



Performance Monitoring Report

for

Environment, Culture & Communities

Fourth Quarter 2009/10
January – March 2010

Portfolio holders:
Councillor Mrs Mary Ballin
Councillor Dale Birch
Councillor Mrs Dorothy Hayes
Councillor Iain McCracken

Director: Vincent Paliczka

Section One: Executive Summary

Dealing with the severe winter weather formed a focus for the Department and Council in January. The weather events created issues in many service areas but the Council as a whole responded well. Countryside staff supported Adult Social Care in delivering some of their services and Landscape staff, together with SITA staff, literally rolled up their sleeves to help keep highways and footpaths open as best they could. Communication and IT teams were also working hard to ensure the public were well informed. Although on the whole, the Council's response was robust, there are learning points and options to consider should this type of weather re-occur. An officer working group led by the Director and an Overview and Scrutiny Group led by Cllr Harrison are both identifying what these might be. In response to the effect the weather has had on our road network, the Executive approved £200,000 of additional expenditure for highway repairs which was supplemented by a further £165,000 awarded by the Government. To put both these figures into perspective, the most damaged street in Bracknell will cost about £80,000 to repair properly; this street cannot be described as particularly lengthy.

While partnership can be an overly used word, it is striking to note the range and type of partners the department engages with to good, tangible, effect. Trading Standards and Environmental Health are working with the Police; Parks and Countryside are supporting Social Care and Education and working with South Hill Park; various sections working with neighbouring Councils such as Windsor and Maidenhead, Wokingham and Reading; Arts, Sports and Culture working with the Voluntary Sector; Bracknell in Bloom bringing together Bracknell Town Council, BRP, sponsors, schools and the Voluntary Sector; close working with our contractors bringing efficient services. There are others but it is worth reflecting that a lot of our work is now delivered in partnership, whether this is formal or not.

Operationally, the department continues to deliver an amazing range and quantity of services to the public. Of particular interest is the success of the Trading Standards team of driving down unlawful purchasing of goods and services and by mediating between consumers and traders helped save the residents involved about £65,000. The economic conditions have had a huge impact on income related services and the workload of the Benefits team, due to be inspected in May, has risen considerably. There is continued success in reducing the incidents of flytipping but the costs to the Council remain high. The opening of the Energy from Waste facility in Slough means that we have reduced our 'send' to landfill from 58% to 48%.

Members will also note the considerable amount of contracting that is being undertaken. Of particular success is that of car park management where a change in how the entire car parking services is managed together with a change in how we have procured new car parking equipment has meant a saving in revenue and capital expenditure.

Customer care remains a key theme for the department and initiatives to improve our performance continues. Mystery customer shopping, customer care courses, letter writing courses and working with members all serve to re-enforce our commitment to the highest levels of customer care.

Section Two: Progress against Service Plan

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 Environment, Culture & Communities Service Plan for 2009/10 contains 61 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 57 actions were achieved or on target at the end of Quarter 4, while none missed their target. Of the remaining 4 actions the Chief Officer: Planning and Transport changed the prioritisation of 3 actions when he started work at the Council in quarter 1. These are:

3.1.3 - undertake partial review of core strategy (public participation), deferred to 2010/11;

3.1.5 - recommence Development Management Development Plan Document, deferred until 2010/11; and

3.16 - complete public participation of Whitegrove and Quelm Park area action plan, reviewed this as part of Site Allocation Development Plan Document.

The final action, 10.5.3, was for the department to work with Children, Young People and Learning to review the use of the Easthampstead Park accommodation with the aim of increasing income by selling more space in the conference centre. The Corporate Management Team decided not to continue this project when the recession reduced Easthampstead Park's income from its current space, removing the potential to raise any more income by creating extra space.

Section Three: Resources

Staffing

See Annex A for more detailed information.

Revenue Budget Monitoring

The Committee's revenue budget for the year 2009/10 was set at £34,184,000. This is shown in more detail at Annex B Table 1, and also highlights the changes to the revenue budget in the period 1 January to 31 March, which together with the changes previously reported of £1,757,000 increases the overall budget to £35,939,000. A summary of these changes are shown below.

	£000
Forest Care – A saving as a result of vehicle leasing costs has arisen which forms part of the Transport Review, is being transferred to Corporate Services.	-2
TOTAL	-2

Performance Against Approved Budget

There have been variances totalling £598,000 in this period, a description of which is shown overleaf.

Reported variance	Explanation
£'000	
-247	Variences Previously Reported
168	Severe Weather Conditions - As a result of the snow in January a number of Leisure sites had to close or customers were unable to travel to the sites which had a negative impact on income, this together with the loss of income in the car parks amounted to £91,000. Additional tree works were also required to be carried out due to safety issues, this expenditure totalled £14,000. The Winter Maintenance service within Highways had to carry out extra salting runs and hand salting during the snow in January and this has resulted in a projected overspend on Winter Maintenance of £31,000. There were also a number of areas where overtime had to be worked in respect of snow clearance and within refuse collection to catch up on collections.
200	Severe Weather Conditions - Orders have been placed in respect of repairing the potholes resulting from the bad weather, a substantial amount of work has been completed but some has been delayed due to the wet weather. It is not yet known whether all the work will be completed by the end of March.
44	Downshire Golf Complex - As has been reported throughout the year as an emerging issue income has been lower than that budgeted for in this financial year. The estimated shortfall in income is £59,000 however, savings of £15,000 have been identified from various expenditure heads.
280	Easthampstead Park Conference Centre - As has been reported throughout the year as an emerging issue income has been significantly lower than that budgeted for. The estimated shortfall in income is £320,000 however, staffing and other associated costs have been reduced where ever possible and a saving on expenditure of £40,000 can be made.
-144	Waste Management - Actual figures for the 3rd quarter Waste PFI have now been received. The projected spend for Bracknell is £5,163,505, this includes a refund from the Dilapidation Fund of £20,104. This and the reduction in spend attributable to reduced tonnage results in an additional economy of £144,000 to be declared against the Waste Management budget.
-25	Car Parking - Due to the usage in the car parks over the last quarter being much better than projected, the shortfall of income is reduced by £25k to £236k. This is mainly due to increases in the High Street and Charles Square car park in both daily charges and visitors passes. It is still difficult to monitor the usage accurately without a management station to provide this information.
270	Development Control - As has been reported throughout the year as an emerging issue income has been significantly lower than that budgeted for as a result of the continued downturn in the housing market and construction industry. The estimated shortfall in income is £270,000 for the year.
-143	Development Control - The final allocation of the Housing and Planning Delivery Grant for 2009/10 has now been received. The allocation to Bracknell is £394,000 resulting in an economy of £143,000.
-7	Forest Care - The Forestcare business plan shows the potential to deliver a surplus of £72,000 income in this financial year. From that £65,000 has already been offered up as a saving and therefore at this time the balance of £7,000 is being offered as a saving.
30	Joint Arrangements - As a result of adjustments to the final costs of joint arrangements in respect of previous years, additional charges of £30,415 have been made to services in this department. There are adjustments to Joint Arrangements in other departments that result in a corresponding
-75	Further in year savings of £75,000 have been identified by the Departmental Management Team in order to balance the reported cumulative variances of Environment, Culture & Communities (excluding the additional costs as a result of the severe weather), a list of which is shown in the attached worksheet.
351	Total

Capital Budget Monitoring

The Committee's capital budget for the year was set at £9,506,000. This included £4,548,000 of externally funded schemes. A carry forward from 2008/2009 of £2,686,100, gives an available spend of £12,192,100. A sum of £346,700 has been transferred to Corporate Services in relation to Community Centres, there has been a net reduction of £243,100 in governments grants for various schemes, and an additional £40,000 for an invest to save scheme for Forest Care. Therefore the total budgeted capital spend for 2009/10 is now £11,642,300, it is currently estimated that £4,219,800 of this sum will not be spent by 31 March 2010.

The capital monitoring statement including performance against budget is shown in Annex B Table 2.

Complaints received

Stage	No. rec'd Q4	Nature of complaints (bulleted list)	Action taken and lessons learned (bulleted list)
New Stage 2	1	1. Pre-application planning delay and details of TPO disputed	2. Notified of process for objection of TPO and happy with explanation of delay.
New Stage 3	0		
New Stage 4	0		
Ombudsman	0		

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

All 7 audits finalised in the period received a satisfactory assurance opinion from our internal auditors. None received a limited assurance.

Equality impact assessments

Two equality impact assessments were published during the quarter for Community Arts Strategy Refresh and Spatial Policy.

Section Four: Forward Look

ENVIRONMENT & PUBLIC PROTECTION

Emergency Planning & Business Continuity

The emergency contact arrangements changed from 1 April and out of hours arrangements are managed slightly differently. Chief Officers are now required to undertake an enhanced role and a training programme needs to be developed for service area managers who may support the response. The emergency planning framework needs to be rewritten and Forestcare are undertaking an analysis of service specific out of hours arrangements.

The Director has established a task and finish group has been established to track progress in relation to the learning to be taken on following the severe weather experience. The first meeting is due to take place on 19 April. A corporate severe weather plan is required to support this work. Flood risk management is high on the agenda for the forthcoming year with examples of surface water management plans being sought to inform the way forward.

A review of business continuity management within the organisation has been undertaken by Sunguard Consulting and feedback is expected shortly. This should assist in developing the way forward for BCM.

Environmental Health

The draft Health and Safety Law Enforcement Plan 2010-2011 was reported to the Licensing and Safety Committee on 4 February 2010 and the final draft outturn report and work plan for the year ahead will be reported to Members for adoption on 1 July 2010. The draft Food Law Enforcement Plan for 2010-2011 and outturn report for the previous year will be reported to the Executive Member for Culture, Corporate Services and Public Protection in the next period. The final figures for 2009-10 in relation to both plans have yet to be finalised but performance is expected to show that business and food premises rated as high risk have been inspected as planned despite a vacancy of one member in the first six months of 2009-10.

The costs associated with removing fly tipped waste is estimated to cost the Council over £74,000 per year - Flycapture Data Base 2007-2009 (DEFRA). Our mobile CCTV cameras will continue to be used at locations that have been associated with persistent flytipping. Publicity will be sought as appropriate to help highlight the problems and as a warning to other potential fly tippers and used to promote legal waste disposal.

Noise Action Week is an annual national initiative coordinated by Environmental Protection UK that aims to raise awareness of the problems caused by neighbour noise and solutions to tackle it. The theme for this year's campaign is Barking Dogs. Of the 700 noise complaints investigated each year 20% relate to barking dogs. The event provides an opportunity to raise awareness and promote practical solutions which will be achieved through the use of community TV, road shows, updating the Council's web site and a press release.

Environmental Services

The rugby club banks are next to be refurbished. Real Nappy Week event is being held on 28 April at the Look Out, which is one of their toddler days. National Compost Awareness Week is 2-8 May, at the end of the week over the weekend of 8-9 May, re³ and Environmental Services team officers are participating in Going Greener at the Look Out and promoting composting, recycling and waste minimisation.

On Friday 14 May there is Garden Centre event in Bracknell Town Centre and with re³ officers the recycling team will have a stand to promote home composting and garden waste collection as well as promoting "Your Gardens" for Britain in Bloom. Recycle Week is 21-27 June and there is an event organised by re³ on 24 June in the Town Centre to promote food waste minimisation and recycling the correct materials. The Recycling Manager and re³ officers are working with Bracknell Forest Homes to raise awareness about recycling and answer questions at Estate Action Days. These are planned for April and June. The event planned in June in Wildridings is part of a wider partnership project with BFC, BFH and BTC, the school and the Gospel Hall and community groups to tidy up the area and install new planting schemes, clear graffiti and generally brighten up the amenity areas between the Neighbourhood shops and the school. It is hoped that this regeneration partnership project will feature in the Britain in Bloom entry.

Poor performing areas in relation to recycling as identified from the waste analysis are to be targeted. The initiative will involve waste and recycling officers going into the community and talking to residents by "doorstepping", providing information and holding roadshows. There will also be community events to raise awareness and encourage higher participation in recycling. Crown Wood and Great Hollands areas will be the main focus for attention in 2010/11.

Landscape Services

Capital funded building works at the Binfield are expected to commence on 20 April. Bracknell Forest Homes are expected to have their own GIS system which will be beneficial in terms of the management of land responsibilities and in particular, to customer services enquiries. We have agreed to share common datasets. Meetings are planned to investigate land management anomalies in the GIS system and agree service area responsibilities with Parks & Countryside and Landscape management teams. This will help reduce the confusion that can occur as to responsibilities. A push is planned to encourage more sponsorship of local roundabouts.

Highways Asset Management

The highway maintenance capital works programme has been compiled taking into account the effects of the past winter and will be carried out during the summer/autumn seasons following Member approval.

Work will continue on the production of our asset management plan as more asset data is collected on the network and the details entered into the databases. This work will in turn contribute to the first whole scale valuation of the highway network asset as required by the Whole of Government Accounting system.

The highways winter service plan will be reviewed in the light of this year's experiences although our own local service will always remain vulnerable to the national road de-icing salt supply chain dysfunction.

Operational Support

The new contract arrangement for stray dogs will come into effect as of 1 April. The web site has been updated and all key partners have been informed of the implications of the loss of the post. The Council will still be able to meet its minimum legal obligations in the new arrangement. In addition with the award of the new contract in respect of car park management there will be a period of intense work in order to put in place the new arrangements to not only manage the existing car parks but also take on all of the enforcement related work to our specification.

Trading Standards & Services

It is intended that the service will look to adopt another memorandum of understanding with other Trading Standards services and Police forces across the south east on a range of crime issues including doorstep crime, intellectual property crime and unfair and deceptive trading crime. The purpose of the MOU is to have a joined up and consistent approach which delivers for our residents, many of whom are elderly or vulnerable, a quicker and more effective response. The MOU will provide for improved exchanges of information and intelligence, a speedy and effective response for victims and earlier identification and tackling of the offenders.

The Service will also be working with Thames Valley Police on Operation Liberal which targets rogue traders who seek to rip off residents on the doorstep by selling them mis-described goods or charging them highly inflated prices for those goods or works which are either very poor quality, not needed or both. The early part of the spring and summer is a popular time for such traders to appear and call at resident's homes. This will be accompanied by a press release warning residents about the problems with such traders and how to avoid them.

The combination of alcohol, children and antisocial behaviour is a common complaint by residents who fear for their safety and damage to property. Over the next six months the service will be leading in the setting up of a Community Alcohol Partnership (CAP) which will draw together elements of the public sector including the Council, Police and Primary Health Authority. It will also include businesses, residents, parents and the children themselves. The primary objective of a CAP which has operated successfully in other areas is to bring together the interested parties with an aim to reducing the levels of consumption of alcohol by children, through education and peer pressure and through limiting the sources of supply of alcohol to children. Also there is a complementary objective to break down the fear of crime by some residents associated, often incorrectly, with children in groups using common areas.

Licensing

The first quarter will see the start of the process to review the Council's "statement of licensing policy" which sets the framework within which decisions upon the licensing of premises for the supply of alcohol and entertainment is made. The policy must be reviewed every three years through a full public consultation process and then approved by Council. The reviewed policy must be in place by January 2011.

New legislation has been enacted to control those premises that provide entertainment of a sexual nature. This would include events such a strip tease, lap, pole or table dancing which has a purpose of sexually stimulating the audience. Members will be aware that establishments have provided such entertainment under the provisions of the Licensing Act. This new legislation has been provided to enable

fuller control over such activities by local authorities. The Council will have to adopt the legislation prior to any new controls being available and a report is to go to the Licensing and Safety Committee at its meeting on 29 April seeking Members approval for adoption.

Royal Ascot will shortly be upon us with all the issues of getting people to and from the racecourse safely. Officers will be working with colleagues from Windsor and Maidenhead and Thames Valley Police to ensure that visitors who use taxis or private hire vehicles as their transport option will do so in vehicles with drivers which are licensed and safe. It is also a very important event for the profitability of our own trade and the removal of unlicensed vehicles and drivers will help to protect their interests.

As the days grow longer and warmer the potential for higher levels of noise to emanate from pubs and clubs and disturb nearby residents evenings increases and traditionally the number of complaints of this nature rise dramatically during this period. Officers will be monitor compliance with license conditions where complaints have been received.

Car Parks

Following the appointment of a new contractor for the Management Contract we will be working with the new contractor to ensure a seamless transfer of services so there is minimum disruption to the car park users. Schedules and costings are to be agreed for the structural remedial works in the Charles Square and High Street Car Parks for the year 2010/2011. New tariffs will need to be agreed once the car parking equipment is installed and commissioned.

Cemetery & Crematorium

The installation of the pathways and landscaping to the new burial area will commence towards the end of this quarter. The new burial area will enable the Council to provide for a minimum of fifteen to twenty years burial for the community. We will be adding a dedicated Children's burial area which will commence installation at the same time. This area will provide for the burial of children from 0-12 years. It will also include a Children's Memorial area with a sensory garden. Within this garden we will install a memorial area.

re³ Partnership

Work will continue during the period to improve the fire precautions at Smallmead. Post completion it has been evident that some changes can be made to the structure and management of the site in order to manage fire safety risk even better than was planned. The re³ team will continue with their promotional work over the next twelve months but will be moving into a new phase which is around waste minimisation rather than the promotion of the new facilities. They are particularly aware of the need to influence the level of contamination going into the recycling bins. They are also to work more with businesses to try to help them reduce waste.

HOUSING

Housing strategy

Consultation on the strategy to improve the existing housing stock and the discretionary assistance policy for mandatory disabled facility grant works will be completed during the quarter.

In the next quarter we will launch a strategic housing newsletter which will be distributed to all stakeholders. This will include an update on strategic housing initiatives and information on the housing market.

The first meeting of the older person accommodation and support services programme board will take place in the quarter. The Board now has good representation from a variety of providers of accommodation for older people.

Homelessness

Officers met with the housing advice charity Shelter to discuss arrangements on referrals and joint working and this is expected to be formalised in the quarter.

Work will begin on the new homeless strategy with the homeless forum during the quarter.

Supporting people

The process of formalising contracts with the Supporting people providers will be completed in the quarter.

The new handy van service jointly commissioned with adult social care will now be in place at the end of June. The slippage on the tendering has been due to the need to follow OJEU procurement route due to the increased value of work by jointly commissioning with Adult social care.

Home ownership

There will be two households who will buy a home with the help of cash incentive grant in the quarter. There are a further two households who are in the process of identifying properties.

The Council's mortgage scheme will be launched in early May.

Choice based letting – BFC My choice

A new housing and employment connection service, called BFC My Job Search, will be launched in May. This is a web based information service which provides information and advice on employment and training opportunities in the local area, and will help local people to plan their way into training and employment. BFC My Job Search will also provide links to live job pages providing information about current job vacancies

In terms of the implementation of the Abritas system the finance modules and interface with the Council's financial systems will be completed within this quarter.

Benefits

The inspection of the benefit service will take place in the week beginning May 24th. A self assessment of the service will be submitted on the 26th April with accompanying documents. During the week there will be interviews with officers and members connected with the service. The inspection regime is demanding and to date there are only two local authorities that have scored two stars (good service) with all other inspection results being either one star (fair) or poor. The result of the inspection will be made available to the Council towards the end of the quarter.

The system replacement project is running to plan. Training on the new system and the first data cut of data held on the current system will take place during the quarter. Go live with the new system is still scheduled to take place towards the end of October 2010.

Forest care

Forest care has won new corporate business; providing a mobile response to sheltered housing schemes in Wokingham for Wokingham Council and will start taking Out of Hours calls for Windsor Housing later in April.

The service will be recruiting a new part time Officer to deal with the additional call volumes that Windsor Housing will generate (from a vacant post unfilled to reduce costs). We are also hoping to take on a new Future Jobs Fund trainee to help with Administration for the team.

Forest care are still working on the upgrade to PNC6 which will be completed in the quarter. We hope to continue to create efficiencies by using our new IT systems more effectively. This quarter we will be training staff on the new systems and ensuring that they bed in successfully.

The service will be continuing to explore new business opportunities.

LEISURE AND CULTURE

Leisure

The new financial year opens up new opportunities to the leisure sites to start again with renewed vigour ensuring that they offer the range of products and services to move the sites forward as the country looks to be starting to move forward from its economic challenges of the past year.

Bracknell Leisure Centre - a range of new and old favourite activities are on offer to the customers and the take up on courses for the new financial year is looking promising. There will be a summer promotion on the platinum membership along with Body beats Classes. Bracknell Leisure Centre has developed an on line membership calculator so a customer can enter the number of visits they are planning and it will give them the most cost effective option, this will go live shortly.

Coral Reef - from 1 April Coral Reef is operating on its revised opening times and is now open from 9.30am Monday to Friday for the sauna and lessons and 10.30am for the general public until its normal closing times. Coral Reef is looking forward to welcoming more visitors who chose to stay at home this year. The recently installed childrens feature is going down very well with the younger customers

Downshire Golf - the Downshire is hoping for a dryer year which will encourage golfers to use the excellent facilities that it has to offer. The Mayors Golf Charity Day on Friday 30 April is full with 18 teams of 4 players. They are continuing to attract new people to golf through (YMG) Young Master Golf at the weekends and kids camps in the school holidays, they also run (LMG) Ladies Masters Golf for young ladies learning to play golf.

Edgbarrow - Edgbarrow Sports Centre will be partially re-opening from 26th April. Facilities on offer will include the Main Sports Hall, Squash Courts, Fitness Suite, Outdoor Pitches and associated changing rooms, which will all be accessed via a temporary reception cabin positioned at the School PE entrance. The School's PE Department will also be able to use their PE office.

The main reception, small hall, and bar/café/multi purpose space will remain closed for the time being.

Required repairs will continue in the remainder of the building, especially the boiler room. Full re-opening is currently targeted for the start of the September term.

Staff members continue to stay in touch with customers, with efforts now focused on ensuring that customers return as soon as possible from 26th April. Efforts will be made to re-start as many activities as possible, although this won't be entirely possible due to the small hall being unavailable. Corporate Communications have already issued information regarding the partial re-opening, and further details are available on the BFC website page.

Easthampstead Park- the team at Easthampstead Park have been planning to ensure that the forthcoming year can be as successful as possible in the current challenging market conditions. The new entrance ramp will be completed in this period and will result in improved access to the site, and also improved aesthetics at the front of the mansion.

The Look Out - The Look Out Discovery Centre is looking forward to the challenges of the new financial year, and will be progressing more innovative ideas to make customers visits more enjoyable, as well as making it's new On The Road Outreach Scheme available to schools.

Horseshoe Lake - Horseshoe Lake has opened its doors for the 2010 season with its Easter Holiday Programme. Site management are confident they will have a good year. The Club House has also received some decorative improvements to keep it fresh for the new season.

Bracknell Half Marathon preparations are well on track for the event on 9th May, with entries having been closed during March.

Libraries, Arts and Heritage

Library ICT staff are working with colleagues in the ECC web team to upgrade the library online catalogue. Work has already begun with the supplier to upgrade to their latest product, which is a far more flexible and accessible web interface than our current offering. We hope to have the new site ready for testing in the summer with a go-live date of Autumn 2010.

Some design delays have held up progress at Whitegrove library, however a contractor has now been appointed to carry out the refurbishment work, which should begin in late Spring. Also at Whitegrove, library staff will be hosting a new monthly reminiscence event for residents of Montgomery of Alamein Court.

Forthcoming Events
Public Art Advisory Panel
Heritage Forum Meeting

1st June
15th June

Parks and Countryside

Five swift nest boxes will shortly be installed on the new Bracknell and Wokingham College building. Proposals are being considered by Bracknell Forest Homes to install a further 10 boxes on residential properties for this declining 'Bracknell 24' species.

A new leaflet for Biodiversity and a guide to the Blooming Biodiversity Trail will be printed in time for the Bracknell in Bloom launch.

Support is being given to Adult Social Care and Health to set up a 'youth and family community festival' at Longhill Park on 19th of June.

Playbuilder (led by Early Years Childcare and Play) – new play facilities for 8 to 13 year olds at Evenlode, Westmorland and Farley Wood are nearing completion. Official openings are due to take place during the end of May / beginning of June half term week, along with the town and parish council managed sites, in conjunction with the Play Partnership. Priorities are being assessed for year 2 sites.

Improved play facilities targeted for children up to 8 years old will be placed at Chaucer Woods in the spring.

South Hill Park, Parks for People Project – following confirmation of the successful contractor, landscape restoration work is due to start on site in June, beginning with improvements to the front of the mansion and Wilde Theatre and moving sequentially to other areas of the park. The works are planned to be complete within 18 months of the start date.

PERFORMANCE AND RESOURCES

Administration

We intend to meet all targets, including letter sampling each month for customer care monitoring. We will issue procedure notes for workstation risk assessments and reorganise space in the basement store for new archives. The Document Management Team will complete Phase 2 of Planning's back-scanning project and is ready to start scanning Housing Options' daily post as soon as ICT give them the go ahead. We will transfer the postal function to Corporate Services as agreed as part of last year's post review.

Business Systems

We will upgrade the Confirm IT system used by highways, trees, landscape and network management. We will roll out mobile devices for the Highways Inspectors mobile devices to improve the inspection process. On Uniform we will install the new

Public Access and Uniform Enterprise products. The former will improve the customer experience when viewing and commenting on planning applications. It will also enable the public to setup alerts in their area. On M3, we will be going live with the address loader, FSS UK and AMES interfaces. The address loader manages property address on M3, while the interfaces enable food samples to be downloaded from the Food Standards Agency and animal welfare information to be exchanged electronically with DEFRA. We will go live with the call system for Forestcare.

We will be starting work on a major IT project to upgrade the Corporate GIS system. This includes a new intranet-based GIS Explorer for all of the Council's staff. We will continue to support the current Corporate GIS system and produce numerous maps for the department.

We will start creating and migrating the department's online forms to the new online form system. We will be involved in creating web content for the BFC my job search web site being set up by housing options. This site will help people on the housing register find employment. We will begin work on populating the web pages in the new online product purchased by the library service.

e+ Smartcard Programme

We will introduce the cheaper DESFire card into the e+ scheme during April. This card only works in a contactless mode. The dual interface JCOP31 cards will still be available for any scheme that may need them

We plan to develop the special needs software SNAPI to work on a DESFire card, once that is done the SNAPI option can be offered to cardholders. It is the intention that the e+ card will work with the new parking equipment being procured allowing residents to receive a better deal on their parking at certain times and certain places. We plan to introduce e+ Card use for PLD clients at Coral Reef.

Lincolnshire County Council will visit for a SmartConnect demonstration in May

Finance

In addition to the core functions of accounting, budget monitoring, financial advice and debt control the main task in the quarter is to close the 2009/10 accounts.

Human Resources

HR will continue to significantly support the Job Evaluation scheme at every level from presence on Steering Group to supporting employees complete Job Information Questionnaires.

Mentor training will be delivered for both mentors and mentees and the scheme will officially start.

The team will provide support to the Future Jobs Fund Scheme by organising a series of workshops and ensuring the young people are supported in their day to day work.

The Head of HR in conjunction with the Head of Learning and Development, will deliver a Stress Awareness workshop. This will hopefully lead to further work on better managing stress.

Contracts

Engineering Consultancy Contracts (Jacobs Babbie Replacement)

In quarter 1 we will start using the contracts for Highways Condition Assessments, Public Transport Coordination, Scheme Assessment & Traffic & Transport Data Collection.

We will complete a mini-competition to procure the Bridges and Structures Management & Maintenance Contract appointing one of the framework contractors from the South East Pan Government Collaborative Highways Professional Services Framework. We plan to identify the preferred bidder by 21st July.

Car Park Management Contract

In Quarter 1 the implementation details will be agreed with the preferred bidder, with a target handover date of 27th June.

Mercury Abatement/Replacement Cremators Contract

In quarter 1 we will evaluate the returned tenders and report back to CMT and Executive, with award planned for early July.

South Hill Park Contract

In quarter 1 we will sign a contract with the preferred bidder, subject to Executive approval.

Refuse Collection Contract

In quarter 1 we will advertise in OJEU and issue pre-qualification questionnaire, evaluate responses and produce a shortlist of suppliers who will be invited to tender. We will complete the specification and issue the tender to those qualified suppliers expressing an interest. Return of tenders is in July.

Equalities

We will continue to support corporate colleagues in preparing for the Equalities Framework achieving level assessment. As the department with the broadest range of customer interactions we expect to be at the forefront of preparing this inspection. The remaining managers who have not had their equalities training should do so in this quarter. Two EIA's were published in the quarter for Community Arts Strategy Refresh and Spatial Policy.

Business Continuity

We will complete the annual update of the flu pandemic plan in the quarter.

Performance Management

We will support implementation of the new performance management system in April and work with corporate colleagues on developing a strategy to extend its use.

Customer Care

We will hold some workshops for teams seeking further guidance on letter and email writing.

PLANNING AND TRANSPORT

Building Control

Work should be underway on developing a new model for our charging scheme in accordance with the Building (Local Authority Charges) Regulations 2010.

It is hoped that the pilot scheme with the CLG for risk assessing Building Regulation applications will be concluded.

A further trip to the Building Research Establishment's Innovation Park will be arranged for the remainder of the team who didn't attend the first visit to witness sustainable methods of construction aimed at reducing CO2 emissions.

Land Charges

Work will continue in the evaluation of our legal position when charging for producing or allowing access to search information.

Development Management

The key focus for the DM Service in the coming months remains the need to balance budgetary pressures against the expectations of maintaining a high performing service which contributes proactively to delivering the Council's objectives.

An assessment of the entire planning service has commenced in the coming quarter, which includes reviewing the following:

- decision making procedures and arrangements
- public consultation and engagement arrangements
- current arrangements for enforcement and compliance.
- accessibility of the service to users including introduction of a Planning Alert system for the public and overhaul of the planning web pages
- priorities for the service
- opportunities for different methods for delivery

The review is looking closely at how the service uses resources and its processes and procedures, with all staff who are employed in the planning service or contribute to it through specialist advice (e.g. trees and transportation) being involved in a time recording exercise during May. This review is linked with other reviews being undertaken by planning services across the country (currently some 50 authorities' are involved with this project which is supported by the Planning Advisory Service (PAS). By comparing with other planning authorities using consistent data collection methods the Council will gain a far better understanding of how resources are used and the choices it can make to ensure an effective planning service.

Other tasks in the coming year are:

- Establishing a service user panel and other initiatives to ensure greater customer focus within the service indexing of the recently completed electronic capture of planning micro-fiches.
- Introducing new arrangements for specialist listed building and conservation advice
- Making available for internal use the planning records back to 1948 which have been captured electronically
- Continued involvement in the POS Development Management Project.
- Working with CLG on the performance indicator pilot, an exercise which also will contribute to the data collection informing the service review
- Work closely with the Planning Policy Section in the formulation of planning policy documents.
- Construction of new intra net web pages to assist other departments in their dealings with the Development Management Service.

The planning service is organising urban design training which has been offered to other planning services across Berkshire to provide a more cost effective training course.

Arising from the increasing number of breaches of planning regulations a number of legal actions and enforcement actions will in the coming months place demands on the services resources, both staff time and financially .

On the development front the Bracknell Town Centre remains the key priority for the service. Activity continues to be centred on proposals for a number of 3rd party sites, including continuing pre-application negotiation on the Bracknell Health Space but it is anticipated that the coming year will see the service engaged closely with the Bracknell Regeneration Partnership.

Highway Network Management

Co-ordination Headlines

- In order to improve member communication Councillors are to be sent information about major works affecting their wards, commencing April 2010.
- National Grid Gas continue with their 5-7 year mains replacement program with Bullbrook being the next area to be tackled after completion of the Priestwood schemes. NGG acknowledge their poor performance in Priestwood and plan to complete works in a slower more sequential manner.
- Jennetts Park / A329 roundabout works likely to commence April 2010.
- Junction capacity improvements are scheduled to commence in April/May 2010 on A322 Bagshot Road, Sports Centre roundabout.
- National Grid Gas have requested occupation of South Hill Road, Mill Lane and Twin Bridges roundabout for medium pressure gas main renewals. They were directed to reschedule for after Jennetts Park and Sports Centre roundabout works are complete however, an opportunity presented itself for South Hill Rd when the Sports Centre Roundabout design was altered. An opportunity is being investigated for Twin Bridges as carriageway resurfacing works are needed.
- Thames Valley Police in partnership with BFC placing Automatic Number Plate Recognition (ANPR) cameras at numerous locations across the borough for crime prevention purposes. Subject to planning permission where necessary and to be installed by March 2011.

- Trial holes being dug to prove a route for Scottish and Southern Energy between Bracknell and Camberley. Commencement dates not yet known.
- Scottish and Southern Energy planned high voltage cable route between Bracknell and Ascot trial holes completed awaiting program of works.
- Next generation of broadband is commencing in Crowthorne and Yateley BT exchange areas from April 2010.
- Olympic Route Network 2012 – an alternative route runs through the borough in the form of A322/A332 and A322/A329 to Eton Dorney. It is expected that 30,000 spectators plus the Olympic family will be accessing this venue each day. The number of vehicles taking the alternative routes is currently unknown.

The annual sample for 2010/11 will be negotiated during April & May. The team will continue to focus on safety inspections and inspections of reinstatements within 6 months of completion in order to tackle defects at the earliest possible stage.

Spatial Policy

Options consultations have been carried out on the Site Allocation Development Plan Document. Further evidence base material is being secured and commissioned to enable the document, and its supportive infrastructure Plan, to be published in December 2010. We will also be holding local area-based workshops to explore the potential of the provisional development locations.

The Supplementary Planning Documents to guide the comprehensive mixed use development at Amen Corner, Binfield and in the southern part of the Parish of Warfield has been adopted following consideration of the responses to consultation on the draft document. The Character Areas SPD was also adopted in March following consideration of comments received through the consultation. Final versions of both adopted SPDs will be published and made available. Work has progressed on the production of the Streetscene SPD. A draft has been considered by the Departmental Management Team and further work is under way prior to consideration by Executive.

Consultation on the Thames Basin Heaths SPD has been completed but further work has been delayed while critical legal issues are resolved relating in particular to the mechanism for securing funding for access management and monitoring within the SPA. The resolution of the legal issues is being actively pursued.

Climate Change and Carbon Management

The Climate Change Working Group has refreshed the Climate Change Action Plan for 2010/11 for endorsement by the Carbon Management Board on 21st April prior to Executive approval.

A report on the feasibility study for a distributed energy scheme between Bracknell Leisure Centre and adjacent sites is scheduled for the Executive meeting on 29th April 2010.

The Climate Change Partnership is holding its Annual General Meeting at Bracknell Town Council Chamber at 17.00 Thursday 22nd April 2010.

Transport Management Section

Traffic and Safety Group

Casualty Reduction – Local Safety Schemes:-

In order to sustain the good progress being made on casualty reduction, in-depth accident analysis work has been carried out on the latest available accident data, which has identified 4 Road Safety schemes. Subject to funding, the preliminary design work on these schemes will begin shortly in preparation for future construction.

Other Traffic Management Schemes:-

The following schemes will have been completed:

- Western Road / Downshire Way – bus gate
- Pitts Bridge – traffic signalisation
- Pedestrian radar review at signalised crossings (phase 1)

Preliminary design work will have started on the following scheme:

- Speed Limit Gateways – phase 3

Speed surveys will have been completed and the assessment work will be on-going for the following scheme

- Speed assessment of locally important roads (phase 1)

Negotiations will have progressed with landowners at Maidens Green Crossroads regarding the introduction of traffic signals.

Traffic Regulation Orders (TRO):-

The contents of the next on-street parking restriction TRO will have been formally advertised.

Road Safety Education, Training & Publicity:-

The following Education, Training and Publicity activities will have taken place:

- Older & Wiser Driver's Event
- School Crossing Patrol Training
- Parent talks in Schools and day centres.
- Louis Taylor Road Show for KS1
- Business sector input.
- Inter School Road Safety Quiz
- New Off Road Cycle Training implementation.
- Teddy Bears Picnic

Transport Implementation Group

Transport Model:

- Work will continue on two corridor studies, the A322 and the A329, testing possible improvements and providing the basis for engineering solutions to be developed. Once complete, these models will be used to assess the effectiveness of a range of improvement schemes.

- The strategic model will be an essential tool in identifying the transport impact of the Borough's housing allocations, as well as any phased development of the town centre. It is also being used regularly to identify existing and future capacity issues at key junctions along the two corridors.

TIF/UCF

- BFC will continue to attend the cross boundary working groups for Readings Transport Innovation fund including officers and Executive members

Bracknell Railway Station Improvement Work:

- Works will continue and will be complete in the coming weeks.

LTP3

- Following meetings with internal managers and team leaders work will now begin on forming the strategies that will support the plan. Work has already begun on the infrastructure requirements to support the core strategy and further modelling work will be required to support this work which will then help form the Implementation plan

Passenger Transport

- Contracts for the new services in north Bracknell will be issued shortly, and implementation of the new contracts will be from 29 May 2010.
- A number of other minor changes to commercially operated bus services are anticipated to be implemented from the same date.

Travel Choice

- Launch of 'Red Route' cycle corridor in April
- Walk to Work week event at end of April
- Walk to School week mid May
- Bike Week and Green Transport week in June

Engineering Projects and Adoptions Group

In the Highway Capacity and Roadspace Allocation Programme:-

- Works are due to start in May on the Sports Centre Roundabout capacity improvement scheme

In the Public Transport Programme:-

- Construction is due to be completed on improvements to the railway station forecourt
- Construction is due to start in June on the new bus stop linking footway along Church Road, Winkfield.

In the Pedestrian and Cycling Improvements Programme :-

- Construction is due to be completed on the Market Street Signalised Pedestrian Crossing
- Construction is due to be completed on the Wokingham Road (between Turnpike Road Roundabout and Stoney Road) footway/cycletrack scheme

In the Parking programme:-

- Further Planning applications are to be submitted for a number of schemes in high priority roads to increase parking capacity
- In the next 3 months construction is due to start on the second phase of parking improvements in Balfour Cres, Ollerton, Waverley, Moordale Ave and Rosedale Gdns

Section 278 Highway Works:-

- Works are due to commence in June 2010 on the new A329 Roundabout and Spur Road as part of the Jennett's Park Development off-site highway improvement works

Annex A: Staffing information

Staffing Levels

	Staff in Post	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	11	10	1	10.68	0	0%
Environment & Public Protection	104	89	15	101.29	9	7.96%
Housing	65	54	11	61.59	10	13.33%
Leisure & Culture	379	168	211	261.97	56	12.87%
Performance & Resources	40	30	10	37.98	2	4.76%
Planning & Transportation	87	66	21	82.23	13	13.00%
Department Totals	686	417	269	555.74	90	11.60%

Overall the vacancies have increased by 16 this quarter. Leisure & Culture account for 11 of these.

This quarter, we were successful in recruiting to some hard to recruit posts, including Heritage Officer, Assistant Engineer (Transport Monitoring), and Manager of Procurement Projects. Following a restructuring in Housing recruitment has now been undertaken for Benefit Assessment Officer, Benefit Assessment Advisor, Housing Resource Officer and Housing Strategy and Support Manager.

Staff Turnover

For the quarter ending	31 March 2010	2.20%
For the year ending	31 March 2010	9.88%

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

There were 15 leavers this quarter, which is a decrease of 3 compared to last quarter and a decrease of 6 to the same quarter in the previous year. Of those leavers, 2 retired, 1 came to the end of fixed term contracts, and the remaining 12 resigned.

Quarterly Staff Turnover was down to 2.20% this quarter compared to 2.62% last quarter, and compared to 3.02% the same quarter last year. Annual turnover is down to 9.88% this quarter compared to 10.65% last quarter, and 14.94% in the same quarter last year.

This could be attributed to the current economic climate and the desire for people to stay in stable jobs and environments.

Sickness Absence

Staff Sickness (1 January – 31 March 2010)

Figure 1. Total Sickness by People in Post

Section	Total staff In Post	Quarter 4 Number of days sickness	Quarter 4 average per employee (People in post)	2009/10 average per employee (People in Post)
Directorate	11	16	1.45	2.95
Environment & Public Protection	104	170	1.63	11.76
Housing	65	205.5	3.16	8.97
Leisure & Culture	379	613	1.62	5.55
Performance & Resources	40	47	1.18	7.60
Planning & Transportation	87	84	0.97	4.41
Department Totals (Q4)	686	1135.5	1.66	
Department Totals (09/10)		4629.5		6.36

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Borough Council 08/09	5.67 days
All sectors employers in South East 2008 (Source: Chartered Institute of Personnel and Development survey 2008)	7.6 days
BVPI figure 08/09	7.43 days per FTE

The above figure of 1,135.5 days lost due to sickness absence includes 11 employees with long term sickness, totalling 407 days for the quarter. This included:

- 6 employees in Leisure and Culture – 217 days
- 1 employee in Environment & Public Protection - 42 days
- 1 employee in Performance & Resources – 35 days
- 3 employees in Housing – 113 days

5 of these employees are now back to work. The 6 remaining cases are being managed through Occupational Health and performance improvement procedures.

The total number of sickness days this quarter has decreased by 105 days compared to last quarter and by 90.5 days to the same quarter last year.

The decreases in sickness this quarter are 5 employees in Environment & Public Protection and 1 employee in Performance & Resources returning to work after long-term sickness. The increase in Leisure & Culture is due to a mixture of increases in both short-term and long-term sickness absence.

Long-term sickness, that rose earlier in the year, is now decreasing. One contributing factor is that long-term sickness is managers are handling these cases in a more proactive way with more employees being referred to Occupational Health at an early stage and an increase in dealing with cases through the Capability and Sickness Procedures. However, despite the overall fall in long term sickness, there is an increase in employees suffering from cancer. Six employees are currently

managing the disease. Managers have been working closely with employees to support their attendance and requirement to work flexibly. This means they have returned to work so are not on long term sickness. The knock on effect has been an increase in short term sickness.

In general, we feel managers are being more proactive when dealing with absence and that they are holding informal reviews of sickness more regularly. Managers are now approaching HR with regards to employees they feel have sickness issues, rather than HR raising the issue with the manager as happened in previous years.

Annex B: Financial information


	Net Original Budget	Virements & Budget C/fwds	Current Approved Budget	Departments Projected Outturn	Variance Over/(Under) Spend	Variance This Period
2009/10						
	£000	£000	£000	£000	£000	£000
Director of Environment, Culture & Communities						
Director and Support	173	104	277	277	0	
Training, Marketing, Research & Development	25	-1	24	19	-5	-5
	198	103	301	296	-5	-5
Chief Officer Leisure & Culture						
Archives	136	1	137	129	-8	
South Hill Park	554	-5	549	549	0	
Community Arts & Cultural Services	113	21	134	134	0	
Community Centres	93	-93	0	0	0	
Parks, Open Spaces & Countryside	2,148	-48	2,100	2,115	15	15
Environmental Initiatives	205	-6	199	189	-10	-10
Sports Development & Community Recreation	122	-18	104	104	0	
The Look Out	184	21	205	185	-20	
Edgbarrow / Sandhurst Sports Centres	173	4	177	177	0	
Bracknell Leisure Centre / Coral Reef	988	35	1,023	1,165	142	54
Harmanswater Swimming Pool	18	0	18	18	0	
Easthampstead Park Conference Centre	-243	11	-232	71	303	289
Horseshoelake Water Sports	26	0	26	26	0	
Downshire Golf Complex	-165	1	-164	-91	73	64
Libraries	1,878	51	1,929	1,929	0	
	6,230	-25	6,205	6,700	495	412
Chief Officer Environment & Public Protection						
Waste Management	6,857	-47	6,810	6,719	-91	-111
Street Cleaning	1,133	97	1,230	1,232	2	2
Closed Circuit Television	108	0	108	108	0	
Highway Maintenance (Including Street Lighting)	4,488	115	4,603	4,831	228	228
On/Off Street Parking	-697	-136	-833	-589	244	-17
Easthampstead Park Cemetry and Crematorium	-525	-4	-529	-574	-45	
Environmental Health (Including Pest and Dog Control)	784	24	808	810	2	-5
Trading Standards (Including Licensing)	385	-11	374	357	-17	-17
Emergency Planning	103	2	105	100	-5	-5
Bracknell Market	0	0	0	0	0	
Landscape Holding Account	-174	27	-147	-144	3	3
Other	199	-58	141	134	-7	5
	12,661	9	12,670	12,984	314	83
Chief Officer Planning & Transport						
Transport Policy, Planning and Strategy	618	-31	587	577	-10	
Traffic Management and Road Safety	771	-19	752	764	12	12
Public Transport Subsidy including Concessionary Fares	1,211	369	1,580	1,567	-13	
Building Control	-10	-14	-24	-24	0	
Development Control	215	-50	165	359	194	127
Planning Policy (Including Local Transport Plan)	836	39	875	869	-6	-6
Local Land Charges	-110	-7	-117	-82	35	
Other	117	4	121	121	0	
	3,648	291	3,939	4,151	212	133
Chief Officer Housing						
Housing Options	297	-14	283	283	0	
Strategy & Enabling	360	-51	309	299	-10	-10
Housing Management Services	-37	-22	-59	-59	0	
Forestcare	109	-22	87	15	-72	-7
Supporting People	152	-17	135	135	0	
Housing Benefits	418	-29	389	389	0	
General Grants, Bequests & Donations	17	0	17	0	-17	
Other	30	-16	14	14	0	
	1,346	-171	1,175	1,076	-99	-17
Chief Officer Performance & Resources						
Departmental Management	594	17	611	611	0	
Departmental Support Services	1,190	-61	1,129	1,046	-83	-3
Departmental Personnel Running Expenses	88	-33	55	55	0	
Departmental Office Services Running Expenses	191	-22	169	169	0	
Departmental IT Running Expenses	255	-36	219	219	0	
Smartcard	72	82	154	149	-5	-5
	2,390	-53	2,337	2,249	-88	-8
In Year Savings		478	478	0	-478	
Total Cash Budgets	26,473	632	27,105	27,456	351	598
Non Cash Budgets						
FRS17	885	0	885	885		
Corporate / Departmental Recharges	3,343	1,123	4,466	4,466		
Capital Charges	3,483	0	3,483	3,483		
	7,711	1,123	8,834	8,834	0	0
TOTAL ENVIRONMENT & LEISURE SERVICES	34,184	1,755	35,939	36,290	351	598

	Total Budget	Cash Budget Revised	Expenditure to date	Total Commitments	Amount left to	Estimated Total Funding	Cash Budget	(Under)/Over Spend	(Under)/Over Spend
	2009/10	2009/10		For 2009/10	spend	Required for the Year	2010/11		Section 106
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s
ENVIRONMENT & PUBLIC PROTECTION	2,921.9	2,169.0	1,610.6	562.3	749.0	2,169.0	752.9	0.0	-
HOUSING	1,943.7	382.6	379.9	38.3	1,525.5	382.6	1,561.1	0.0	-
PLANNING & TRANSPORT	4,178.5	3,424.6	2,323.1	510.1	1,345.3	3,113.1	753.9	-24.7	-286.8
LEISURE & CULTURE	2,451.0	1,328.4	1,073.2	228.5	1,149.3	1,332.9	1,122.6	4.5	-
SUPPORT SERVICES	147.2	117.9	90.0	24.6	32.6	117.9	29.3	-	-
TOTAL ENVIRONMENT & LEISURE CAPITAL PROGRAMME	11,642.3	7,422.5	5,476.8	1,363.8	4,801.7	7,115.5	4,219.8	-20.2	-286.8
Percentages			47.0%	11.7%	41.3%		36.2%		

Annex C: Corporate strategic risks owned by Director of Environment, Culture & Communities

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
Demographic and socio economic changes	6, 7, 9, 11, 12, 13	B2	<p><u>Migration</u> Short term impact of migration on housing addressed through the provision of bed and breakfast accommodation.</p> <p><u>Housing Planning</u> procedures mitigate impact of unplanned housing development.</p>	<p><u>Migration</u> Revised Homelessness and Bed and Breakfast Strategy has been developed and has been approved.</p>	Ongoing	✔	Migration unlikely to have short term impact on homelessness – If not UK residents Home office will have housing responsibility and if UK residents local connection tests under statutory guidance will mitigate any increased demand		No change from Q1.	No change from Q1.

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
				<u>Housing</u> Housing Strategy and emerging planning policies relating to housing will be considered in the Spring	Ongoing	✓	The Housing strategy 2009 – 2014 was agreed by Executive on the 14 th July 2009 The emerging planning policies will be subject to delay pending the Government Decision on the Regional Spatial Strategy which is anticipated in late spring 09.	Review of Housing related Planning Policies to be delayed pending preparation of the Site Allocations DPD “Saved” Local Plan Policies (including Housing policies) are still capable of implementation and are being supported at Appeal.		
				<u>Planning – TRL / Former RAF Staff College</u> The Council has raised objections	31/3/09	✓	Appeal decision awaited – likely date mid summer 2009.	Both Appeals Dismissed but TRL decision	TRL site identified in SHLAA and likely to be	TRL site identified as possible development

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
				<p>which resulted in planning application being turned down. The Developer's appeal will only be successful if they can set out reasons justifying the development, satisfactorily address the Council's objections to the scheme and demonstrate the scheme would not adversely affect the community.</p> <p>Should the appeal be upheld, the Developer would be expected to work with the Council to address areas of concern.</p>				<p>would suggest that some reduced scale of development would be appropriate for the site.</p> <p>The future of the TRL site will be considered under the Site Allocations DPD.</p> <p>GOSE has been asked to prompt the HCA to divulge its proposals for the future of the Staff College site.</p>	<p>promoted through Site Allocations DPD</p> <p>GOSE confirm the developers are considering their options – no change being promoted at this time.</p>	in SADPD consultation
Demand Led Services	5, 6, 7 & 9	B2	<u>Benefits</u> Additional resource	<u>Benefits</u> Level of applications	Ongoing		Contract for off site processing		A reduction in the	



Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
			<p>is purchased to address high levels of applicants by outsourcing processing of benefits applications.</p> <p><u>Homelessness</u> Use of bed and breakfast accommodation. Loans provided for deposits to encourage take up of private accommodation.</p>	will continue to be monitored and processing outsourced where necessary.			successfully tendered. Restructuring of the benefit service has taken place to increase the officer resource for assessment. At present performance targets are being maintained despite a 22% increase in caseload from this time last year.		administration grant for 2010/11 will require a review of the structure and officer resource to bring costs in line with income.	
				<p><u>Homelessness</u> Increasing flexibility through revised Homelessness and Bed and Breakfast Strategy. Additional £300k to be released to purchase properties and lease more properties as a more cost effective</p>	Ongoing	✓	Currently no households in bed and breakfast accommodation. Homeless prevention activity showing a high level of success with many		No change from Q1.	

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
				alternative to bed and breakfast accommodation.			households helped to find a new home in the private rented sector with the help of a rent in advance and deposit loan.			
				Under the revised Strategy the provision of loans is to be extended to provide loans for the first month's rent for private accommodation to further encourage take up of private accommodation.	Ongoing	✓	New policy implemented and has reduced homeless demand.		No change from Q1.	
Town Centre	1, 11, 13	B2	<u>Monitoring</u> Monthly meetings now being held with Legal and General and Schroders Regular reporting	<u>Monitoring</u> Establishing financial monitoring system with Bracknell Regeneration Partnership	Ongoing	✓	Monitoring meetings with BRP now established			

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
			to Bracknell Town Centre Regeneration Committee	<u>Risk Management</u> Risk register currently being developed for the town centre regeneration project	Ongoing	✓	Risk register drafted for town centre			
			Monthly meeting of Steering Group monitors situation on workstreams.	<u>Strategy</u> Regeneration Plan is currently being reviewed in the light of the economic downturn	Ongoing	✓	To be reviewed as part of the town centre review			
				<u>Planning</u> Developing a protocol for 3 rd party applications followed by exploration of a PPA to cover BRP reserved matters applications.	Ongoing	✓	BRP re-thinking approach to implementing Reserved Matters			

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
Income Projections	10	B2	<p><u>Fees and Charges at Leisure Centres and Downshire Golf Club</u> These are reviewed on an annual basis. Prices are set based on what the market will bear.</p> <p><u>Income Projections at Leisure Centres and Downshire Golf Club</u> Demand estimated based on previous trends and taking into account expected economic downturn.</p> <p><u>Promotions/ Marketing</u> Impact of economic downturn to be mitigated by enhanced marketing and promotions where considered</p>	<p><u>Revenue Optimisation</u> PWC have now completed their review of revenue optimisation across the Council. Action is now being taken to review the results to establish which are the valid areas for further income generation. The Director of ECC and Head of Finance are reviewing the report to interpret and analyse the findings and recommendations and will seek further clarification from PWC where necessary.</p>	31/12/08	✘	There are likely to be mounting pressures on income received from customers paying for Leisure Services as the general economic conditions worsen.	There is no change from Q1.	Planning Application Fees/Building control Income and Land charges Fees – these income areas continue to under – perform due to the recession. The recent optimism in markets has not translated into more applications at present – particularly slow are applications for large or major development, either commercial or residential.	Throughout the 2009/10 financial year income has been carefully monitored against targets and where necessary pressures have been reported and budgets revised. This has resulted in the income target for EPCC and DGC being lowered during the year. However, the revised budget targets have been met.

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
			<p>appropriate following cost-benefit analysis, for example 2 for 1 offers.</p> <p><u>Easthampstead Park Conference Centre</u> Weddings are arranged a long time ahead. Hence wedding functions and income from weddings is committed a long time in advance so weddings are already booked for the next year. Marketing and promotion is undertaken to</p>							

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
			<p>maximise future income.</p> <p>Conference income is declining due to the fall in the number of delegates attending. This is being mitigated by reducing costs. Maximisation of income is sought through catering and bar sales to mitigate fall in delegates.</p> <p><u>Planning Applications/Land Searches</u> These have fallen. Given that the Council cannot increase volume of applications and searches, the reduction in income will be mitigated by reducing costs.</p>	<p><u>Planning Applications/Land Searches</u> Should surplus capacity arise, would consider option of offering planning and land search services to other Councils in the area who may be under resourced.</p>	Ongoing	 	<p>Currently the number of planning applications has dropped back to 06.07 levels and year close income is projected to be above budget. One post within planning has been deleted from establishment (with effect from 01/04/09) but vacancies remain in planning policy and there is no surplus capacity at the present time.</p> <p>Land charge income however has falling significantly</p>			<p><i>Development Management Officers have been re-allocated to Spatial Policy to reduce income pressure along with reduction in admin capacity.</i></p>

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
							below budget and a budget pressure reported. Several staff have been diverted to the planning microfiche project and are currently funded from the Planning Delivery Grant. Further review of options for the Land Charge service will be considered in quarter 4.			

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
Programme Management Capacity	1, 6 & 10	C2	<p><u>Project Management</u> Project managers are appointed with responsibility for delivery and project boards established for individual projects with responsibility for overseeing project delivery, for example restoration of South Hill Park Grounds, Choice Based Lettings</p> <p><u>Project Methodology</u> Council project methodology principles applied to all significant projects.</p> <p><u>Project Monitoring</u> Project progress in monitored in accordance with</p>	<p><u>South Hill Park Grounds</u> Lottery funding has been provided for this. Heritage Lottery Fund requires completion of returns on delivery against plan in accordance with the conditions of the funding.</p>	Ongoing	✓	The Stage 2 application was submitted by the required deadline of the end of March. The Council has received a verbal indication that our application has been successful. We are awaiting formal written confirmation on the assumption we have been successful. The next phase of the project will require a significant procurement exercise.	We have received official notification that we have been successful in being awarded the HLF grant. The contract with HLF has been duly completed. A major procurement exercise has commenced.	5 companies have been shortlisted at PQQ stage. ITT has been issued (tender return date 1 st February). Planning application has been submitted.	In relation to the South Hill Park improvement project a report has been submitted to the Executive to appoint the successful contractor to deliver the major landscaping works. The planning application has also been submitted to the next planning committee with a Planning Officer recommendation for

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
			<p>Council project methodology.</p> <p>Updates on significant variances on major projects are included in quarterly Performance Monitoring Reports which are presented to the Overview and Scrutiny Panel by the Director of ECC and also distributed to the Chief Executive and all Executive Members.</p> <p>Progress on the Capital Plan which cover capital projects is discussed at ECC DMT, for example the Choice Based Lettings Project.</p>							approval.
				<p><u>Choice Based Lettings</u> This is supported by a Member Steering group who have specified that a project specific risk matrix be developed and monitored</p>	Dec 2008 and ongoing	✓	<p>The Council has agreed the new allocation policy to facilitate choice based letting</p> <p>The IT system to implement the choice based letting scheme has been purchased and is now being developed . The new system is scheduled to be available for the first week in November.</p>			

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
South East Plan	3	B2	<p>Core Strategy in place.</p> <p>Robust “Limiting the Impact of Development” policies.</p> <p>Effective enforcement policies.</p> <p>S106 agreements in place.</p> <p>Regular communications.</p> <p>Member input to Regional Planning Processes.</p>	<p>Reviewing and Implementing review Local Development Scheme.</p> <p>Preparation of Development Management Development Plan Document</p> <p>Partial review of Core Strategy</p> <p>Continued Member involvement at regional and national level.</p>	Ongoing	✓			<p>Site Allocations DPD being prepared to accommodate final SE Plan housing levels.</p> <p>Approach agreed with GOSE through LDS process.</p> <p>No longer pursuing a Development Management DPD or review of the Core Strategy, but now concentrating on delivering a Site Allocations DPD to deliver sites which will meet</p>	<p>COP+T working as part of Regional Sounding Board to provide early warning of emerging issues. Executive Member part of Regional Planning Advisory Committee</p>

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
									<p>expected needs and growth to 2026.</p> <p>Officers and Portfolio Holder continue to work at a regional level to provide inputs to emerging/cha nging regional planning process.</p>	
Potential failure of key contractors	10	D2	Ringway (highways and street cleansing); SITA (waste collection); WRG (waste disposal) – performance under regular review at both an operational and strategic level. Payments made in arrears and contracts provide		Ongoing		No current additional risk	No current additional risk	No current additional risk	

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on action to address risk status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary	Q4 2009/10 – Update Commentary
			for non performance. RE3 Project Failure of Partnership arrangements if Joint Working Agreement is not signed	BFC and Wokingham have signed, Reading BC are putting through process	30 June 2010					Report drafted by Reading BC.

Annex D: Operational Risk Factors

The following table shows all the operational risk factors listed on the 2009/10 Service Plan for Environment, Culture & Communities. Progress on mitigation of these factors has previously been reported with Service Plan actions and indicators as part of the quarterly data set which is attached to PMRs. Paris, the Council's new performance management software, is not yet configured to work with risks, so as an interim measure operational risk factors are reported here, in a separate annex, in Quarter 4.

Ref	Risk	Mitigation	Q4 update on progress	Q4 revised risk
PRIORITY ONE: A TOWN CENTRE FIT FOR THE 21ST CENTURY				
MTO 1: Build a vibrant Bracknell town centre that residents are proud of.				
1.8	Commercial/ financial market deteriorates.	Financial monitoring with BRP at monthly steering group.	BRP and BFC working on a joint framework for delivering Town Centre which reflects current market demand – developing TC risk register to identify threats to strategy as we proceed to implementation.	None.
1.9	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No key staff lost in the quarter.	None.
1.10	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.
1.11	Lack of available funding from the Homes and Communities Agency.	Meeting with investment director of HCA with a view to agreeing an investment protocol in the Borough.	No change to risk in the quarter.	None.
1.12	Construction costs higher than budget.	Accurate specification, partnership work.	No additional risk this quarter.	None.
PRIORITY TWO: PROTECTING AND ENHANCING OUR ENVIRONMENT				
MTO 2: Keep our parks, open spaces and leisure facilities accessible and attractive.				
2.1	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No change to risk in the quarter.	None.
2.2	Political will	Good preparation, Member	No change to risk in	None.

	or commitment.	briefings and appropriate lobbying. Good consultation and forward planning.	the quarter.	
MTO 3: Promote sustainable housing and infrastructure development.				
3.1	Commercial/ financial market deteriorates.	Financial monitoring with BRP at monthly steering group.	No change to risk in the quarter.	None.
3.2	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No vacancies in the quarter.	None.
3.3	Lack of officer resource to undertake the volume of large housing projects in the year.	New enabling officer recruited. Resourcing of improvement plan reviewed against existing vacant posts.	No current vacancies.	None.
3.4	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.
3.5	Lack of available funding for the affordable housing development.	Meeting with investment director of HCA with a view to agreeing an investment protocol in the Borough.	No change to risk in the quarter.	None.
3.6	Inability of ICT suppliers to meet Council timescale for system replacements .	Using framework contract.	No change to risk in the quarter.	None.
3.7	RSL and development industry not able to respond to availability of transfer receipt.	Consultation with partners via the Housing Strategy.	Two potential opportunities identified.	None.
3.8	Lack of private rented sector property or interest in renting.	Establish good links with letting agents and developers. Maintain good relations with developers.	No change to risk in the quarter.	None.

MTO 4: Keep Bracknell Forest clean and green.				
4.5	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No key staff lost in the quarter.	None.
4.6	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.
PRIORITY THREE: PROMOTING HEALTH AND ACHIEVEMENT				
MTO 5: Improve health and well being within the Borough.				
5.2	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No loss of key staff in the quarter.	None.
5.3	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.
MTO 7: Seek to ensure that every residents feels included and able to access the services they need.				
7.11	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.
PRIORITY FOUR: CREATE A BOROUGH WHERE PEOPLE ARE, AND FEEL, SAFE				
MTO 8: Reduce crime and increase people's sense of safety in the Borough.				
8.11	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.
PRIORITY FIVE: VALUE FOR MONEY				
MTO 10: Be accountable and provide excellent value for money.				
10.18	Lack of adequate benchmark data for housing benefits.	Joined CIPFA benchmark club.	No change to risk in the quarter.	None.
10.19	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No key staff lost in the quarter.	None.
10.20	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.

PRIORITY SIX: SUSTAIN ECONOMIC PROSPERITY				
MTO 11: Promote the Borough's economic activity and potential				
11.6	Lack of suitable locations.	Locations agreed with town centre management.	No change to risk in the quarter.	None.
11.7	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No key staff lost in the quarter.	None.
11.8	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.
MTO 13: Limit the impact of the recession				
13.4	Loss or absence of key staff needed to deliver the outcomes.	Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	No key staff lost in the quarter.	None.
13.5	Political will or commitment.	Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	No change to risk in the quarter.	None.

Annex D: Operational Risk Factors

MTO1 - To build a vibrant Bracknell town centre that residents are proud of				
Detailed Action	Due Date	Owner	Status	Comments
1.2 delivering 200 new homes in and around Bracknell Town centre				
1.2.1 - Deliver 29 new affordable homes on sites within the periphery of the town centre.	31/03/2010	ECC	✓	The target was achieved
1.3 improving access to the new town centre by providing: extensive new parking facilities, a major package of junction improvements, more bus lanes and a "park and ride" scheme				
1.3.1 - Improve the junction at John Nike Way.	28/02/2010	ECC	✓	Scheme completed.
1.3.2 - Enhance the station forecourt at Bracknell.	31/12/2009	ECC	✓	Scheme open for use. Further enhancements in development.
1.3.3 - Develop a residential parking strategy.	31/03/2010	ECC	✓	High level strategy complete - for inclusion in the over-arching Parking Strategy of LTP3.
1.3.4 - Develop an urban traffic management control strategy.	31/03/2010	ECC	✓	High level strategy complete for inclusion in the ITS strategy of LTP3
1.7 assessing options for future accommodation for library, democratic function, customer services and offices				
1.7.1 - Undertake improvement works at Bracknell library.	31/12/2010	ECC	✓	Library service is working with building surveyors on identifying improvements to the layout of Bracknell library.
MTO2 - To keep our parks, open spaces and leisure facilities accessible and attractive				
Detailed Action	Due Date	Owner	Status	Comments
2.1 Restoring South Hill Park grounds				
2.1.1 - Obtain Stage 2 approval from Heritage Lottery Fund for South Hill Park project.	31/03/2010	ECC	✓	Completed.
2.5 Improving the quality of the countryside and open space by targeted projects and by engaging the voluntary sector				
2.5.1 - Improve the quality of the countryside and open space by targeted projects and by engaging the voluntary sector.	31/03/2010	ECC	✓	Urban woodland project underway. Two Breathing Spaces projects completed.
2.6 Implement the cultural strategy, to maintain and improve the quality of life in the Borough				
2.6.1 - Implement the cultural strategy.	31/03/2010	ECC	✓	Action plan progressing. Next meeting in April.
2.7 Review and update the Parks and Open Space Strategy				

2.7.1 - Review and update the parks and open spaces strategy.	31/03/2010	ECC	✓	Consultation received and draft being produced.
MTO3 - To promote sustainable housing and infrastructure development				
Detailed Action	Due Date	Owner	Status	Comments
3.1 Producing a Local Development Framework that protects the Green Belt and balances the demand for new housing with the need to protect the wider environment				
3.1.1 - Complete the strategic housing land availability assessment.	30/06/2009	ECC	✓	Draft complete – to be presented to Members in Quarter 4. Publication at same time as SADPD consultation agreed by LDFSG.
3.1.2 - Complete the employment land review and retail study.	30/06/2009	ECC	✓	Complete.
3.1.3 - Undertake partial review of core strategy (public participation).	31/12/2009	ECC	N/A	Deferred until 2011/12.
3.1.4 - Hold an examination of Amen Corner action plan.	30/11/2009	ECC	✓	The Amen Corner Action Plan is being progressed as a Supplementary Planning Document, so there will be no examination. Adoption is scheduled for March.
3.1.5 - Recommence Development Management Development Plan Document.	31/01/2010	ECC	N/A	Deferred until 2011/12.
3.1.6 - Complete public participation of Whitegrove and Quelm Park area action plan.	31/10/2009	ECC	✓	The Whitgrove and Quelm Park Action Plan is being progressed as the Warfield Supplementary Planning Document. Adoption is scheduled for December.
3.3 Implementing a strategy to mitigate the impact of development on the Thames Basin Heath Special Protection Area				
3.3.1 - Complete mini-plans and begin implementation of plans.	31/03/2010	ECC	✓	First draft of South Hill Park Plan produced, which is the last of the agreed sites.
3.3.2 - Review Special Protection Area mitigation strategy.	31/03/2010	ECC	✓	Consultation on SPD ended in December – to be agreed by Members late Quarter 4 or early Quarter 1 2010/11.
3.4 Implementing the Local Transport Plan				
3.4.1 - Implement integrated transport schemes identified in the local transport plan.	31/03/2010	ECC	✓	Revised Capital programme approved to move delayed schemes to next year and deliver some of next year's schemes early.
3.4.2 - Prepare a highway network management plan.	31/03/2010	ECC	✓	In progress – draft anticipated during January.
3.6 Providing more choice for social housing applicants through the				

introduction of Choice Based Lettings				
3.6.1 - Implement choice based lettings.	30/07/2009	ECC	✓	BFC My Choice went live in January 2010 and is now operating successfully
3.6.2 - Purchase and implement an IT system for choice based lettings and strategic housing.	30/06/2009	ECC	✓	System now fully operational
3.7 Increasing the number of affordable houses in the borough, including directly funding 100 new units				
3.7.1 - Work with RSL partners to deliver 58 new affordable homes in Bracknell Forest.	31/03/2010	ECC	✓	The target was exceeded
3.7.2 - Invest £1.155 million of transfer capital receipt in new housing.	31/03/2010	ECC	N/A	The Council has been unable to secure any development opportunities and as such the funding has been carried forward into 2010/11 to enable a different approach to be considered to achieve the objective of delivering more affordable housing
3.8 Implement the Housing Strategy to provide the right homes for the diverse housing needs of the community in Bracknell Forest				
3.8.1 - Establish a private sector housing strategy	30/09/2009	ECC	✓	Executive agreed draft strategy for improving the existing housing stock subject to consultation
3.8.2 - Implement the bed-and-breakfast reduction plan.	31/03/2010	ECC	✓	Use of bed and breakfast accommodation continues to be avoided unless required as emergency accommodation.
3.8.3 - Establish a supporting people strategy and re-tender for housing support services.	30/11/2009	ECC	✓	In march Executive agreed to waive standing orders to allow contracting with some supporting people providers. Contract negotiations are now being completed and following that the five year strategy will be drafted.
3.8.4 - Select preferred partner registered social landlords to implement the housing strategy targets.	30/04/2009	ECC	✓	preferred partners agreed and partnership protocol to be signed in May 2010
3.8.5 - Implement the Housing and Council Tax Benefit improvement plan.	31/03/2010	ECC	✓	The 2009/10 improvement plan has been completed and a new plan has been developed as part of the 2010/11 benefit service plan.
3.8.6 - Establish a private sector housing forum.	31/03/2010	ECC	✓	the forum has agreed that they will meet on a six monthly basis from now on and discussions are taking place with neighbouring boroughs about joint working

MTO4 - To keep Bracknell Forest clean and green				
Detailed Action	Due Date	Owner	Status	Comments
4.1 Raising standards of landscape maintenance				
4.1.1 - Develop and implement a streetscene improvement plan.	30/04/2009	ECC	✓	Complete.
4.1.2 - Clarify maintenance responsibilities for all Council-owned land.	31/05/2009	ECC	✓	Ongoing. Work focussing on key areas of land. Officer group working though detail and clarifying responsibility on GIS. Budget implications will follow once maintenance regime has been agreed.
4.3 Keeping satisfaction in the streetscene above 75%				
4.3.1 - Publish a draft Streetscene Development Plan Document.	30/09/2009	ECC	✓	Consultation early in 2010 – delays due to priority work to other projects.
4.4 Increasing recycling rates to 50% through the RE3 initiative				
4.4.1 - Complete the 2009/10 actions in the RE3 strategy and progress the actions for future years.	31/03/2010	ECC	✓	The action plan is under review.
4.6 Developing a local climate change strategy by 2009, in line with the Nottingham Declaration				
4.6.1 - Implement a local climate change strategy in line with the Nottingham Declaration.	31/03/2010	ECC	✓	Strategy was submitted and approved in Quarter 3.
4.6.10 - Reduce water use in Council buildings: Establish water monitoring and targeting system for all council premises, provide quarterly water reports to departmental management teams, investigate feasibility of dual-flush toilets and time-controlled t	31/03/2010	ECC	✓	OGC framework established for automatic meter readers (AMRs). Assessing priorities for energy and water AMRs. SystemsLink water management software established for all sites.
4.7 Improving energy management in Council and school facilities				
4.7.1 - Improve energy management in Council and school facilities.	31/03/2010	ECC	✓	
MTO5 - To improve health and wellbeing within the borough				
Detailed Action	Due Date	Owner	Status	Comments
5.3 Focusing on prevention, for example by increasing the number of adults participating in at least 30 minutes of moderate exercise per week				
5.3.1 - Maintain and promote services that will contribute to increasing the percentage of adults participating in 30 minutes of moderate-intensity sport	30/03/2010	ECC	✓	The percentage of the adult population participating in 30 minutes of moderate intensity sport or physical activity on at least three days in any week is measured through Sport

or physical activity on at least three days in any week.				England's Active People survey. Results of the Active People survey were released in December. Bracknell Forest's score for NI 8 was 23.5% which does not meet the LAA target of 28% within the 93% confidence level. This reflects no overall change, which puts the borough in a similar position to the overwhelming majority of other local authority areas.
5.3.2 - Reduce the number of people and children killed and seriously injured in road accidents.	31/03/2010	ECC	✓	Figures for the 12 months to the end of the annual reporting period (end December 2009) are now in and show that all targets (Killed or seriously injured - all ages; Killed or seriously injured - children; and Slight injuries) have been met.
5.3.3 - Develop a sustainable mode of travel to school strategy.	31/12/2010	ECC	✓	Proposed strategy now ready for approval by Executive.
5.7 Enabling more people to remain in their own homes through the use of Telecare				
5.7.1 - Enable more people to remain in their own homes through the use of Telecare.	31/03/2010	ECC	✓	Over the year an additional 191 households received the lifeline monitoring service
MTO7 - To seek to ensure that every resident feels included and able to access the services they need				
Detailed Action	Due Date	Owner	Status	Comments
7.5 Implementing a Disability Equality Scheme and Gender Equality Scheme and implementing the Council's Race Equality Scheme				
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.	31/03/2010	ASCH CS CXO CYPL ECC	✓	CS: Proceeding satisfactorily. CXO: Ongoing. ECC: All remaining actions in progress.
7.6 Increasing access to services by electronic means				
7.6.2 - Provide e-enabled access for bookings at BLC, ESC, SSC and DGC.	31/03/2010	ECC	✓	The facility for E-enabled bookings have continued to be offered at the Bracknell Leisure Centre, Downshire Golf Complex, and Edgbarrow and Sandhurst Sports Centres for a range of activities.
7.6.4 - Provide e-enabled access to the library management system.	31/03/2010	ECC	✓	Completed.
7.7 Implementing the Community Cohesion Strategy and through the LAA focusing on the use of culture and sport to give people a chance to				

shape their sense of belonging and identity as members of their communities				
7.7.2 - Improve community cohesion through culture and sport.	31/03/2010	ECC		Arts Week in February will be in Easthampstead and Wildridings. Crowthorne Age to Age successfully completed and the next one will be around Priestwood.
7.8 Working within the Bracknell Forest Partnership to show continuous improvement in equalities and diversity in the Council and its services, and to achieve Level 3 of the Equality Standard				
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.	31/03/2010	ASCH CS CXO CYPL ECC		CS: Three EIAs completed and published in Q4 for CS: the fresh meat contract, appointments made by the Council, and the fixed line telephony contract. CXO: Ongoing. ECC: Two EIA's were published in the quarter for Community Arts Strategy Refresh and Spatial Policy.
MTO8 - To reduce crime and increase people's sense of safety in the borough				
Detailed Action	Due Date	Owner	Status	Comments
8.4 Using the 'speedwatch' anti-speeding teams to reduce the incidence of speeding				
8.4.2 - Implement speed management schemes.	31/03/2010	ECC		Speed management scheme in Longhill Road complete.
MTO9 - To promote independence and choice for vulnerable adults and older people				
Detailed Action	Due Date	Owner	Status	Comments
9.3 Developing a Borough-wide Strategy for Older People				
9.3.2 - Implement the actions from the older people's strategy.	31/03/2010	ASCH CS CXO ECC		CS: Work is ongoing. Will provide support and assistance as required. CXO: Work is ongoing.
9.6 Reducing fuel poverty by reducing the number of cold damp homes of people receiving income based benefits living in homes with a low efficiency rating				
9.6.1 - Target household occupiers, in particular those who are receiving benefits, to increase the uptake of insulation.	01/03/2010	ECC		Preparing an application to the Low Carbon Communities Challenge to target mobile home residents at Warfield Park.
MTO10 - To be accountable and provide excellent value for money				
Detailed Action	Due Date	Owner	Status	Comments
10.5 Implementing the priority areas of the Service Efficiency Strategy to				

deliver savings and improve service operation				
10.5.3 - Complete joint education/leisure review of space allocation at Easthampstead Park mansion.	31/03/2010	ECC	N/A	
10.5.5 - Implement the ForestCare business plan actions for 2009/10.	31/03/2010	ECC	✓	Business plan targets met and income targets for Forest care exceeded for the year
10.5.6 - Achieve the best benchmarked benefit administration cost.	31/03/2010	ECC	✓	Benchmark costs data suggests Bracknell Forest has one of the best benefit administration costs for 2008/09 in comparison with the 18 Councils selected as benchmarking partners.
10.5.7 - Complete the housing options project outlined in the January 2009 business case.	31/03/2010	ECC	✓	Restructure of housing options service complete
10.5.8 - Complete the joint waste strategy project outlined in the January 2009 business case.	31/03/2010	ECC	✓	Ongoing with re3 waste managers.
10.8 Implementing all appropriate actions to ensure staff are in place with the right skills and capacity to deliver service outcomes and maximise service efficiency				
10.8.1 - Implement the actions due in 2009/10 in each departmental workforce plan.	31/03/2010	ASCH CS CXO CYPL ECC	✓	ECC: Managers continued to make preparations for employees retiring. A programme on customer service training completed in quarter. ECC completed its programme of training courses to employees on safeguarding and this now moves into the mainstream training workload. CS: We worked with colleagues across the Council to improve the management development centre ready for its relaunch in April. Continuing to action other items in workforce plan
MTO11 - To understand and promote the borough's economic activity and potential				
Detailed Action	Due Date	Owner	Status	Comments
11.1 Working closely with partners to produce a programme of local action to support the local economy				
11.1.6 - Hold an annual benefits open day event to enable residents to maximise their income.	31/03/2010	ECC	✓	Complete.
11.1.8 - Implement range of congestion reduction	31/03/2010	ECC	✓	Schemes at London Road, Pitts Bridge and Hilton Roundabout

schemes.				complete ongoing programme of feasibility study and design continues.
MTO13 - To limit the impact of the recession				
Detailed Action	Due Date	Owner	Status	Comments
13.1 Maintain invoice payment performance				
13.2.1 - Promote the take-up of housing and Council Tax benefits.	31/03/2010	ECC	✓	Over the year £ 112,000 of extra benefit was claimed by households as a result of the take up campaign
13.2.2 - Promote concessions offered at leisure facilities.	31/03/2010	ECC	✓	Concessions have continued to be promoted at leisure facilities through the year. The Leisure Saver scheme for persons in receipt of certain benefits operates across Leisure sites. The wellbeing team runs activities for persons with disabilities. The team of two operate across Bracknell Leisure Centre, Coral Reef and Downshire Golf Complex. Disabled access prices are available at all sites. The Red diamonds disabled activities sessions take place at the Bracknell Leisure Centre on Sunday evenings.

Annex F: Additional Departmental Progress Information

ENVIRONMENT & PUBLIC PROTECTION

Emergency Planning & Business Continuity

The severe weather event in December 2009 and January 2010 tested the organisation's response for a prolonged period. The key learning points have been captured and work is underway to progress these.

NI 189 (flood risk management) targets for Year 2 were all met with the exception of the development of a Surface Water Management Plan. A key achievement is the establishment of an internal flood group and Loddon Valley Catchment Local Authority Liaison Group,

Environmental Health

The number of disabled facility grant completed in the year reached an all time high at 69 compared to 36 the year before. The grants cover the cost of the essential works related to the need. Grants are awarded at a level according to the financial circumstances of the applicant and are mandatory. By the year end a total of £420,000 had been paid out by way of fiscal support.

Good progress continues to be made on checking the potential contamination from historic areas landfilling. Originally some 2500 potentially contaminated land areas were identified using desktop methodology and now over 1000 of those have been cleared as posing no risk. The Cleaner Borough Group continues to report a downward trend in relation to fly tipping/dumped rubbish - there has been a fall of over 22% since the beginning of the year. During two Cautions were issued to those caught fly tipping at a local recycling site making a total of 3 that had been issued. In addition 1 fixed penalty notice was served for littering during the period making the year end total 21.

Environmental Services

The snow in January delayed all services with refuse collection causing disruption to residents after the thaw but this was not helped by the need to catch up with the post Christmas collection. The majority of residents were very understanding as this affected all Councils in the area.

As reported to the last meeting the waste analysis undertaken by re³ in November highlighted areas in the borough where significant improvements can be made to reduce the amount of waste being sent to landfill and increase recycling. In addition there are still areas where there is high contamination in the recycling bins where residents are putting the wrong items in the blue bins eg carrier bags and other plastics when only bottles can be recycled. The re³ partners are working on a major campaign to inform residents of the correct materials and have already produced colourful fridge magnets with pictures of what can go in the blue bin.

With the Colnbrook Energy from Waste plant fully up and running we can now see a reduction of the amount of waste landfilled. This has reduced from 58% in Quarter 1 to 48% year to date at the end of Quarter 3 (Quarter 4 results are not yet available). The full year effect will see this decline still further. During the period improvements

have been completed as planned to the recycling sites at Larks Hill, Quelm Park and Leppington, Birch Hill.

Work has commenced on the tendering process for the waste collection contract which expires on 31 July 2011. All schools, Leisure sites and other Council premises have been sent a letter requesting that they advise us whether they wish to continue to be part of the household waste collection contract. Enhancement works have been completed in the Town Centre to improve the raised walkway in Charles Square and chewing gum removal has been undertaken in March in the High Street following receipt of some external funding.

The main routes through the borough (Berkshire Way, Bagshot Road, Foresters Way) were cleared of litter and fallen branches in March and shrubs cut back as required funded from the environmental enhancement budget.

The landscape contract inventory has been reviewed and checked onto the services IT system. This required a great deal of "housekeeping" to update the system and ensure accuracy of all works and budgets. In that context 32 schools have opted to remain with council and commission their grounds maintenance services from us until 2015 when the contract will come up for renewal. All schools have now been re-measured in readiness for the contract extension and individual contracts have been revised and sent to each school detailing the services requested and giving a break down of costs. All schools contracts have now been added to the Landscape inventory system and live invoicing will commence from April. Service Level Agreements for all internal clients utilising the service are being updated. Landscape Services are now providing quotations for works for Social Care and Learning centres to manage the grounds maintenance at 9 sites. The service is also pricing landscape maintenance works to include snow clearance for Schools, Professional Primary Centres, Parks and Countryside and additional works for Highways. Work is also progressing well to update the management layer in the GIS system. Work has been completed in Wildridings and is well underway in Great Hollands. During the summer work will commence to link this to the Landscape inventory measurements.

Britain in Bloom 2010 co-ordination is going well in terms of identifying new projects and planning the route for this years judging and ordering of plants. There have also been fresh ideas from new members of the committee which has improved the partnership working and should prove beneficial to Bracknell's 2010 entry. Work is also going on to engage more local businesses in Britain in Bloom this year as the commercial aspect is the one area that was highlighted as needing improvement.

Landscape area teams were re-structured to improve efficiency and the teams have had the winter to adjust to their new areas and have made improvements in terms of the visual environment of those new areas. A workshop was held for all managers and team leaders in March to consider service improvements and address weaknesses; these workshops will continue and will involve all other landscape staff.

Highways Asset Management

The past winter season is considered to have been the worst for many years. The team and our Contractors were severely tested in their efforts to maintain the highway network in as safe condition as practicable, bearing in mind the repeat of last year's salt supply difficulties. The use of de-icing road salt had to be strictly rationed to ensure that the strategically important traffic routes were treated as frequently as possible to maintain the Borough's links with the wider regional and

national community. The primary routes were salted on 59 occasions and the secondary routes on 15. The relatively few times secondary routes were salted reflect the difficulties experienced, locally and nationally, with road de-icing salt production and deliveries.

Following the freeze/thaw cycle during the winter the highway network was exposed to almost countless potholes and local surface failures. The full extent of which manifests as more potholes continue to appear several weeks after the change of season. The additional revenue money made available for pothole repairs has been fully utilised but several streets still require more extensive repairs than mere patching. The damages to the highway network will take several months to repair fully.

The Council's highway maintenance Contractors have been instrumental in keeping our roads salted during the winter and subsequently in carrying out the extensive repairs already evident throughout the Borough.

Operational Support

In the last quarter the priority is to ensure the various returns can be made and accounts closed down for the year. The team were also involved in setting up the alternative arrangements from 1 April in respect of stray dogs. Priority has been given to supporting the development of the IT system used by Highways and Landscape. The anticipated move of the Lektriever filing system has yet to happen but the file culling is complete and a substantial reduction in filing space has been achieved. This will continue over time with the ever increasing use of IT. As yet the service does not have the benefit of having a document management system which would obviously help reduce filing space need still further.

Trading Standards

The final test purchases programmed for age-restricted products were completed within the quarter. In total 82 purchases were attempted with 5 sales and 77 refusals. This gives an overall non-compliance rate of 6% which compares very favourably with the previous year of 19.5%. The section has worked closely with local businesses to improve compliance and this drop indicates that our strategy might be working. Looking at individual products alcohol still remains the most sold product (16%) and the impact of alcohol on the behaviour of children causes the most concern for residents. A local performance indicator is to have sale rates below 10% by 2011 and for all other products we have hit that target early; however more work is required with regard to alcohol products.

Overall the year has been a challenging one but it has also been successful. A major target for us was to work with those residents within vulnerable groups and save at least £50,000 by assisting residents to resolve justified complaints with businesses. Often, if we do not intervene, the only option for a resident is to take the matter to the County Court which can be a lengthy, expensive and daunting process and many do not feel able to undertake it. Officers have received training in mediation and through our efforts we have negotiated refunds, reductions and replacement goods to a value of over £65,000 for the benefit of residents. This compares to a figure of £36,000 in 2008/09.

The demand for our services from residents and businesses alike rises year on year and 2009/10 has shown a further rise of 22% in the amount of complaints by residents being investigated and mediated by officers. With the economic recession

we also have an important role to support our local businesses by giving them advice and assistance and by protecting them from unfair competition from rogue traders. We have increased membership of our trader approval scheme Buy with Confidence by 9 (20%) and continue to receive excellent reports from residents who have used these local businesses. An investigation was initiated and conducted by officers into what we regarded as a fraudulent practice by a company offering online job advertisements to local authorities, including Bracknell Forest, and Primary Health Care Trusts. Due to our intervention we prevented public organisations paying many hundreds of thousands of pounds to the company involved and we can directly identify in excess of £60,000 savings due to our actions. The matter is now being investigated by a regional fraud squad.

An investigation into the supply of counterfeit England football shirts by a resident through an on line auction site was concluded in February when the resident accepted a formal Caution and confiscation of his illegal stock.

Licensing

The last quarter saw the completion of the review of the Council's Gambling Policy which sets out the framework for decisions to be made on the establishment and running of gambling premises within the borough. The Policy is required by legislation to be reviewed on a three year cycle and the present process commenced in May 2009 before receiving Council approval in January this year.

Licensing legislation continues to evolve with new regulations and acts being added regularly. Members of the Licensing and Safety Committee and officers attended a full day update session on changes to legislation in the fields of the Licensing Act 2003, Gambling Act 2005, taxi, street collection and street trading legislation.

The year as a whole has been a successful one for the Licensing Section with many of the objectives set within the work plan being achieved. Of particular note is that targets for inspections of licensed premises and time limits within with licence applications are processed and issued were exceeded. Despite the economic recession income from fees and charges also remained within predictions.

In response to a request from the taxi trade the Council commissioned a self funded an unmet demand survey. Following the survey the Licensing and Safety Committee imposed a temporary limit on any new licences being imposed whilst further investigations were carried out as to how the taxi service could be improved for the benefit of the users. A new taxi rank was opened at the Railway Station as part of the overall redevelopment.

Delivering services in partnership with others enables the best use of resource. Memorandums of Understanding have been drawn up with Thames Valley Police in relation to enforcement procedures within Licensing Act premises. A second arrangement has been agreed with all Berkshire authorities which allows for joint authorisation and working across boundaries in the areas of Licensing, Trading Standards and Environmental Health.

Car Parks

The following an EU procurement process a contract is to be given to Vinci Park Ltd for the following services:

- (a) The management of the existing multi-story and surface parks, including the provision of a full parking office administration service.
- (b) On street and off street enforcement.
- (c) The procurement and installation of car park control equipment within both Multi Storey and Pay & Display Car Parks

Planned maintenance has been completed to the multi story car parks that include for the replacement of the expansion joints in the High Street Car Park. There is a dispute with the contractor that has to be resolved before final payment can be made. The work forms part of a priority list of remedial works that will be undertaken over the next 3 years. Finally, Cash income increased during this quarter and this has helped reduce the shortfall against expected budget.

Cemetery & Crematorium

The facilities remained open throughout the adverse snowy weather conditions. Some families decided to cancel a service due to other family members and friends travelling from elsewhere but all were re-booked at a later date.

Plans to bring into use other parts of the premises have been drawn up so that we can ensure that there is sufficient burial space to cope with future demand. The new area will have a dedicated Children and Babies burial area which will also include the Children's Garden. The Rose Irrigation system has now come into use and we expect to see a huge improvement in the quality of our memorial roses. The service books have also been replaced and positive feedback has been given by clients.

EU tenders were placed for the replacement of the cremators and provision of mercury abatement equipment. The equipment must be in place by 31 December 2012 otherwise the council will be forced to pay a surcharge on all cremations.

Other notable achievements for the year at the Cemetery & Crematorium were:

- Rose Irrigation System
- Replenishment of dead or dying roses (ongoing)
- Bush rose replacement scheme
- New Road markings with the Cemetery & Crematorium
- Design of New Sanctum Memorial area for Cremated remains

re³ Partnership

The last element of the PFI contract so far as it relates to delivery came to a conclusion during the quarter when Lakeside was fully opened and started taking some of our waste to be converted into energy. Each year we will now divert in the region of 20,000 tonnes from landfill. A fall in waste tonnages over the period mirrors that nationally which is attributed as much to the impact of the recession as it is to our efforts to encourage greater levels of recycling. The drop has led to budget savings over the period. Work continues at Smallmead to try to make the recycling/sorting plant (the MRF) more efficient. The reject rate is higher than we would have expected. At the same time more effort is being made to improve the quality of the product going in. Whilst not a function of the Board, consideration was given by this collective forum as to how shared collection services may be effected in the future. All parties agreed to re-tender their contracts with a mutual review date in 2019. Work will continue over the coming years to look at how this might be achieved and what needs to be addressed. The Board also considered how it might

be able to effect an arrangement to enable the disposal of food waste if the Councils were to offer a service. Whilst there are potential benefits of diverting more waste from landfill, the collection costs for each council relative to the alternatives and need are disproportionate. The cost of plant would be in the region of £10m and each council would have additional revenue costs in excess of £1m a year. There would also be significant start-up capital costs as new vehicles would be required. The option is being kept under review but in the meantime we know we still have huge potential in the use of the blue bins.

HOUSING

Housing Register / allocations

At the end of March there were 3420 households registered on the Council's housing register. This is an 18% reduction on the number of households who were registered before BFC my choice went live. This reflects the one off re-registration exercise that took place for all applicants which led to applications being cancelled who did not re-register. Such applications would have been cancelled over the year previously and be compensated by other households joining the register. At the time of writing lettings information had not been provided by RSL's for the month of March and therefore it is not possible to report on that aspect of performance.

Supporting people

The all inclusive forum took place on the 16th April.

We had representatives from all our main client groups together with a number of Bracknell Forest Councillors.

Preliminary figures show that 81 people definitely attended. Confirmation is still awaited regarding the attendance of some 18 people, most of whom were service users. Of those definitely attending 34 or 42% were service users. This is a far higher percentage of service users than have attended previous events where around 30% have been service users. Service users had assisted in planning the event and assisted on the day, ensuring that car parking arrangements ran smoothly and that refreshments were served. Service users also helped to clear up after the event.

The remaining 42 attendees or 52% were providers or representatives of other organisations.

The HECS system also generated considerable interest and Home Connections will now be making some changes to the Bracknell system following feedback at the event from delegates.

Homelessness

There were ten homelessness decisions over the quarter of which a homeless duty was found for seven households. This compares with 5 households who were owed a homeless duty in the previous quarter. The reasons for homelessness were as follows; one household due to violent relationship breakdown, three households who had been asked to leave by friends or relatives and three households who had lost rented accommodation.

In terms of homeless prevention there were 58 cases of homeless prevention. This is a 26% increase on the level of homeless prevention from the previous quarter.

Forestcare

The Forestcare service was accredited in all parts of the new Telecare Services Association (TSA) standards and are now a premium member. Previously the service was only Part I and II accredited whereas we are now accredited for our mobile response too.



Forest care monitors over 6,300 connections and in March took a record 38,233 calls through the Alarm Calls Handling System. Despite the bad winter the service still managed to:

- Complete 206 Lifeline demonstrations
- Attend 49 faults
- Fit 17 telecare add-ons
- Install 6 telehealth-hubs
- And fit 41 keysafes

The Control Centre had a facelift with new carpets and decoration.

Benefits

At the end of March 2010, there was a benefit caseload of 6812, which was a 3% increase from the caseload at the end of December 2009. This is a higher percentage increase than previous quarters. Overall, this is a 13% increase in the caseload compared to the position at March 2009

The following table provides workload figures for the last quarter.

Area of activity	Previous quarter	January/ March	Percentage change
Telephone calls	6811	7313	3.4%
Visitors to the office	3225	2837	-20.12%
Scanned items of post	18332	18956	3.4%
New claims received	830	852	2.6%
Total change events and new claims assessed	3794		-0.2%

There were benefit user focus groups in February and March which covered issues of service standards and proposed amendments to standard correspondence.

LEISURE AND CULTURE

Leisure

The leisure section facilities have endured a challenging year to date due to continuing economic uncertainty and further bad weather. Despite the difficulties all facilities have continued to provide high quality services.

Coral Reef has picked up very well after its extended closure for tiling the base of the pool along with its annual planned maintenance programme, finishing the year in line with its budgeted target.

Bracknell Leisure Centre has had its challenges over the year but has continued to offer a full service to its customers and has continued to try and attract new users to the extensive range of activities and courses it offers. The Forest Suite and Crèche have had a minor refurbishment to encourage new customers.

The Look Out Discovery Centre exhibition has performed well in the previous period, with high attendance numbers. The end of the period saw the official launch of their outreach scheme 'On The Road' which promises to be a popular way for hands on science to be delivered into schools.

Edgbarrow and Sandhurst Sports Centres are a valuable asset to their local communities. However, Edgbarrow was damaged by a fire in the boiler room just before Christmas and remained closed during this period. Extensive efforts have been made to keep customers and stakeholders informed of the progress being made with repairs, which are now with the Council's insurers. Edgbarrow staff have been based at Sandhurst Sports Centre, and have also been used on occasion to assist other sites. In the meantime Sandhurst Sports Centre has been performing well during this period.

Downshire Golf Complex has continued to find it difficult to meet tough financial targets as first heavy rain and then snow forced closures during the period. The course has been unplayable for 33 days this year compared to 20 in 2008/09. Continued efforts have been made to encourage new players, including a number of promotional ideas and ongoing improvements to the course.

Easthampstead Park Conference Centre has continued to find trading conditions challenging during this period. Management team efforts to mitigate decline in income where possible have been successful, and should ensure the site finishes the year within its agreed pressures. While business such as team building events continue to be low, there remains a solid base of conference business to build upon and wedding bookings have remained strong.

Horseshoe Lake was closed for the period as it was out of season, whilst Harmanswater Leisure Centre experienced pleasing business levels based around the extensive school swimming programme and good fitness suite update during the New Year period.

Initiatives to improve access to leisure facilities continue to do well. Over 8,679 on-line bookings were made for the financial year and the Leisure Saver Scheme now has almost 500 members. The Leisure and Wellbeing Team continues to provide an excellent service to disabled adults. This scheme will be extended to disabled young people through the Aiming High for Disabled Children Programme.

The Young People in Sport Scheme enjoyed another excellent term. Despite the disruption caused by the snow early in the New Year, all activities went ahead, with good support for all of them. Bracknell Forest schools provided 42 teams at the Swinley Forest Cross Country Relays, all schools with infant age children took part in the Infant Sports Skills Scheme, 20 schools took part in the Primary Hockey Festival and both the senior and junior sports hall finals produced some really exciting athletics.

The Quintiles Bracknell half marathon sold out for the 4th consecutive year and in record time.

Libraries, Arts and Heritage

The Library and Information Service continued to promote the service to the public through a series of events and activities across the Borough. Over this quarter, the average number of events per month in Bracknell Forest libraries was 88, and the average number of attendees at events per month was 1,245. The Community Services team has completed the task of updating the community profiles for each library catchment area. These provide valuable information to help plan service developments. Highlights from among the many promotional events that took place were :

- Simon Kernick author event at Sandhurst Library: the Library Service continues to attract such high profile authors as Simon Kernick, encouraging additional visits to the library as well as developing and widening customers reading tastes.
- A Young Crimewriters creative writing event at Sandhurst. Additionally the teen reading group at Sandhurst has settled into a regular event for a core group of young people, allowing them to build their confidence of interacting within a group and encouraging them to discuss their views and opinions while respecting those of others. A competition was held in March for them to judge a book against the film version.
- Energy Roadshow at Ascot Heath.
- Volunteer recruitment events at Crowthorne.
- Percy Park-keeper and Beatrix Potter activity days at Sandhurst.

Arts Development - the LPSA II funding which was available for arts and cultural projects in the community came to an end in March 2010. The aim was to contribute towards the indicator to improve on the *percentage of people who feel that their local area is a place where people from different backgrounds get on well together.*

Baseline from Best Value User Survey 2003	52.6%
2009/10 LPSA II Target	57.6%
Place Survey 2008	82.1%
LPSA 2 adjustment from the place survey	57.38%

As BFC was so close to meeting this target, BFC will receive reward funding £199,296.3.

During the last 3 years, we have managed projects across all 6 town and parish council areas. We have worked with people of all ages and abilities and the work has included the following projects:

- Age to Age (*Harmans Water, Birch Hill, Priestwood and Crowthorne*)

- Black History Month 2007 (*Borough wide*)
- People's Museum (*Borough wide*)
- Snap Bracknell (*Bracknell Town*)
- Crowthorne Carnival
- Northern Parishes Arts Week
- Arts Spaces (*Great Hollands, Jennetts Park, Hanworth and Birch Hill followed by Easthampstead and Wildridings*)

Age to Age IV - a presentation on the Crowthorne project was given to the Extended Services Seminar at Easthampstead Baptist Church in March. The fourth project was completed with a performance to pupils and staff at Meadow Vale School and then to an intimate audience at Birdsgrove residential home on the 30th March. We are still waiting for feedback from pupils which will be included in our final evaluation. Bracknell Forest Homes has expressed an interest in continuing with Age to Age and in funding the project from April.

Young Carers Drama Project - in January, the young people performed their drama pilot performance to over 200 pupils and staff from Easthampstead Park School. Out of the 160 returned pupil questionnaires, 148 pupils said that the performance had helped them to understand what a young carer is and 155 said it would be helpful to a young carer and 10 pupils identified themselves as a young carer.

We are now in the process of submitting funding applications for the three year drama project and providing a reference for the BFVA's application to Comic Relief for the funding of ongoing work. The young people will be involved in the selection of the theatre company which will work with them on the longer term project.

Crowthorne Carnival - the youth steering group has been successful and has attracted 18 young people to plan for the carnival float in July. The group have been involved in designing the project with Street Processions, including posters and writing an application to the Youth Opportunities Fund.

In addition, we have worked with artist Victoria Spearing who has designed a downloadable art pack for anyone who would like to make something for the carnival to wave and hold during the procession. In March, a pilot workshop took place with 26 elderly people at the Coats to test if the ideas would work and to get their feedback. 25 people said they'd enjoyed the workshop and 23 said they'd found the instructions easy. We also received comments like:

It was something for a change from what we usually do
We enjoyed the afternoon very much, Thank-you
[I enjoyed] Playing & trying things out
[I enjoyed] Being creative / doing something different

The Carnival Pack will be ready for public use in May and is suitable for all ages and makes use of affordable and easy to use materials

Lift Off - over 350 dancers performed to sell out nights at South Hill Park for the schools, youth and community galas, including street dance, Bollywood, flamenco and contemporary dance. We were pleased to see Brakenhale School perform for the first time in many years. We have reduced the number of dancers taking part to raise the standards and to give better access to audiences. Evaluation is now underway to see how we can improve for 2010.

Art Spaces 2010 with the Theatre of Making - over 270 people attended the Open Learning Centre on the 20th February taking part in workshops and performances. There were also events in the community run by the voluntary sector; at The Rowans and with the play rangers. School based arts activities took place in the following weeks.

Community Arts Strategy (2009-2013) - this strategy has now been approved by the Executive Member for Culture, Corporate Services and Public Protection

Advice, information and developing partnerships

- Youth Dance England – Regional Steering Group
- Bracknell Forest Homes

Public Art Audit - we have identified over 40 pieces of public art in the borough and with the aid of the student placement from Reading University we are slowly putting together important information on each piece. As we uncover sufficient information, this will be put on line for the public to view.

The Public Art Advisory Panel will be doing a site visit to Jennetts Park at the end of April as background information for future commissions. Advice is also being given on the strategy and briefs for this development.

Other sites for public art commissions include The Parks (formerly RAF Staff College) and Wykery Copse.

Heritage - Snap Bracknell! - we now have over 700 images taken by local people documenting the town centre. These are available with captions and a selection will be made for display as part of Heritage Open Days 2010 and for the website. We are also working with Bracknell Camera Club on this project.

The People's Museum - 166 people have submitted their drawings of their objects for display and the artist, Jon Lockhart is currently piecing the exhibition together. The project has taken place in each parish and town council area, and involved children, the Nepalese community, family groups, elderly and disabled people. The artwork will go on display in various venues and for Heritage Open Days 2010 in Bracknell town centre.

Mile Stones - planning applications have been submitted for the restoration of two milestones to be restored by the Red Lion Pub and London Road, Lily Hill Park.

Heritage Strategy 2010-2014 - a final draft will be ready for comments by the Forum in June 2010.

Advice, information and developing partnerships -

- Involvement in the HLF audience development plan for South Hill Park
- Bracknell Forest Society – training in Blue Plaques (February 2010)
- History talk to Deaf and Hard of Hearing Support Group, Kerith Centre
- Museums Network for Berkshire

Parks & Countryside

Adverse weather - staff from both the Ranger and the Tree teams were busy the weeks following the heavy snowfall with organising the clearing of fallen trees and branches. Overall, the impact was lower than could be expected following such

adverse conditions, reflecting the value and significance of previous pro-active management.

During the main period of heavy snow fall, the Ranger team (and service vehicles) provided support to Adult Social Care and Health, helping with 'Meals on Wheels' deliveries and transporting carers in the evenings.

Marketing and Interpretation - 'Capturing our Natural World' exhibition - winning images from the parks annual photo competition 2009 were exhibited in the community gallery at South Hill Park from the official opening on the 5th February until 7th April 2010. Winning photographers and runners-up attended the gallery opening evening, and photographs have been enjoyed by visitors to South Hill Park Arts Centre.

New interpretation and information boards have been designed for Caesars Camp and Shepherd Meadows. The boards provide key information on wildlife and history, adding to visitor understanding and enjoyment.

Site Quality Improvements - Urban Woodlands projects have been completed at School Hill (Sandhurst), Wentworth Way, Osmans Close (Winkfield), Frog Copse (Bracknell) and Napier Woods (Crowthorne). Works include improved path surfaces, tree and undergrowth management, and making entrances to sites more welcoming. Improvements to Frog Copse also include a carved timber frog made using timber from a local tree. Improvements were funded through use of S106 Developer contributions.

Management work at The Greenway (Sandhurst) - site rangers have been working in liaison with the local Police Community Support Officer to improve natural surveillance and reduce the risk of antisocial behaviour. This includes scrub clearance, fencing and path works. Similar work has also been carried out at The Chestnuts (Warfield).

Savernake Park had an organised 'spruce-up' event which was very successful - there was a good turn out from local residents with many bags of litter collected. More community events are planned, with a view to setting up a 'friends of' group.

Tree Works - substantial tree works have been carried out to large willows along Edmunds Lane, including pollarding to improve health of the tree and for the safety of visitors and residents.

A historic Cedar has had to be taken down at South Hill Park near to Frobisher. The tree was found to be heavily diseased with high risk of significant limbs falling onto a footway/cycleway. The work was carried out in close liaison with local residents.

As part of landscape/streetscene enhancement new tree planting has been carried out at Trevelyan and Tawfield.

The Tree service co-ordinated a Thames Valley Tree Officer meeting to identify and share good practice with neighbouring authorities and other bodies. The event included bringing in an external speaker to give a talk about the uses of thermal imaging technologies for decay detection.

Heritage Lottery Fund - South Hill Park - the SHP project has been focussed on the tendering arrangements to secure a specialist contractor to implement the restoration proposals, previously drawn up during Stage 1. 5 companies were shortlisted in the

autumn and then subsequently invited to tender. All submitted valid bids which have now been assessed. An Executive Decision on the Contract Award is due in April.

In order to keep the public informed about the Project, a new e-mail address has been set up in addition to an informative web page:

shprestation@bracknell-forest.gov.uk

www.bracknell-forest.gov.uk/shprestation

Lily Hill Park – implementation of the Management and Maintenance Plan is running well. The Bracknell Conservation Volunteers have undertaken two days of work laying a hedge near one of the entrances to improve the visual impact of the site and increase its biodiversity value. Approximately £3,000 was spent on necessary tree works at Lily Hill Park following the heavy snowfall. Drainage has been improved and new site signs have been installed at all the entrances improving the experience for all visitors. Public events have been well attended including;

- History Presentation: to Bracknell Methodist Tuesday Fellowship covering the past, present and future management of Lily Hill Park
- Spring Stroll: A seasonal staff led guided walk through the site
- RSPB Big Park Birdwatch: In partnership with the local RSPB group, this was a guided walk around the site on the weekend of the RSPB Big Garden Birdwatch
- RNLI Sponsored Welly Walk – Over £300 was raised for the Mayor's Charity on a sponsored walk around Lily Hill Park led by the Mayor Cllr Bob Wade and his wife Maggie Wade

Landscape Design - Jennett's Park, countryside park. Planting works have been undertaken this year and the paths are due to be surfaced in May. Work to paths through Tarman's Copse is due to start soon, including the route of Bracknell Footpath 17. The three public art installations for open spaces are to be included in one single brief and commission. A draft outline brief has been prepared by Parks and Countryside and Arts and Heritage Officers working together with Planning Officers to assist the Consortium in delivering its public art strategy.

The Elms Access Improvements Project - designs were agreed with Bracknell Town Council and work has started on site. S106 developer contributions have been secured for hard landscaping including a new block paved access path through the car park, a speed hump, block paved entrance feature and path surfacing. Soft landscaping and fencing works have been carried out by Bracknell Town Council grounds maintenance staff. Work to provide a specific area of parking for visitors is due to be complete by May.

Library terrace landscape enhancement - ornamental planters have been placed and filled with a diverse range of plants. The old tarmac surface has been repaired and new resin bound surfacing added.

Great Hollands Neighbourhood Centre - the service has been involved in the landscape design for proposed environmental improvements to the shopping centre including installation of planters, the planting and replacing of trees and new co-ordinated street furniture and signage.

Biodiversity - in February, Shepherd Meadows was successfully entered into Higher Level Stewardship to provide funding for grassland and woodland management of

the Site of Special Scientific Interest over the next 10 years. This attracts funding support from Natural England of approximately £5,000 per annum.

New barn owl boxes have been installed at Easthampstead Park and will be in place shortly at Shepherd Meadows to encourage this 'Bracknell 24' (Biodiversity Action Plan priority) species.

A new practical protected species work guide has been given to staff in Parks and Countryside and Landscape Services with accompanied talks to raise awareness and improve protection of biodiversity in our work.

New GIS data sets have been created for hedgerow surveys in the northern parishes and Crowthorne veteran trees provided by local volunteers.

The Parks and Countryside Policy & Strategy team have been providing ecological, landscape and open space advice on several major planning policy documents: Site Allocations (including sustainability assessments), Infrastructure Delivery Plan, Warfield SPD and the Local Transport Plan.

PERFORMANCE & RESOURCES

Administration

Our targets were met during the quarter including processing 39 Freedom of Information requests for the department. The 4th floor Admin Team made good progress with the Tree Preservation Order Review – 424 out of 839 files have been completed. The Document Management Team completed Phase 1 of a large Planning back-scanning project.

Business Systems

We continued work on improving the accessibility of the department's online web products to help achieve the 'AA' standard defined by the Disability Discrimination Act. We set up the new choice-based lettings website - www.bfcmychoice.org.uk ready for its go live in January and provided web content for the online licensing application system, ELMS, written by the Department for Business Innovation and Skills. This was to meet a new EU service directive implemented on 28 December 09. Also we received training on the new online forms system in early February so they could begin conversion of existing online forms to the new software.

We completed the Confirm IT system upgrade once the snow had disappeared. We purchased Forestcare's new out of hours call system and implementation is well underway. We started work on configuring mobile devices for the highway inspectors as well as FSS (uk) and AMES interfaces for M3. The former enables food samples to be downloaded into M3 from the Food Standards Agency and the latter, to exchange animal welfare information electronically with DEFRA.

We continued to work with Grounds Maintenance to capture inventory information as well as contributing to the Land Management Project. Customer location and tendency information produced using Experian MOSAIC data has been provided for the marketing team in Leisure and other ways to exploit MOSAIC and OAC demographic data are being researched. We updated the Corporate property gazetteer to resolve anomalies raised by the Census 2011 project.

Contracts

Engineering Consultancy Contracts (Jacobs Babbie Replacement)

In quarter 4 contract terms were agreed with the approved suppliers. Most contracts have been signed, with a few outstanding on minor points. Work has started on handover from Jacobs Babbie.

We have started the specification for the Bridges & Structures Contract, which will be procured through the South East Pan Government Collaborative Highways Professional Services Framework. We have met with Hampshire County Council to understand the mini-competition mechanism.

Car Park Management Contract

We evaluated the returned tenders and identified the preferred bidder. The award was approved by CMT and Executive and is in standstill period. We have started work on implementation planning.

Mercury Abatement/Replacement Cremators Contract

This quarter we completed the specification, tender and other contract documents. We advertised in OJEU and issued tender documents to interested parties. Two tenders had been received by the closing date and evaluation is starting.

South Hill Park Contract

In quarter 4 we evaluated the returned tender documents and identified a preferred bidder. Award report has gone to CMT.

Refuse Collection Contract

In quarter 4 we completed work on the pre-qualification questionnaire and made progress on the specification document.

e+ Smartcard Programme

The e+ card has been successfully implemented as photo ID for the BFC My Choice Scheme.

People are now able to apply for their ENCTS disabled bus pass and rail card replacement voucher at Customer Service points in the Council Offices. The sliding age eligibility for the bus pass, announced in the Government's pre-budget report, has been successfully automated in the SmartConnect card management system.

We demonstrated SmartConnect to Surrey County Council, Telford and Wrekin Council and Liverpool City Council.

Finance

During the quarter work was completed on the 2010/11 revenue and capital budgets. The revenue budgets have been loaded on to the general ledger, capital estimates are to be loaded in April. The team also carried out their core functions of accounting, budget monitoring, financial advice and debt control.

Human Resources

HR supported staff through the restructuring process. This included a number of redundancies as well as having a significant consultation programme in place for Library staff.

We are pleased to have chosen a training company to provide mentor training for our pilot mentoring scheme for new managers.

In relation to safeguarding we have now received the new ISA application form and have been working on the implementation.

The team supported job evaluation at many levels: we had presence on the steering group, helped present workshops, advised individuals on how to complete Job Information Questionnaires and sat on the senior panel for the benchmarking jobs.

We delivered a network event for junior managers discussing conflict and ran an Investigation Officer training course.

The team positively supported the Job Centre's Future Jobs Fund scheme by recruiting 6 young people to the department and helping managers put in place plans to gain valuable office experience to help him find permanent employment. As 3 of these young people work in the Performance and Resources division we are able to keep a close eye on their progress.

The team has continued to support managers on a range of complex staffing issues and formal hearings. This quarter there have been 4 formal hearings: 1 disciplinary, 3 performance improvement/capability hearings of which 2 related to sickness absence. We also supported managers, through the provision of advice and guidance, for a number of informal sickness and performance issues.

This quarter there has been a lot of internal recruitment activity, mainly in Housing due to some restructuring, for posts such as Benefit Assessment Officer, Benefit Assessment Advisor, Housing Resource Officer and Housing Strategy and Support Manager. We have also recruited several Recreation Assistants at Coral Reef, and have filled a few hard to recruit posts such as Heritage Officer, Assistant Engineer (Transport Monitoring), Manager of Procurement Projects and have made an offer for the Team Manager Environmental Protection post.

Equalities

We published Equalities Impact Assessments for the Spatial Policy service and the refresh of the Community Arts Strategy. We arranged training for all our remaining managers. We wrote some case studies for the Council's attempt to gain the achieving level of the equalities framework in July.

Business Continuity

We continued to support the arrangements around Time Square roof works during the final closure of the programme.

Performance Management

We prepared the Service Plan and Workforce Plan for the department and continued to support the implementation of the new performance management system, PARIS, ready for go live in early April.

Customer Care

We carried out some mystery shopping of the department's services in the quarter and discussed its implications at DMT and with colleagues in Customer Services. We will run another exercise in the autumn. We continued with our programme of customer care and letter writing workshops. We circulated the customer services plans from the Members workshop to the department.

Health and Safety

We carried out our annual review of the department's health and safety procedures and launched the department's local health and safety page on Boris.

PLANNING AND TRANSPORT

Building Control

This quarter we have received assurances that we have successfully won two large projects in the Borough; the proposed developments associated with various local schools and a proposed health centre, in addition to our regular workload from within the borough. We have also won a second health centre through our Local Authority Building Control (LABC) Partnership Scheme. Work via the Partnership Scheme has been increasing over the last couple of months after a period of decline and we have managed to secure two new partnerships, one with a reputable local architect and one with a national construction company who have appointed us for seven sites in Slough allocated for the conversion of old garage blocks to residential units.

In February Andy Ingram and David Constable attended a ceremony to recognise the commitment and dedication they have made in working for Bracknell Forest Borough Council for 20 years each. The ceremony was held at Easthampstead Park Conference Centre and they were joined from colleagues across the council achieving the same milestone.

The team have been undertaking a pilot scheme with Communities and Local Government (CLG) working on the development of a risk based inspection program for Building Control nationally. This work is still on-going. We are one of seven Local Authorities and 4 Approved Inspectors working on the pilot nationally.

Chartered Institute of Public Finance and Accountancy (CIPFA), LABC and CLG guidance has finally been released to cover the requirements of the new Building (Local Authority Charges) Regulations 2010. The new Regulations come in to force in April with a suggested implementation by October 2010. The new Regulations are coming in to promote greater transparency in the setting of charges by Local Authorities under the Building Regulations as well as allowing provisions for charging for pre-application advice, charging for additional work as well as refunding where a lower level of service has been provided than originally anticipated. Work can begin on this in the next quarter now that the guidance has arrived. Work was undertaken this quarter to review our current charging scheme in alignment with the Council proposed increases in charges across the service.

One team member attended the BRE Code for Sustainable Homes Assessor training course and will be presenting an overview of the Code to Building Control and the Spatial Policy team shortly.

Two members of the team attended a scaffold safety course to give them an insight into the safe construction of scaffolding and this can be applied when a member of the team has to issue a scaffold licence. Information from this course was fed back to the rest of the team. A trip was also made to Ecobuild in London to witness the latest technology being employed in construction to reduce CO2 emissions and combat global warming.

A series of handbooks have been produced for our customers as a joint effort through the Berkshire Building Control Partnership. The first is a marketing prospectus for clients selling Bracknell Building Control explaining who we are, what we do and what service we offer. We are awaiting receipt of an electronic version to go onto our website. Further handbooks are in development for other topic areas.

Land Charges

Following several challenges against Local Authorities about the legality of charging for search information and the classification of such data under the Environmental Information Regulations, work has begun on checking our position as an authority and our right to charge.

The statutory fee for personal searchers was increased but it has not had the impact of reducing the number of personal searches in favour of Local Authority searches as had been hoped.

The search market remains fairly slow generally in comparison with previous years.

Development Management

Whilst the year up to the end of June 2009 saw a steady drop in the numbers of planning applications received the last three quarters has seen no further decline in application numbers. However the number of larger scale proposals which bring in the bulk of the planning fee income remains low compared with the peak of activity in 07/08. The service continued to maintain its record of exceeding National Indicator targets for speed of application determination and is one of 23 planning authorities selected by CLG to pilot possible new performance indicators for a 3 month period. In recognition of the additional work this places on the service a one of grant of £5000 will be paid to the Council.

At the same time areas of work which are none fee earning continue to place considerable demands on the services resources, most notably investigation and subsequent actions relating to planning breaches and dealing with corporate projects.

Developers continue to approach the service in respect of proposals which they intend to bring forward as the economic climate improves.

The redevelopment of Bracknell's Town Centre continues to be a high priority for the service, with officers working with the preferred provider of the Bracknell Health Space. Whilst this project has not advanced as quickly as the provider originally anticipated they are shortly to enter into a Planning Performance Agreement with the

Council. The service has also been working closely with the West London Mental Health Trust on proposals to provide a new hospital at Broadmoor as well as secure the long term future for the original 19th century listed buildings. Again a Planning Performance Agreement will be concluded in the coming quarter which will set out the arrangements for the Councils engagement with the Trust.

Whilst a slowdown in residential development has occurred sites such as Jennett's Park and Wykery Copse continue to result in activity for the service, including reserved matters applications, work on developing proposals for the Jennett's Park neighbourhood centre, school site and condition discharge. Other school expansion proposals along with the provision of children's centres are also an important area of work for the service; here the arrangements for dealing with council projects introduced early in 2009 have resulted in improvements in the speed of delivery and avoidance of abortive design work. The Development Management Service is now briefed early on capital programmes and are involved from the initial design stages

The quarter also saw continued work on the indexation of electronically captured planning micro-fiches and involvement in the CLG/POS Development Management Project. The quarter also saw the Development Management Service held up as an example of good practice by the CLG in relation to the Planning Performance Agreement entered into with the developer of Jennett's Park.

Spatial Policy

Work has focused on the preparation of a Site Allocations Development Plan Document (SADPD). This document will identify land to accommodate the balance of the 12780 dwellings allocated to the Borough in the South East. The SADPD will be accompanied by the preparation of an Infrastructure Plan.

Work on the project in this quarter has included commencement of a major options consultation in February-March-April 2010. This included preparation of major participation document and establishment of an on-line consultation system. Consultants have been appointed to carry out masterplanning work on the potential sites and have produced an initial baseline report. Work has progressed on the Infrastructure Delivery Plan with all infrastructure providers having been contacted and provided with information about the levels of future development and potential locations. Further Strategic Flood Risk Assessment work has been commissioned and tenders invited for an update to the Strategic Housing Market Assessment. Landscape assessment has been carried out on the potential development sites.

Work continued on the preparation of the Streetscene Supplementary Planning Document. The Character Areas and Amen Corner SPDs were both adopted in March 2010. Work on the Thames Basin Heaths Special Protection Area Avoidance and Mitigation Supplementary Planning Document has been unavoidably delayed while legal issues are resolved which affect all the SPA authorities..

Work has been undertaken to assess the implications of possible changes to the Section 106 and conditions attached to the Town Centre outline planning permission.

Climate Change and Carbon Management

Executive approved the first year's progress report on the Climate Change Action Plan to October 2009 in January 2010 and agreed for the 2010 revision of the Action Plan to be aligned with the annual financial year commencing April 2010.

The annual return for NI187: Tackling fuel poverty was submitted to Defra in March 2010. GOSE confirmed that the return meets our Local Area Agreement target for this indicator for 2009/10.

A feasibility study, co-funded by the Carbon Trust, for a district heating scheme between Bracknell Leisure Centre and adjacent sites was conducted from January – March 2010 by Camco Services UK. Interim and final workshops were held between the BFC project team, the Carbon Trust and Camco Services and a draft final report was presented. A report on this project is scheduled for the Executive meeting on 29th April 2010.

The Carbon Trust funded study for a smaller scheme between Harmans Water Pool and Primary School concluded that this site is not suited to a district heating scheme.

The SALIX energy efficient loan scheme, available to schools, closed in January 2010. Edgebarrow School's application for £8,000 for heating zone controls was approved and the works were implemented in the previous quarter. Wildridings School's application for £12,500 has been approved for lighting controls, pool cover, heating controller and roof insulation. These works have commenced and will be completed in the next quarter.

A project funding bid to the Low Carbon Communities Challenge to address hard to treat mobile home communities, targeting Warfield Park as a pilot project was unsuccessful. The bid resulted in BFC being invited to identify 10 mobile homes to participate in an OFGEM national thermal performance assessment of mobile homes by Alba Sciences. The study is aimed at establishing a national funding scheme for mobile home insulation.

Support has been given to Bracknell Town Council to assess energy efficiency and renewable energy options for Brook House and other BTC premises.

Transport Management Section

Transport Implementation Group

Local Transport Plan 3

- The first consultation on Objective for LTP3 expired at the end of Qtr3. Responses were received from a broad cross-section of interest groups, organisations and the public. The feedback was used to further inform the Draft Objectives and to provide officers with an indication of their priorities for transport. These results were published in first E-Newsletter which can be found on our dedicated LTP3 website www.bracknell-forest.gov.uk/LTP3
- Work has just been completed on identifying challenges and measures to meet our new objectives. This work was carried out internally and with these in mind we can work towards a more sustainable transport system that is capable of meeting the needs of our community, economy and environment.

Bracknell Railway Station Improvement Work:

- Works are nearing completion on the new station forecourt with improvements for all modes of interchange including, importantly, for pedestrians. New features will also include a larger taxi rank, corporate bus bay and shelter, improved cycle parking facilities, additional short term car

parking, a new pedestrian crossing, improved lighting and new seating and landscaping

Transport Model:

- The 2026 transport model has recently been used to test the impact of almost 8,000 new homes located at five sites in the borough to the north of the Waterloo railway line. The test identified the likely trip generation and distribution that will result from the new developments. It will also assess alternative road configurations that best accommodate the traffic generated or displaced by the development. This exercise will enable the council to identify key locations in the transport network that will require developer contributions towards improvements.
- The model is also being used in to assess several alternative proposals to redevelop the Broadmoor Hospital site.
- The base year AM Peak VISSIM micro-simulation of the A322/A329 corridor is still being refined to assist in a programme of improvements proposed along that corridor. A similar model will be developed to represent the PM Peak hour once this is complete. VISSIM models will also be developed to represent the A329 London Road corridor.
- Several VISSIM models have been developed to assess alternative improvement options for the Sports Centre roundabout on the A322. This exercise identified a solution involving widened approaches on all arms and signal control on the Bagshot Road north and south.

Reading Transport Innovation Fund (TIF) Bid:

- BFC have now agreed to sign up in support of the TIF bid but only as a infrastructure (background) partner as involvement will be minimal
- The Department for Transport(DfT) are replacing the Transport Innovation Fund (TIF) with the Urban Challenge Fund (UCF). However this does not mean Readings TIF bid is no longer valid. In fact the Minister of State for Transport, Sadiq Khan, stated that the Reading Partnership TIF Bid “has informed the emerging processes for the Urban Challenge Fund” and “that it is an exciting and worthwhile bid that should move well into the Urban Challenge Process”.
- Officers will continue to attend the group set up by Reading BC and involving South Oxfordshire, West Berks and Wokingham to promote integrated transport initiatives within the sphere of influence of the regional centre of Reading.

Passenger Transport

Progress

- Announcement of some major ‘Kick Start’ bus funding schemes has been made by DfT. We have not yet had any communication, so it is possible there will be a further announcement of minor schemes, although this seems unlikely.
- Based on data received for the third quarter of 2009/10 (i.e. to end December), bus patronage appears still to be falling, and the bad weather in January 2010 is likely to have affected patronage adversely. This trend puts at risk performance towards LTP, LPSA and National Indicator targets.
- The Concessionary Travel Scheme for 2010/11 was published in line with legal requirements in March 2010.
- The award of contracts for new local bus service contracts to replace the current emergency contracts has been delayed by the original preferred operator withdrawing their bids shortly after a decision was made by the

- The annual bus passenger satisfaction survey took place in March, and appears to show a slight fall in passenger satisfaction.

Travel Choice

- Worked with Planning and Education colleagues to assess School Travel Plans associated with capacity increases Meadow Vale, Sandy Lane and Holly Spring Infants and Juniors.
- Worked closely with Sandy Lane to help set up a 'walking bus'
- Worked closely with St Margaret Clitherow School, attending two parent evenings, to develop proposals for increasing sustainable travel to school
- Bus passenger surveys conducted to evaluate customer satisfaction of the bus services
- Further preparation on promotional materials for launch of the 'Red Route' cycle corridor

Engineering Projects and Adoptions Group

In the Safe Routes to School Programme:-

- Works were completed on providing cycle/scooter shelters at Sandhurst, Wildridings and Wooden Hill Schools

In the Public Transport Programme:-

- Works continued on the railway station forecourt improvements. Features completed in the last 3 months have included additional new paving, lighting and landscaping.
- Works were completed on a new footway link to bus stops on Ringmead from Wheatley
- Design work commenced on a bus stop footway link along Church Rd, Winkfield

In the Pedestrian and Cycling Improvements Programme :-

- Works were substantially completed on the footway/cycletrack link on the south side of Wokingham Road between Turnpike Road Roundabout and Stoney Rd.
- Works were completed on the installation of a new Puffin Crossing on Market Street in as part of the Railway Station Improvements
- Works were completed on the first phase of Red Route Cycle Signage

In the Parking Programme :-

- Further Planning Applications were submitted and detailed designs carried out on a second phase of off-street parking including Balfour Cres, Ollerton, Rosedale Gdns, Moordale Ave and Waverley.
- Works were completed on the first phase of off-street parking schemes in Drovers Way, Calfridus Way and Ennerdale.

In the Highway Capacity and Roadspace Allocation Programme:-

- A re-design of the Sports Centre Roundabout capacity improvement scheme was undertaken this quarter to minimise the impact on mature trees within the central island and to cater for future traffic growth.

Traffic and Safety Group

Casualty Reduction – Local Safety Schemes:

Works have been completed on the following schemes:

- A3095 Maidenhead Road / Hawthorne Hill - safety improvements to the bend
- A3095 Crowthorne Road/Ringmead - bus gate enforcement measures

Construction is nearing completion on the Local Safety/Capacity Improvement Scheme to signalise Pitt's Bridge

Other Traffic Management Schemes:

The following schemes have been completed:

- Speed Limit Gateways – phase 1, Maidens Green Area
- Speed Limit Gateways – phase 2, Binfield Area
- Long Hill Road – Speed Management scheme
- Wareham Road / New Forest Ride roundabout – visibility improvements
- Holly Spring Lane – replacement bus gate

Works have been ordered on the following:

- Pedestrian radar facilities at signalised crossing

Construction has been started on the following scheme:

- Western Road / Downshire Way – bus gate

Negotiations have been on-going with landowners at Maidens Green Crossroads regarding the introduction of traffic signals.

Traffic Regulation Orders (TRO):

Ward Members have been consulted on the latest on-street parking restriction TRO and the Order is in preparation for formal advertisement.

The TRO for a Taxi Rank in Station Road has been completed.

The TRO for revised waiting restrictions in Bull Lane awaiting final approval by the Executive Member.

Applications are currently being assessed as part off the next phase of disabled parking bays.

Road Safety Education, Training and Publicity

The following Education, Training and Publicity activities have taken place:

- Parent & children talks in schools.
- Pre-driver talks at B&W College
- Development of Older Driver's Booklet
- Organisation of Older Driver's Event
- For My Girlfriend Event at B&W College
- Speed and seatbelt/mobile checks with TVP
- Walking bus training at Sandy Lane School

Highway Network Management

Occupation of the Highway

Street works may be conducted during a time called the reasonable period as agreed between the street authority and the statutory undertaker. In real terms this is the period determined by the actual start date of works and the proposed completion date in their notice subject to any challenge by the street authority. The performance of statutory undertakers in this regard for 2009/10 has resulted in 235 days unreasonable occupation of the highway and 216 days for the highway authority. The number of duration challenges issued by the street authority has meant a saving of at least 504 days of occupation of the highway.

Street Works Inspections

The quality and safety of street works is measured by random sample inspections, the quarterly results of which should show less than 10% failure rate at each inspection category. The highlighted figures are likely to result in either warnings or enforcement action.

The annual sample was successfully completed ensuring optimum recovery of costs and identification of potential reinstatement liabilities.

Administration

The Highway Network Management have received 23755 notices during 2009/10 which is an increase of 70% for statutory undertakers and 498% for the highway authority as works promoter. From October 2009 onwards fixed penalty notices were introduced in a phased approach for street works noticing offences. During the period from commencement to year end a total of 103 FPN's were issued to undertakers amounting to a potential income of between £8240 to £12360 a further 159 received warnings. The highway authority as works promoter triggered 751 potential offences in the first full year of them noticing.

Highway Network Management (continued)

Openreach (BT)										
1 January to 31 March 2010										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
22	19	86.36	0	0	3	13.64	0	0	0	0
31	26	83.87	5	16.13	0	0	0	0	0	0
23	22	95.65	1	4.348	0	0	0	0	0	0
76	67	88.16	6	7.895	3	3.947	0	0	0	0
National Grid Gas										
1 January to 31 March 2010										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
25	10	40	0	0	15	60	0	0	0	0
26	14	53.85	12	46.15	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
51	24	47.06	12	23.53	15	29.41	0	0	0	0
Virgin Media										
1 January to 31 March 2010										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
5	5	100	0	0	0	0	0	0	0	0
19	19	100	0	0	0	0	0	0	0	0
4	4	100	0	0	0	0	0	0	0	0
28	28	100	0	0	0	0	0	0	0	0
Scottish & Southern Energy										
1 January to 31 March 2010										

Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
17	15	0	0	0	2	11.76	0	0	0	0
38	31	81.58	7	18.42	0	0	0	0	0	0
24	24	100	0	0	0	0	0	0	0	0
79	70	88.61	7	8.861	2	2.532	0	0	0	0
South East Water										
1 January to 31 March 2010										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
40	40	100	0	0	0	0	0	0	0	0
6	6	100	0	0	0	0	0	0	0	0
64	63	98.44	1	1.563	0	0	0	0	0	0
110	109	99.09	1	0.909	0	0	0	0	0	0
Southern Gas Networks										
1 January to 31 March 2010										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
7	5	0	0	0	2	28.57	0	0	0	0
9	0	0	9	100	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
16	5	31.25	9	56.25	2	12.5	0	0	0	0
Veolia Water										
1 January to 31 March 2010										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
5	4	80	0	0	1	20	0	0	0	0

4	4	100	0	0	0	0	0	0	0	0
10	8	80	2	20	0	0	0	0	0	0
19	16	84.21	2	10.53	1	5.263	0	0	0	0
Thames Water										
1 January to 31 March 2010										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
5	5	100	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
5	5	100	0	0	0	0	0	0	0	0
Bracknell Forest Council - Works For Road Purposes										
1 April 2009 - 30 June 2009										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
38	37	0	0	0	1	2.632	0	0	0	0
38	37	97.37	0	0	1	2.632	0	0	0	0
Bracknell Forest Council - Works For Road Purposes (SEC Street Lighting)										
1 April 2009 - 30 June 2009										
Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
2	0	0	0	0	2	100	0	0	0	0
2	0	0	0	0	2	100	0	0	0	0
Poor performance enforcement action may follow.			Adequate overall performance but continued monitoring recommended.					Good performance.		

Annex G: Integrated Transport Schemes Progress to 31 December 2009

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
DEMAND MANAGEMENT AND TRAVEL CHOICE							
Mobility Improvements	EP&A	Various	Programme of local improvements and removals of barriers to movement	Ongoing			Minor improvement works completed
HIGHWAY CAPACITY AND ROAD SPACE ALLOCATION							
John Nike Way/B3408 London Rd junction imp and dualling between Coppid Beech Rbt and John Nike Way	EP&A	Binfield	Design and construction	Works Complete			Works completed 6 weeks ahead of schedule
Bracknell Sports Centre Roundabout Capacity Improvement	TI - EP&A	Bracknell	Design and construction	Detailed design completed.	Jun 10	Sept 10	Alternative design required to avoid impact on mature trees within the central island. Work due to start June 2010
Swinley Bottom to A329 Berkshire Way Roundabout Corridor Package Development	TI leading	Various	Route Study and Package Development	Study ongoing			Queue surveys completed to help validate VISSIM model of corridor

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Work							
A329 Coppid Beech Roundabout to London Red/Ferbank Rd Junction Corridor Package Development Work	TI leading	Various	Route Study and Package Development	Study ongoing			Queue surveys completed to help validate VISSIM model of corridor
Capacity/Congestion Improvements at Signalised Crossings	T&S	Various	Pedestrian Radar Review and Works (Phase 1)	Signal supplier appointed	Mar 10	May 10	Reduces unnecessary traffic delays and improves convenience to pedestrians. Awaiting new signal controller specification.
Three Legged Cross	EP&A	Warfield	Junction Improvement	Awaiting landowner's response.	TBA		Detailed design shows unexpected need for additional land. BFC Valuers trying to enter into land purchase negotiations. Progress held up due to lack of response from landowners.
TRAFFIC MANAGEMENT							
UTMC Development Phase 1	T&S leading	Various	Strategy completion and initiation				

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Maidens Green Crossroads Traffic Signals	T&S	Winkfield	Implementation of signalised priority junction	Scheme on hold	TBA		Further land negotiations underway on a revised scheme. Scheme proposed to be included in next year's programme if agreement can be reached.
Easthampstead Road junction with /Old Wokingham Rd	T&S	Bracknell	Improvements to visibility at junction	Consultation with Land Owner	TBA		Negotiations between WBC and the adjacent land owner are underway
Pitts Bridge Traffic Signals	T&S	Binfield	Provision of traffic signals to give priority working and reduce accidents	Works complete			Signals due to be commissioned in April
Holly Spring Lane	T&S		New physical control to enforce the TRO	Works complete			
Assessment of speed limits on B class Roads	T&S	Various	The assessment of the suitability of the existing speed limits on B class Roads.	Assessments ongoing			
On-street Parking Traffic Regulation Order	T&S	Various		TRO in progress			Proposals to be advertised March/April following completion of consultation with Local Members

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Next order commenced							
PEDESTRIAN AND CYCLING							
Cycle Network	EP&A	Various	Direction signing improvements Phase 1	Works complete			
B3408 Wokingham Rd	EP&A	Binfield with Warfield	Footway/Cycletrack (Pollardrow Avenue to Stoney Road)	Works substantially complete		Apr 10	
Market Street	EP&A	Bracknell	Puffin Crossing outside Bracknell Railway Station	Works substantially complete		Apr 10	Civil engineering work complete. Signals due to be commissioned in April.
Aysgarth	EP&A	Great Hollands North	Footway/Cycletrack link from Avebury to Ringmead	Complete			

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LOCAL SAFETY SCHEMES							
Crowthorne Road / Ringmead	T&S		Bus Gate sump traps	Works complete			
Minor Roundabout Review	T&S	Various	Feasibility work into safety improvements at minor roundabouts (less than 40m dia)	Review complete			
Replaced with A3095 Hawthorn Hill	T&S	Bracknell	Urban safety management scheme	Works complete			One of 2 schemes provided using the Govt Grant arising out of the TVSRP
PUBLIC TRANSPORT - BUS AND RAIL TRAVEL							
Bus Contracts	TI	Various	Re-tender of bus contracts for north Bracknell Network and The Parks	Contracts about to be signed			New services start 29 May. Detailed liaison with operator and neighbouring councils in hand
Concessionary Fares	TI	All	Continue to monitor budget. Final settlement for 2009/10 year, Publish Scheme for 2010/11	2009/10 Data from bus operators awaited. 2010/11 Scheme published 5			<ol style="list-style-type: none"> 1. Revisions to publicity material and website completed to achieve better integration with e+card. 2. NFI data sharing measures completed on schedule

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				March			
Bus Stop Location Data	TI	All	Reconciliation between NAPTRAN data held by Transept (consultants), GIS Section and current position on the ground	Surveys completed			Most updates made by Transept. GIS update to follow
Quality Partnership and Punctuality Improvement Partnership	TI	All	Implementation of Partnerships	PIP drafted			DfT Guidance on PIPs has changed – need to review draft PIP
Bus Stop Improvements	EP&A	Various	Various hardstanding improvements and pole upgrades	Works complete			
Route specific quality partnership works	TI	Various	194 Route Study	Study complete			
Bus Priority Measures	TI	Various	Western Rd / Downshire Way Bus Gate	Civils Work substantially complete		May 10	Signals for right hand turn for buses only into Western Rd from Downshire Way due in May as part of next year's programme.

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Ringmead connecting footway	EP&A	Great Hollands	Connecting path along Ringmead from Wheatley to Bus Stop on the other side	Works complete			
Temple Way Bus Stops and connecting footway	EP&A	Binfield	New Bus Stops on Temple Way as part of the new 152 route	Works complete			
Church Road Footway	EP&A	Winkfield	Connecting path to Bus Stop	Detailed Design Stage			Consultation work in progress
Bracknell Railway Station	EP&A	Bracknell Town	Forecourt Enhancements	Works nearing completion		May 10	Works behind programme due to adverse weather conditions
PARKING							
Residential Street Parking	EP&A	Borough	Residential parking improvement schemes	Work complete on 3 schemes			Rolling programme 3 schemes completed 5 schemes submitted for planning 5 schemes in design Other schemes being investigated

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Broadway Car Park	EP&A	Sandhurst	Car Park Extension	Works complete			
TRAVEL TO SCHOOL – SAFE ROUTES TO SCHOOL							
Ascot Heath Schools Improvement Package	EP&A	Ascot	Various Improvements in the vicinity of Ascot Heath Schools	Complete			
Travel to School Strategy	EP&A		SRTS Project	Strategy work ongoing			Development of draft strategy through the year
Improvements Identified from Individual School Travel Plans	EP&A	Various	Various Improvements in the vicinity of Schools on the Travel Plan priority list	Complete			

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MISCELLANEOUS							
New Developers Guide	EP&A	N/A	Preparation of new highway design guide for developers	Work in progress			Draft guide out to consultation
Jennett's Park	EP&A	Bracknell Binfield	Administration of S38 agreements and inspection of works	Work in progress			
Jennett's Park	EP&A	Bracknell Binfield	Preparation of S278 agreement for A329 Roundabout Works	Agreement at engrossment stage	May 10	Feb 11	Works delayed due to downturn in housing market. Works due to start in May 10
Staff College	EP&A	Bracknell	Administration of S38 agreements and inspection of works	Work in progress			Further phases now being progressed
Two Orchards	EP&A	Bracknell	Preparation of S278 agreement and inspection of works	Works part complete			Works completed at the Western Rd/ Cain Rd junction. The improvements at Easthampstead Rd / Western Rd junction to follow.
Garth Hill College	EP&A	Bracknell	Bull lane Highway Improvements as part of the new Garth Hill College	Complete			Project management of improvements in Bull Lane on behalf of Education Dept.