



# **Performance Monitoring Report**

**for**

## **Chief Executive's Office**

**Third Quarter 2009/10  
October-December 2009**

Portfolio holder: Paul Bettison, Leader of the Council  
Assistant Chief Executive: Victor Nicholls

## Section One: Executive Summary

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### Regeneration and Enterprise

- Development of a monthly reporting system for monitoring economic progress.
- Ongoing development of the priority actions identified in the economic action plan.
- Revision of town centre regeneration proposals with BRP and council departments, and agreement in principle of a revised timetable to allow for implementation over a longer period of time.

### Crime and Disorder Reduction

- Reduction of offending by prolific and priority offenders (PPOs).
- Reduction in levels of criminal damage.
- Reduction in levels of serious Acquisitive crime.

### Performance and Partnerships

- Detailed development and testing of Paris and performance management system.
- Launch of the council's Annual Report.
- BFP awards event and launch of BFP Annual Report.

### Overview and Scrutiny

- O&S Commission and Panel meetings held as planned and all actions are up to date.
- Continued the roll-out of the approach to scrutiny of partner organisations.
- Completed the O&S review on compliance with NHS Core Standards.
- Progressed the O&S reviews of: the 14-19 Education Plan; Preparedness for Public Health Emergencies; the Bracknell Healthspace; Highway Maintenance; and compliance with NHS Core Standards.

### Communications and Marketing

- Media coverage was steady prior to Christmas with the main stories being Ascot Place Wall, Birch Lane travellers, the Car Free Challenge, Bracknell in Bloom, and the NAGs survey.
- During Democracy Week in October a question time format was held for post-16 students with a panel of councillors.
- Job evaluation initiative launched.
- Internal road shows delivered by the Chief Executive focusing on budget cuts and redundancies. External budget consultation commenced.
- The council's new staff suggestion scheme (ThinkBox) attracted over 60 submissions.

## Section Two: Progress against Service Plan

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Annex C provides details of performance against relevant National Indicators this quarter, as well as an update on the operational risks identified in the Service Plan. The Chief Executive's Office Service Plan for 2009/10 contains 80 detailed actions to be completed in support of the 13 Medium-Term Objectives. Annex C also provides information on progress against each of these detailed actions; overall 77 actions (96.3%) were achieved or on target at the end of Quarter 3 (✓), while three (3.8%) were causing concern (✗). The two actions that are causing concern (✗) are:

Ref	Action	Progress
1.1.3	Publish regeneration strategy.	Delayed pending review with development partners.
7.2.5	Develop and implement campaign plan to raise awareness of the need for foster carers for children and teenagers.	Due to departmental budgetary constraints there will be no dedicated campaign. Ongoing support will be provided from communications to support the work of the foster team.
10.7.33	Review the Council's internal communications strategy based on findings from the staff survey.	Work in progress. Draft to be completed by end of January.

## Section Three: Resources

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### Staffing

See Annex A for more detailed information.

### Budget

See Annex B for more detailed information.

### Complaints received

Stage	No. rec'd Q3	Nature of complaints (bulleted list)	Action taken and lessons learned (bulleted list)
New Stage 2	0		
New Stage 3	0		
New Stage 4	0		
Ombudsman	0		

The Chief Executive's Office received no complaints in Quarter 3. The Office coordinated responses to five Local Government Ombudsman and other complaints concerning other Council departments.

#### Explanation of new complaint stages

*Stage 1:* Informal notification to, and attempt at resolution with, the team providing the service in question.

*Stage 2:* More formal contact (in writing or by phone) with the manager or chief officer responsible for the service. Attempted resolution is by investigation and written response to the complainant.

*Stage 3:* Formal written complaint to the relevant director. Attempted resolution involves investigation by the director or appointee and written response to the complainant.

*Stage 4:* Formal written complaint to the Chief Executive, who decides whether the complaint has been dealt with appropriately at each of the previous stages. If not, a review panel consisting of two independent persons and a Council Member is convened, at which the complainant may be present. The panel makes recommendations to the Chief Executive on whether to uphold the complaint and what remedial action should be taken.

*Local Government Ombudsman:* If the complainant remains unsatisfied at the end of Stage 4, s/he may contact the Local Government Ombudsman, who will review the case and form a judgment as to whether the complaint should be upheld.

### Internal audit assurances

(Where internal audit carried out with limited or no assurance)

Service area	Issues with limited or no assurance and remedial action to be taken
	No relevant opinions received.

## Section Four: Forward Look

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### Regeneration and Enterprise

- Town Centre Partnership being reviewed in terms of structure and objectives to achieve the regeneration.
- Regeneration Strategy to be refreshed within the context of economic development.
- Economic & Skills Development Partnership (ESDP) members to run workshops addressing the key challenges being faced in the borough (e.g. unemployment).
- Joint economic assessment with the Berkshire Economic Strategy Board to be produced.

### Crime and Disorder Reduction

- DVD competition for young people.
- Develop a web-based antisocial behaviour system accessible to the public.
- Implementation of an automatic number-plate recognition (ANPR) system within the borough to address travelling criminality.
- Refresh of CDRP Plan 2010-11.

### Performance and Partnerships

- Council-wide training and roll-out of Paris.
- Local Area Agreement refresh.
- Finalising coordination of the council's objectives and departmental service plans for 2010/11.

### Overview and Scrutiny

- Continuing the roll-out of the approach to scrutiny of partner organisations.
- Progressing the O&S reviews of: the new MTO's; the 14-19 Education Plan; Preparedness for Public Health Emergencies; the Bracknell Healthspace; Highway Maintenance; Safeguarding Vulnerable Adults.
- Production of the O&S Work Programme 2010-11 and annual report of Overview and Scrutiny 2009-10.
- Reducing the O&S activity to match the reduction in the O&S officer team.
- Implementing the new legislative requirements affecting Overview & Scrutiny.

### Communications and Marketing

- Commence round two of ThinkBox, the staff suggestion scheme.
- Review, update and reissue the Welcome to Bracknell brochure.
- Produce events management guidelines.
- Produce guidelines for council sponsorship opportunities.
- Review the photographic library.

## Annex A: Staffing information

### Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	2	0	2.00	0	0.00%
Chief Executive's Office	31	24	7	28.01	3	8.82%
<b>Department Totals</b>	<b>33</b>	<b>26</b>	<b>7</b>	<b>30.01</b>	<b>3</b>	<b>8.33%</b>

### Staff Turnover

For the quarter ending	31 December 2009	2.7%
For the year ending	31 March 2010	18.9%

Total turnover for BFC, 2008/09: 13.7% excluding schools  
 Total turnover for local authorities in nationally 2007/08: 15.2%  
 (Source: Chartered Institute of Personnel and Development survey 2008)

### Sickness Absence

#### Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	Projected annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	31	22.5	0.80	3.24
<b>Department Totals (Q3)</b>			<b>0.80</b>	
<b>Projected Totals (09/10)</b>				<b>3.24</b>


Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 08/09	5.7 days
All sectors employers in South East 2008 (Source: Chartered Institute of Personnel and Development survey 2008)	7.6 days

## **Annex B: Financial information**

Please refer to the PMR for Corporate Services for financial information on the Chief Executive's Office.

## Annex C: Corporate strategic risks owned by CEO and ACEO

### Chief Executive


RISK SHORT NAME	LINK TO MTOS	RISK SCORE	ACTION ALREADY IN PLACE	FURTHER ACTION TO ADDRESS RISK	TARGET DATE	PROGRESS ON FURTHER ACTION TO ADDRESS RISK	COMMENTARY
Decision making	10	C2	<p><u>Briefings</u> Leader briefing every Monday attended by Chief Executive for major issues.</p> <p>Group meetings held to address budget planning attended by Chief Executive and Borough Treasurer.</p> <p>Briefings for opposition groups</p> <p>Chief Executive has 1 to 1 meetings with Leader</p> <p>Executive briefings</p> <p>Member briefings on key issues</p>	<p><u>PWC Revenue Optimisation Report</u> A further review on revenue optimisation has been carried out by PWC and the findings and recommendations are currently being considered.</p>	31/12/08		<p>Budget Group led by Cllr Ward is briefed regularly by Borough Treasurer.</p> <p>Awayday planned for majority group on budget gap and required actions.</p>



			<p><u>Reports for Decision Making</u> These include comprehensive information to support the recommendation plus comments from the Borough Treasurer and Borough Solicitor on financial and legal impact and an assessment of strategic risk.</p> <p><u>Executive Away Days</u> These provide the Executive with a forum for debating key issues for decision in greater depth.</p> <p><u>Budget process</u> Risks and priorities are key to the budget process and determining allocation of available funds.</p>				
Town Centre	1	C1	<p><u>Monitoring</u> Monthly meetings now being held with Legal and General and Schroders</p>	<p><u>Monitoring</u> Establishing financial monitoring system with Bracknell Regeneration Partnership</p>	30/11/08	✓	Monitoring meetings held monthly and revised workstreams agreed by Bracknell

			Regular reporting to Bracknell Town Centre Regeneration Committee				Regeneration Partnership and the Council
			Monthly meeting of Steering Group monitors situation on workstreams.				
				<u>Risk Management</u> Risk register currently being developed for the town centre regeneration project	30/11/08	✓	Risk register drafted, internal consultation underway. Final version to be reported to Bracknell Town Centre Regeneration Committee in 2009/10.
				<u>Strategy</u> Regeneration Plan is currently being reviewed in the light of the economic downturn	31/3/09	✓	Revised draft strategy to be reported to Bracknell regeneration Committee in 2009/10.
Loss of Reputation	10	D2	<u>Service Delivery</u> Effective service delivery mitigates loss of reputation through poor service. This is monitored through PMRs so that the need for any remedial action is identified.	No further action necessary	N/A	N/A	N/A

			<p><u>Clear Communication</u> Ensuring that residents, businesses and partners are provided with accurate information from the Council to mitigate any media distortion.</p> <p>The Council has a Communications Team. Each DMT has its own dedicated Communications officers to ensure they are able to communicate Council messages clearly.</p> <p>Key messages to be issued are discussed on a monthly basis at CMT.</p>				
Civic Hub	1	B2	<p><u>Project Management</u> PRINCE 2 methodology followed for the civic centre project.</p> <p>Close monitoring through monthly project meetings for the civic centre project.</p> <p><u>Risk Management</u> Risk register in place for</p>	<p><u>Risk Management</u> Risk register currently being developed for the town centre regeneration project which impacts on the delivery of the civic hub project</p>	30/11/08	✓	<p>Risk register drafted, internal consultation underway. Final version to be reported to Bracknell Town Centre Regeneration Committee in 2009/10.</p>

			<p>civic hub project</p> <p>Liaison between civic hub and town centre regeneration project leads for factors impacting on each others projects</p>	<p>.</p> <p><u>Strategy</u> Regeneration Plan which will cover the Civic Hub is currently being reviewed in the light of the economic downturn.</p> <p>As part of this, consideration will be given to the level of investment in maintenance of existing buildings and/or options for alternative office space to cover delays in delivering the planned civic hub.</p>	31/3/09		Options paper being developed for Civic Hub Strategy.
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## Assistant Chief Executive

RISK SHORT NAME	LINK TO MTOS	RISK SCORE	ACTION ALREADY IN PLACE	FURTHER ACTION TO ADDRESS RISK	TARGET DATE	PROGRESS ON FURTHER ACTION TO ADDRESS RISK	COMMENTARY
Project management	1, 6 & 10	D2	Projects with the Chief Executive's Office take the form of policy and strategy development and standard project methodology is not appropriate. Key risk is that the department is small, has vacant posts and hence has limited resources to complete projects.	<u>Data Quality Action Plan</u> Data quality strategy, policy and action plan in production.	31/3/09	✓	<i>Corporate data quality strategy, policy and action plan being taken through approval process. Several of the actions will be implemented as part of the roll-out of the new corporate performance management software ("Paris").</i>

## Annex D: Performance against Indicators, Actions and Risks

PRIORITY ONE: A TOWN CENTRE FIT FOR THE 21st CENTURY				
Medium-Term Objective 1: Build a Bracknell Town Centre that residents are proud of				
ACTIONS IN SUPPORT OF MTO 1		Due Date	Owner	Comments
<b>1.1</b>	<b>Start construction of the new retail, commercial, residential and leisure facilities.</b>			
1.1.1	Support partners and third party landowners to commence construction of the regenerated town centre (relates to Key Actions 1.1 to 1.6).	Dec 2010	CXO	✓ Ongoing.
1.1.2	Support relocation of town centre users displaced by regeneration.	Mar 2010	CXO	✓ Ongoing.
1.1.3	Publish regeneration strategy.	Oct 2009	CXO	✗ Delayed pending review with development partners.
1.1.4	Support development of third party sites.	Mar 2010	CXO	✓ Ongoing.
1.1.5	Implement town centre regeneration communications strategy – joint Council/BRP strategy.	Mar 2014	CXO	✓ Working closely with BRP and PR company to ensure unified communications plan.
1.1.6	Review external PR support and communications protocols (relates to Key Actions 1.1 to 1.6).	Oct 2009	CXO	✓ Complete.
1.1.7	Implement Civic Hub communications plan (relates to Key Actions 1.1 to 1.6).	Mar 2010	CXO	✓ Complete.
<b>1.4</b>	<b>Construct and open a new Bracknell library, civic offices and a high quality "Jubilee Gardens".</b>			
1.4.1	Progress the final design stages for the civic accommodation.	Dec 2009	CXO	✓ Complete.
<b>1.6</b>	<b>Improve perceptions and vibrancy of Bracknell town centre during redevelopment.</b>			
1.6.1	Sustain the Bracknell Town Centre Partnership during the regeneration, and improve perceptions.	Mar 2010	CXO	✓ Town Centre Partnership being reviewed.
OPERATIONAL RISKS TO MTO 1			Owner	Progress on Mitigation Actions
1.7	Risks related to the buoyancy of the property investment market and/or changes in the organisation or composition of the Council's development partners. Mitigation: This is outside the direct control of the Council, although the most effective mitigation will be to continue to demonstrate the Council's commitment and momentum to deliver the regeneration. Provisions in the town centre development agreement also provide the Council with scope to influence commercial partner choices as well as formalising the interchange of information between BFC and BRLP.		CXO	Significant review of town centre regeneration plans underway with BRP to develop the way forward in view of the current economic climate. Revised/New Risk: None.

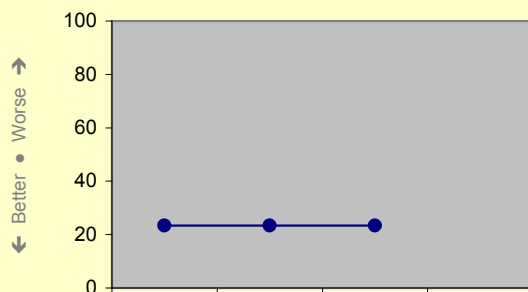
PRIORITY TWO: PROTECTING AND ENHANCING OUR ENVIRONMENT				
Medium-Term Objective 2: Keep our parks, open spaces and leisure facilities accessible and attractive.				
ACTIONS IN SUPPORT OF MTO 2		Due Date	Owner	Comments
<b>2.6</b>	<b>Implement the cultural strategy to maintain and improve the quality of life in the Borough.</b>			
2.6.2	Draft and implement integrated communications and marketing plan for increasing footfall and membership at the Borough's libraries.	Jun 2009	CXO	✓ Complete.
Medium-Term Objective 3: Promote sustainable housing and infrastructure development.				
ACTIONS IN SUPPORT OF MTO 3		Due Date	Owner	Comments
<b>3.6</b>	<b>Provide more choice for social housing applicants through the introduction of choice-based lettings.</b>			
3.6.3	Implement communications plan for launch of choice based lettings.	Nov 2009	CXO	✓ Complete.
Medium-Term Objective 4: Keep Bracknell Forest clean and green.				
ACTIONS IN SUPPORT OF MTO 4		Due Date	Owner	Comments
<b>4.6</b>	<b>Develop a local climate change strategy by 2009, in line with the Nottingham Declaration.</b>			
4.6.3	Report to Bracknell Forest Partnership to tackle the Partnership actions from the climate change action plan.	Dec 2009	CXO	✓ Ongoing.
4.6.12	Implement communications plan for climate change action plan.	Jun 2009	CXO	✓ Complete.
4.6.13	Implement communications plan for re-opening of Longshot Lane household waste recycling centre.	Jun 2009	CXO	✓ Complete.
OPERATIONAL RISKS TO MTO 4			Owner	Progress on Mitigation Actions
4.4	Reputational risk caused by Longshot Lane failure to open to published timescale. Mitigation: Clear communications leading up to opening (working with RE 3).		CXO	Longshot Lane opened on time to the public in July. Revised/New Risk: No further action.

**PRIORITY THREE:  
PROMOTING HEALTH AND ACHIEVEMENT**

**Medium-Term Objective 5:  
Improve health and wellbeing within the Borough.**

**PERFORMANCE INDICATORS FOR MTO 5**

**NI 42: Perceptions of drug use or drug dealing as a problem**



CAA Indicator (non-LAA)  
Department: CXO

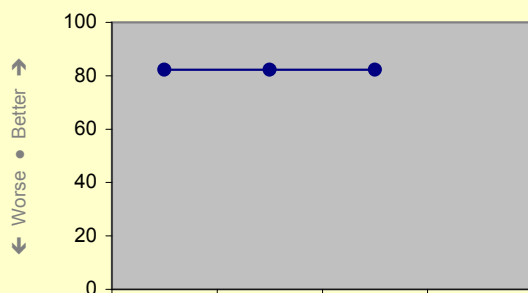
*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

Year: 2009/10	Q1	Q2	Q3	Q4
Current	23.4	23.4	23.4	N/A
Local Target	N/A	N/A	N/A	N/A
Last Reported	23.4	23.4	23.4	
Benchmark	21.9	21.9	21.9	
Current Quartile	Second	Second	Second	

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 25th percentile in the same figures.

Unit: % • Polarity: Low • BFC Lead: Ian Boswell

**NI 119: Self-reported measure of people's overall health and well-being**



CAA Indicator (non-LAA)  
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

Year: 2009/10	Q1	Q2	Q3	Q4
Current	82.2	82.2	82.2	[Biennial]
Local Target	[Biennial]	[Biennial]	[Biennial]	[Biennial]
Last Reported	82.2	82.2	82.2	
Benchmark	79.8	79.8	79.8	
Current Quartile	Best	Best	Best	

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 75th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Belinda Clack

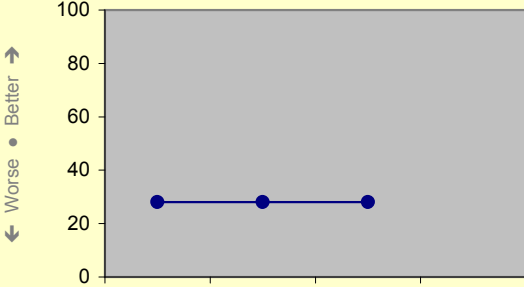
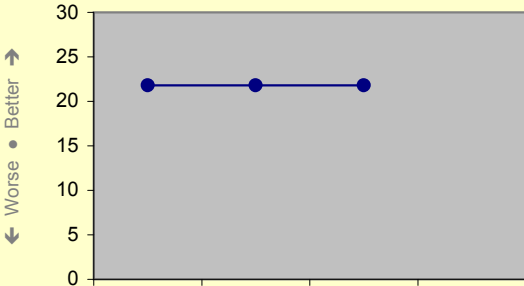
**ACTIONS IN SUPPORT OF MTO 5**

		Due Date	Owner	Comments
5.1	<b>Develop and implement a comprehensive health strategy for the Borough with partners, which identifies clear priorities and actions to address local health inequalities and to improve health and wellbeing.</b>			
5.1.3	Support the review of the Bracknell Forest health and wellbeing strategy.	Mar 2010	CXO	✓ Being led by Director of Adult Social Care & Health.
5.2	<b>Work with health partners to secure more outpatient and diagnostic facilities in the Borough.</b>			
5.2.2	Support for partners including the PCT to enhance provision of health facilities in the Borough.	Mar 2010	CXO	✓ Close working with PCT and developers.
5.3	<b>Focus on prevention, for example by increasing the number of adults participating in at least 30 minutes of moderate exercise per week.</b>			
5.3.4	Implement communications plan for the launch of free swimming for over-60s and under-16s.	Apr 2009	CXO	✓ Complete.

**OPERATIONAL RISKS TO MTO 5**

		Owner	Progress on Mitigation Actions
5.1	Resources: small team vulnerable to sickness, etc. Mitigation:	CXO	No major issues during the quarter. Revised/New Risk: None.



Medium-Term Objective 6: Improve the outcomes for children and families through the Children and Young People's Plan.																																		
ACTIONS IN SUPPORT OF MTO 6		Due Date	Owner	Comments																														
6.2	Make sure there are enough good school buildings for an expanding Borough, including building a replacement for Garth Hill College.																																	
6.2.4	Implement communications plan for new build of Garth Hill College.	Mar 2010	CXO	✓ Ongoing.																														
Medium-Term Objective 7: Seek to ensure that every resident feels included and able to access the services they need.																																		
PERFORMANCE INDICATORS FOR MTO 7																																		
<p><b>NI 4: Percentage of people who feel they can influence decisions in their locality</b></p>  <p>CAA Indicator (non-LAA) Department: CPS / CXO</p> <p><i>This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.</i></p> <p>The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 50th percentile in the same figures.</p> <p>Unit: % • Polarity: High • BFC Lead: Abby Thomas</p> <table border="1"> <thead> <tr> <th>Year: 2009/10</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr> <td><b>Current</b> •</td><td>28.0</td><td>28.0</td><td><b>28.0</b></td><td></td></tr> <tr> <td><b>Local Target</b> ■</td><td>[Biennial]</td><td>[Biennial]</td><td>[Biennial]</td><td>[Biennial]</td></tr> <tr> <td>Last Reported</td><td>28.0</td><td>28.0</td><td>28.0</td><td></td></tr> <tr> <td>Benchmark</td><td>28.2</td><td>28.2</td><td>28.2</td><td></td></tr> <tr> <td><b>Current Quartile</b></td><td>Third</td><td>Third</td><td><b>Third</b></td><td></td></tr> </tbody> </table>					Year: 2009/10	Q1	Q2	Q3	Q4	<b>Current</b> •	28.0	28.0	<b>28.0</b>		<b>Local Target</b> ■	[Biennial]	[Biennial]	[Biennial]	[Biennial]	Last Reported	28.0	28.0	28.0		Benchmark	28.2	28.2	28.2		<b>Current Quartile</b>	Third	Third	<b>Third</b>	
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<b>Current Quartile</b>	Third	Third	<b>Third</b>																															
<p><b>NI 7: Environment for a thriving third sector</b></p>  <p>CAA Indicator (non-LAA) Department: CXO</p> <p><i>This indicator is measured by a new survey of voluntary sector organisations run by the Cabinet Office which asks about the positive or negative influence of the LA on the third sector. The outturn of 21.8% positive responses is among the best in the country; the national figure is 16.2%. Bracknell Forest is also in joint-first place nationally for "very positive" responses (4%).</i></p> <p>The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Office of the Third Sector (January 2009). Quartile shows the position of the current figure within the 2009 dataset for all relevant LAs in England. Benchmark is the 75th percentile in the same data.</p> <p>Unit: % • Polarity: High • BFC Lead: David Clifford</p> <table border="1"> <thead> <tr> <th>Year: 2009/10</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr> <td><b>Current</b> •</td><td>21.8</td><td>21.8</td><td><b>21.8</b></td><td></td></tr> <tr> <td><b>Local Target</b> ■</td><td>[Annual]</td><td>[Annual]</td><td>[Annual]</td><td>TBC</td></tr> <tr> <td>Last Reported</td><td>21.8</td><td>21.8</td><td>21.8</td><td></td></tr> <tr> <td>Benchmark</td><td>18.4</td><td>18.4</td><td>18.4</td><td></td></tr> <tr> <td><b>Current Quartile</b></td><td>Best</td><td>Best</td><td><b>Best</b></td><td></td></tr> </tbody> </table>					Year: 2009/10	Q1	Q2	Q3	Q4	<b>Current</b> •	21.8	21.8	<b>21.8</b>		<b>Local Target</b> ■	[Annual]	[Annual]	[Annual]	TBC	Last Reported	21.8	21.8	21.8		Benchmark	18.4	18.4	18.4		<b>Current Quartile</b>	Best	Best	<b>Best</b>	
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<b>Current Quartile</b>	Best	Best	<b>Best</b>																															
ACTIONS IN SUPPORT OF MTO 7		Due Date	Owner	Comments																														
7.2	Use innovative methods of engaging local residents in decisions that affect them, particularly targeting 'hard to reach' groups to listen to their views.																																	
7.2.5	Develop and implement campaign plan to raise awareness of the need for foster carers for children and teenagers.	Mar 2010	CXO	✗ Due to departmental budgetary constraints there will be no dedicated campaign. Ongoing support will be provided from communications to support the work of the foster team.																														
7.2.6	Identify options for youth provision and inclusion in the town centre in collaboration with the youth service and BRP.	Mar 2010	CXO	✓ Discussions will develop as part of the town centre regeneration review.																														
7.2.7	Finalise and implement the council's new communications strategy for 2009-2012.	Apr 2009	CXO	✓ Implementation took place in June and is ongoing.																														

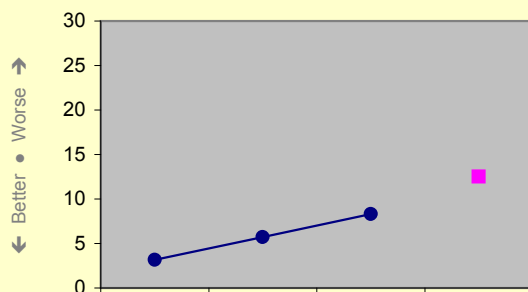
7.2.8	Publish and implement communications plan following the Place Survey results.	May 2009	CXO	✓	Communications plan implemented.
<b>7.5</b>	<b>Implement a disability equality scheme and gender equality scheme, and implement the Council's race equality scheme.</b>				
7.5.1	Implement the disability, race and gender equality schemes' actions due for completion in 2009/10, and progress those actions due for completion in later years.	Mar 2010	ASCH CPS CXO CYPL ECC	✓	ASCH: In progress. CPS: Proceeding satisfactorily. Both the DES and GES have been extended to September 2011 and will be refreshed. CXO: In progress. CYPL: In progress. ECC: In progress.
<b>7.6</b>	<b>Increase access to services by electronic means.</b>				
7.6.6	Undertake 'branding' audit to ascertain visibility and compliance with the new identity standards throughout the organisation.	Jun 2009	CXO	✓	Completed in September. Further work will be completed to ensure compliance in Spring 2010.
<b>7.8</b>	<b>Work within Bracknell Forest Partnership to show continuous improvement in equalities and diversity in the Council and its services, and achieve the equivalent of Level 3 of the Equality Standard.</b>				
7.8.1	Conduct equality impact assessments (EIAs) for new services, strategies and policies, and review existing EIAs as part of a rolling three-year programme, ensuring all actions resulting from these are built into business/work plans.	Mar 2010	ASCH CPS CXO CYPL ECC	✓	ASCH: Reported separately within PMR. CPS: EIAs published this quarter for access to the democratic process and public engagement, heating plant maintenance procurement and registration services. CXO: Ongoing. CYPL: Reported separately within PMR. ECC: We published EIAs in the quarter for Emergency Plan Policy, Forest Care Lifeline and Homelessness Service.
<b>OPERATIONAL RISKS TO MTO 7</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>	
7.9	Inadequate resources and budget to implement projects and campaigns to their full potential. Mitigation: Set a communications budget with the relevant department before the project/campaign commences. Agree priorities with directors for communications, so focus is on actions which meet the Council's objectives.		CXO	After a considerable period of operating well below establishment, the team is now at full strength, including a Future Jobs Fund trainee starting in February. Revised/New Risk: None.	
7.10	Youth options depend on town centre delivery. Mitigation: Careful management of communications staff and resources.		CXO	Nothing to report. Revised/New Risk: None.	

**PRIORITY FOUR:  
CREATE A BOROUGH WHERE PEOPLE ARE, AND FEEL, SAFE**

**Medium-Term Objective 8:  
Reduce crime and increase people's sense of safety in the Borough.**

**PERFORMANCE INDICATORS FOR MTO 8**

**NI 16: Serious acquisitive crime rate (per 1,000 population)**



Year: 2009/10	Q1	Q2	Q3	Q4
Current	3.18	5.72	8.32	
LAA Target	[Annual]	[Annual]	[Annual]	12.52
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	Second	Second	Second	

**LAA INDICATOR (Designated)**

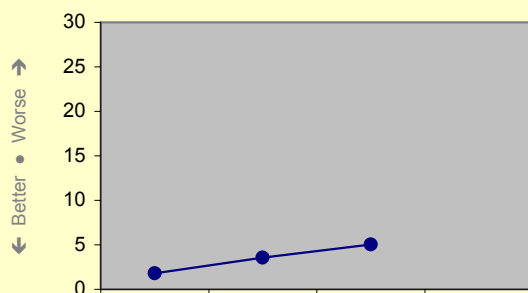
Department: CXO

*The rate is based on the ONS mid-2008 population estimates of 114,653. The rate of increase has been stemmed, and year on year we are now into reduction. Operational police action is planned for mid-January which, if successful, should realise a 19% reduction by the end of January, bringing the rate of reduction close to the LAA trajectory.*

The current figure uses validated final data. This LAA (Designated) indicator has a cumulative target measured by data collection. Quartile shows the approximate position of the current outturn within the 2008/09 dataset of all relevant LA areas in the South-East. A benchmark figure will only be appropriate at year-end.

Unit: Rate per 1k pop. • Polarity: Low • BFC Lead: Ian Boswell

**NI 20: Assault with injury crime rate**



Year: 2009/10	Q1	Q2	Q3	Q4
Current	1.79	3.57	5.02	
LAA Target	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	Third	Third	Third	

**LAA INDICATOR (Designated)**

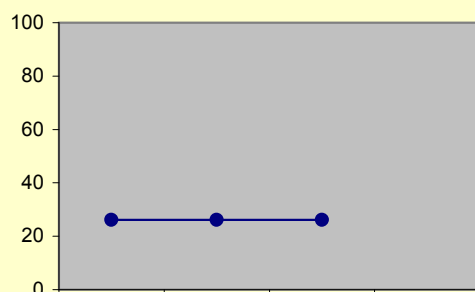
Department: CXO

*This crime type presents a problem for the Partnership in that it has not been possible to map crime trends against nighttime economy or any other similar common denominator. The provision of A&E data and the possible purchase of Mosaic software will greatly assist in analysing and combating the problem.*

The current figure uses validated final data. This LAA (Designated) indicator has a cumulative target measured by data collection. Quartile shows the approximate position of the current outturn within the 2008/09 dataset of all relevant LA areas in the South-East. A benchmark figure will only be appropriate at year-end.

Unit: Rate per 1k pop. • Polarity: Low • BFC Lead: Ian Boswell

**NI 21: Dealing with local concerns about anti-social behaviour and crime by the local council and police**



Year: 2009/10	Q1	Q2	Q3	Q4
Current	26.1	26.1	26.1	
LAA Target	[Biennial]	[Biennial]	[Biennial]	[Biennial]
Last Reported	26.1	26.1	26.1	
Benchmark	26.4	26.4	26.4	
Current Quartile	Third	Third	Third	

**LAA INDICATOR (Designated)**

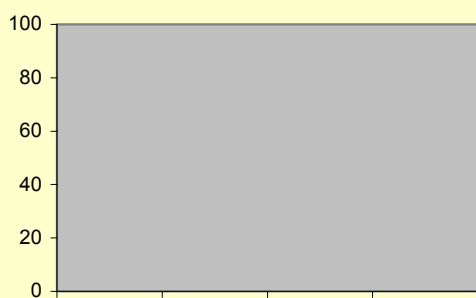
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

The current figure uses validated final data. This LAA (Designated) indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 50th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Ian Boswell

### NI 32: Repeat incidents of domestic violence



Year: 2009/10	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	
LAA Target	[Biennial]	[Biennial]	[Biennial]	[Biennial]
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

#### LAA INDICATOR (Designated)

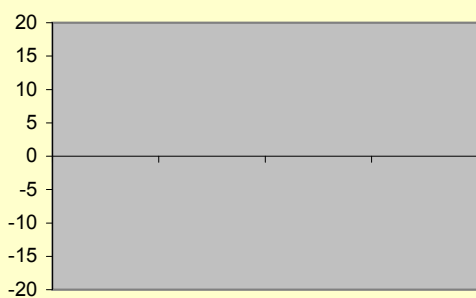
Department: CXO

*Domestic abuse continues to receive attention across more than just MARAC cases, as the repeat rate for domestic incidents (this includes other crime, as well as assaults) remains a concern. By focusing effort on all domestic-related incidents, the likelihood of repeat is addressed.*

No estimated outcome is currently available for this indicator. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outcome for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Ian Boswell

### NI 38: Drug-related (class A) offending



Year: 2009/10	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	
LAA Target	TBC	TBC	TBC	TBC
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

#### LAA INDICATOR (Designated)

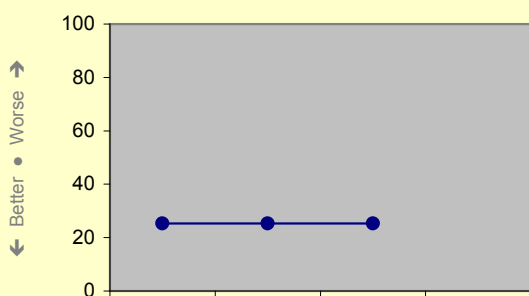
Department: CXO

*Final LAA target is likely to be 16% below a baseline which has not yet been finally determined. Intelligence reports received on the LPA indicate that Class A drugs use continues to be an issue and is driving a substantial amount of the area's Serious Acquisitive Crime.*

No estimated outcome is currently available for this indicator. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outcome for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Ratio actual:predicted • Polarity: Low • BFC Lead: Ian Boswell

### NI 41: Perceptions of drunk or rowdy behaviour as a problem



Year: 2009/10	Q1	Q2	Q3	Q4
Current	25.3	25.3	25.3	
LAA Target	[Biennial]	[Biennial]	[Biennial]	[Biennial]
Last Reported	25.3	25.3	25.3	
Benchmark	22.7	22.7	22.7	
Current Quartile	Second	Second	Second	

#### LAA INDICATOR (Designated)

Department: CXO

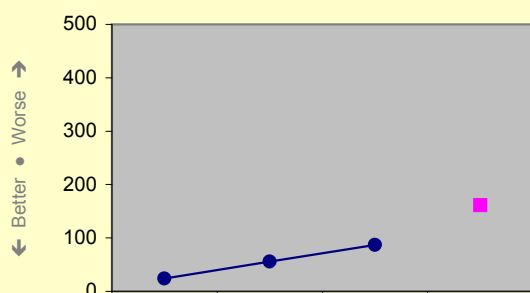
*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

The current figure uses validated final data. This LAA (Designated) indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 25th percentile in the same figures.

Unit: % • Polarity: Low • BFC Lead: Ian Boswell

### NI 49.1: Number of primary fires and related fatalities/casualties (excl precautionary checks):

#### (1) Total number of primary fires per 100,000 population



Year: 2009/10	Q1	Q2	Q3	Q4
Current	24.0	56.0	87.2	161.0
LAA Target	[Annual]	[Annual]	[Annual]	
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

#### LAA INDICATOR (Designated)

Department: CXO

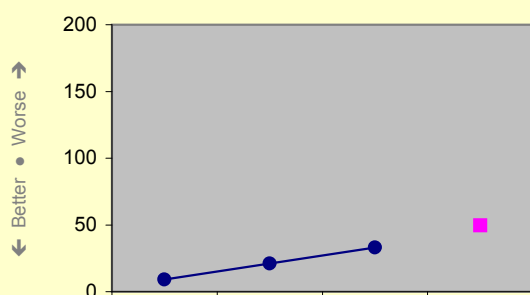
The year-to-date figure of 100 fires (87.2 per 100,000 population) is an improvement on the 126 fires recorded at the same point last year. It is also well below the target YTD maximum of 147.

The current estimate is based on unvalidated current data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate per 100k pop. • Polarity: Low • BFC Lead: Ian Boswell

### NI 49.2: Number of primary fires and related fatalities/casualties (excl precautionary checks):

#### (2) Total number of dwelling fires per 100,000 population



Year: 2009/10	Q1	Q2	Q3	Q4
Current	9.0	21.0	33.1	49.7
LAA Target	[Annual]	[Annual]	[Annual]	
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

#### LAA INDICATOR (Designated)

Department: CXO

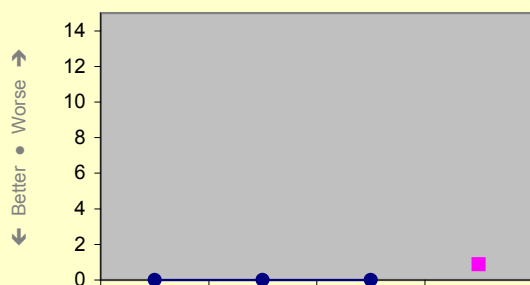
The year-to-date figure of 38 dwelling fires (33.1 per 100,000 population) is unchanged from the same point last year, and is in line with the target maximum for the end of the year of 60 fires.

The current estimate is based on unvalidated current data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate per 100k pop. • Polarity: Low • BFC Lead: Ian Boswell

### NI 49.3: Number of primary fires and related fatalities/casualties (excl precautionary checks):

#### (3) Total number of fatalities due to dwelling fires per 100,000 population



Year: 2009/10	Q1	Q2	Q3	Q4
Current	0.0	0.0	0.0	0.9
LAA Target	[Annual]	[Annual]	[Annual]	
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

#### LAA INDICATOR (Designated)

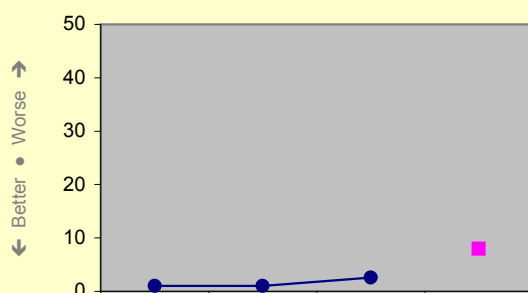
Department: CXO

The borough has still suffered no dwelling-fire-related fatalities this year. The annual target is for no more than one such fatality, a number which had already been reached by this point last year.

The current figure uses validated final data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate per 100k pop. • Polarity: Low • BFC Lead: Ian Boswell

**NI 49.4: Number of primary fires and related fatalities/casualties (excl precautionary checks):**  
**(4) Total number of non-fatal casualties per 100,000 population**



**LAA INDICATOR (Designated)**

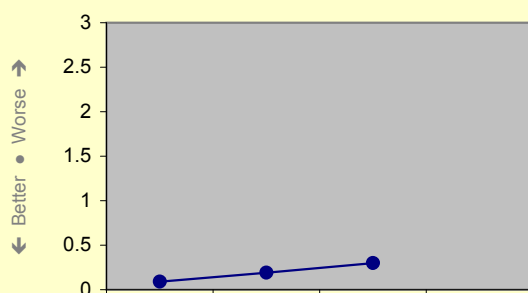
Department: CXO

*The YTD number of three non-fatal casualties (2.6 per 100,000 population) is an improvement on the same time last year (five casualties) and is well below the YTD target of seven casualties.*

The current estimate is based on unvalidated current data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate per 100k pop. • Polarity: Low • BFC Lead: Ian Boswell

**NI 15: Number of most serious violent crimes per 1,000 population**



**CAA Indicator (non-LAA)**

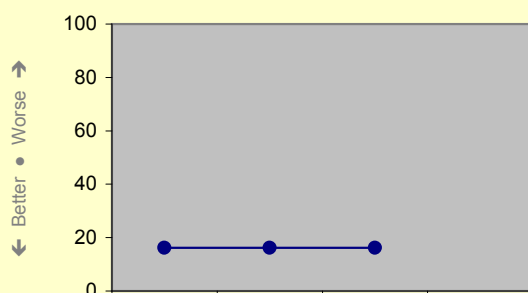
Department: CXO

*The rate is based on the ONS mid-2008 population estimates of 114,653. Most violent crime remains especially low in Bracknell Forest and does not present itself in the form of a trend or significant issue. It is important to maintain focus on individual investigations and to monitor lower-level crime to ensure any escalations of seriousness are prevented.*

The current figure uses validated final data. This CAA indicator has a cumulative target measured by data collection. Quartile shows the approximate position of the current outturn within the 2008/09 dataset of all relevant LA areas in the South-East. A benchmark figure will only be appropriate at year-end.

Unit: Rate per 1,000 • Polarity: Low • BFC Lead: Ian Boswell

**NI 17: Perceptions of anti-social behaviour**



**CAA Indicator (non-LAA)**

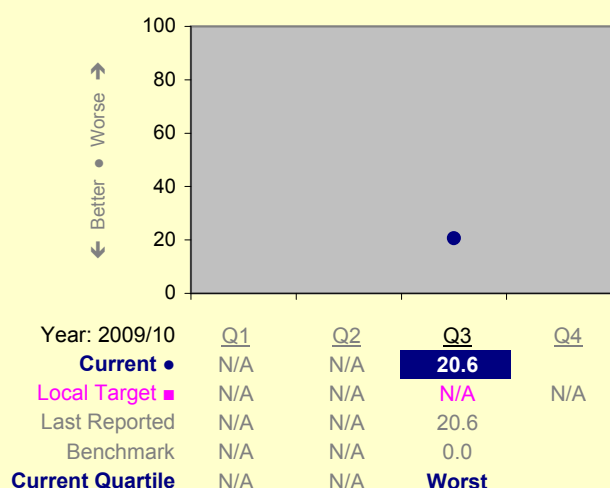
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 25th percentile in the same figures.

Unit: % • Polarity: Low • BFC Lead: Ian Boswell

### NI 18: Adult re-offending rates for those under probation supervision



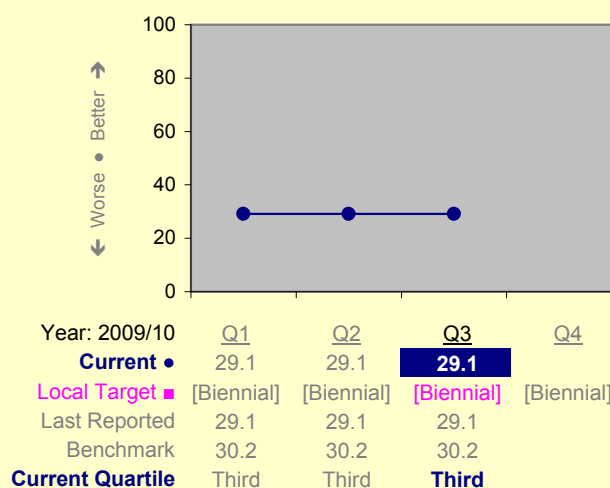
CAA Indicator (non-LAA)  
Department: CXO

*This Home Office data is made available only with a major timelag; the current figure relates to Quarter 2 2008/09. It is reported as the percentage variance between actual and statistically predictable reoffending over a three-month period. This positive outturn thus represents more offending than was to be expected. It is the worst figure in the South-East, although outturns are volatile.*

The current outturn is validated final data. This CAA indicator is based on percentage variance against a statistically predictable figure. The 'last reported' figure is from the CLG Data Hub (January 2010). Quartile shows the position of the current figure within the latest data for all relevant authorities in the South-East. Benchmark is the median in the same data.

Unit: Percentage variance • Polarity: Low • BFC Lead: Ian Boswell

### NI 22: Perceptions of parents taking responsibility for the behaviour of their children in the area



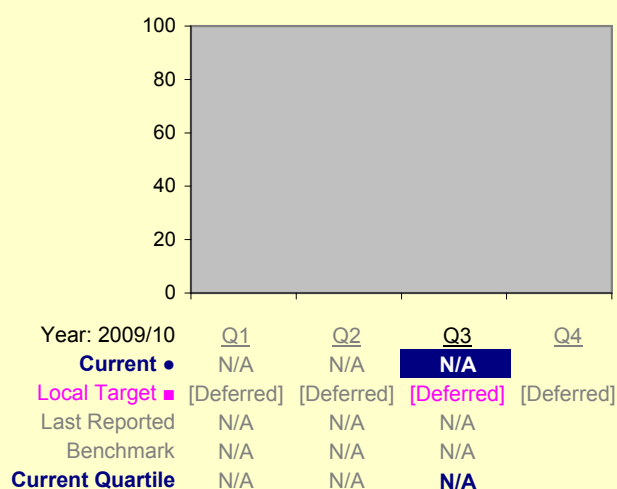
CAA Indicator (non-LAA)  
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 50th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Ian Boswell

### NI 26: Specialist support to victims of serious sexual offence



CAA Indicator (non-LAA)  
Department: CXO

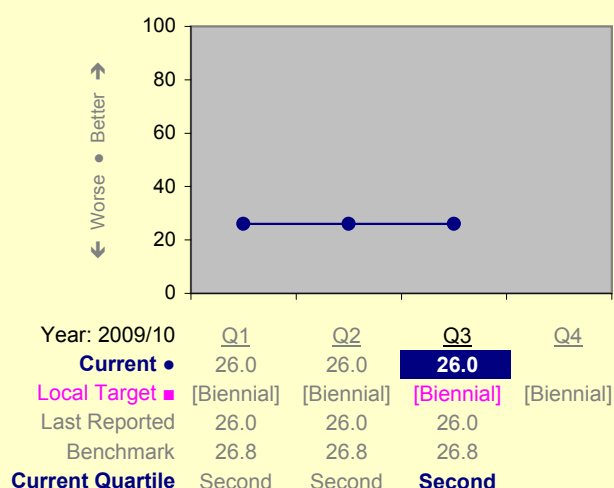
*This indicator has been deferred by government until at least 2010/11. It is currently subject to piloting.*

Data will not be available for this indicator until its final technical definition is published by CLG.

Unit: TBC • Polarity: TBC • BFC Lead: Ian Boswell



### NI 27: Understanding of local concerns about anti-social behaviour and crime issues by local council and police



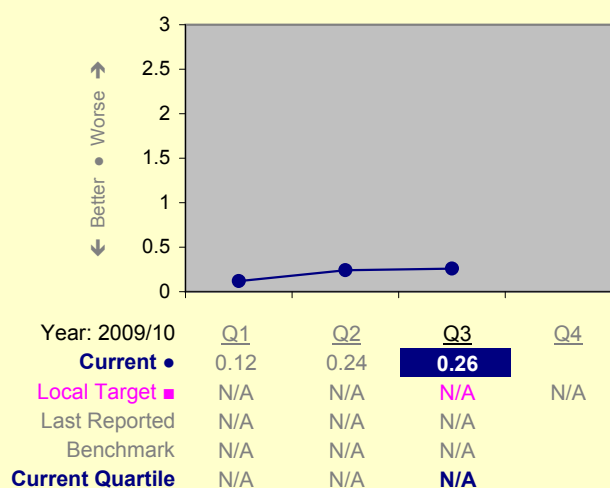
CAA Indicator (non-LAA)  
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 75th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Ian Boswell

### NI 28: Serious knife crime rate



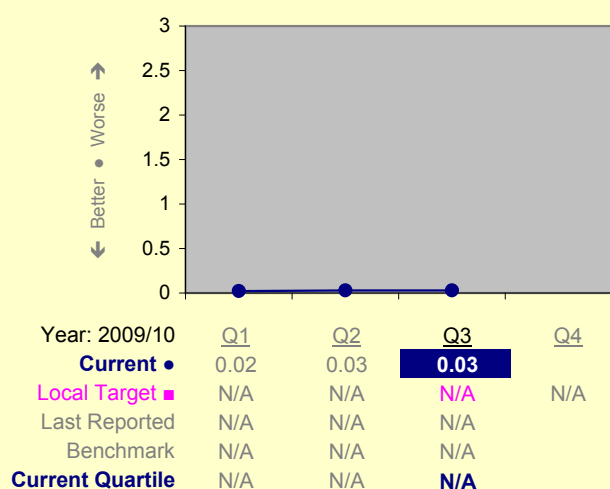
CAA Indicator (non-LAA)  
Department: CXO

*Serious knife crime does not currently present an issue for Bracknell Forest. However, test purchasing operations and schools intervention continue to be used to ensure that this does not become an issue.*

The current figure uses validated final data. This CAA indicator has a cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate per 1k pop. • Polarity: Low • BFC Lead: Ian Boswell

### NI 29: Gun crime rate



CAA Indicator (non-LAA)  
Department: CXO

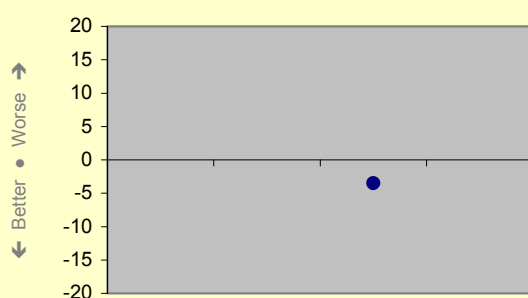
*Firearms incidents remain low in number in the borough, this quarter's YTD figure showing no increase at all from last quarter's. Any risk in this area is presented by cross-border drug-dealing activity that, if allowed to escalate, has potential to bring about turf wars. To date, this is not the case.*

The current figure uses validated final data. This CAA indicator has a cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate per 1k pop. • Polarity: Low • BFC Lead: Ian Boswell



### NI 30: Re-offending rate of prolific and other priority offenders



CAA Indicator (non-LAA)  
Department: CXO

*This Home Office data is made available only with a major timelag; the current figure relates to Quarter 4 2008/09. It is reported as the percentage change in a PPO cohort's offending against a baseline year. This negative outturn thus represents a reduction in offending, and is the best figure in the South-East.*

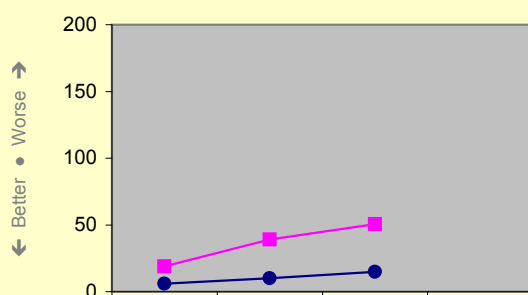
Year: 2009/10	Q1	Q2	Q3	Q4
Current	N/A	N/A	-3.5	N/A
Local Target	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	-3.5	N/A
Benchmark	N/A	N/A	1.0	N/A
Current Quartile	N/A	N/A	Best	N/A

The current figure uses validated final data. This CAA indicator has a target based on percentage change against a baseline year. The 'last reported' figure is from the CLG Data Hub (January 2010). Quartile shows the position of the current figure within the latest figures for all relevant authorities in the South-East. Benchmark approximately is the 75th percentile in the same figures.

Unit: % change • Polarity: High • BFC Lead: Ian Boswell

### NI 33.1: Arson incidents:

#### (i) Number of deliberate primary fires per 10,000 population



CAA Indicator (non-LAA)  
Department: CXO

*The year-to-date number of 17 deliberate primary fires (14.8 per 100,000 population) represents a considerable improvement on the same point last year (43 fires) and is well below the target year-to-date maximum of 58 fires (50.6 per 100,000 population).*

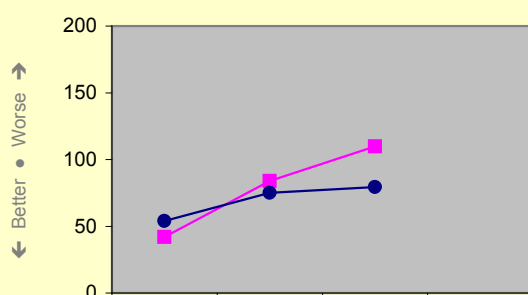
Year: 2009/10	Q1	Q2	Q3	Q4
Current	6.00	10.00	14.80	N/A
Local Target	19.00	39.00	50.58	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on unvalidated current data. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate • Polarity: Low • BFC Lead: Ian Boswell

### NI 33.2: Arson incidents:

#### (ii) Number of deliberate secondary fires per 10,000 population



CAA Indicator (non-LAA)  
Department: CXO

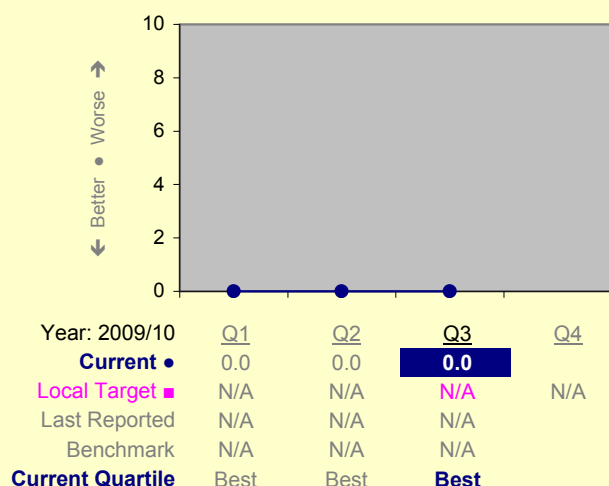
*Following two quarters where this indicator has caused some concern, the year-to-date figure of 91 fires (79.4 per 100,000 population) is now back on track to meet the annual target and is only slightly in excess of the same point last year (84 fires).*

Year: 2009/10	Q1	Q2	Q3	Q4
Current	54.00	75.00	79.40	N/A
Local Target	42.00	84.00	109.90	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on unvalidated current data. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate • Polarity: Low • BFC Lead: Ian Boswell

### NI 34: Domestic violence – murder



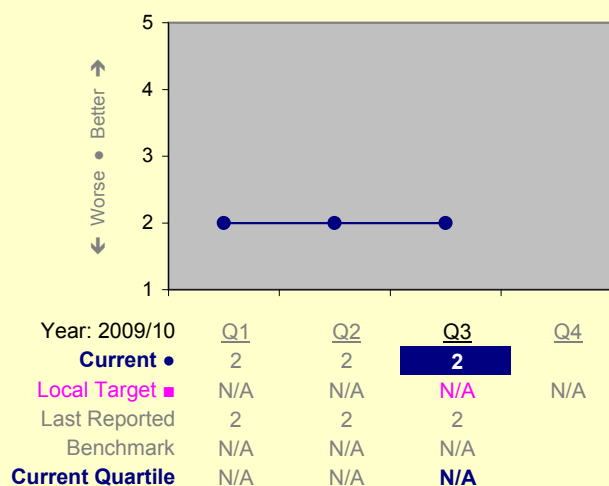
CAA Indicator (non-LAA)  
Department: CXO

*The borough has suffered no domestic violence related murders.*

The current figure uses validated final data. This CAA indicator has a cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Rate • Polarity: Low • BFC Lead: Ian Boswell

### NI 35: Building resilience to violent extremism



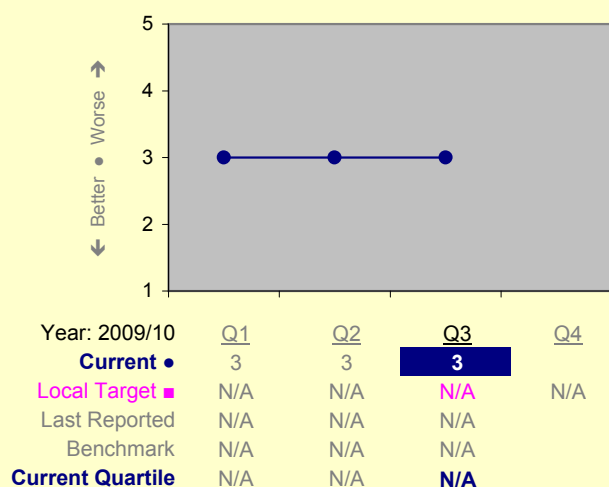
CAA Indicator (non-LAA)  
Department: CXO

*This indicator uses an annual self-assessment based on four separate workstreams, the average of our scores for which in 2008/09 was Level 2. The figure is largely meaningless unless the national comparator dataset is made available, which is currently unlikely owing to the sensitivity of the data.*

The current figure uses validated final data. This CAA indicator has a snapshot (self-assessment) target measured by self-assessment. The 'last reported' figure is from the CLG Data Hub (May 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: Scale 1-5 • Polarity: High • BFC Lead: Ian Boswell

### NI 36: Protection against terrorist attack



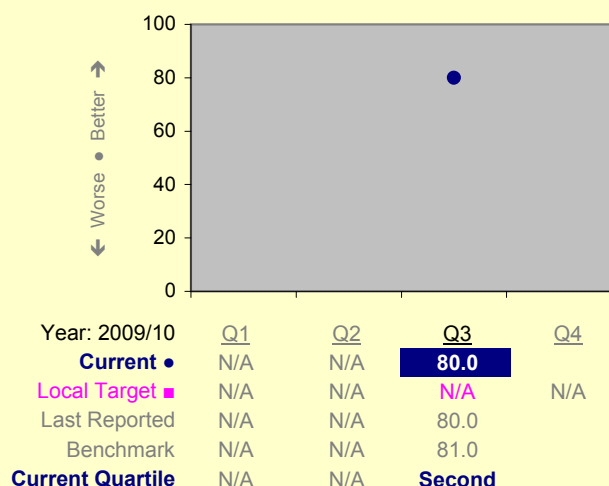
CAA Indicator (non-LAA)  
Department: CXO

*The vulnerability assessment of '3' ('Medium') has come directly from the Counter-Terrorist Security Advisor (CTSA). The CTSA's priority areas will be those with a higher vulnerability assessment, so no further work in the Borough is planned for the immediate future.*

The current estimate is based on unvalidated current data. This CAA indicator has a snapshot (self-assessment) target measured by self-assessment. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Scale 1-5 • Polarity: Low • BFC Lead: Ian Boswell/David Clifford

**NI 143: Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence**



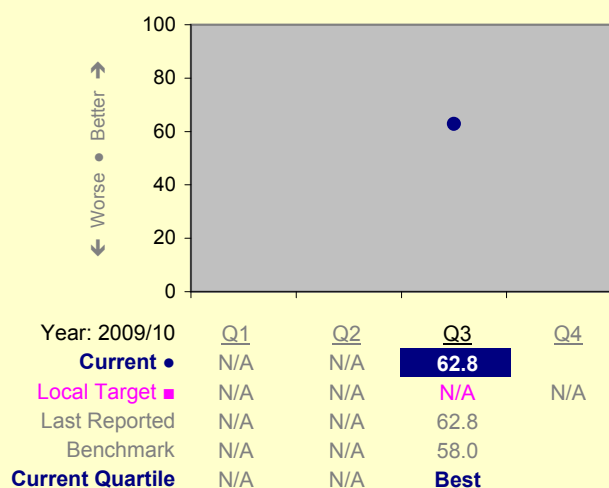
CAA Indicator (non-LAA)  
Department: CXO

*This Home Office data is made available only with a major timelag; the current figure relates to 2008/09. The figure of 80.0% is a significant improvement on 2007/08 (73.7%), and places Bracknell Forest well above the median for the South-East.*

The current figure uses validated final data. This CAA indicator has a snapshot target based on data collection. The 'last reported' figure is from the CLG Data Hub (January 2010). Quartile shows the position of the current figure within the latest figures for all relevant authorities in the South-East. Benchmark is approximately the 75th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Ian Boswell

**NI 144: Offenders under probation supervision in employment at the end of their order or licence**



CAA Indicator (non-LAA)  
Department: CXO

*This Home Office data is made available only with a major timelag; the current figure relates to 2008/09. The figure of 62.8% is a significant improvement on 2007/08 (51.4%), and is the best outturn in the South-East.*

The current figure uses validated final data. This CAA indicator has a snapshot target based on data collection. The 'last reported' figure is from the CLG Data Hub (January 2010). Quartile shows the position of the current figure within the latest figures for all relevant authorities in the South-East. Benchmark is approximately the 75th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Ian Boswell

<b>ACTIONS IN SUPPORT OF MTO 8</b>		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>8.1</b>	<b>Work with the Crime and Disorder Reduction Partnership to reduce crime by 3% each year by 2011.</b>			
8.1.1	Raise awareness of the CDRP through implementation of annual communications plan.	Mar 2010	CXO	✓ Government grant of £44k will drive extra activity to help achieve NI 21 and raise awareness of CDRP plan well into 2010.
8.1.2	Develop a new process for joint tasking to replace the reducing crime monthly meeting of the CDRP, with focus on reducing crime to meet targets.	Apr 2009	CXO	✓ Joint tasking process working well, subject to ongoing refinements, evidenced by falling levels of acquisitive crime.
8.1.3	Complete the joint strategic assessment of crime and disorder together with Thames Valley Police.	Aug 2009	CXO	✓ Joint strategic assessment completed, as well as a Bracknell Forest JSA to inform refresh of 2008-11 CDRP plan.
8.1.4	Develop an action plan under the 'Prevent' agenda.	Mar 2010	CXO	✓ 'Prevent' action plan completed.
<b>8.2</b>	<b>Reduce the number of people who fear crime by 10% by 2011.</b>			
8.2.1	Review the CDRP plan to focus on reducing fear of crime by 10% by 2011.	Dec 2009	CXO	✓ Government grant of £44k will drive extra activity to help achieve NI 21 and raise awareness of CDRP plan well into 2010. This will also have a major impact on reducing the fear of crime.

<b>8.3</b>	<b>Expand the CCTV network coverage in the Borough.</b>			
8.3.1	Develop options for CCTV in the Borough for both the redevelopment of the town centre and for Sandhurst and the wider Borough.	Mar 2010	CXO	✓ Cameras at Sandhurst have been reviewed.
<b>8.6</b>	<b>Publish an action plan to prevent violent extremism.</b>			
8.6.1	Establish a Bracknell Forest 'Prevent' steering group to deliver and monitor action plan.	Mar 2010	CXO	✓ 'Prevent' Steering Group now established and meeting monthly.
8.6.2	Build contacts with Muslim community in Bracknell Forest to encourage participation in 'Prevent' strategy.	Mar 2010	CXO	✓ Ongoing.
8.6.3	Take advantage of funding opportunities to implement 'Prevent' action plan as they become available. (Bracknell Forest is not a priority area and receives no other sources of funding for 'Prevent'.)	Mar 2010	CXO	✓ £20k received from the CLG Challenge & Innovation fund is to be used in Quarter 4 to build a better understanding of the needs of the Muslim community within Bracknell Forest. This work will follow the project currently being undertaken by BFVA.
<b>OPERATIONAL RISKS TO MTO 8</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>
8.6	Rising crime due to downturn in economy. Mitigation: Seek best practice and advise from GOSE.		CXO	No change to the risk during the quarter. Revised/New Risk: None.
8.7	Rising levels of drug and alcohol misuse lead to increase in violence. Mitigation: Work with DAAT to ensure effective treatment options. Education of children and young people. Effective licensing enforcement.		CXO	No change to the risk during the quarter. Revised/New Risk: None.
8.8	Lack of involvement in the development of Prevent Strategy from the Muslim community Mitigation: Consult with Muslim partners and identify best practice from elsewhere.		CXO	Continued engagement with Muslim community with issues unconnected to Prevent. Revised/New Risk: None.
8.9	Perceptions of crime and anti-social behaviour influenced by external events. Mitigation: Robust effective strategic assessment and joint tasking process.		CXO	Making full use of funding opportunities that have become available in January 2010. Revised/New Risk: None.
8.10	Lack of effective involvement by partner agencies and other Council departments. Mitigation: Develop effective strategic assessment and joint tasking process.		CXO	No change to the risk during the quarter. Revised/New Risk: None.
<b>Medium-Term Objective 9: Promote independence and choice for vulnerable adults and older people.</b>				
<b>ACTIONS IN SUPPORT OF MTO 9</b>			<b>Due Date</b>	<b>Owner</b>
<b>9.3</b>	<b>Develop a Borough-wide strategy for older people.</b>			
9.3.1	Publish a strategy for older people.	Dec 2009	CXO	✓ Complete.
9.3.2	Implement the actions from the older people's strategy.	Mar 2010	ASCH CPS CXO ECC	✓ ASCH: Key tasks being developed for the whole strategy. CPS: Proceeding satisfactorily. CXO: Work is ongoing.
9.3.3	Implement communications plan for modernisation of adult services pilot.	Apr 2009	CXO	✓ Complete.
<b>9.4</b>	<b>Provide advice and support to vulnerable people to help maintain them in their own homes.</b>			
9.4.3	Continue to implement communications plan for modernising home care.	Mar 2010	CXO	✓ Ongoing.

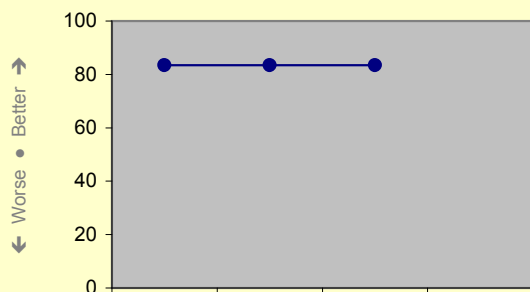
**PRIORITY FIVE:  
VALUE FOR MONEY**

**Medium-Term Objective 10:**

Be accountable and provide excellent value for money.

**PERFORMANCE INDICATORS FOR MTO 10**

**NI 5: Overall/general satisfaction with the local area**



Year: 2009/10	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Current</b> •	83.4	83.4	<b>83.4</b>	
<b>LAA Target</b> ■	[Biennial]	[Biennial]	<b>[Biennial]</b>	[Biennial]
Last Reported	83.4	83.4	83.4	
Benchmark	86.4	86.4	86.4	
<b>Current Quartile</b>	Second	Second	<b>Second</b>	

**LAA INDICATOR (Designated)**

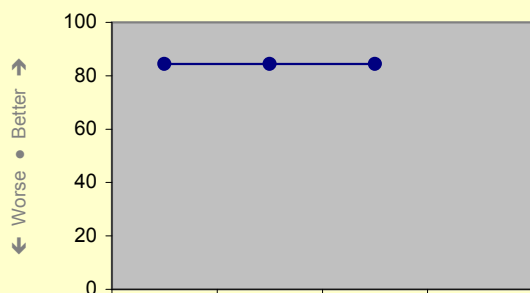
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

The current figure uses validated final data. This LAA (Designated) indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 75th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Claire Sharp

**NI 138: Satisfaction of people over 65 with both home and neighbourhood**



Year: 2009/10	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Current</b> •	84.4	84.4	<b>84.4</b>	
<b>Local Target</b> ■	[Biennial]	[Biennial]	<b>[Biennial]</b>	[Biennial]
Last Reported	84.4	84.4	84.4	
Benchmark	85.8	85.8	85.8	
<b>Current Quartile</b>	Third	Third	<b>Third</b>	

**CAA Indicator (non-LAA)**

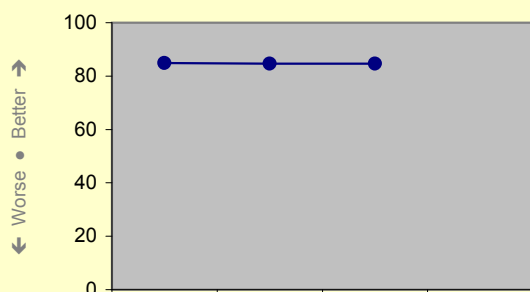
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 50th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Victor Nicholls

**NI 151: Overall employment rate (working-age)**



Year: 2009/10	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Current</b> •	84.9	84.7	<b>84.7</b>	
<b>Local Target</b> ■	N/A	N/A	<b>N/A</b>	N/A
Last Reported	85.5	84.9	84.7	
Benchmark	80.7	80.7	80.7	
<b>Current Quartile</b>	Best	Best	<b>Best</b>	

**CAA Indicator (non-LAA)**

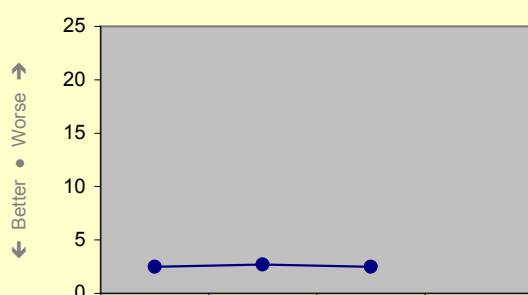
Department: CXO

*The outturn cited is comprised of 75.8% employees and 8.8% self employed (rounded figures). These are the latest figures for the period April 2008 to March 2009.*

The current estimate is based on latest available but outdated data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (March 2009). Quartile shows the position of the current outturn within the dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Richard Haynes

### NI 152: Working age people on out of work benefits



CAA Indicator (non-LAA)  
Department: CXO

*This outturn compares to a South-East figure of 3.1 and a UK figure of 4.2. These are the latest outturns for November 2009.*

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (Nomis). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Richard Haynes

ACTIONS IN SUPPORT OF MTO 10		Due Date	Owner	Comments
<b>10.3</b>	<b>Create clear, accountable governance structures for working in partnership with other organisations in the Borough.</b>			
10.3.1	Undertake an annual self-assessment for the Council to cover effectiveness, accountability, governance, business continuity planning and update of self-evaluation tool.	Mar 2010	CXO	✓ Ongoing.
10.3.2	Develop and implement partner scrutiny arrangements with reference to new government regulations.	Mar 2010	CXO	✓ New arrangements agreed and being rolled out.
10.3.3	Implement internal communications plan for flexible working project.	Mar 2010	CXO	✓ Ongoing.
<b>10.4</b>	<b>Work effectively with partners to improve the quality of life in the Borough.</b>			
10.4.1	Undertake an annual refresh of the Sustainable Community Strategy evidence base, including a standard 'Story of Place' for Bracknell Forest, with links to the joint strategic needs assessment and equalities framework.	Mar 2010	CXO	✓ Work ongoing for 2010 refresh.
10.4.2	Undertake an annual refresh of the Local Area Agreement (LAA), to include allocation of appropriate resources by all partners, and performance and financial management and reporting.	Mar 2010	CXO	✓ 2010 refresh started and ongoing for completion by March 2010.
10.4.3	Produce and communicate an annual report for Bracknell Forest Partnership.	Sep 2009	CXO	✓ Annual report completed and launched at Partnership Awards ceremony.
10.4.4	Develop and implement the Bracknell Forest Partnership communications strategy including the update of the Bracknell Forest Partnership handbook.	Nov 2009	CXO	✓ Complete.
10.4.5	Manage the contract of community TV, including content management and filming. Confirm funding and procure new contract.	Oct 2009	CXO	✓ Completed.
10.4.6	Manage the system of voluntary sector grants, including agreement of SLAs.	Mar 2010	CXO	✓ Ongoing.
10.4.7	Implementation of communications plan for budget and council tax setting.	Oct 2009	CXO	✓ Completed. Consultation ends at end of January, with council tax leaflet published at end of March.

10.7	Ensure all Council services provide value for money and make effective use of resources.				
10.7.7	Work with internal and external audit and departments on the annual audit and inspection letter, annual audit plan, CAA and other inspections and audits. Develop implementation plan.	Mar 2010	CXO	✓	Final reports received and published. Improvement plan being developed for February completion.
10.7.8	Co-ordinate the implementation of the new Comprehensive Area Assessment framework.	Mar 2010	CXO	✓	Ongoing.
10.7.9	Implement and support the new performance management software system including contract management and training.	Mar 2013	CXO	✓	Ongoing as per project plan.
10.7.10	Collate and analyse performance information and highlight changes in performance for Council, BFP and theme partnerships.	Mar 2010	CXO	✓	Quarterly performance reports produced. Will run in parallel with Paris system until March for testing and validation of new system.
10.7.11	Prepare and publish the Council's annual report.	Oct 2009	CXO	✓	Complete.
10.7.12	Undertake corporate research for the Council and Bracknell Forest Partnership on future developments and new legislation, and provide advice as appropriate.	Mar 2010	CXO	✓	Ongoing.
10.7.13	Implement the data quality strategy, action plan and training, and provide guidance and toolkit for the Council and Bracknell Forest Partnership.	Mar 2010	CXO	✓	Data quality policy, strategy and action plan produced. Implementation of action plan ongoing.
10.7.14	Analyse results of the 2008 Place Survey and prepare an action plan to support continued high satisfaction with the Bracknell Forest area.	Jul 2009	CXO	✓	Cross-Partnership event held in December. Action plan being produced.
10.7.15	Support the work of the Overview and Scrutiny Commission, panels and working groups.	Mar 2010	CXO	✓	Support is continuing.
10.7.16	Provide officer support for Overview and Scrutiny.	Mar 2010	CXO	✓	Support is continuing.
10.7.17	Produce annual report of Overview and Scrutiny.	Feb 2010	CXO	✓	Not due until February (2008/09 Annual Report published on time).
10.7.18	Review the organisational structure of Overview and Scrutiny to respond to new legislation, scrutiny of the Bracknell Forest Partnership, and the new requirements for O&S review of statutory plans and reports.	Feb 2010	CXO	✓	Structure updated in May.
10.7.19	Implement new legislation and government guidance relating to Overview and Scrutiny, including the Councillor Call for Action, the prospective Statutory Officer designation, and Partnership scrutiny.	Mar 2010	CXO	✓	Legislation to date has been implemented. More is due.
10.7.20	Research best practice in improving public engagement with Overview and Scrutiny, and formulate proposals.	Dec 2009	CXO	✓	Complete - proposals under review.
10.7.21	Review and manage the Local Safeguarding Children Board's performance reporting arrangements.	Sep 2009	CXO		Responsibility passed to CYPL.



10.7.22	Produce a corporate calendar to include service planning, finance and performance management framework.	Sep 2009	CXO	✓	To be developed as part of the Paris implementation.
10.7.32	Carry out the biennial attitude survey of Council staff to measure perceptions of working for the Council.	May 2009	CXO	✓	Complete.
10.7.33	Review the Council's internal communications strategy based on findings from the staff survey.	Aug 2009	CXO	✗	Work in progress. Draft to be completed by end of January.
<b>10.8</b>	<b>Implement all appropriate actions to ensure staff are in place with the right skills and capacity to deliver service outcomes and maximise service efficiency.</b>				
10.8.1	Implement the actions due in 2009/10 in each departmental workforce plan.	Mar 2010	ASCH CPS CXO CYPL ECC	✓	CPS: Workforce planning actions being implemented in accordance with the programme. CXO: Ongoing. ECC: In progress. Managers continue to make preparations for employees retiring. A programme on customer service training started in Quarter 3 and continues into Quarter 4. ECC has delivered a programme of training courses to employees on safeguarding. Several more managers attended the Management Development Centre and drew up development programmes with their managers following the event.
<b>OPERATIONAL RISKS TO MTO 10</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>	
10.10	LAA targets – individual risks identified. Mitigation: Monitored by lead officers quarterly and reported in Partnership performance reports.		CXO	Targets reported and actions taken to rectify poor performance. Revised/New Risk: None.	
10.11	Non-achievement of performance management IT system procurement and implementation. Mitigation: Risk register developed. Risks monitored monthly at project board meetings.		CXO	Risks monitored monthly and action taken. Revised/New Risk: None.	
10.12	Bracknell Forest Partnership Board strategic risks – individual risks identified. Mitigation: Risk register developed. Risks monitored monthly.		CXO	Risks monitored monthly and action taken. Revised/New Risk: None.	
10.13	No funding for Community TV. Mitigation: Early approach to partners. Build in option for matching funding to scale of service.		CXO	Funding secured and contract renewed. Revised/New Risk: None.	
10.14	Reliance on partners' co-operation for roll-out of Partnership scrutiny. Mitigation: Consult partners and include their nominees in a new Partnership O&S group.		CXO	Representatives from partner organisations have participated in successful first meeting of partnership O&S group. Revised/New Risk: None.	
10.15	Member and officer capacity for O&S. Mitigation: Set realistic O&S work programme.		CXO	Risk now increased with reduction in O&S officer team. Mitigation mainly through realistic work programme adopted by Commission. Revised/New Risk: None.	
10.16	New legislation and government regulations increase O&S workload. Mitigation: Set realistic O&S work programme.		CXO	O&S powers have increased in new legislation, but too early to accurately assess impact on workload. Revised/New Risk: None.	
10.17	Procedures do not ensure that robust and accurate data is produced. Mitigation: Develop policy, strategy and action plan including monitoring and management arrangements. Include in internal audit plan.		CXO	Audits held and actions included in corporate data quality action plan. DQ policy and strategy developed and adopted by CMT. Revised/New Risk: None.	

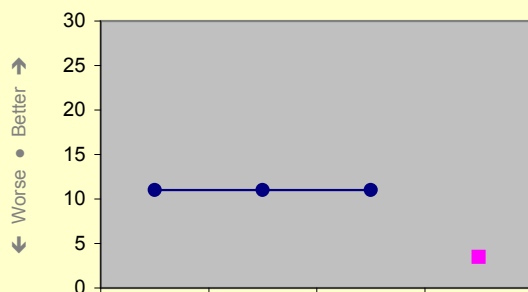


**PRIORITY SIX:  
SUSTAIN ECONOMIC PROSPERITY**

**Medium-Term Objective 11:  
Promote the Borough's economic activity and potential**

**PERFORMANCE INDICATORS FOR MTO 11**

**NI 172: Percentage of small businesses in an area showing employment growth**



Year: 2009/10	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Current</b> ●	11.02	11.02	<b>11.02</b>	
<b>LAA Target</b> ■	[Annual]	[Annual]	<b>[Annual]</b>	3.50
Last Reported	11.02	11.02	11.02	
Benchmark	11.90	11.90	11.90	
<b>Current Quartile</b>	Worst	Worst	<b>Worst</b>	

**LAA INDICATOR (Designated)**

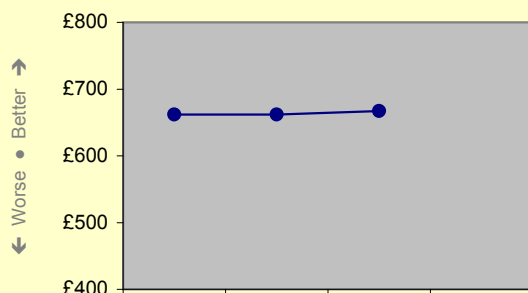
Department: CXO

*The data reported this quarter is the same as last quarter, with no updates having become available. It relates to 2007. As BFC is dependent on BERR for this information, and as it is a difficult indicator to calculate on an ongoing basis, it is likely that future data will only ever be available with a significant time lag.*

The current outturn uses latest available but outdated data. This LAA (Designated) indicator has a cumulative target measured by data collection. The 'last reported' figure is from BERR (2007). Quartile shows the position of the current figure within the dataset of all relevant LAs in the South-East. Benchmark is the approximate 25th percentile in the same data.

Unit: % ● Polarity: High ● BFC Lead: Richard Haynes

**NI 166: Median earnings of employees in the area**



Year: 2009/10	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Current</b> ●	£661.80	£661.80	<b>£667.20</b>	
<b>Local Target</b> ■	N/A	N/A	<b>N/A</b>	N/A
Last Reported	£661.80	£661.80	£667.20	
Benchmark	£556.80	£556.80	£584.30	
<b>Current Quartile</b>	Best	Best	<b>Best</b>	

**CAA Indicator (non-LAA)**

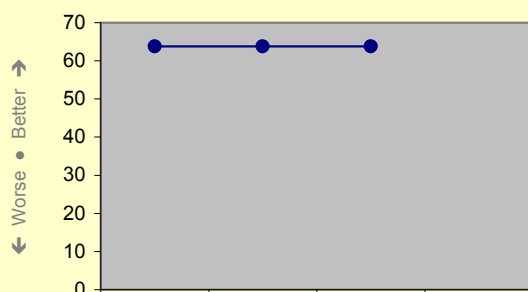
Department: CXO

*This outturn compares to a South-East figure of 513.6 and a UK figure of 490.2. These are the latest outturns for 2009.*

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey. Quartile shows the position of the current figure within the dataset of all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same figures.

Unit: Currency ● Polarity: High ● BFC Lead: Richard Haynes

**NI 171: New business registration rate**



Year: 2009/10	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Current</b> ●	63.8	63.8	<b>63.8</b>	
<b>Local Target</b> ■	N/A	N/A	<b>N/A</b>	N/A
Last Reported	63.8	63.8	63.8	
Benchmark	66.2	66.2	66.2	
<b>Current Quartile</b>	Third	Third	<b>Third</b>	

**CAA Indicator (non-LAA)**

Department: CXO

*The new business registration rate is calculated by dividing enterprise births (575) by the total population. 63.8 is the latest available figure and relates to 2007. BERR have stated that the 2008 figure should become available shortly and will be reported in Quarter 4 if possible.*

The current figure uses validated final data which relates to an earlier period. This CAA indicator has a cumulative target measured by data collection. The 'last reported' figure is from BERR/ONS (2007). Quartile shows the position of the current figure within the dataset of all relevant LAs in the South-East. Benchmark is the approximate median in the same data.

Unit: Rate per 10,000 pop. ● Polarity: High ● BFC Lead: Richard Haynes

<b>ACTIONS IN SUPPORT OF MTO 11</b>		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>11.1</b>	<b>Work closely with partners to produce a programme of local action to support the local economy.</b>			
11.1.1	Through the Economic and Skills Development Partnership, produce an action plan setting out key actions to support the local economy.	Jun 2009	CXO	✓ <i>Work is ongoing in the priority actions.</i>
11.1.2	Establish Council economic task force to co-ordinate cross-cutting Council service delivery in respect of the local economy.	Apr 2009	CXO	✓ <i>Complete.</i>
11.1.3	Contribute through Member/officer engagement to the regional economic arrangements. Link to action plan programme.	Mar 2010	CXO	✓ <i>Ongoing.</i>
11.1.4	Create dedicated web pages with advice on surviving the credit crunch on the Council's website.	Apr 2009	CXO	✓ <i>Complete.</i>
11.1.5	Implement communications plan for the promotion of Bracknell market.	May 2009	CXO	✓ <i>In progress.</i>
<b>11.2</b>	<b>Respond to the review of sub-national economic development and regeneration by working with partners to establish new regional economic arrangements.</b>			
11.2.1	Support the Berkshire Economic Strategy Board (BESB) through Executive Member and officer involvement.	Mar 2010	CXO	✓ <i>Working with BESB to refresh the Berkshire Economic Strategy.</i>
<b>11.3</b>	<b>Publish an economic assessment for Bracknell Forest.</b>			
11.3.1	Publish an economic assessment for Bracknell Forest.	Dec 2009	CXO	✓ <i>The LEA will be approached via a joint working approach through BESB.</i>
<b>11.4</b>	<b>Contribute to the objectives of the Berkshire Economic Strategy Board, including the publication of the Berkshire economic strategy.</b>			
11.4.1	Develop direct links with local business support agencies, including the Thames Valley Chamber, Federation of Small Businesses, and Institute of Directors.	May 2009	CXO	✓ <i>Working closely with the Chamber of Commerce, Business Link and FSB to ensure effective cross-cutting work.</i>
<b>OPERATIONAL RISKS TO MTO 11</b>			<u>Owner</u>	<u>Progress on Mitigation Actions</u>
11.2	Lack of engagement by key partners resulting in an incomplete economic action plan. Mitigation: Ensure an effective stakeholder consultation and engagement through direct contact.		CXO	Direct contact maintained and partners to run workshops on key areas within action plan. Revised/New Risk: None.
11.3	Inability of BESB to establish a coordinated strategy and delivery programme. Mitigation: Limited impact due to other partner involvement.		CXO	No major issues during the quarter. Revised/New Risk: None.
11.4	Engagement with business organisations is dependent upon shared commitment to economic objectives. Mitigation: Other agencies are subject to separate funding and resourcing.		CXO	No major issues during the quarter. Revised/New Risk: None.
11.5	General BFC resourcing of economic objectives needs to be reviewed. Mitigation: Implement appropriate funding and resource to deliver action plan.		CXO	No major issues during the quarter. Revised/New Risk: None.

Medium-Term Objective 12:  
Promote workforce skills

PERFORMANCE INDICATORS FOR MTO 12

NI 174: Skills gaps in the current workforce reported by employers

↑  
Better  
•  
Worse  
↓

CAA Indicator (non-LAA)  
Department: CXO

*The outturn cited is the latest available and comes from the 2007 National Employers Skills Survey (NESS). In 2007, the national figure was 15% and that for the South-East also 15%. No new data will be available for this indicator until the results of the 2009 NESS are published by the LSC later this year.*

Year: 2009/10	Q1	Q2	Q3	Q4
<b>Current</b> •	14.9	14.9	<b>14.9</b>	
<b>Local Target</b> ■	N/A	N/A	<b>N/A</b>	N/A
Last Reported	14.9	14.9	14.9	
Benchmark	14.0	14.0	14.0	
<b>Current Quartile</b>	Second	Second	<b>Second</b>	

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the CLG Data Hub (2007). Quartile shows the position of the current figure within the dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same figures.

Unit: % • Polarity: Low • BFC Lead: Richard Haynes

Medium-Term Objective 13:  
Limit the impact of the recession

PERFORMANCE INDICATORS FOR MTO 13

NI 151: Overall employment rate (working-age)

↑  
Better  
•  
Worse  
↓

CAA Indicator (non-LAA)  
Department: CXO

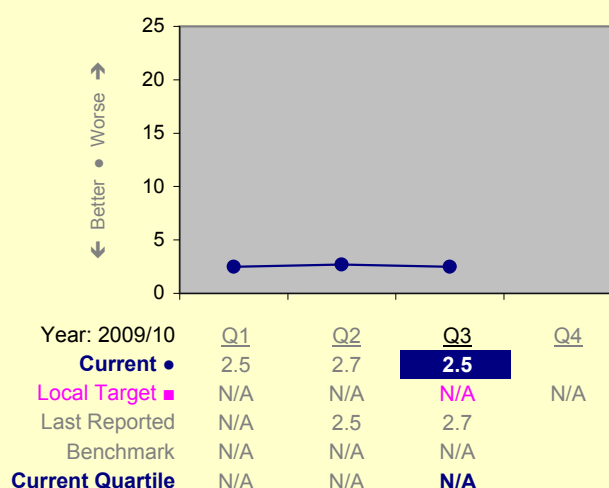
*The outturn cited is comprised of 75.8% employees and 8.8% self employed (rounded figures). These are the latest figures for the period April 2008 to March 2009.*

Year: 2009/10	Q1	Q2	Q3	Q4
<b>Current</b> •	84.9	84.7	<b>84.7</b>	
<b>Local Target</b> ■	N/A	N/A	<b>N/A</b>	N/A
Last Reported	85.5	84.9	84.7	
Benchmark	80.7	80.7	80.7	
<b>Current Quartile</b>	Best	Best	<b>Best</b>	

The current estimate is based on latest available but outdated data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (March 2009). Quartile shows the position of the current outturn within the dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Richard Haynes

### NI 152: Working age people on out of work benefits



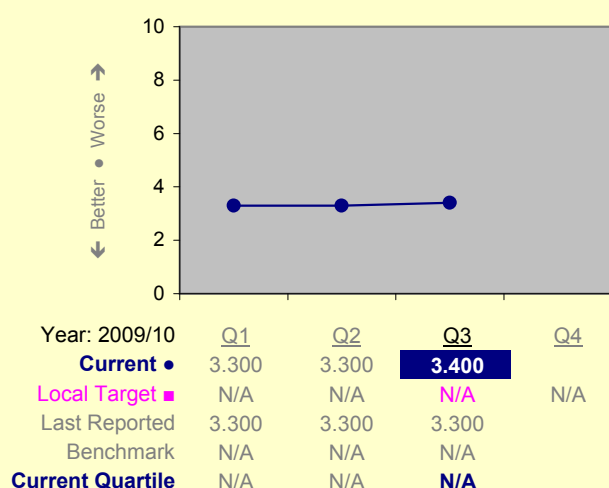
CAA Indicator (non-LAA)  
Department: CXO

*This outturn compares to a South-East figure of 3.1 and a UK figure of 4.2. These are the latest outturns for November 2009.*

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (Nomis). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Richard Haynes

### NI 173: Flows onto incapacity benefits from employment



CAA Indicator (non-LAA)  
Department: CXO

*This outturn compares to a South-East figure of 4.7 and a UK figure of 7.1. These are the latest outturns for May 2009.*

The current figure uses validated final data which relates to an earlier period. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from Nomis (December 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Richard Haynes

#### ACTIONS IN SUPPORT OF MTO 13

		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
13.2	<b>Maximise availability of benefits.</b>			
13.2.3	Develop web links and communications strategy to increase awareness and take-up of benefits, allowances and concessions.	Apr 2009	CXO	✓ <i>Complete. The wellbeing team runs activities for persons with disabilities and are available to assist. They are based at BLC but also operate at Coral Reef and Downshire Golf Complex. Disabled access prices are available at all sites. Red diamonds disabled activities sessions take place at BLC on Sunday evenings.</i>

#### OPERATIONAL RISKS TO MTO 13

		<u>Owner</u>	<u>Progress on Mitigation Actions</u>
13.3	All work to support the local economy will need to respond to changes to the economy at large. Mitigation: Monitor economic developments.	CXO	National and regional economic developments closely monitored. Revised/New Risk: None.