looked effective. The small machine for spot staining was purchased at the end of December and the ride on machine is to be hired early in the new year for 4 weeks to see how effective this would be in the longer term.

People live active & healthy lifestyles



Action	Due Date	Status	Comments
4.1 Numbers of adults and young people participating in leisure and sport is increased			
4.1.03 Work in partnership with Everyone Active to undertake capital improvement works at Bracknell Leisure Centre	31/03/2019	G	Capital works have been ongoing throughout this quarter focussing on the new gym, dry changing rooms and reception area.
4.1.04 Work in partnership with Everyone Active to create development proposals for Downshire Golf Complex and determine how to proceed	31/12/2018	A	Currently the business case does not support the proposal. Further investigation is required to see if there are any alternative funding arrangements.
4.3 Comprehensive public health programmes aimed at adults and young people, including smoking cessation, weight management and sexual			
4.3.05 Working in partnership with Everyone Active and Public Health to facilitate/promote health improvement schemes within the leisure facilities.	31/03/2019	G	Everyone Active has continued to share Public Health messages and event information on social media. They are also in early discussions about the potential to host a Public Health community expo event in Summer 2019, the outcome being to build upon the work of the Public Health team in attempting to improve community engagement and showcase things that an individual can do to combat loneliness and social isolation.
4.4 Personal choices available to allow people to live at home are increased			
4.4.11 Seek acquisitions of suitable properties through Downshire Homes Ltd, supporting the Council's housing needs in accordance with annual	31/03/2019	G	20 of 20 purchases (2018/19) completed for Downshire Homes Ltd, for the prevention of Homelessness. Total of 58 completions to date.
4.8 Learning opportunities are available for adults			
4.8.01 Work with partners to coordinate opportunities for Digital Inclusion activities, in particular enabling older and vulnerable people to gain access to the internet and online council services. (E)	31/03/2019	A	Time Square reception has been reconfigured, and customers are supported to access online services. A further delay is necessary in the development of a more in-depth digital inclusion offer, to enable recruitment to a number of vacant posts in customer services.

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	Current Target	Current Status
L003	Number of visits to leisure facilities (Quarterly)	72,6362	1,014,058	1,277,031	R
L015	Number of attendances for junior courses in leisure (Quarterly)	76,609	115,929	100,000	G



A clean, green, growing and sustainable place

Action	Due Date	Status	Comments
5.2 The right levels and type of housing are both approved and delivered			
5.2.05 Support housing delivery where possible with the Council's own land holdings	31/03/2019	G	We are promoting a number of sites for potential residential development as part of the town centre regeneration.
5.3 Appropriate infrastructure development is completed to support housing growth including; Warfield Link Road, Coral Reef Junction, Jennetts			
5.3.03 Facilitate the development of new Community Hubs at three sites: Blue Mountain (Binfield); Warfield; Transport Research Laboratory	31/03/2019	G	On track. Winkfield Parish Council are managing Martin's Heron and the Warren Community Centre under a Tenancy at Will while the lease is being agreed. Work continues with partners in order to provide a joint facility at Blue Mt. The final stakeholder meeting took place for the Warfield Neighbourhood Centre feasibility study. Plans for the Crowthorne CH are nearing completion.
5.4 Neighbourhood Plans and Community Infrastructure Levy (CIL) to support local community facilities and other infrastructure are in place			
5.4.02 Deliver Neighbourhood Planning Referendums when plans are developed.	31/03/2019	G	None presently required.
5.7 Cleanliness of the borough is maintained to defined environmental standards			
5.7.01 Maintain public realm land to relevant Environmental Protection Act (EPA) and contractual standards.	31/03/2019	G	No issues for Q3
5.8 The cost of waste disposal, supported by a recycling rewards scheme is reduced			
5.8.01 Enable and encourage the public to increase recycling, seek opportunities to increase the materials recycled and reduce dependence on landfill.	31/03/2019	A	Recycling for first two quarters was slightly lower than same period last year. green waste remained low during hot summer but glass recycling was higher than the same period last year
5.8.02 Continue to support the development of the recycling reward scheme.	31/03/2019	G	Residents continue to sign up to the incentive scheme with 15458 signed up now. Donating reward points to good causes continues to be popular as are the waste electrical and clothing roadshows held twice a year where residents are rewarded with 500 points for dropping off items. IPad competition to use up surplus points is also popular
5.8.03 Extend the waste collection contract for implementation from April 2019.	31/03/2019	G	Specification updates almost complete. Vehicles ordered by SUEZ. All non-domestic premises notified of change and many have already made arrangements (some jointly) for commercial collections. Schools will remain in the contract until end of Summer term (July) then they have to make their own arrangements. Progress on Core system going well.

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	Current Target	Current Status
NI192	Percentage of household waste sent for reuse, recycling and composting (Cumulative figure reported quarterly in arrears)	41.7% (Q1 figure)	40.1% (Q2 figure)	43%	
NI193	Percentage of municipal waste land filled (Cumulative figure reported quarterly in arrears)	16.40 (Q1 figure)	16.44% (Q2 figure)	18%	
L348	Number of residents subscribing to the recycling reward scheme (Quarterly)	15,323	15,458	15,150	



Strong, safe, supportive and self-reliant communities

Action	Due Date	Status	Comments
6.1 Levels of volunteering and community action in the borough are increased			
6.1.04 Recruit volunteers to support redevelopment of the website and the customer's online account by carrying out testing.	31/03/2019		No additional volunteers have been required for testing during this quarter.

Section 3: Operational Priorities

Action	Due Date	Status	Comments
7.2.01 Deliver national and local elections and referendums without challenge	31/03/2019		No elections or referendums this quarter.
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. (E)	31/03/2019		No nominations were received for the parent governor vacancies on Overview & Scrutiny. Another round of recruitment will take place over the summer. Five education appeal panel members with experience in schools were recruited following a campaign using social media, schools, governor newsletters, press releases, parish and town council links and the website.
7.2.18 Redevelop the public website to improve citizen use of online information and service access, ensuring that all elements within our control meet accessibility standards. (E)	31/03/2019		Complete
7.2.26 Complete biennial review of Corporate Asset Management Plan.	31/12/2018		A report is going to Executive 12 February 2019 to approve recommendations for new Asset Management Plan.
7.2.27 Support the Town Centre Compulsory Purchase Orders, the Market and potential future phases of the town centre regeneration.	30/06/2019		One of the Town Centre properties has commenced a CPO claim connected to the Town Centre redevelopment this is both funded and being managed through the Developer Partner.
7.2.28 Increase Self service use of Frontline (the building maintenance management system) by all building managers.	30/06/2019		The roll out of the full self service to the Frontline data base is complete. All building managers are now self managing.
7.2.29 Provide professional support to CYPL seeking expansion of existing and development of new schools.	31/03/2019		The school has now opened and Property Services are supporting the creation of a new community hub.
7.2.36 Retender Mayoral Chauffeuring contract	01/06/2018		The Chauffeur Services Contract has been approved for a final two years to 31 May 2020 in accordance with the Council's Contract Standing Orders.
7.2.47 Implement and evaluate new access channels and technologies, e.g. webchat, SMS, online bookings and subscription-based email	31/03/2019		The upgrade to the telephony system has made it possible to extend the use of webchat to service areas outside customer services. Further work on this has been put on hold pending the review of the Front Door projects in the transformation programme. Procurement of an alternative solution for online bookings has been completed, and a new trial will begin shortly.
7.2.51 Develop an Overview and Scrutiny work plan for 2018/19	31/03/2019		All overview & scrutiny panels have an agreed work programme.
7.2.52 Achieve Charter + re-accreditation for councillor learning and development	30/09/2018		The Council achieved Charter+ accreditation for another three years from 19 April. The assessors agreed that we continue to be the benchmark for

			member development across the region.
7.2.54 Undertake the four yearly councillor survey	31/03/2019		The analysis of responses was delayed and will be completed in the next quarter.
7.2.55 Implement a system of paperless meetings for relevant democratic meetings	31/03/2019		Paper copies of the complete budget papers were available for all Members in advance of overview & scrutiny consideration of the budget. Members and officers continue to be supported to access agenda papers electronically.
7.2.56 Provide project management which supports the delivery of a new 64 bed dementia care home.	31/10/2020		The project is currently on hold and options are currently being considered.
7.2.64 Lead the Council's involvement in the cross Berkshire One Public Estate programme to deliver a place based review in Bracknell Forest and agreed joint working schemes.	31/03/2019		Bracknell's Place Base Review final draft will be presented to the Partnership in Q1 2019.

Ref	Short Description	Previous Figure Q2 2018/19	Current Figure Q3 2018/19	Current Target	Current Status
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100%	100%	N/A	N/A
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	92%	94%	100%	
L076	Planned maintenance spend (Quarterly)	69%	80%	80%	
L079	Resolution of reported ICT incidents (Quarterly)	94%	91%	93%	
L085	Amount of money recovered in debt collection (Quarterly)	£139,555	£143,917	N/A	N/A
L086	Number of Freedom of Information requests received (Quarterly)	322	275	N/A	N/A
L220	Number of ICT Helpdesk Calls (Quarterly)	6635	5904	N/A	N/A
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	76	76	65	
L231	Number of entries on the Electoral Register (Quarterly)	88,175	88,881	N/A	N/A
L234	Number of Council Tax cases in arrears (Quarterly)	5,288	5,746	5,400	
L291	Number of new legal cases opened each quarter (Quarterly)	88	317	N/A	N/A
L292	Percentage of capital projects rated good or excellent (Quarterly)	100%	100%	100%	
L293	Percentage of maintenance projects completed on time and on budget (Quarterly)	68%	80%	70%	
L299	Town centre car park usage (number of transactions) (Quarterly)	348,829	405,827	300,000	
L305	Percentage of Street Cleansing and Grounds Maintenance inspections across the borough where quality of work meets EPA cleanliness and contractual standards (Quarterly)	98.80%	98.80%	98.50%	

Section 4: Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2018/19 annual average per employee
Executive Director	1	0	0	0
Business Intelligence	11	4	0.36	1.44
Contract Services	66	15	0.22	0.88
Customer Experience	152	99.5	0.65	2.6
Democratic Services	16	75	4.69	18.76
IT	48	14.5	0.3	1.2
Legal	11	1	0.1	0.4
Property	16	77	4.81	19.24
Department Totals (Q3)	321	285	0.88	
Totals (18/19)				3.52

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 17/18	7.03 days
Public Sector employers 2017	8.50 days

Source CIPD: Health & Wellbeing Survey May 2018

Comments: This is the first quarter of reporting under the new council structure so it's difficult to compare to previous figures. The overall total for most sections is under the annual average for BFC. This is traditionally a quarter with high levels of sickness as its winter so these figures could go down as we get to the end of the year.

Annex A: Financial information

DELIVERY BUDGET MONITORING - NOVEMBER 2018							
	Original Cash Budget	Virements & Budget C/Fwd's	Current Approved Cash Budget	Spend to Date %	Department's Projected Outturn	Variance Over/(Under) Spend	Variance This Month
Executive Director of Delivery							
Executive Director of Delivery	218	279	497	94	497	0	0
	218	279	497	94	497	0	0
Head of Democratic & Registration Services							
Committee Services	311	4	315	48	315	0	0
Member and Mayoral Services	875	6	881	61	881	0	0
Registration of Births, Deaths & Marriages	-33	5	-28	240	-28	0	0
Registration of Electors / Elections	194	0	194	70	194	0	0
Overview & Scrutiny	121	1	122	47	122	0	0
	1,468	15	1,483	55	1,483	0	0
Assistant Director: Customer Experience							
Local Tax Collection incl Cashiers	416	-24	C	392	122	392	0
Customer Services	1,024	105		1,129	65	1,129	0
Operations Unit	3,273	166	A	3,439	65	3,359	-80
Archives	109	0		109	50	109	0
South Hill Park	289	7		296	81	296	0
Sports Development & Community Recreation	45	6		51	51	51	0
The Look Out	-168	6		-162	208	-162	0
Edgbarrow/Sandhurst Sport Centre	0	0		0	0	0	0
Leased Leisure Sites	35	-1		34	65	34	0
Easthampstead Park Conference Centre	66	8		74	65	334	260
Libraries	1,375	-5		1,370	70	1,370	0
Cemetery & Crematorium	-1,131	33	B	-1,098	62	-1,098	0
Smart Card	152	-10		142	50	142	0
	5,485	290		5,775	74	5,955	180
Borough Solicitor							
Legal	516	17	A, C	533	62	533	0
	516	17		533	62	533	0
Assistant Director: Property Services							
Property Services	412	1		413	23	413	0
Industrial & Commercial Properties	-3,906	-2,559		-6,465	68	-6,465	0
Construction & Maintenance	408	4		412	67	412	0
Health & Safety	59	1		60	57	60	0
	-3,027	-2,553		-5,580	72	-5,580	0
Assistant Director: Contract Services							
Waste Management	7,230	14		7,244	53	6,989	-255
Street Cleaning	903	2		905	58	876	-29
Highways Maintenance	3,181	-36		3,145	61	3,145	0
On/Off Street Parking	-621	108		-513	-6	-513	0
Regulatory Services	941	51		992	26	992	0
Emergency Planning	89	0		89	62	89	0
Other	1,019	-463		556	86	567	11
Environmental Services	646	-47	B	599	60	640	41
Asst. Director Contract Services	210	-202		8	113	8	0
Leisure Contract	-557	45		-512	88	-421	91
	13,041	-528		12,513	56	12,372	-141
Assistant Director: Information Services							
ICT Services	3,767	162		3,929	70	3,929	0
	3,767	162		3,929	70	3,929	0
TOTAL DELIVERY	21,468	-2,317		19,151	61	19,190	39
Memorandum item							
Devolved Staffing Budget - Delivery	10,509	-547		9,962	64	9,962	0
Non Cash Budgets							
Capital Charges	8,995	0		8,995		8,995	0
IAS19 Adjs	1,842	0		1,842		1,842	0
Recharges	-2,949	0		-2,949		-2,949	0
	7,888	0		7,888		7,888	0

DELIVERY BUDGET MONITORING - NOVEMBER 2018

Virements

Note	Total	Explanation
	£'000	
	15	<i>Carry Forwards reported in First Budget Monitoring</i>
	-29	<i>Other Virements reported in First Budget Monitoring</i>
	99	<i>Virements reported in Second Budget Monitoring</i>
	-2,605	<i>Virements reported in Third Budget Monitoring</i>
	129	<i>Virements reported in Fourth Budget Monitoring</i>
A	-473	<p>Directorate Restructure</p> <p>The budget and costs for the Director of ECC have been split 50/50 across Place, Planning and Regeneration and Delivery to reflect the management of services prior to restructure, a virement of £31k is required to cover these costs. In addition £47k of the ECC Departmental budget has been transferred to the Director Place, Planning and Regeneration to support management delivery.</p> <p>Salary allocations have been amended to reflect actual service provision within ECC, these adjustments are split between Place, Planning and Regeneration and Delivery Departments, the net effect in Place, Planning and Regeneration is £0.329m.</p>
B	4	<p>ICT</p> <p>Due to the movement of a staff member from the BI team into the Applications Section within ICT, an inter-departmental part year effect virement is to take place from ASCHH to Delivery (£0.004m). IN addition to this, the saving relating to a restructure within the print room at the start of the year was not reflected, as such £0.039m is to be moved from the DSB (redundant post) into non-DSB to reduce down the income target.</p>
C	0	<p>Libraries/Operations Unit</p> <p>As part of the restructure within the operations Unit, an agreement was made to vire some of the Courier posts budget to libraries as they will now need to complete some of the courier runs that the Operations Unit used to cover. As such, a DSB virement of £0.004m is to be made from Ops Unit to Libraries.</p>
D	0	<p>Postage Savings</p> <p>A tidy up of budgets was required resulting from the postage savings that were taken.</p>
E	7	<p>South Hill Park</p> <p>As previously reported, it was agreed by the Director for ECC that a contribution of £7,100 would be made from the ECC Departmental supplies and services budget to the South Hill Park maintenance budget to cover the costs of remedial works that arose from damage caused by BFC works undertaken at South Hill Park.</p> <p>The virement reflects that the budgets are now held in different Departments, with South Hill Park within Delivery.</p>
F	508	<p>Structural Changes</p> <p>Due to the recent restructures across the Council, a request is made to Structural Changes Reserve to the value of £0.542m.</p>
G	-18	<p>Sports Development</p> <p>Due to the recent restructures across the Council, the Sports Development function is now to be brought back together within the People Directorate (it was previously split across ECC/CYPL) as such a virement of £0.018m is to be made to People.</p>
H	46	<p>Energy</p> <p>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 £0.046m for the Delivery Directorate.</p>
	74	<i>Virements reported in Fifth Budget Monitoring</i>

A	0 Legal/Operations Unit The mobile telephones, stationery and refreshments budgets from the Legal section have now been centralised, following the earlier Council Wide centralisation. (The legal budgets could not be centralised initially due to being part of a transformation review.)
B	0 Environmental Services/Cemetery & Crematorium The Closed Churchyards cost centre was previously located within environmental services and has now been moved to the Cemetery and Crematorium area which is a much more suitable section for this budget line.
C	0 Local Tax Collection / Legal Court costs used to be split across Revenue Services and Legal, however they are now paid by Direct Debit and as such can only be paid from one area. All of these costs are being coded to Legal and in order for all the budget to be in the same place as the costs, a virement is to be made from Local Tax Collection to Legal for the amount of £0.015m.
	0 Virements reported in Sixth Budget Monitoring
	0 Virements reported in Seventh Budget Monitoring
	0 Virements reported in Eighth Budget Monitoring
	0 Virements reported in Ninth Budget Monitoring
	0 Virements reported in Tenth Budget Monitoring
	0 Virements reported in Eleventh Budget Monitoring
	-2,317 Total Budget Virements Reported to Date

DELIVERY BUDGET MONITORING - NOVEMBER 2018

Variances

Note	Variance	Explanation
	£'000	
1	41	<p>Environmental Services</p> <p>More highway and amenity land areas of Jennets Park are now being adopted and gradually being added to the Contract and The Parks estate off Broad Lane is expected to be adopted by the end of 2018.</p> <p>There will be a need to increase resources to undertake the new work required by Continental Landscapes Ltd (CLL) on both Street Cleansing and Grounds Maintenance Contracts. This will create an unavoidable budget pressure of £41,386 for 6 months of this financial year on the Grounds Maintenance contract as the new work on these estates is phased in. The pressure on both contract from April 2019 onwards will be £175,456.</p>
	41	Variances Reported in First Budget Monitoring
	0	Variances Reported in Second Budget Monitoring
1	91	<p>Coral Reef</p> <p>Due to incorrect meter readings being provided in previous years a backdated gas charge of £91k has been received.</p>
2	-297	<p>Waste Management</p> <p>When setting the 2018-19 budgets it was estimated that there would be a loss of approximately 2000 customers (which was in line with previous years) due to the increase in fees. Current projections are in the region of 1000 customers which would mean additional income of £52k is generated in the financial year.</p> <p>Household waste collection and recycling is projecting an underspend of £33k due to an underspend of contracted costs.</p> <p>A recent review of proforma invoices found that vat could be recovered on two prior year invoices resulting in a £212k credit.</p>
3	11	<p>Coroners Joint Arrangement</p> <p>The estimated costs of delivering the service , by Reading Council, have increased in excess of the current budget provision by £10,585</p>
	-195	Variances Reported in Third Budget Monitoring
1	42	<p>Waste Management</p> <p>The energy from waste projection has been reduced in line with contracted tonnage following guidelines from Defra resulting in an overspend of £42k on the Re3 contract.</p>
2	-29	<p>Environmental Services - Street Cleaning</p> <p>There is a projected underspend on external grounds maintenance costs of £29k</p>
	13	Variances Reported in Fourth Budget Monitoring
	0	Variances Reported in Fifth Budget Monitoring
1	-80	<p>Operations Unit - Home to School Transport</p> <p>An underspend of £0.080m has been identified within the Home to School Transport function. This is due to ongoing amalgamation of routes where possible, creating group pick up points and also a few particularly expensive routes have been removed from LA responsibility as these pupils are now the responsibility of Health.</p>
2	260	<p>Easthampstead Park Conference Centre</p> <p>The 2018-19 budget made an assumption that the transformation savings which were to be realised from the sale of the Conference Centre would mean that a budget was only required for the first 3 months of the financial year. In addition to this, the final figure for income in advance is higher than what was initially estimated, as such the current expected pressure on the budget is £0.260m.</p>
	180	Variances Reported in Sixth Budget Monitoring
	0	Variances Reported in Seventh Budget Monitoring
	0	Variances Reported in Eighth Budget Monitoring
	0	Variances Reported in Ninth Budget Monitoring
	0	Variances Reported in Tenth Budget Monitoring
	0	Variances Reported in Eleventh Budget Monitoring
	39	Total Budget Variances Reported to Date

CAPITAL MONITORING 2018/19														
Dept:	Delivery													
As at:	30th November 2018													
Cost Centre	Cost Centre Description		Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comm'ts	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Target for Completion	Responsible Officer	Date of Last Comment	Current Status of Project / Notes	
		£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's					
YM363	South Hill Park Ceremony Suite		9.1	9.1	1.8	0.0	9.1	0.0	0.0	Sep-18	Ann Moore	Dec-18	Project almost complete. Music system options being considered. Additional chairs required. Not progressed this month due to staffing pressures.	
YM007	Capitalisation of Revenue (Highways)		415.2	415.2	200.4	34.9	415.2	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	surfacing complete further programmes under development	
YP007	Maintenance (Street Lighting)		4.9	4.9	42.3	8.9	4.9	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works projects in progress	
YP009	Structural Maintenance of Bridges		226.5	226.5	15.2	266.8	226.5	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works on site will begin as road space permits.	
YP013	Land Drainage		391.5	391.5	34.4	159.0	391.5	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works on site will begin as road space permits and contractor resources allow. Staff resources may delay delivery	
YP113	Road Surface Treatments		1,833.8	1,833.8	928.2	155.6	1,833.8	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	surfacing complete further programmes under development	
YP458	Road Surfacing - Pot Hole Fund		262.5	262.5	0.0	0.0	262.5	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	surfacing complete further programmes under development	
YP479	Replacement Led Street Lights		4,142.8	4,142.8	1,526.2	1,858.0	4,142.8	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works in progress on site, included within the carry forward is £850k to undertake works on subway lighting.	
YM181	Capitalisation of Revenue (Budgets Only)		300.0	300.0	0.0	0.0	300.0	0.0	0.0	Mar-19	Arthur Parker		Updated at Financial Year-end only.	
YM312	On-Line Booking Systems		6.2	6.2	0.0	0.0	6.2	0.0	0.0		Bobby Mulheir	Dec-18	Work in progress to implement Calendar bookings within the Customer Experience Platform with support from ICT Services and Firmstep. Booking Bug has been decommissioned as a booking solution.	
YM315	Customer Relationship Management System (Invest To Save)		29.4	29.4	3.5	0.0	29.4	0.0	0.0		Bobby Mulheir	Dec-18	Opportunities to extend the use of the CRM and associated products continues. Self-service Kiosks are currently being investigated and are expected to be implemented to support reception processes.	
YM336	Website Redevelopment 2015		0.4	0.4	0.0	0.0	0.0	0.0	(0.4)		Bobby Mulheir	Oct-18	This project ended in June 2017 with the launch of the council's new website.	
YM337	Netcall System Replacement		3.0	3.0	1.2	0.0	3.0	0.0	0.0		Bobby Mulheir	Dec-18	Upgrade to Netcall Liberty product completed in November. Some training for administrators still to be delivered.	
YM368	Intranet Development		5.1	5.1	0.0	0.0	5.1	0.0	0.0		Bobby Mulheir	Dec-18	Awaiting a decision from CMT on the future of the current intranet (Invotra) and a proposed move to Sharepoint..	
YM385	TS Customer Reception		50.0	50.0	24.9	4.3	50.0	0.0	0.0		Bobby Mulheir	Dec-18	IT work completed in November. Pending decision on ForestCare move to determine whether a further redesign will be necessary	
YP482	Chapel at Cem & Crem (Invest to Save)		490.9	490.9	467.2	33.3	490.9	0.0	0.0	Mar-19	Bobby Mulheir	Nov-18	All works complete project in defects till Sept 2019	
YP503	South Hill Park		79.4	79.4	0.0	0.0	79.4	0.0	0.0	Mar-19	Bobby Mulheir	Dec-18	Project works on Coach House are progressing well. An additional request for capital funding is pending. Work on the SLA is progressing	
YP306	Maintenance of Car Parks		17.1	17.1	6.1	0.0	17.1	0.0	0.0	Mar-19	Damian James	Jul-18	Deck repairs requested	
YP451	Car Park Improvement / Refurbishment		29.0	29.0	(14)	0.0	29.0	0.0	0.0	Mar-19	Damian James	Jul-18	Schemes progressing	
YP537	Look Out Paking Bay Programme		40.0	40.0	0.0	0.0	40.0	0.0	0.0	Mar-19	Dave Poulton	Sep-18	First test parking bays planned for Oct 18.	
YP538	Look Out Play Area/Exhibit Upgrade		30.0	30.0	0.0	0.0	30.0	0.0	0.0	Mar-19	Dave Poulton	Sep-18	Options / quotes being worked up.	
YM214	Electronic Documents Records Management System		53.7	53.7	3.5	0.0	53.7	0.0	0.0	Mar-19	Debbie Langley	Nov-18	For use for IT and technical build when EDRMS programme recommences. Currently build on hold.	
YM323	TS - EH Network Link / Civic Accommodation		21.0	(0)	0.0	0.0	0.0	21.0	0.0	Mar-19	Debbie Langley	Nov-18	No budget committed to date . Budget used for other capial schemes.	
YM365	ICT Desktop and Mobile Infrastructure		729.5	729.5	503.4	115.0	729.5	0.0	0.0	Mar-19	Debbie Langley	Dec-18	Remainder planned for completion of upgrading equipment choices, agile desk set-ups and Windows 10, contract support for rollout, remote sites set-up	
YM374	ICT Infrastructure		267.8	267.8	160.0	1.2	267.8	0.0	0.0	Mar-19	Debbie Langley	Nov-18	Replacing EOL equipment and software including SQL upgrades: servers upgrades, data centre and network equipment. Secondeond to support network team agreed and therefore this will cover key project support costs in this area (to ensure revenue can afford service desk backfill costs)	
YM376	ICT Digital Strategy		133.0	133.0	15.8	18.7	133.0	0.0	0.0	Mar-19	Debbie Langley	Dec-18	To use for hardware and consultancy to support EA elements plus Sharepoint resource as required. Some consultancy procured from Phenix and BT. More planned. Some hardware procured that need recharging here - £30k for Load Balancer.	
YM377	CWSS/Self Service		44.8	44.8	0.4	0.0	44.8	0.0	0.0	Mar-19	Debbie Langley	Nov-18	Required for iWorks payroll enhancements and Service Desk	

YM374	ICT Infrastructure	267.8	267.8	160.0	1.2	267.8	0.0	0.0	Mar-19	Debbie Langley	Nov-18	Replacing EOL equipment and software including SQL upgrades: servers upgrades, data centre and network equipment. Secondment to support network team agreed and therefore this will cover key project support costs in this area (to ensure revenue can afford service desk backfill costs)
YM376	ICT Digital Strategy	133.0	133.0	15.8	18.7	133.0	0.0	0.0	Mar-19	Debbie Langley	Dec-18	To use for hardware and consultancy to support EA elements plus Sharepoint resource as required. Some consultancy procured from Phoenix and BT. More planned. Some hardware procured that need recharging here - ~£30k for Load Balancer.
YM377	CWSS/Self Service	44.8	44.8	0.4	0.0	44.8	0.0	0.0	Mar-19	Debbie Langley	Nov-18	Required for iWorks payroll enhancements and Service Desk development. To be aligned with Support Services Programme
YL255	Minor Works/Improvements	4.1	4.1	11.7	0.0	11.7	0.0	7.6	Mar-19	Gareth Jones	May-18	Works complete
YM215	Replacement Revenue & Benefits System	16.5	16.5	17.1	0.0	16.5	0.0	0.0		Gill Vickers	Oct-18	ACR (axis counter receipting) will be completed Feb 19
YP349	Green & Blue Waste Bins	0.0	0.0	30.0	0.0	0.0	0.0	0.0	Mar-19	Janet Dowman	Mar-18	Transfer from Revenue for the purchase of blue & green bins.
YM379	Bracknell Library Training Room	0.0	0.0	54.2	(5)	54.2	0.0	0.0	Oct-18	Kamay Toor	Dec-18	All works complete
YP535	Harmanswater Library	795.0	400.0	58.6	301.2	400.0	395.0	0.0	Mar-19	Kamay Toor	Dec-18	Construction works commenced on the 5th Nov and works are progressing well in site. Construction works programmed to completed end Feb 2019
YP508	Cem & Crem - Park Area Pathways	35.0	0.0	0.0	0.0	0.0	35.0	0.0	Mar-19	Linda Gizzie	Nov-18	Due to contractor commitments elsewhere for the council they were unable to fulfil their requirements in Summer (works cannot be undertaken in autumn or winter) so it is likely we will need to carry forward to 2018-19 spring/summer
YP485	Bracknell Library - Introduction Self Service	497.8	497.8	52.1	96.3	497.8	0.0	0.0	Mar-19	Mandy Bates	Oct-18	Self Service is being embedded into all libraries and customer response to date has been positive. Open + for Binfield library has been delayed to Jan 2019 due to changes to Forest Care response service. Approximately a quarter of invoices have now been approved for payment with Biblioteca following progression on technical delivery.
YM367	Civic Accommodation	2,118.9	2,083.9	408.2	0.7	420.0	35.0	(1,664)	Sep-18	Matt Howlett	Dec-18	The majority of final furniture and fittings have now been procured. - Retention to main contractor (£35k) to be released during 2019/20. Reallocation of underspend to other capital projects to made under direction of Director of Finance.
YM386	EH Demolition	1,000.0	0.0	0.0	0.0	0.0	1,000.0	0.0	Mar-18	Matt Howlett	Dec-18	Budget vired from Civic Accommodation (formed part of capital PAD, but separated for clarity). Future of EH still under review. EH no longer being demolished therefore this Cost Centre no longer required.
YL009	Minor Works Programme	6.0	6.0	(1)	0.0	6.0	0.0	0.0	Mar-19	Nick Smith	Aug-18	Remaining items BLC/DGC will take place before year end
YL152	Grass Cutting Equipment	35.0	35.0	35.0	35.0	35.0	0.0	0.0	Mar-19	Nick Smith	Mar-18	Complete
YP484	BLC Main Sports Hall Refurbishment	0.0	0.0	0.1	0.0	0.0	0.0	0.0	Mar-19	Nick Smith		
YP507	Replacement works to toilet area BLC	20.0	20.0	20.0	0.0	20.0	0.0	0.0	May-18	Nick Smith	May-18	Complete
YM359	Alert H&S System	4.6	4.6	0.0	0.0	4.6	0.0	0.0		Nikki Gibbons		
YM244	Improvements and Capitalised Repairs - Council Wide - Planned Maintenance	1,551.0	1,551.0	271.6	786.3	1,551.0	0.0	0.0	Mar-19	Richard Payne	Dec-18	All the projects have now been allocated and design process has commenced. Works to 3 Projects complete (Coral Reef, Fire Improvement,Waterside C) Works to 6 projects on site (76 Binfield, Hanworth, High St CP, Wick Hill, Tenterden, EPCC)
YM364	Iken System Upgrade	0.5	0.5	0.0	0.0	0.0	0.0	(0.5)		Sanjay Prashar	Oct-18	Project Complete
YP522	Savernake Park (S106)	0.0	0.0	(0)	0.0	0.0	0.0	0.0	Mar-19	Stephen Chown	Sep-18	Project complete
YM002	Access Improvement Programme	48.3	48.3	0.0	0.0	48.3	0.0	0.0	Mar-19	Steve Caplan	Dec-18	Works to both Bracknell Walk and High Street CP are currently being designed. Works to be completed by the end of March 2019
YM293	Property & Asset Management System	10.0	10.0	0.0	0.0	10.0	0.0	0.0	Oct-18	Steve Caplan	Dec-18	Self Service roll out is now complete
YM346	Asbestos Control	21.4	2.3	1.1	2.3	0.0	19.1	0.0	Mar-19	Steve Caplan	Oct-18	No budget committed to date
YM351	Disposal of land at Sandy Lane	20.9	20.9	0.0	0.0	0.0	0.0	(20.9)	Mar-19	Steve Caplan		
YM356	Replacement of JEL Building Mgmt. System Controls	0.5	0.0	0.0	0.0	0.0	0.5	0.0	Mar-19	Steve Caplan	Dec-18	No budget committed to date
YM362	Commercial Property Investments	19,688.2	19,688.2	0.0	0.0	19,688.2	0.0	0.0	Mar-19	Steve Caplan		
YM366	EPR Regulations	50.0	50.0	0.0	16.0	50.0	0.0	0.0	Mar-19	Steve Caplan		
YM372	Hutwood Court Southampton (Commercial Property)	0.0	0.0	(0)	0.0	0.0	0.0	0.0	Mar-19	Steve Caplan		
YM373	Lincoln	246.9	246.9	247.4	0.0	246.9	0.0	0.0	Mar-19	Steve Caplan		
Quarterly Service Report - Quarter 1 2018/19 – RESOURCES												
YM383	Redditch	11,623.5	11,623.5	11,633.8	0.0	11,623.5	0.0	0.0	Mar-19	Steve Caplan		
YM388	3, 4, 5A The Lakes, Northampton	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Mar-19	Steve Caplan		
YP442	Coral Reef Enhancement Project (YP442/ YP527)	180.0	180.0	121.5	0.0	180.0	0.0	0.0	Mar-19	Steve Caplan	Dec-18	Works complete and Practical Completion achieved on the 21 September 2017. All outstanding defects will be rectified during the shutdown of Coral Reef between the 7th to the 13th Jan.

YM372	Hutwood Court Southampton (Commercial Property)	0.0	0.0	(0)	0.0	0.0	0.0	0.0	Mar-19	Steve Caplan		
YM373	Lincoln	246.9	246.9	247.4	0.0	246.9	0.0	0.0	Mar-19	Steve Caplan		
YM378	Property Review Feasibility	100.0	100.0	0.0	0.0	100.0	0.0	0.0	Mar-19	Steve Caplan		
YM383	Redditch	11,623.5	11,623.5	11,633.8	0.0	11,623.5	0.0	0.0	Mar-19	Steve Caplan		
YM388	3, 4, 5A The Lakes, Northampton	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Mar-19	Steve Caplan		
YP442	Coral Reef Enhancement Project (YP442/ YP527)	180.0	180.0	121.5	0.0	180.0	0.0	0.0	Mar-19	Steve Caplan	Dec-18	Works complete and Practical Completion achieved on the 21 September 2017. All outstanding defects will be rectified during the shutdown of Coral Reef between the 7th to the 13th Jan.
Total Capital Programme		47,690.5	46,184.9	16,881.3	3,888.8	44,558.8	1,505.6	(1,678)				

Annex B: Annual indicators not reported this quarter

Council Plan indicators

Ind. Ref.	Short Description	Quarter due
1. Value for money		
L254	Annual percentage return for rental income from the property portfolio	Q4
3. People have the life skills and education opportunities they need to thrive		
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

Operational indicators

Ind Ref	Short Description	Quarter due
Property		
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
L317	Annual percentage return for net rental income from new properties purchased through the Commercial Property Investment Strategy (Annual)	Q4
Customer Experience		
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
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service	Q4
ICT		
L078	ICT User satisfaction - service user survey	Q4
L080	ICT Project management - 5 metrics	Q4
Legal		
L087	Percentage of time recorded as chargeable time	Q4

ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL

EXECUTIVE WORK PROGRAMME

REFERENCE:	I082494
TITLE:	Pre-submission consultation response on the draft Crowthorne Neighbourhood Plan
PURPOSE OF REPORT:	To agree the Council's response to the draft Crowthorne Neighbourhood Plan Consultation (Regulation 14 pre-submission)
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	8 Mar 2019
FINANCIAL IMPACT:	None at this time. Grant funding from central government can be claimed at later stages.
CONSULTEES:	In producing a response, colleagues from affected services have been consulted.
CONSULTATION METHOD:	Bracknell Forest is being consulted by Crowthorne Parish Council. (Crowthorne Parish Council are currently undertaking a pre-submission (Regulation 14) consultation on the Crowthorne Neighbourhood Plan, which runs from 4 February to 20 March 2019).

REFERENCE:	I082546
TITLE:	Sustainable Modes Strategy
PURPOSE OF REPORT:	To approve the Sustainable Modes Transport Strategy
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	8 Mar 2019
FINANCIAL IMPACT:	Within approved budget.
CONSULTEES:	None.
CONSULTATION METHOD:	Not applicable.

REFERENCE:	I080804
TITLE:	Bracknell Town Centre Regeneration Committee Update Report
PURPOSE OF REPORT:	To update the Committee on the regeneration of Bracknell Town Centre.
DECISION MAKER:	Bracknell Town Centre Regeneration Committee
DECISION DATE:	11 Mar 2019
FINANCIAL IMPACT:	Contained within the report
CONSULTEES:	None.
CONSULTATION METHOD:	Not applicable.

REFERENCE:	I080265
TITLE:	Capital Programme 2019/2020 Integrated Transport
PURPOSE OF REPORT:	To approve the Integrated Transport Capital Programme for 2019/2020
DECISION MAKER:	Executive
DECISION DATE:	12 Mar 2019
FINANCIAL IMPACT:	Within approved budget.
CONSULTEES:	None.
CONSULTATION METHOD:	Not applicable.

REFERENCE:	I074933
TITLE:	Highway Maintenance Works Programme 2019-20
PURPOSE OF REPORT:	The Council makes provision for highway maintenance schemes as part of its overall budget allocation. The funding is then targeted according to highway condition. In order to ensure most effective use of resource and the early booking of the plant and equipment, approval is sought annually to approve the targeting of funding to those roads identified on a rolling list as being in greatest need.
DECISION MAKER:	Executive
DECISION DATE:	12 Mar 2019
FINANCIAL IMPACT:	The approved 2019/20 capital programme includes budgets for Highway Maintenance . Spend against these budgets will be monitored on a monthly basis and reported on in line with the 2019/20 capital budget monitoring timetable
CONSULTEES:	Not applicable
CONSULTATION METHOD:	Not applicable

REFERENCE:	I082326
TITLE:	Airspace and Future Operations Consultation
PURPOSE OF REPORT:	To approve Bracknell Forest Council's consultation response.
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	15 Mar 2019
FINANCIAL IMPACT:	N/A
CONSULTEES:	N/A
CONSULTATION METHOD:	N/A

REFERENCE:	I075157
TITLE:	Pre-submission consultation response on the draft Winkfield Neighbourhood Plan
PURPOSE OF REPORT:	To agree the Council's response to the draft Winkfield Neighbourhood Plan Consultation (Regulation 14 pre-submission)
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	15 Mar 2019
FINANCIAL IMPACT:	None at this time. Grant funding from central government can be claimed at later stages.
CONSULTEES:	In producing a response, colleagues from affected services have been consulted.
CONSULTATION METHOD:	Bracknell Forest is being consulted by Winkfield Parish Council

REFERENCE:	I076115
TITLE:	Consultation response on the submission version of the Warfield Neighbourhood Plan
PURPOSE OF REPORT:	To agree the response to the consultation on the submission version of the Warfield Neighbourhood Plan (Regulation 16 submission consultation)
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	20 Mar 2019
FINANCIAL IMPACT:	Central Government grant. Within existing budget.
CONSULTEES:	Bracknell Forest Council can provide comments on this consultation which will be sent to the independent Examiner. In producing the response, colleagues from affected service areas have been consulted for comments.
CONSULTATION METHOD:	This is a public consultation on the submission version of the Warfield Neighbourhood Plan (statutory Regulation 16 consultation)

REFERENCE:	I080303
TITLE:	Smart Connect: Future Direction
PURPOSE OF REPORT:	To propose entering into discussion with SmartCitizen to better ensure the future development of the Council's SmartConnect Customer Management System.
DECISION MAKER:	Executive
DECISION DATE:	18 Jun 2019
FINANCIAL IMPACT:	Negotiations need to take place with SmartCitizen centred around the ownership and value of the IPR the Council owns in relation to SmartConnect.
CONSULTEES:	N/A
CONSULTATION METHOD:	N/A

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