

# QUARTERLY SERVICE REPORT RESOURCES

Q4 2017 - 18  
January - March 2018

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## Key

### Actions

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	Action may fall behind schedule		Action is no longer applicable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

### Performance indicators

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

## **Section 1: Where we are now**

### **Director's overview**

#### **Introduction**

The final quarter of 2017/18 has continued at pace with a number of projects delivering significant results over the quarter. The majority of the Time 2 Change works are now completed and a more detailed summary of these is provided below. This project has required huge coordination of staff and resources across a number of services and significant engagement with teams across the Council. This project has scale and has made a significant impact. It has changed how we work and where we work and it has gone very well thanks to the hard work of those leading it. This and many of the other key projects detailed below will continue into the next year as changes and improvements are embedded.

The staff in the directorate continue to support Transformation Programmes across the rest of the Council as their expertise in Legal, Finance, ICT, Property and HR is very much in demand to ensure good decision making and planning. This continues to place pressure on the teams and workloads are significant.

It is pleasing to see that the vast majority of the transformational changes being made across the Council are being welcomed and quickly becoming the usual way of doing things.

#### **Budget and savings delivered for 2017/18**

The approved Resources' cash budget for 2017/18 was £13.554m which included economies of £-0.392m and commitments of £-0.704m. The Council Wide Support Services review resulted in a net budget increase of £0.562m as the part year effect for the transfer of staff to form the new Resources directorate. The Council Wide PA review has resulted in a saving from Resources of £0.065m, the disaggregation of the Chief Executive's department resulted in a budget decrease of £0.319m and in addition to this, budget has been vired from non-departmental headings to take account of the income on the newest commercial property investments that the Council has purchased (£-2.157m).

At the end of the fourth quarter budget and expenditure are broadly in alignment but further analysis will be required as part of the final accounts process.

#### **Transformation projects progress**

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

The various strands of work to deliver the programme are being coordinated by a new programme manager. Highlights include:

- Soft launch of new ICT helpdesk at end of April. Go live phase one mid May. There is an ongoing review of key processes that will link to the new helpdesk.
- Recruitment for the vacant Business Partner post in ICT is underway.
- Work in Finance to develop template for managers to return monthly variances developed. Management reports to inform monitoring returns have been developed.
- Training and implementation timetable for new budget monitoring process being developed.
- All vacant posts within the Organisation Development service have now been filled.
- Work continues within HR to streamline a number of key processes.
- Several workshops have taken place to develop the role of the Business Partners.

- The soft launch of the intranet Doris has taken place.
- A group of officers has been identified to work on a technical solution for the Starters and Leavers process.
- The online annual leave booking system is being tested and will be in place Q2 2018, using the iTrent HR system.

### Citizen and Customer Contact Review (CCC)

- Engagement is a key requirement for the CCC Programme to ensure that all stakeholders are aware of, embed, and model the customer experience.
- We are beginning to embed new technology to enable effective customer experience and efficiency with notable successes for example use of Gov.Notify and Gov.Delivery for digital communication with customers.
- Project Managers are now in place for both Telephony and EDRMS Projects and these projects have launched and been agreed by CMT.
- We are waiting to discuss with CYP&L where better meeting the needs of “high need” customers sits in this programme.
- Service redesign methodology has enabled cost savings to be made across the council and within transformation projects; we are starting work with the SEND team and Revenues.
- We are working closely with the Business Change Manager to capture all financial and non-financial benefits for the programme.
- Phase 1 of Digital Mailroom has realised anticipated cost savings. Phase 2 is underway including cross training of staff with scanning team and further reductions of the courier service. We are now seeing a reduction in costs and quantities of outgoing post.
- Work is well underway to develop a borough wide volunteering website and a campaign for volunteering is being worked on. The Intranet now holds details of Volunteering Policy and associated documents.
- Roadmaps and timelines for all digital and IT support/rollout have been completed.
- Digital show and tell days were successful in sharing knowledge of technical and digital innovations.
- We have been accepted as an Alpha partner by Gov.UK Pay and work is beginning to ensure digitalisation of Direct Debit mandates, alongside reductions in cheque and cash payments.
- Workshops have been held for the development of meaningful KPI's and dashboards for this programme of work.
- Technology has been successfully trialled for face to face reconfiguration of Times Square, enabling more self-service.
- Sourcing strategy and approach has been agreed, looking at areas where we could progress opportunities for sharing, divesting and selling services.

### Property Review

- The Council's Executive agreed the future option for Easthampstead Park Conference Centre on the 10 April 2018. Plans are now being considered for any necessary relocation of services.
- Future options for the Commercial Centre are being focused on redeveloping the workshop space and releasing land for either residential or office accommodation. Viability Assessments are being prepared for consideration in July.
- The former landfill site at London Road, which carries enduring liabilities for all Berkshire Unitary Authorities, will be subject to a competitive dialogue process to realise any opportunities on the site whilst minimising the liabilities. This project has received some funding from One Public Estate programme. In addition, discussions have been held

with a local housing developer to allow an access road over part of this site. This would, however, require planning approval.

- A number of other properties and sites across the Council are part of the review and subject to appraisal of options for future service delivery.

## **Progress on other major projects**

### Organisational Development Strategy

- The workforce strategy to strengthen leadership capacity within the Council has continued to be implemented with the Organisation Development (OD) team managing a nomination and selection process for Leadership and Management diplomas. There are 2 levels available, level 3 and 5, both are accredited by the Chartered Management Institute and delivered by Bracknell & Wokingham College. The first cohort will be limited to a maximum of 26 places, which will be paid for through the Apprenticeship Levy. It is intended that there will be a further cohort in September.
- Further work continues within the OD section which aims to maximise benefit to the council from using apprenticeship funding to progress management development within the Council.
- Leadership capacity has also been supported through the commissioning of:
  - Two CIPD workshops for managers relating to workforce planning for April 2018
  - Two change management accredited courses for managers managing change during 2018
- Commissioning of Coaching and Mentoring training has continued with organisations providing details of their offer, these will be assessed by an OD Board panel and the programme will be developed and delivered during Q1 2018/19.
- The staff awards initiative will be launched during Q1 2018/19 providing the organisation with opportunities to celebrate and recognise the achievements of staff right across the organisation. The criteria for awards will further embed employee values and behaviours.
- Further developments to support staff appraisals have been completed to improve appraisal discussions.
- Staff and middle managers through workshops, team cascade, a Joint Middle Managers and CMT event have developed a consensus relating to the feedback from the staff survey. CMT will review the feedback from the middle managers event and agree next steps. Managers also committed to act on their own priorities.

### One Council: Time 2 Change

The Time 2 Change Programme is nearly complete in Time Square and has continued to deliver the Programme on time and within budget. The programme encompasses building works and moves, changes in Technology and changes in the culture of how we work.

All staff moves continue to be completed in line with move schedule, with only the Multi Agency Safeguarding Hub (MASH), Councillors and the Democratic function remaining in Easthampstead House until 27 April.

The new democratic suite on ground floor south was officially handed back on 23 March, with Atkins attending site on the 23 April to carry out snagging and issue partial possession. Whilst the project experienced a small delay in completing the works to the Atrium due to

bad weather and the relocation of the air handling unit, Brymor have managed to accelerate works and will hand back the Atrium spaces on the 5 April.

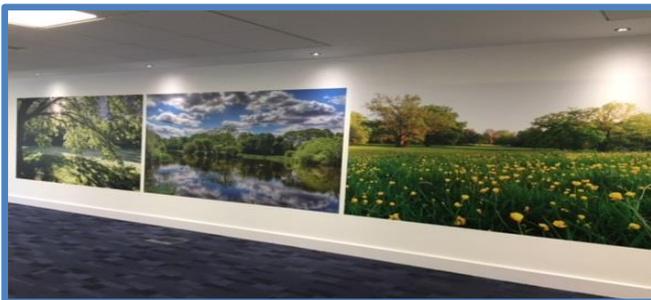


Temporary informal break out furniture has been identified for trial and will be placed in the Atriums on Floors 1, 2 & 3. The project team will commence with a staff consultation on the type of furniture they wish to see in order to maximise the space available.

The new Council Chamber is complete, with furniture being installed between the 13 and 20 of April. This will ensure that the Council Chamber is fully operational ready for all Councillors and Democratic function to move across to Time Square on 27 April. The audio visual system will be installed week commencing 30 April.



All Wall graphics have now been added in Ground South.



Meeting room furniture with built in desk top supply is being installed in all ground floor south meeting rooms between 11 and 17 April and new rooms have been set up on Outlook for bookings from 1 May although this could be brought forward when they become operational. New room booking system and meeting room technology will be installed in May once all cabling is complete.

Staff kitchen refresh work commences on 16 April to install additional wall units/worktops and fridges, in line with staff feedback.

The archive store is also now complete and being utilised by a number of teams. All Legal documents have been successfully transferred into the new deeds and archive store located in the basement of Time Square. Initial feedback from staff has been very positive. The archive store comprises of two separate rooms with neat and coordinated mobile storage contained within. Shelves can be easily adapted and moved to future proof the area should storage requirements change. Wasted linear space is reduced and the whole area is designed for optimum use.



Time Square Car Park is due to reopen on 17 April to blue badge holders, essential car users, senior officers and councillors.

Car parking data has been analysed and with new agile working practices enforced, Time Square and High Street sites will provide sufficient parking for entitled and paying parkers.

The demolition of Easthampstead House is on track to commence mid May, with tenders currently being evaluated. The Time 2 Change project team will check and clear the building of confidential material and useful items of furniture between 30 April and 4 May.

IT are awaiting the date for the move of the library link from Easthampstead House before all technology can be decommissioned in Easthampstead House, with Portman Close being configured for the disaster recovery site. The move to Portman Close is dependent on the new library fibre link being moved from Easthampstead House – awaiting timescale from BT as initial date given is 4 June 2018.

General staff feedback in the programme has been very positive to date with the move to an agile culture embraced by staff.

#### One Council: Time 2 Change – ICT

- Post-construction phase 2 moves and floor refits recommenced 19 January in line with the programme. Once again IT internal resources were used for these phases.
- New mobile kit is allocated to teams prior to the moves to enable flexible and agile working.
- Meeting room cabling has commenced to enable new technology to be installed including a room booking system and display technology once all cabling is complete.
- Six sales of surplus IT have taken place to date. Final sales to follow when all moves to Time Square are complete.

#### Agile working

The following agile desktop kit has been rolled out to date:

- 283 convertible laptops:

- 14 detachable laptops;
- 197 large laptops;
- 8 small laptops;
- 14 Windows7 laptops have been upgraded to Windows10;
- 2 PCs replaced with Windows 10 for specialist set-up. Further to follow once set-up signed off.
- ASC, CSC and Senior officers complete.
- All members have chosen their new device and rollout is nearing completion.
- Programme of work commenced to upgrade Windows 10 laptops with Brcrypt to Bitlocker (supplied under the EA agreement) encryption software.
- Dual screen installation at remote sites in progress.
- The remainder of free workers based in Time Square are next to be upgraded with kit.

#### Mobile telephony

- 218 Blackberries have been replaced with Samsung J5 devices for email on the move. Approximately 100 more devices to be rolled out to replace Blackberry devices or for new users that require email on the move.
- 327 Samsung J3 devices have replaced the Nokia's devices or where staff do not require email on the move any longer.
- A review to take place shortly to ensure that all old phones have been removed and voicemail accounts aligned.
- Over 900 staff have been allocated softphones for use with the Jabber software replacing Cisco handsets.

#### Microsoft Enterprise Agreement

The agreement was signed in July 2017 for a three year period. This gives right of use for a number of Microsoft products, supporting the ICT and Digital Strategy moving services to the Cloud.

A high level timetable of product deliverables has been produced.

The main products include:

- Active Directory - move to the Cloud is now complete.
- Intune – infrastructure set-up and trial of Samsung J5's with Intune complete. J5 replacement of Blackberry devices nearing completion.
- SharePoint – initial technical workshop to inform planning for an EDRMS solution took place which will support the move to a digital post room. Next steps to be determined following appointment of a project manager.
- Exchange in the Cloud – set-up in place to migrate a pilot set of users. However full migration of sets of users cannot take place until the internet capacity is upgraded.
- Windows 10 – being rolled out with new devices which commenced in August 2017.
- Office 2016 – to be rolled out once Exchange is in the Cloud.
- Teams (replacement for Skype) – will replace Cisco Jabber – commencing preparation work – summer 2018, following migration of email in the cloud.

The ICT team are working with a Microsoft Gold partner to assist with the implementation of the products.

As products are implemented other products can be discontinued and savings for these products made.

#### Community Hubs development

Warfield – Ridge has been commissioned to carry out the Neighbourhood Centre feasibility brief. The initial briefing meeting with all stakeholders took place on 6 March. The timescale for the feasibility brief to be completed has been extended to June 2018.

Blue Mountain – discussions are still on-going with the CCG and Binfield surgery to explore if an expanded surgery could be co-located with the community facility.

Crowthorne – the architect's latest iteration of the plans are with the developer (L&G) for approval before they can be circulated to the Working Group for comments. L&G are still speaking to planners regarding the removal of the requirement for a temporary community hub and instead bring forward the development of the permanent facility for completion sometime in 2019.

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

- The Council continues to seek opportunities for commercial acquisitions as part of its Commercial Property Investment Strategy, a number of assets have been unsuccessfully bid on but the Council continues to seek appropriate opportunities which meet its policy.
- A by-election will be held on Thursday 3 May to fill a vacant seat in the Bullbrook Ward of Bracknell Town Council.
- Following a successful recruitment process two Overview & Scrutiny Co-ordinators will be joining the new Governance & Scrutiny Team on 1 May.
- The Charter+ assessment team will be visiting the Council on 19 April to determine whether we are continuing to meet the Charter+ standard for member development. The assessors will be speaking to a range of councillors, officers and partners as part of this process.
- The Health Overview & Scrutiny Panel will be the last meeting in the old Council Chamber following which the AV equipment will be removed and installed in the new Chamber in Time Square. The first meeting in the new Chamber will be the Executive on 8 May.
- The Council will be celebrating 20 years as a unitary authority in April which will be marked by a plaque in the new Democratic area in Time Square.
- The transfer of Leisure Services has been implemented with effect from 1 March and staff have transferred to Everyone active.
- Crematorium New Chapel - Works commenced on site. To be completed late May early June 2018 due to poor weather delaying progress.

### **Highlights and remedial action**

#### **Good performance**

- IT team completed data transfer, telephoning transfer and decommissioning of 3 leisure sites simultaneously on 28<sup>th</sup> February into early hours of 1<sup>st</sup> March.

#### IT User Satisfaction Survey

Highlights when compared to the last survey in July 2017 (which were already excellent) are:

- A further improvement in satisfaction for the Helpdesk. Up to 6.21 out of 7.0
- A big leap in the satisfaction with mobile phones. Up almost 21%.
- An improvement of almost 11% satisfaction with Wi-Fi
- A further improvement in the overall satisfaction with ICT in general. Up to 6.13 out of 7.0

#### **Areas for improvement**

- 7.2.39 Encourage staff to self-disclose personal information to increase the accuracy of workforce. (E) - There are new regulations coming out in May 2018 regarding the GDPR. This would be a good opportunity to remind employees that they can now update their details on iWork@BFC privately and how this information is used. Therefore the date for this is now 31/13/2018.
- Easthampstead House decommissioning dates for moving links from EH to Bracknell Library not satisfactory – given 4th June by BT (ordered 4 months ago). Further work following move of link required. Impacts on demolition of Easthampstead House. Escalated to BT for a new date.
- L261 Level of Council wide staff sickness absence (Quarterly) – There was a rise in sickness this quarter; 2.22% against a target of 1.93%. Mainly within schools, this is to be expected during the winter months.
- L262 Level of Council wide voluntary staff turnover (Quarterly) – There is a rise in voluntary staff turnover; 3.0% against a target of 2.5%, up 0.5% compared to last year.
- L275 Percentage of admissions appeals which are upheld - Primary (Annually - There were 8 primary school appeals during the time period (excluding infant class size appeals), of which 3 were upheld across 2 different schools. The small total number of primary appeals has resulted in a high percentage being upheld, even though the actual number of upheld appeals is low. 37% against a target of 5%.
- L064 Debt outstanding as percentage of gross debt (Quarterly) – Due to capacity issues in the team, this indicator has been above target for this entire financial year. However, there has been a consistent downward trend with the figure decreasing from 12% in Q1 to 5% in Q4.
- L131 Percentage of staff leaving the Council within one year of starting (Annually) – The figure was 24% against a target of 18%. This is based on voluntary leavers only. 72% of these leavers were within schools.
- L323 Satisfaction with the home to school transport service was 84% against a target of 95%. This was the first year the survey was done online instead of on paper. As a result, response rate was lower than expected which skewed the results. In addition, the survey deadline was shorter than usual. Next year, the survey will be sent out earlier to allow more time for responses to be received and regular reminders sent out during the survey period.
- L233 Percentage of abandoned calls to the main Council contact number – The figure was 5.6% against a target of 5.0%. The first two months of the quarter were within target, however, March was outside of target and impacted the overall quarter total. The March figure reflected staff vacancies, leave and some sickness.
- L324 Percentage satisfaction with O&S reviews from senior staff feedback (Annual) – The figure was 67% against a target of 90% - One review was completed in 2017-18 and additional feedback from officer was that there was good debate during the review, the chair ensured we kept to task and as an officer I felt able to contribute and felt listened to. Progress on working groups was slowed down during 2017-18 due to reduced resources to support reviews. The indicator target is based on the successful completion of multiple reviews. Resources have been put in place to progress reviews and speed up their delivery in 2018-19 but will not be able to impact on this quarter's results.

## Audits and Risks

During quarter 4 limited assurance reports were issued on accounts payable and on the performance management module of the ITrent system.

The Resources Risk Register was reviewed at DMT on 15th March 2018. The key changes identified were:

- To amend the risk on inadequate staffing to include pressure on resource to support delivery of transformation projects; and
- To reduce the finance and economic risk from red to amber.

## Budget position

### Budget and savings delivered for 2017/18

The approved Resources' cash budget for 2017/18 was £13.554m which included economies of £-0.392m and commitments of £-0.704m. The CWSS review resulted in a net budget increase of £0.562m as the part year effect for the transfer of staff to form the new Resources directorate. The Council Wide PA review has resulted in a saving from Resources of £0.065m, the disaggregation of the Chief Executive's department resulted in a budget decrease of £0.319m and in addition to this budget has been vired from non-departmental headings to take account of the income on the newest commercial property investments that the Council has purchased (£-2.157m).

## Section 2: Strategic Themes



### Value for money

Sub-Action	Due Date	Status	Comments
<b>1.1 Council Tax is in the lowest 10% nationally amongst similar authorities</b>			
1.1.01 Maintain Council Tax in the lowest 10% nationally of all unitary authorities	31/03/2018		Maintained
<b>1.2 The cost quality and delivery mechanism of all services will be reviewed by 2019</b>			
1.2.01 Implement the Transformation Board work programme for 2017/18 (T)	31/03/2018		The programme is making good progress and has significant momentum with improvements in customer experience and improved outcomes for people as well as over £6m of savings identified.  The adults programme is RAG rated Green for March with an improved savings forecast. The Parks and Countryside and Planning and Building Control gateway reviews went well and Executive decisions on the new strategies for the services will take place in May.
1.2.05 Undertake a council wide review of Citizen and Customer Contact and implement the findings (T)	31/03/2018		A number of projects are underway to implement the programme. Digital developments are beginning to be embedded in service areas. Cultural

			change continues to be a priority.
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 (T)	31/03/2018		A number of technical issues on the development of the intranet have been resolved and the go live date is April 2018. The BI review has been completed and the new structure implemented. Good progress is being made on the legal business case which will be presented to the board in May 2018. Work to improve and implement new processes is ongoing across all functions.
1.2.10 Conclude the delivery plan for the Facilities Management Category Strategy	31/03/2019		This task is now concluded by agreement with CMT
1.2.11 Undertake a review of key council properties and implement the findings (including Time Square Easthampstead House Commercial Centre Easthampstead Park Conference Centre South Hill Park Open Learning Centre London Road waste site and Longshot Lane recycling centre)	31/08/2019		The work of the property review group is focusing on key assets. Details are being considered for the viability to deliver either some office or residential space and a redeveloped workshop at the commercial centre. The future operation at EPCC will be considered by the Executive on 10/04/2018. Easthampstead House will be fully vacated by the end of April and potential site clearance over the summer.
1.2.15 Implement the Accommodation Strategy for consolidation of Council office accommodation in Time Square.	31/05/2018		All staff moves have now been completed successfully (with the exception of Democratic Function, Councillors, Support Staff and MASH team). Final teams will be relocated to Time Square by the end of April 18, but teams are already able to work from either building. Construction works are nearly complete and all areas are to be handed back on 06.04.18. Project has been completed within the approved budget.
1.2.16 Prepare a Business case towards establishing a shared Legal Service with West Berkshire Council with a view to implementing a shared structure by 1 October 2018. (T)	01/06/2018		The business case is on track to be completed by the end of May.
<b>1.3 We charge appropriately for services and seek opportunities to generate additional income</b>			
1.3.05 Review Service Level Agreements and charging with schools and academies and explore opportunities for further service provision	31/03/2019		Costing of current services largely complete but needs to be compared with income, Additional resource introduced in CYPL to develop future options for marketing services.
1.3.06 Implement the changes to the discretionary Home to School Transport service	31/03/2019		There are currently no outstanding Home To School Transport contributions for this academic year.
1.3.07 Develop Property Investment Strategy to support Property Acquisitions in line with the Council's budget requirements and existing property investment portfolio and begin acquisitions	31/03/2019		The Council have bid on several new assets this past quarter to meet the income target within the approved capital budget but has been unsuccessful thus far on those bids. Other new opportunities are being considered. The existing stock is performing fully as intended.

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)	31/03/2018		The Commercial Property Investment Strategy is being implemented and proposals for a lottery are being developed. Working with Activist and Essex CC to develop wider approach to commercialisation that can be applied across the organisation
<b>1.4 Self-service and the use of online services has increased</b>			
1.4.01 Increase range of services available through the website and uptake of customer online account (E)(T)	31/03/2019		New online services have been launched, including e-benefits, online bookings for bulky waste and online payments and bookings for parks and countryside events. The website is being used to promote take-up of the subscription-based email service. The number of online accounts has increased to 25,200.
1.4.02 Develop an ICT and Digital Strategy to support increased use of online resources by staff. (T)	30/04/2017		Complete
1.4.03 Implement employee and manager self-service in the new HR and Payroll system (T)	31/12/2019		Aspects of the implementation of Manager Self Service of the new HR System have been delayed due to resource issues within Payroll. A new Project Manager was appointed w/c 2 April on a temporary basis to push this project forward. This will include a review of what has already been implemented. In relation to phase 1 (payroll implementation).
1.4.05 Develop and implement a Workforce Transformation Strategy (T)	30/09/2018		Following the agreement to the strategy an action plan work is in place to develop leadership and management skills by: <ul style="list-style-type: none"> <li>• Offering permanent staff the opportunity to complete a Leadership and Management diploma qualification accredited by the Chartered Management Institute, delivered by Bracknell &amp; Wokingham College. The first cohorts will start in May 2018.</li> <li>• Supporting workforce planning through two CIPD workshops for managers during April 2018.</li> <li>• Commissioning change management accredited development for managers managing change during 2018.</li> <li>• Developing the managers network/forum</li> </ul> Reward and Recognition - In addition work has continued to embed employee values and behaviours through the development of a staff awards initiative which will be launched early May. Engagement with staff and middle managers through workshops, team cascade and a Joint Middle Managers and CMT event has been valuable in developing a consensus on the feedback from the staff survey and themes we need to address in response to it. CMT will now look at the feedback from the middle managers session Managers and agree next steps. Managers committed to act on their own priorities. A pilot team development programme has commenced ,

			this utilised personality questionnaires to increase staff awareness, the programme will be completed and evaluated during the next quarter. Other programmes, including coaching and mentoring are being finalised. Recruitment and Retention – a draft strategy in under development following extensive engagement with CMT, SMT and members ( overview and scrutiny.)
1.4.17 Development and implementation of the Council's strategy to minimise the amount of apprenticeship levy paid which will move towards meeting the apprenticeship levy quota.	31/03/2019		Strategy agreed to use levy to develop existing staff ( management development) with approx. 8 new apprenticeships to start. Leadership and Management apprenticeship advertised to staff , these could result in up to 24 new learning opportunities with the courses funded by the apprenticeship levy. Further work continues within the OD section which aims to maximise benefit to the council from using apprenticeship funding to progress management development within the Council
1.4.18 Provision of a range of learning and development opportunities to 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.	31/03/2019		A range of opportunities were provided including Motivational Interviewing, Cultural Competency, Safeguarding and Workshop to Raise Awareness of Prevent (WRAP), Action Learning Sets for Children's Social Care Managers.
<b>1.5 Community involvement and the use of volunteers in the delivery of council services has increased</b>			
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 assessment of sourcing options in the analyse phase of all service reviews.  There have been 260 expressions of interest and 154 applications from people interested in volunteering in the library service and there are now over 100 volunteers working for the library service.
<b>1.6 Resident and staff satisfaction levels remain high</b>			
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		Consultation and equality impact assessments regularly undertaken including on all transformation reviews.
1.6.05 Conduct a Staff Survey in autumn 2017 to test staff satisfaction levels	31/10/2017		Complete results of the staff survey were sent through to all staff. Staff had the opportunity to discuss the results with Managers and these comments were fed back by a series of workshops with senior managers and CMT to agree themes for improvement.
1.6.06 Respond and communicate results of the 2017 Residents' Survey	31/03/2018		Complete

1.6.07 Analyse the staff survey results by protected characteristics and follow up on any areas of concern. (E)	31/12/2017		The results were analysed by protected characteristic but there were no results that were deemed to require further investigation going forward.
<b>1.7 Spending is within budget</b>			
1.7.02 Implement savings as identified for 2017-18 (T)	31/03/2018		Savings delivered, expenditure within approved budget
<b>1.8 Surplus assets are sold</b>			
1.8.01 Set realistic targets for anticipated capital receipts as part of annual budget	31/03/2018		Property Services continue to work to deliver maximum possible capital receipts in accordance with the Council's budget plans.

Ref	Short Description	Previous Figure Q3 2017/18	Current Figure Q4 2017/18	Current Target	Current Status
L051	Percentage of current year's Council tax collected in year (Quarterly)	84.49%	98.50%	98.30%	
L053	Percentage of current year's Business Rates collected in year (Quarterly)	90.74%	102.65%	98.60%	
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	89.25%	84.33%	85.00%	
L256	Percentage of transactions carried out online and the use of the customer portal (Quarterly)	Not available	Not available	53.9%	N/A
L257	Cumulative number of complaints received across the Council at stages 2 and 3, statutory social services complaints, and complaints referred by the Local Government Ombudsman (Quarterly)	109	149	N/A	N/A
L261	Level of Council wide including Schools staff sickness absence (Quarterly)	1.71	2.22	1.93	
L262	Level of Council wide including Schools voluntary staff turnover (Quarterly)	3.4%	3.0%	2.5%	

Ind Ref	Short Description	Previous figure 2016/17	Current figure 2017/18	Current Target	Current Status
	Level of Council wide including Schools staff sickness absence per (Annually)	6.00	7.03	N/A	N/A

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



Ind Ref	Short Description	Previous figure 2016/17	Current figure 2017/18	Current Target	Current Status
L274	Percentage of admissions appeals which are upheld - Infant (Annually)	0.0%	0.0%	0.0%	
L275	Percentage of admissions appeals which are upheld - Primary (Annually)	0.0%	37.0%	5.0%	
L276	Percentage of admissions appeals which are upheld - Secondary (Annually)	11.0%	5.8%	10.0%	

## People live active & healthy lifestyles



4: People live active and healthy lifestyles			
Sub-Action	Due Date	Status	Comments
<b>4.4 Personal choices available to allow people to live at home are increased</b>			
4.4.11 Seek acquisitions of suitable properties through Downshire Homes Ltd supporting the Council's housing needs	31/03/2019		The target for the year has been fully satisfied and work is now underway preparing for 2018.
<b>4.8 Learning opportunities are available for adults</b>			
4.8.01 Work with partners to coordinate opportunities for Digital Inclusion activities (E)	31/03/2018		It has been difficult to make progress with this action due to the reconfiguration of Time Square. This work is nearing completion, and a redesign of the public areas will take place during early 2018/2019. This will include providing suitable space for supporting customers in developing digital skills.

## A clean, green, growing and sustainable place



Sub-Action	Due Date	Status	Comments
<b>5.2 The right levels and types of housing are both approved and delivered</b>			
5.2.05 Support housing delivery where possible with the Council's own land holdings in particular Sandy Lane site and Heathlands site	31/03/2019		The land at Sandy Lane received planning consent for 89 units and includes 23 affordable homes. Cala also have the adjacent site where BFC is assisting in the release for housing development. The release of the former Downside property has now been agreed and the Registered Provider will be seeking planning for 23 affordable units shortly.
<b>5.3 Appropriate infrastructure development is completed to support housing growth including; Warfield Link Road Coral Reef Junction Jennetts Park town centre</b>			
5.3.03 Facilitate the development of new Community Hubs at three sites - Blue Mountain (Binfield) Warfield Transport Research Laboratory (Crowthorne) working with the Parish Councils	31/03/2019		Warfield - consultants appointed and work on the feasibility study has commenced. Blue Mountain - discussions on-going with the CCG and Binfield surgery to explore if an expanded surgery and health and wellbeing centre could be co-located with the community facility; collaboration on the development of a PID for NHS England funding which will be submitted by the CCG. Crowthorne - finalising architects designs for the hub and developing the timetable and process for transfer of the hub to the parish council.
<b>5.4 Neighbourhood Plans and Community Infrastructure Levy (CIL) to support local community facilities and other infrastructure are in place</b>			
5.4.02 Deliver Neighbourhood Planning Referenda in Warfield Bracknell Town and other parish council areas when developed	31/03/2019		None presently required.

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



Sub-Action	Due Date	Status	Comments
<b>6.1 Levels of volunteering and community action in the borough are increased</b>			
6.1.02 Develop the Council's approach to embedding community self reliance as a cross cutting theme across all the Council's services and activities through the Citizen and Customer Contact Review	31/03/2019		Volunteer Handbook, Manager Guidance and Volunteer Agreement launched and publicised with the Volunteer Policy in Q4.  Involve have commissioned the development of a volunteering brokerage website.
6.1.04 Recruit volunteers to support redevelopment of the website and the customer's online account by carrying out testing	31/03/2019		The redeveloped website is now live, however we continue to gather customer feedback, and to use this in the ongoing development of the site and the customer account.
<b>6.2 High levels of community cohesion are maintained</b>			
6.2.02 Ensure local work on the Prevent agenda addresses issues of community cohesion through the implementation of the Prevent Steering Group strategy (E)	31/03/2019		Strategy implementation progressing well.
6.2.04 Monitor the implementation of the new 'All of Us' Equality Scheme for 2017-20 which sets out the Council's cohesion objectives and actions (E)	31/03/2019		On track

## Section 3: Operational Priorities

Sub-Action	Due Date	Status	Comments
7.2.01 Deliver national and local elections without challenge and within budget	31/03/2019		There were no elections held 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 vacancies currently that the Council can appoint to.
7.2.05 Publish draft Statement of Accounts	31/05/2017		Complete
7.2.06 Prepare monthly budget monitoring reports on time	31/03/2019		Reports prepared as per timetable
7.2.07 Provide financial advice to the Council in its support for Downshire Homes Limited including the provision of loan finance	31/03/2019		Loan agreement in place
7.2.08 Use monthly budget monitoring reports to identify and address any emerging overspends promptly	31/03/2019		Small underspend will be achieved by year end
7.2.09 Carry out annual review of Constitution	31/10/2017		Contract Standing Orders updated to reflect Statutory thresholds. No further constitutional changes proposed for 2018.
7.2.10 Provide effective and timely legal support as required including Property, Contracts, Planning and Public Protection advice and drafting	31/03/2019		Three residential properties transferred from Downshire Homes Limited to Registered Provider. Completion on award of Leisure Services Contract to SLM. Ongoing s106 activity. Arbitration dispute with Balfour Beatty relating to school construction contracts. Support to Property team on Easthampstead Park CC disposal and London Road Landfill site pre-procurement activity. Advice to procurement on Easthampstead House Demolition contract and Corporate Cleaning contract.
7.2.11 Provide Legal support to Downshire Homes Ltd including advice to the Board and conveyancing for property acquisitions	31/03/2019		Legal support provided on 3 properties purchased in Q4 bringing total to 22.
7.2.13 Provide Legal support on all infrastructure projects	31/03/2019		Ongoing Planning law support on major development sites in Warfield/Newell Green and Binfield in addition to S106 agreement relating to former Garth Hill School site. Procurement advice on Easthampstead House demolition
7.2.14 Retender the Occupational Health contract	30/06/2017		Complete

7.2.16 Refine and expand the Council's e-learning opportunities	31/03/2019		In addition to the eLearning packages launched in the last quarter the OD section has developed and delivered: Elearning relating to : • Volunteering • Neglect • Emotional abuse • Physical abuse • Chairing a disciplinary hearing • ECDL, (ICT skills) Training videos relating to : • Jabber • Agresso Guidance notes relating to: • Personal resilience ESS
7.2.18 Redevelop the public website to improve citizen use of online information and service access (E)	31/12/2017		The new public website has gone live, and has received positive feedback from customers. Work is now underway to create a plan for its ongoing development over the coming year.
7.2.26 Complete biennial review of Corporate Asset Management Plan	31/03/2018		A new time frame has been agreed to deliver the council wide Corporate Asset Management Plan as part of the Council's Capital plan, this will now be delivered in 2018
7.2.27 Support the Town Centre Compulsory Purchase Orders the Market and potential future phases of the town centre regeneration	30/06/2019		The limited number of outstanding CPO's have been reviewed with the consultants and budgets are maintained to cover these claims. The next phases of regeneration are being supported by Property which is being led by the Chief Officer of Planning.
7.2.28 Increase Self service use of Frontline (the building maintenance management system) by all building managers	31/03/2019		The roll out of more system training has been delayed due to the appointment of a new Head of Property Maintenance and also the outsourcing of several services such as Leisure.
7.2.29 Provide professional support to CYPL seeking expansion of existing and development of new schools	31/05/2017		Property Services continue to support CYP&L as and when required
7.2.30 Provide project management which supports the delivery and redevelopment of Coral Reef	03/04/2019		Financial settlement regarding the project overspend / Atkins Bill of Quantities is currently being reviewed with the Council's Managing Partner
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)	01/03/2019		2017 Resident 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. It is no longer a statutory requirement for local authorities to collect Hate crime data from schools.
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)	01/03/2019		Supported the Faith and Belief Forum's AGM. and Interfaith week events. The Forum continues to be represented on the Community Cohesion Partnership.
7.2.33 Support the Access Advisory Panel to advocate for the needs of people with disabilities across the borough.	01/03/2019		Council continue to support and attend Access meetings.

(E)			
7.2.34 Enable people with disabilities to contribute to the development of the Bracknell Forest Disabled Go Access guide through regular steering group meetings. (E)	01/03/2019		The Council's contract with Disabled Go was renewed in 2016 for three years, with The Lexicon agreeing to contribute 50% of the funding. The annual allocation of new access guides was rolled forward to 2017 /18 and surveying of new premises in Bracknell Town Centre took place in January 2018. The updated guides will be available from April 2018.
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)	01/03/2019		Systems are in place to ensure that reports are produced in line with expected timescales.
7.2.36 Retender Mayoral Chauffeuring contract	01/06/2018		Process not yet due to commence.
7.2.37 Agree a clear way forward for the Cooper's Hill site	31/03/2018		Site being considered along with others for exploration of possible property Joint Venture. Investigating other town centre sites that could provide alternative offer that fits identified need for Youth Facility, while maintaining presence at Coopers' Hill.
7.2.38 Annual workforce monitoring conducted and report produced published and follow on actions identified. (E)	31/12/2017		The Annual Workforce Monitoring Report was completed and has been added to the public website in line with legislation.
7.2.39 Encourage staff to self disclose personal information to increase the accuracy of workforce. (E)	31/12/2017		There are new regulations coming out in May 2018 regarding the GDPR. This would be a good opportunity to remind employees that they can now update their details on iWork@BFC privately and how this information is used. Therefore the date for this is now 31/13/2018.
7.2.40 Carry out ICT user satisfaction survey (short and full survey)	31/03/2018		The staff survey was completed in July. There was a response rate of 24% (396 responses). Overall user satisfaction is high at 6.03 (out of 7), and has improved since 2015, when the score was 5.32. This score is now in the top 10% for Local Authorities. The satisfaction score for the Helpdesk is also very high (6.12), with users finding the staff approachable, patient and helpful. A further survey was carried out in Feb 2018.
7.2.41 Develop implementation plan for ICT Strategy	30/04/2018		The Microsoft Enterprise Agreement form the key initial work-stream for the translation of the ICT Strategy into time dated deliverables. Set up work is now completed and the ICT Dept is moving towards testing email and calendar integration in May 2018, followed by a roll out of other services across the rest of 2018. There is also work in flight to map all existing applications, data, network infrastructure and hardware against the strategy.
7.2.42 Implement wireless expansion in key sites	30/04/2019		Installed across Time Square and at the Commercial Centre.

7.2.43 Review two factor authentication soft token replacement	30/04/2017		Complete
7.2.44 Implement password Self-Service	30/04/2018		Will be done as part of Enterprise Agreement rollout -when Active Directory is in the cloud and Windows 10 Enterprise with Bitlocker and Direct Access are on devices. Windows 10 has currently been rolled out to about 50% of the estate. Laptops previously install with Bcrypt encryption software are in the process of being replaced with Bitlocker.
7.2.45 Review Protective Marking scheme for documents and implement change	30/04/2017		Complete - This project went live on the 1st September. Instructions for e-mail templates have been sent out which were positively received by the organisation.
7.2.46 Implement a replacement for the ICT helpdesk system	31/03/2018		New Fresh Desk system due to go live early June 2018. Initially self service will be available for service requests with incident reporting to follow later.
7.2.47 Implement and evaluate new access channels and technologies e.g. webchat SMS online bookings and subscription-based email notifications.	31/03/2019		New channels have been introduced for a limited range of services. These include web-chat, online bookings, SMS, social media and subscription-based email updates. Evaluation of their usefulness is underway, and a plan for further rollout is being developed.
7.2.48 Introduce a replacement new vehicle for the R-Bus community transport scheme for people with Learning Disabilities. (E)	01/07/2018		Complete
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.
7.2.50 Implement the requirements for compliance with General Data Protection Regulations (GDPR)	31/05/2018		Action plan proceeding. Information Management Group receiving monthly updates. The majority of requirements will be in place by due date.
7.3.02 Ensure all report production and other deadlines are met for servicing the on-going programme of Overview and Scrutiny meetings	01/04/2019		O&S Panel and Commission agendas and reports prepared and published in accordance with statutory requirements. Support has been provided to two existing and two new working groups during this quarter. Activity on the remaining two reviews was paused pending the recruitment process so will be completed later than anticipated. Following a successful recruitment process the vacant posts within the team have been filled.
7.3.12 Continue to develop and deliver the transformation programme's Engagement and Communication Plan incorporating communications for the 'One Council' organisational development strategy. (T)	31/03/2019		The Plan is being updated to incorporate staff survey workshop feedback and agreed actions.

Ref	Short Description	Previous Figure Q3 2017/18	Current Figure Q4 2017/18	Current Target	Current Status
BV8	Percentage of invoices paid within 30 days (Quarterly)	92.4%	93.4%	98.0%	
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.0%	100.0%	100.0%	
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	78.0%	80.0%	80.0%	
L064	Debt outstanding as percentage of gross debt (Quarterly)	8.00%	5.00%	4.00%	
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.10%	0.10%	0.00%	
L076	Planned maintenance spend (Quarterly)	75.0%	92.0%	30.0%	
L079	Resolution of reported ICT incidents (Quarterly)	92%	91%	95%	
L085	Amount of money recovered in debt collection (Quarterly)	17,781.49	427,061.02	N/A	N/A
L086	Number of Freedom of Information requests received (Quarterly)	277	331	N/A	N/A
L220	Number of ICT Helpdesk Calls (Quarterly)	5,176	4,370	N/A	N/A
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	72	74	60	
L231	Number of entries on the Electoral Register (Quarterly)	89,505	88,944	88,176	
L233	Percentage of abandoned calls to the main Council contact number (Quarterly)	3.3%	5.6%	4.5%	
L234	Number of Council Tax cases in arrears (Quarterly)	5,341	4,887	N/A	N/A
L291	Number of new legal cases opened each quarter (Quarterly)	314	240	N/A	N/A
L292	Percentage of capital projects rated good or excellent (Quarterly)	100.0%	100.0%	100.0%	
L293	Percentage of maintenance projects completed on time and on budget (Quarterly)	70.0%	77.0%	75.0%	
L320	Number of major systems with downtime plus resolution time (Quarterly)	1	2	8	
L321	Network performance - internet capacity (Quarterly)	53.00%	65.00%	80.00%	

Ind Ref	Short Description	Previous figure 2016/17	Current figure 2017/18	Current Target	Current Status
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)	94.7%	94.7%	94.7%	
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)	99.24%	98.50%	99.00%	
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually)	99.32%	102.65%	97.50%	

L066	Top five percent earners - women, council wide (Annually)	49.62%	53.20%	55.00%	
L067	Top five percent earners - minority ethnic communities, council wide (Annually)	8.40%	9.90	4.90%	
L068	Top five percent earners - with disability, council wide (Annually)	6.72%	6.83%	3.00%	
L070	Percentage of employees with a disability, council wide (Annually)	2.20%	2.40%	2.00%	
L071	Percentage of black and ethnic minority employees, council wide (Annually)	6.12%	7.30%	6.00%	
L072	Gender pay gap, council wide (Annually)	16.26%	Not available	18.00%	N/A
L074	Average amount spent on training per employee, council wide (Annually)	355.00	538.00	330.00	
L075	Number of commercial property voids (Annually)	0.5%	2.5%	5.0%	
L078	ICT User satisfaction - service user survey (Bi-annually)	5.32	6.03	5.32	
L080	ICT Project management - 5 metrics (Annually)	100.0%	85.0%	80.0%	
L087	Percentage of time recorded as chargeable time (Annually)	65.8%	63.0%	65.0%	
L131	Percentage of staff leaving the council ( including schools) within one year of starting (Annually)	19.40%	24.00%	18.00%	
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service (Annually)	81.30%	N/A	80.00%	N/A
L318	Number of e-learning packages completed (Annually)	N/A	2414	1,500	
L319	Average amount of time spent per employee on an annual basis attending learning events organised by the Learning and Development Team (Annual)	N/A	Not Available	2	N/A
L322	Number of commercial property voids from the Commercial Property Investment Strategy (Annual)	N/A	0.0%	3.5%	
L323	Customer satisfaction with home to school transport survey (Annual)	N/A	84%	95%	
L324	Percentage satisfaction with O&S reviews from senior staff feedback (Annual)	N/A	67%	90%	

## Section 4: Staff Sickness

Section	Total staff	Number of days sickness	Quarter 4 average per employee	2017/18 annual average per employee
Directorate	2	1.5	0.75	0.75
Customer Services	61	129	2.11	7.34
Democratic & Registration Services	15	86	5.73	7.43
Finance	52	58	1.11	3.02
Human Resources	33	146	4.42	11.98
ICT	49	77	1.57	7.29
Legal	11	7	0.64	1.27
Property Services	14	22	1.57	8.61
<b>Department Totals (Q4)</b>	<b>237</b>	<b>526</b>	<b>2.22</b>	
<b>Totals (17/18)</b>				<b>6.77</b>

Section	Total staff	Number of days sickness	Quarter 4 average per employee	2017/18 annual average per employee
CXO	23	73	3.17	13.57
<b>Department Totals (Q4)</b>	<b>23</b>	<b>73</b>	<b>3.17</b>	
<b>Totals (17/18)</b>				<b>13.57</b>

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

## Annex A: Financial information

RESOURCES BUDGET MONITORING - FEBRUARY 2018									
	Original Cash Budget	Virements & Budget C/Fwds	NOTE	Current Approved Cash Budget	Spend to Date %	Department's Projected Outturn	Variance Over/(Under) Spend	Variance This Month	NOTE
	£000	£000		£000	%	£000	£000	£000	
<b>Director of Resources</b>									
Director of Resources	212	3		215	114	215	0		
Community Engagement & Equalities	189	12		201	84	249	48		
	<b>401</b>	<b>15</b>		<b>416</b>	<b>99</b>	<b>464</b>	<b>48</b>	<b>0</b>	
<b>Head of Democratic &amp; Registration Services</b>									
Committee Services	342	3		345	70	328	-17	-6	6
Member and Mayoral Services	886	-7		879	91	846	-33		
Registration of Births, Deaths & Marriages	-38	1		-37	319	-13	24		
Registration of Electors / Elections	191	-5		186	123	170	-16		
Overview & Scrutiny	0	119		119	40	119	0		
	<b>1,381</b>	<b>110</b>		<b>1,491</b>	<b>80</b>	<b>1,449</b>	<b>-42</b>	<b>-6</b>	
<b>Chief Officer: Customer Services</b>									
Local Tax Collection incl Cashiers	349	-3		346	130	346	0		
Customer Services	940	66	A	1,006	96	1,006	0		
Operations Unit	3,743	-18		3,725	85	3,581	-144	-23	1, 3, 5
	<b>5,032</b>	<b>45</b>		<b>5,077</b>	<b>311</b>	<b>4,933</b>	<b>-144</b>	<b>-23</b>	
<b>Borough Solicitor</b>									
Legal	586	-75		511	92	506	-5		
<b>Chief Officer: Human Resources</b>									
Human Resources	444	225		669	106	717	48	8	2, 3
Unified Training Unit	431	-5		427	36	397	-30	-30	7
Health & Safety	56	1		57	98	57	0		
	<b>931</b>	<b>222</b>		<b>1,153</b>	<b>80</b>	<b>1,171</b>	<b>18</b>	<b>-22</b>	
<b>Borough Treasurer</b>									
Finance	2,119	346		2,465	84	2,378	-87	-34	4
Insurance	394	-2		392	56	392	0		
	<b>2,513</b>	<b>344</b>		<b>2,857</b>	<b>80</b>	<b>2,770</b>	<b>-87</b>	<b>-34</b>	
<b>Chief Officer: Property Services</b>									
Property Services	378	24		402	83	402	0		
Industrial & Commercial Properties	-2,318	-2,121		-4,439	135	-4,439	0		
Construction & Maintenance	475	-45		430	71	430	0		
	<b>-1,465</b>	<b>-2,142</b>		<b>-3,607</b>	<b>148</b>	<b>-3,607</b>	<b>0</b>	<b>0</b>	
<b>Chief Officer: Information Services</b>									
ICT Services	2,444	680	A	3,124	98	3,301	177	-2	3
<b>Chief Executive's Office</b>									
Chief Executive	383	-48		336	84	336	0		
Chief Executive's Office (Support)	783	-200		583	104	613	30		
Town Centre Redevelopment	53	-53		0	0	0	0		
Voluntary Sector Grants	304	0		304	100	304	0		
Community Safety	208	-135		73	73	73	0		
	<b>1,731</b>	<b>-435</b>		<b>1,296</b>	<b>96</b>	<b>1,326</b>	<b>30</b>	<b>0</b>	
Transformation Board	0	0		0	100	0	0	0	
<b>TOTAL RESOURCES</b>	<b>13,554</b>	<b>-1,236</b>		<b>12,318</b>	<b>78</b>	<b>12,313</b>	<b>-5</b>	<b>-87</b>	
<b>Memorandum item</b>									
Devolved Staffing Budget - Resources	10,390	508	A	10,898	95	10,958	60	-5	3
<b>Non Cash Budgets</b>									
Capital Charges	1,932	0		1,932		1,932	0	0	
IAS19 Adjs	686	0		686		686	0	0	
Recharges	-9,026	0		-9,026		-9,026	0	0	
	<b>-6,408</b>	<b>0</b>		<b>-6,408</b>		<b>-6,408</b>	<b>0</b>	<b>0</b>	

RESOURCES BUDGET MONITORING - FEBRUARY 2018

Virements

Note	Total	Explanation
	£'000	
	33	<i>Carry Forwards reported in First Budget Monitoring</i>
	315	<i>Other Virements reported in First Budget Monitoring</i>
	-6	<i>Virements reported in Second Budget Monitoring</i>
	0	<i>Virements reported in Third Budget Monitoring</i>
	0	<i>Virements reported in Fourth Budget Monitoring</i>
	-1,063	<i>Virements reported in Fifth Budget Monitoring</i>
	0	<i>Virements reported in Sixth Budget Monitoring</i>
	0	<i>Virements reported in Seventh Budget Monitoring</i>
A	22	<b>Human Resources</b>  A request is made (£0.022m) to the contingency fund to support the funding of the Apprenticeship Project Manager post. Contingency funding was agreed as part of the CWSS review to fund this post for the period of 1 year.
B	-16	<b>Operations Unit and Industrial &amp; Commercial Properties</b>  The gas and electricity budgets have been recalculated following the receipt of the Energy Managers projected volumes and price changes from the 1st April. This has resulted in budget reductions of £0.016m for the Civic Buildings and Industrial & Commercial Properties.
C	-563	<b>Industrial and Commercial Property</b>  The income budget has been vired from non departmental relating to the two newest acquisitions, Lincoln and Hutwood Southampton.
	-557	<i>Virements reported in Eighth Budget Monitoring</i>
A	42	<b>Web Team</b>  As a result of the Web Team being centralised, a virement from CYPL and ECC of £0.042m has been completed.
	42	<i>Virements reported in Ninth Budget Monitoring</i>
A	0	<b>Web Team/ICT</b>  The salary costs for a number of team members have been capitalised as part of the intranet development project. As such that DSB budget has been vired to consultancy to fund the remainder of the project.
	0	<i>Virements reported in Tenth Budget Monitoring</i>
	0	<i>Virements reported in Eleventh Budget Monitoring</i>
	-1,236	<b>Total Budget Virements Reported to Date</b>

RESOURCES BUDGET MONITORING - FEBRUARY 2018

Variances

Note	Variance		Explanation
	£'000	£'000	
	0		<i>Variances Reported in First Budget Monitoring</i>
	0		<i>Variances Reported in Second Budget Monitoring</i>
	0		<i>Variances Reported in Third Budget Monitoring</i>
	0		<i>Variances Reported in Fourth Budget Monitoring</i>
	-118		<i>Variances Reported in Fifth Budget Monitoring</i>
	183		<i>Variances Reported in Sixth Budget Monitoring</i>
	19		<i>Variances Reported in Seventh Budget Monitoring</i>
1		-2	<b>Mayoral Services</b> There is an underspend to be reported on taxis within Mayoral Services.
2		-10	<b>Finance</b> A pressure is to be reported on Payroll for a shortfall in income of £0.008m in relation to the schools SLA. There is also an underspend (£0.005m) on printing within Finance and an additional £0.010m underspend on external audit due to a credit being received. Within Procurement there is an underspend on seminar fees and training (£0.003m).
3		-40	<b>DSB</b> The overspend on the DSB has reduced this month by £0.040m to £0.110m.
4		50	<b>Print Room</b> Due to falling 'click' numbers, we have a pressure to report on the print room income target. Looking at the number of clicks thus far this year, it would appear that an underachievement of income of approximately £50,000 is likely by the end of the financial year.
5		10	<b>CXO -</b> A pressure needs to be reported within the CXO of £0.010m for lack of income re: Graphic Design. There has been a downturn in the level of Graphic Design work requested however we are looking to investigate options with Wokingham Borough Council.
6		75	<b>ICT - Schools SLA</b> A pressure is to be reported in relation to under achievement of income on the Schools ICT SLA. The income target set for the schools ICT SLA will not be reached due to a number of schools pulling out and costs exceeding income. Work is underway to review this SLA alongside the wider piece of transformation work on services to schools.
	83		<i>Variances Reported in Eighth Budget Monitoring</i>
1		5	<b>CXO</b> The overspend previously reported on Corporate Subscriptions (£0.015m) needs to be increased to £0.020m.
2		-23	<b>Finance</b> Underspends are to be reported due to accountancy support income being received from Downshire Homes Ltd (£0.012m), finance support income being received from the Elevate Project (£0.003m) and an underspend on the Community Right to Challenge (£0.009m).
3		-45	<b>DSB</b> The overspend on the DSB has reduced this month by £0.045m to £0.065m.
4		-5	<b>Legal</b> An underspend is to be reported within Legal services for Seminar costs (£0.004m) and Equipment Purchase (£0.001m).
5		-17	<b>Democratic &amp; Registration</b> An underspend is to be reported within Electoral Services (£0.014m) with regard to the Canvass, £0.011m and £0.013m across supplies and services within Committee Services and Member Services respectively, and an underspend of £0.003m on civic regalia. There is also an underspend on publicity and marketing (£0.003m) within Registrars, but an overspend on marriages (£0.027m), taking the overall underspend to £0.017m.
	-85		<i>Variances Reported in Ninth Budget Monitoring</i>
1		18	<b>Office Accommodation</b> There is an overspend (£0.018m) to report on the business rates at Easthampstead House. A revaluation took place and EH was revalued upwards, as such we have had an additional invoice for business rates on this premises.
2		10	<b>Human Resources</b> There is an overspend of £0.010m to report in relation to cost associated with a member of staff leaving the Council. These costs whilst not related to HR were coded to HR last financial year for completeness and so have been coded to HR again in this financial year.

3		-5	<b>DSB</b> The overspend on the DSB has reduced this month by £0.005m to £0.060m.
4		-34	<b>Finance</b> There is an overspend to report on the iTrent licences within payroll (£0.011m) and also Agency 'finders fees' within Payroll for the new senior members of staff (£0.012m). In addition to this there is an underspend on internal audit (£0.040m) which is due to slippage in audit days on the programme. We also need to report a £0.010m underspend on technical accountancy for C-Series maintenance which we have not yet had the opportunity to complete this year. Finally there is an underspend within Insurance for £0.007m relating to valuations that will now not be completed by the end of March.
5		-40	<b>Operations Unit</b> Due to unexpected demand for vehicle hire there is an overachievement of income of £0.030m to report. In addition to this, there has been a reduction in operating lease charges creating an underspend £0.010m.
6		-6	<b>Committee Services</b> An underspend is to be reported for printing (£0.004m) and a further £0.002m for Schools Appeals training. Training was due to take place on 2nd March but due to the snow this has had to be rescheduled and as such it will now not take place in this financial year.
7		-30	<b>Learning &amp; Development</b> There is an underspend to report on training of £0.030m. We have been unable to complete the agreed Council wide leadership development activity (coaching and mentoring as well as change management) this year due to not having the OD Manager in place to secure the provider and progress this work. As such this work will now need to take place in the next financial year.
	-87		<b><i>Variances Reported in Tenth Budget Monitoring</i></b>
	0		<b><i>Variances Reported in Eleventh Budget Monitoring</i></b>
	-5		<b>Total Budget Variances Reported to Date</b>

CAPIT - L MONITORING 2017/18																	ANNEX	
Dept: Resources																		
As at: 28th February 2018																		
Cost Centre	Cost Centre Description	2016/17 Brought Forward	2017/18 Budget	Virements Awaiting Approval	Total Virements	Approved Budget	Internally/Externally Funded	Cash Budget 2017/18	Expenditure to Date	Current Comm'ts	2017/18 Cash Budget unspent/uncommitted	Estimated Outturn 2017/18	Carry Forward 2018/19	(Under) / Over Spend	Target for Completion	Current Status of Project / Notes	Responsible Officer	Date of Last Comment
		£000's	£000's	£000's	£000's	£000's		£000's	£000's	£000's	£000's	£000's	£000's	£000's				
<b>PRIOR YEAR FUNDED SCHEMES</b>																		
<b>Prior Year Funded Schemes - Resources</b>																		
YM248	The Parks Community Centre/Spots Pavilion	14.0	0.0		0.0	14.0	Internal	2.6	2.6	0.0	0.0	2.6	11.5	0.0		Snagging works to be completed by 31st March 2018.	A Thomas	Oct-17
YM293	Property & Asset Management System	31.2	0.0		0.0	31.2	Internal	21.2	0.5	0.0	0.0	0.5	10.0	-20.7		Further training of the Facilities Helpdesk and Works Order modules of the Frontline system need to be delivered. This will enable all building managers to raise a repair request and place an order with our term contractors. Staff changes have delayed delivery of this training. We are arranging with Frontline dates for delivery of this training. An update will be provided once dates and costs have been finalised. At this stage the full carry over is required.	S Caplan T Edmonds	Dec-17
YM312	On-Line Booking Systems	6.2	0.0		0.0	6.2	Internal	0.0	0.0	0.0	0.0	0.0	6.2	0.0		We have used some of this budget to pay for consultancy to develop booking of bulky waste collections. The carry forward is to fund the development of other booking facilities, such as appointments.	B Mulheir	Dec-17
YM313	ICT Helpdesk Software Replacement	5.2	0.0		0.0	5.2	Internal	0.0	0.0	0.0	0.0	0.0	5.2	0.0	Apr-18	Budget to be used to contribute to procurement of a new service desk solution which is due for implementation Apr-18. Contract to be award by end January. Budget should be spend if not c/f	D James D Langley T Farmer	Mar-18
YM315	Customer Relationship Management System (Invest To Save)	30.9	0.0		0.0	30.9	Internal	3.3	1.5	1.8	0.0	3.3	27.6	0.0		Work is underway to develop the telephony integration and integrate New Forms to the Capita payment portal. All services have now been taken off the Lagan system, and the final data downloaded. The project to come off Lagan is close to closure, as work becomes 'business as usual', with remaining funding to be used to develop CRM (CCC Review)	B Mulheir	Dec-17
YM329	Replacement HR & Payroll System	0.0	0.0		0.0	0.0	Internal	0.0	0.0	0.0	0.0	0.0	0.0	0.0		System now live and further developments underway e.g. web recruitment and self service. Additional costs and their funding agreed by CMT - year end budget virement from reserve.	N Gibbons	Dec-17
YM243	Community Centres - S106	135.0	0.0		-51.2	83.8	External	0.0	0.0	0.0	0.0	0.0	83.8	0.0		Total S106 funding anticipated for the scheme.	A Thomas	Dec-17
YM349	Waterside Park	0.7	0.0		0.0	0.7	Internal	0.7	1.8	0.2	-1.3	0.7	0.0	0.0		Purchase complete - remaining budget to be used towards roofing works.	S Caplan	Dec-17
YM350	Agresso Upgrade	20.3	0.0		0.0	20.3	Internal	16.0	16.0	0.0	0.0	16.0	4.3	0.0		Test module has been successfully loaded. Upgrade has been re-scheduled for June 2017 to avoid clash with work on iTrent.	S McKellar	Dec-17
YM351	Disposal of land at Sandy Lane	30.0	0.0		0.0	30.0	Internal	19.0	0.0	19.0	0.0	8.0	11.0	0.0		Remaining £30k to be used for Civic Accommodation. £19k committed and £11k C/F	S Caplan	Dec-17
YM359	Alert H&S System	5.4	0.0		0.0	5.4	Internal	5.4	0.8	0.0	4.6	5.4	0.0	0.0			N Gibbons	
YM368	Intranet Development	20.0	0.0		0.0	20.0	Internal	20.0	14.9	0.0	5.1	20.0	0.0	0.0			B Mulheir C Stenning	
<b>Total of Prior Year Funded Schemes - Resources</b>		298.9	0.0	0.0	-51.2	247.7	0.0	88.2	38.0	21.0	8.4	56.5	159.6	-20.7				

Prior Year Funded Schemes - Council Wide																		
YM215	Replacement Revenue & Benefits System	27.5	0.0		0.0	27.5	Internal	27.5	11.0	12.1	4.5	27.5	0.0	0.0		A delay in implementation of the Revenues module of the CRM was experienced. Work is also underway to develop a specification of requirements for e-benefits, for which £0.011m is available.	A Sanders B Mulheir S Hendey	Dec-17
YM239	Replacement Network Circuits (Invest To Save)	3.6	0.0		0.0	3.6	Internal	3.6	0.0	0.0	3.6	3.6	0.0	0.0	Oct-17	To offset budget against overspend against YM320 and close	D Langley D James T Farmer	Oct-17
YM247	Market Place Properties	100.0	0.0		0.0	100.0	Internal	0.0	0.0	0.0	0.0	0.0	100.0	0.0		Following the settlement of the largest outstanding CPO claim, there are now 3 outstanding CPO's with an estimated value of £0.065m, which will be split 50/50 with BRP. Whilst the balance in the provision should be adequate to meet BFC costs a balance will be maintained within capital to ensure all CPO claims can be met.	S Caplan V Nicholls	Dec-17
YM252	IPT Migration Project (Invest to Save)	0.0	0.0		0.0	0.0	Internal	0.0	24.3	0.0	-24.3	0.0	0.0	0.0			D Langley D James T Farmer	
YM214	Electronic Documents Records Management System	67.6	0.0		0.0	67.6	Internal	16.4	12.9	3.5	0.0	16.4	51.2	0.0	Apr-18	Being used for consultancy and development of Sharepoint for DMS file structures and storage under EDRMS Strategy - Time2Change programme, managed by Stuart McKellar and Bobby Mulheir. Consultant days have been ordered form here. Further days to be commissioned	D Langley D James T Farmer B Mulheir	Dec-17
YM307	CITRIX Licensing	62.2	0.0		0.0	62.2	Internal	62.2	64.2	9.0	-11.0	62.2	0.0	0.0	Apr-18	Required for true-up, RDS and Citrix licences for new farm. To CLOSE	T Farmer D James D Langley	Mar-18
YM308	Phone System Replacement - Remote Sites	30.4	0.0		0.0	30.4	Internal	6.8	12.5	-5.7	0.0	6.8	23.6	0.0	Apr-18	To offset budget against overspend against YM320 and close	T Farmer D James D Langley	Oct-17
YM309	Storage Area Networks	36.7	0.0		0.0	36.7	Internal	13.0	13.0	0.0	0.0	13.0	23.7	0.0	Apr-18	Purchased new SAN shelf to support EDRMS but remainder to be used to support move of data and storage replication at new site when EH closes. Likely move to Portman Close being costed for BC SAN and backup. Currently being costs. To be done before end of April 18. c/f underspend for 18/19	T Farmer D James D Langley	Mar-18
YM311	Phone System Replacement - Libraries	10.3	0.0		0.0	10.3	Internal	0.0	0.0	0.0	0.0	-10.3	10.3	0.0	Apr-18	To offset budget against overspend against YM320 and close	T Farmer D James D Langley	Oct-17
YM322	Oracle 11 Upgrade	44.8	0.0		0.0	44.8	Internal	11.3	11.3	0.0	0.0	11.3	33.5	0.0	Apr-18	Some server and system upgrades required during year to Oracle business systems. Schedule being agreed for upgrades and PSN requirements. Oracle true-up underway Dec-17. Additional licences to buy as a result. M Bates required for service that may become granted funded.c/f underspend to 18/19	T Farmer D James D Langley	Mar-18
YM323	TS - EH Network Link / Civic Accommodation	30.0	0.0		0.0	30.0	Internal	10.0	0.0	10.0	0.0	10.0	20.0	0.0	Apr-18	Additional wireless capacity purchased. Replace firewall the DHCP for the public wireless, currently it is serviced by a firewall which isn't good practice. To use EfficientIP appliances for our corporate network and the plan is to add two small additional appliances with failover to the DMZ side of the network	K Toor / M Howlett	Dec-17

YM327	Wireless Expansion	16.0	0.0	0.0	16.0	Internal	0.0	0.0	11.4	0.0	0.0	16.0	0.0	Apr-18	Software to be procured to improve internal monitoring and reporting - Solarwinds Server Patch Manager procured. Now looking at other requirements Inc. DB management will be in 17/18. cf any underspends to 18/19	T Farmer D James D Langley	Mar-18	
YM328	Network Management Software	7.8	0.0	0.0	7.8	Internal	0.0	0.0	0.5	-0.5	0.0	7.8	0.0	Apr-18	Software to be procured to improve internal monitoring and reporting - Solarwinds Server Patch Manager procured. Now looking at other requirements Inc. DB management required - cf any underspends to 18/19	T Farmer D James D Langley	Mar-18	
YM331	Pocket Park	0.4	0.0	-0.4	0.0	Internal	0.0	0.0	0.0	0.0	0.0	0.0	0.0		Works completed -unspent budget (£609k) returned to Town Centre project.	V Nicholls		
YM335	ALBACS Upgrade	0.6	0.0	0.0	0.6	Internal	0.6	0.7	0.0	-0.1	0.0	0.0	-0.6		Complete	T Farmer D James D Langley	Oct-17	
YM336	Website Redevelopment 2015	0.4	0.0	0.0	0.4	Internal	0.4	0.0	0.0	0.4	0.4	0.0	0.0		The redevelopment of the public website is progressing well. The main aspects of the design and build have been completed, and the code for the site is now in the council's ownership.	B Mulheir	Dec-17	
YM337	Netcall System Replacement	3.0	0.0	0.0	3.0	Internal	3.0	0.0	0.0	3.0	3.0	0.0	0.0		The transfer to the new Liberty platform has been delivered, and the remaining budget will be used to implement the Q-buster functionality.	B Mulheir	Dec-17	
YM340	Server 2003 Upgrade	40.0	0.0	0.0	40.0	Internal	40.0	32.8	0.0	7.2	40.0	0.0	0.0	Apr-18	Main order placed. Remainder required for additional application.C/f any underspends to 18/19	T Farmer D James D Langley	Mar-18	
YM341	SQL Upgrade	3.7	0.0	0.0	3.7	Internal	3.7	0.0	0.0	3.7	3.7	0.0	0.0	Apr-18	To offset budget against overspend against YM242 and close	T Farmer D James D Langley	Oct-17	
YM342	Server Hardware Replacement	42.5	0.0	0.0	42.5	Internal	18.3	18.3	0.0	0.0	18.3	24.2	0.0	Apr-18	To use for remaining upgrades and ICT Strategy. cf remaining budget.	T Farmer D James D Langley	Mar-18	
YM002	Access Improvement Programme	63.8	0.0	0.0	63.8	Internal	15.5	15.5	1.0	-1.0	15.5	48.3	0.0		Work on this years programme is well underway - a few jobs in the design phase but will be complete this financial year. Small carry forward possible.	S Caplan D Burgess	Dec-17	
YM165	Server and Server Component Refresh	47.2	0.0	0.0	47.2	Internal	27.2	6.1	1.1	19.9	7.2	20.0	0.0	Apr-18	To be used for EH decommissioning, hardware upgrades and ICT Strategy. Costs being determined for server moves. Use E24.3 k to offset overspend against YM252	D Langley D James T Farmer	Dec-17	
YM320	Network Refresh	19.9	0.0	0.0	19.9	Internal	19.9	41.9	2.2	-24.1	19.9	0.0	0.0		Currently overspent - to offset with other budgets e.g. YM308, YM311, YM239 and close	D Langley D James T Farmer	Oct-17	
YM325	Computer Estate Refresh	254.4	0.0	0.0	254.4	Internal	254.4	284.1	0.0	-29.7	254.4	0.0	0.0	Apr-18	To be used to kit out staff flexibly - to close and spend against YM365	T Farmer D James D Langley	Nov-17	
YM344	MFD - Printer Refresh	2.0	0.0	0.0	2.0	Internal	2.0	0.3	0.0	1.7	2.0	0.0	0.0	Oct-17	Budget spent	T Farmer D James D Langley	Dec-17	
YM354	Server Anti-Virus/Intrusion Prevention	2.5	0.0	0.0	2.5	Internal	2.5	0.0	0.0	2.5	2.5	0.0	0.0	Dec-17	Budget for further configuration - cyber security cf underspend to 18/19	T Farmer D James D Langley	Mar-18	
YM355	Magistrates Court Building (Purchase)	15.3	0.0	0.0	15.3	Internal	15.3	2.7	0.0	12.7	15.3	0.0	0.0	Apr-18	e.g. network, server refresh and IT strategy cf underspend to 18/19	T Farmer D James	Mar-18	
YM356	Replacement of JEL Building Mgmt. System Controls	4.1	0.0	0.0	4.1	Internal	4.1	3.6	0.0	0.5	4.1	0.0	0.0		All works are underway but several final installations won't be completed until the Easter holiday period.	S Milne	Dec-17	
YM363	South Hill Park Ceremony Suite	25.0	0.0	0.0	25.0	Internal	16.6	15.1	0.0	8.2	8.4	0.0	0.0	Jun-18	£1k invoices for work received not yet paid. Remaining balance to be carried forward for the outstanding works which will be completed by June 2018.	A. Moore	Feb-18	
YM364	Iken System Upgrade	6.0	0.0	0.0	6.0	Internal	6.0	5.5	0.0	0.5	6.0	0.0	0.0			S Prashar		
<b>Total of Prior Year Funded Schemes - Council Wide</b>		<b>967.6</b>	<b>0.0</b>	<b>0.0</b>	<b>-0.4</b>	<b>967.3</b>	<b>0.0</b>	<b>580.3</b>	<b>575.6</b>	<b>45.0</b>	<b>-28.9</b>	<b>541.0</b>	<b>387.0</b>	<b>-0.6</b>				

YM363	South Hill Park Ceremony Suite	25.0	0.0		0.0	25.0	Internal	16.6	15.1	0.0	1.5	8.2	8.4	0.0	Jun-18	Elk invoices for work received not yet paid. Remaining balance to be carried forward for the outstanding works which will be completed by June 2018.	A. Moore	Feb-18
YM364	Iken System Upgrade	6.0	0.0		0.0	6.0	Internal	6.0	5.5	0.0	0.5	6.0	0.0	0.0			S Prashar	
<b>Total of Prior Year Funded Schemes - Council Wide</b>		<b>967.6</b>	<b>0.0</b>	<b>0.0</b>	<b>-0.4</b>	<b>967.3</b>	<b>0.0</b>	<b>580.3</b>	<b>575.6</b>	<b>45.0</b>	<b>-28.9</b>	<b>541.0</b>	<b>387.0</b>	<b>-0.6</b>				
<b>Total Prior Year Funded Schemes</b>		<b>1,266.6</b>	<b>0.0</b>	<b>0.0</b>	<b>-51.6</b>	<b>1,215.0</b>		<b>668.5</b>	<b>613.7</b>	<b>66.0</b>	<b>-20.4</b>	<b>597.5</b>	<b>546.6</b>	<b>-21.3</b>				
<b>Percentages</b>									<b>0.9</b>	<b>10%</b>	<b>-3%</b>		<b>45%</b>	<b>-3%</b>				
<b>CURRENT YEAR PROGRAMME</b>																		
<b>Current Year Programme - Resources</b>																		
YM366	EPC Regulations	0.0	50.0		0.0	50.0	Internal	0.0	0.0	0.0	0.0	0.0	50.0	0.0			S Booth	
YM367	Civic Accommodation	0.0	3,400.0		0.0	3,400.0	Internal	2,850.0	1,626.6	1,200.1	23.3	2,300.0	550.0	0.0	Mar-18	Construction works commenced on the 30 October. All works to 4(S) completed on the 15 January and the Archive Store ( basement) on the 5 February and handed back to the Council. Works to both the atrium and remodelling the ground floor (S) progressing as programmed	M Howlett	Jan-18
YM371	Gt Hollands Pavillion	0.0	0.0		1.2	1.2	Internal	1.2	1.2	0.0	0.0	1.2	0.0	0.0	Nov-17	Allocated from S106 holding code. Complete	A Thomas	Nov-17
YM370	Binfield Parish Office	0.0	0.0		50.0	50.0	Internal	50.0	50.0	0.0	0.0	50.0	0.0	0.0	Nov-17	Allocated from S106 holding code. Complete	A Thomas	Nov-17
<b>Total of Current Year Programme - Resources</b>		<b>0.0</b>	<b>3,450.0</b>	<b>0.0</b>	<b>51.2</b>	<b>3,501.2</b>	<b>0.0</b>	<b>2,901.2</b>	<b>1,677.8</b>	<b>1,200.1</b>	<b>23.3</b>	<b>2,351.2</b>	<b>600.0</b>	<b>0.0</b>				
<b>Current Year Programme - Council Wide</b>																		
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0		0.0	400.0	Internal	400.0	0.0	0.0	0.0	400.0	0.0	0.0		Monies transferred as part of the final accounts process.	A Parker S McKellar	Dec-17
YM244	Improvements and Capitalised Repairs - Council Wide - Planned Maintenance	97.0	1,775.0		0.0	1,872.0	Internal	1,672.0	1,231.0	410.7	30.3	1,472.0	200.0	0.0		Works on this years programme are progressing well. To date 63% of the budget has been spent with a further 23% committed. Carry forward to be used in 18/19 to fund the programme, including two car parking schemes.	S Caplan T Edmonds	Dec-17
YM345	Town Centre Redevelopment	5,859.7	850.0		-334.0	6,375.8	Internal	288.3	288.3	0.0	0.0	288.3	6,087.5	0.0		The Council will need to undertake its own planned investment on wider Town Centre infrastructure, in order to facilitate the Town Centre redevelopment works. All of these items have a much wider impact than the new development itself and will benefit the whole Borough.	V Nicholls	Dec-17
YM360	High St E Public Realm Works	0.0	0.0		334.4	334.4	Internal	334.4	340.3	0.0	-5.9	334.4	0.0	0.0		Budget to be vired from Town Centre Redevelopment.	V Nicholls	Dec-17
YM346	Asbestos Control	7.4	30.0		0.0	37.4	Internal	13.6	13.6	0.0	0.0	13.6	23.8	0.0		Carry over of this budget is required to complete the final year of the management surveys which unfortunately was delayed in 17/18. There is also an ongoing requirement to regularly inspect, therefore the management surveys previously undertaken need reviewing.	S Caplan T Edmonds	Dec-17
YM362	Commercial Property Investments	7,767.7	20,000.0		-26,209.1	1,558.6	Internal	0.0	0.0	0.0	0.0	0.0	1,558.6	0.0		Holding code for CPI budget - budget to be vired as new completions occur.	S.Caplan	Dec-17
YM365	ICT Capital Schemes	0.0	767.0		49.7	816.7	Internal	566.7	492.2	41.3	33.1	316.7	250.0	0.0	Apr-18	To support flexible working and all other IT schemes e.g. network, server refresh and IT strategy	T Farmer D James D Langley	Dec-17
YM369	Sheffield	0.0	0.0		18,097.3	18,097.3	Internal	18,097.3	18,097.3	0.0	0.0	18,097.3	0.0	0.0			S Caplan	
YM372	Hutwood Court Southampton	0.0	0.0		15,486.6	15,486.6	Internal	15,486.6	15,486.64	0.0	0.0	15,486.6	0.0	0.0			S Caplan	

YM373	Lincoln	0.0	0.0		12,625.2	12,625.2	Internal	12,625.2	12,625.16	0.0	0.0	12,625.2	0.0	0.0			S Caplan	
<b>Total Current Year Programme - Council Wide</b>		13,731.8	23,822.0	0.0	20,050.0	57,603.9		49,484.0	48,574.5	452.0	57.5	49,034.0	8,119.9	0.0				
<b>Total Current Year Programme</b>		13,731.8	27,272.0	0.0	20,101.2	61,105.1		52,385.2	50,252.3	1,652.1	80.8	51,385.2	8,719.9	0.0				
<b>Percentages</b>									1.0	3%	0%		14%	0%				
<b>Total Council Wide</b>		14,699.5	23,822.0	0.0	20,049.7	58,571.1		50,064.3	49,150.1	497.0	28.6	49,575.0	8,506.9	-0.6				
<b>Total Resources</b>		298.9	3,450.0	0.0	0.0	3,748.9		2,989.4	1,715.9	1,221.1	31.7	2,407.7	759.6	-20.7				
<b>Total Capital Programme</b>		14,998.4	27,272.0	0.0	20,049.7	62,320.0		53,053.6	50,865.9	1,718.1	60.3	51,982.6	9,266.5	-21.3				
<b>Percentages</b>									0.96	3.24%	0%		14.9%	-0.04%				

## Annex B: Annual indicators not reported this quarter

### Council Plan indicators

Ind. Ref.	Short Description	Quarter due
<b>4. People live Active and Healthy Life Styles</b>		
L282	Number of adults taking part in digital inclusion activities	Q2

### Operational indicators

Ind Ref	Short Description	Quarter due
	All Indicators are required to be reported on this quarter	