

QUARTERLY SERVICE REPORT

CHIEF EXECUTIVE'S OFFICE

Q2 2013-14
July - Sept 2013

Portfolio holders:
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:
Victor Nicholls

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Section 1: Director's Commentary

Regeneration of Bracknell town centre continues to reach key stages. Demolition of the Broadway and Crossway proceeded and reserved matters were approved in June for the detailed design of the new streets and buildings. Officers in the Chief Executive's Office worked closely with the council's development partners and other landowners to promote regeneration. One area of focus has been future public realm management, to ensure that Bracknell town centre will be the best place to visit.

Final preparations were completed for the Bracknell Forest Careers event, which took place on Thursday 10 October. The event was bigger than ever before, with more than 90 exhibitors attending. This has become a key event in the 'careers advice' calendar for schools and employers.

The Bracknell Forest Partnership event was held on 11 July 2013 and generated valuable output to contribute to how we move forward with the development of a new Sustainable Community Strategy in 2014.

Delivery of the 2013-14 work programme for Overview & Scrutiny is on track. A positive Executive response was received to the School Governance report, and there has been a positive initial response to the recommendations from the review of Delegated Authorities. The Bus Strategy Working Group will hold its final meeting in October. Other Working Groups are underway on: School Places, also the Francis Report implications.

The annual report on complaints received by the Council in 2012-13, which shows a continuation of the positive trend in recent years, is due to be considered by the Executive in October.

All crime within Bracknell Forest as recorded by Thames Valley Police has fallen by 6% during quarter 2. This includes a reduction in burglary dwellings of 32%. This now means that Bracknell Forest has the lowest overall levels of recorded crime in Berkshire.

The rise in the number of recorded sexual offences is mainly between teenagers and young people who are known to each other and mostly involves inappropriate touching and behaviour. Work is currently underway, together with other partnerships (Local Safeguarding Children's Board & Children's Trust) to address young people's attitudes to behaviour and consent. This work is being delivered through the Youth Offending Service, schools and the media.

Final legal agreements are being drawn up and permissions have been granted for the further four CCTV cameras to be installed in Bracknell town centre.

Both Domestic Homicide Reviews have been submitted to the Home Office. One was referred back to Bracknell Forest for further action and has been re-submitted.























The Domestic Abuse Service Co-ordination project to address repeat incidents of domestic abuse is now working with a cohort of 30 cases with another control group of a further 30 cases. Monitoring of this project by Cambridge University continues.





Anti-social behaviour as recorded by the CADIS system is now showing a reduction following rises in 2012/13.

In the period July to September 2013 intensive communications and marketing support was provided to the town centre regeneration and Winchester House programmes. Other major programme work included the Twin Bridges roundabout/junction improvements, Site Allocations Development Plan (SADP), the summer edition of Town and Country and Time for Change as well as cross - Berkshire public health communication and media campaigns.

There is one red indicator for the department, L166: number of unique views on the BFP website. We are working with partners to understand the reasons for the drop in the numbers viewing the site, and how we can continue to ensure the BFP website is kept up to date and relevant.

Section 2: Department Indicator Performance

Ind Ref	Short Description	Previous Figure Q1 2013/14	Current Figure Q2 2013/14	Current Target	Current Status	Comparison with same period in previous year
Communications and Marketing - Quarterly						
L167	Number of media enquiries received (Quarterly)	124	142	N/A	N/A	
L168	Number of news releases issued in the quarter (Quarterly)	93	82	50		
L169	Increase in number of Facebook and Twitter followers (Quarterly)	458	375	200		
Community Safety - Quarterly						
CSP1.01	Reduce the number of repeat incidents of DA committed by the 2012/13 DASC cohort (Quarterly)	21.0	16.0	51.8		N/A
CSP1.03	Achieve and improve on the detection rate for domestic abuse assaults with injury (Quarterly)	Data awaited	Data awaited	45.00%	-	-
CSP2.01	Reduce the number of sexual offences involving under 18s (Quarterly)	18	8	25		
CSP3.01	Reduce the number of incidents of burglary dwelling (Quarterly)	41	76	112		
CSP3.02	Achieve the detection rate target for burglary dwelling (Quarterly)	22.00%	Data awaited	18.00%	-	-
CSP7.01	Reduce all environmental anti-social behaviour as recorded by CADIS (Quarterly)	585	1,019	992		
CSP8.01	Reduce all nuisance anti-social behaviour as recorded by CADIS (Quarterly)	944	2,049	2,276		
CSP9.01	Reduce all personal anti-social behaviour as recorded by CADIS (Quarterly)	323	744	756		
L185	Reduce all crime	1,265	2,514	2,537		
Overview and Scrutiny - Quarterly						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	100%	100%	92%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	2		
Performance and Partnerships - Quarterly						

L115	Performance reports produced to corporate timetable (Quarterly)	100%	100%	100%		
L166	Number of unique views on BFP website (Quarterly)	5,094	7,242	8,800		

Traffic Lights

Compares current performance to target



On, above or within 5% of target



Between 5% and 10% of target



More than 10% from target

Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



Performance has improved



Performance sustained



Performance has declined

The following are annual indicators that are not being reported this quarter:

Ind Ref	Short Description
L170	% of staff who feel; generally, the council keeps them well informed (Biennial)
L171	Percentage of respondents who give an overall rating of good or excellent to Town & Country (Annually)
L165	Percentage of O&S Members satisfied with Overview & Scrutiny officer support (Annually)

Section 3: Complaints

Corporate Complaints received

The number of complaints received in this quarter – 1.

The number of complaints received from quarter 1 to quarter 2 (*year to date*) - 1

Stage	New complaints activity in quarter 2	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
New Stage 3	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
New Stage 4	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
Local Government Ombudsman	1	1	0 upheld, 0 partially upheld, 1 not upheld, 0 ongoing

For other council departments, the Chief Executive's Office investigated one stage 4 complaint during the quarter, and co-ordinated the responses to three complaints to the LGO.

Nature of complaints/ Actions taken/ Lessons learnt:

(General commentary and/or details to be included if appropriate)

The complaint to the Local Government Ombudsman concerned the Council's decision to apply its policy on unreasonably persistent complaints to a resident. The complaint was not upheld and no learning points arose.

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	2	0	2	0	0
Chief Executive's Office	25	19	6	22.43	2	7.4%
Department Totals	27	21	6	24.43	2	6.9%

Staff Turnover

For the quarter ending	30 Sept 2013	0%
For the last four quarters	1 Oct 2012 – 30 Sept 2013	4%

Total voluntary turnover for BFC, 2012.13: 12.48%
 Average UK voluntary turnover 2011: 9.3%
 Average Public Sector voluntary turnover 2011: 6.7%
 (Source: XPerHR Staff Turnover Rates and Cost Survey 2012)

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 2 average per employee	2013/14 annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	24	68.5	2.85	11.41
Department Totals (Q2)	26	68.5	2.63	
Totals (13/14)				10.53





Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 12/13	5.56 days
All local government employers 2011	8.1 days
All South East Employers 2011	6.4 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2012)


Comments: The number of days sickness this quarter has remained the same 68.5 days compared to last quarter. 54 days were attributable to Long Term sickness in this quarter which is down from 68 the previous quarter and is attributable to one member of staff who has now returned to work. *Note: [20 working days or more is classed as Long Term Sick.]*

Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key Actions contained in the Chief Executive's Office Service Plan for 2013 – 2014. This contains 28 actions to be completed in support of 5 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions:

Overall 1 action was completed at the end of Quarter 2 () , while 26 actions are on schedule () and 1 was causing concern ( and ).

The 1 action that is causing concern is:

Ref	Action		Progress
1.3.7	Produce a strategy for Market Square and the existing market		Strategy being drafted

Section 6: Money

Quarterly financial information relating to the Chief Executive's Office is presented in the Corporate Services Quarterly Service Reports

Section 7: Forward Look

Regeneration & Enterprise

- Demolition continues
- China inward investment delegation from Jiangsu
- Consultations to start on the future of Bracknell market

Performance & Partnerships

- Bracknell Forest Careers event to be held on Thursday 10 October 2013 – a key economic development event
- Publication of the Council's annual report
- Presentation of the Quarter two PARIS dashboard to the Corporate Management Team
- Preparation for the Head of Performance and Partnerships going on maternity leave in December 2013.
- Starting review of the Sustainable Community Strategy
- Commencing process for awarding voluntary sector core grant funding for 2014/15
- Co-ordinating the Council's overarching 'Good to Great' action plan.

Overview & Scrutiny

- Continuing the delivery of the 2013/14 work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and the completion of working group activity (the Working Groups on the Bus Strategy and the Francis Report are expected to be completed in quarter 3).
- Continuing to ensure that complaints against the Council at stage 4 and through the Local Government Ombudsman are responded to fairly and promptly.

Community Safety










- New CCTV cameras for Bracknell town centre to be switched on following connection to the Princess Square control room.
- Annual Strategic Assessment to be completed to inform the 2014/15 Community Safety Partnership plan
- Public meeting to be held by the Police & Crime Commissioner together with the Local Police Area Commander and the Community Safety Manager on 2 October 2013
- Saltmine theatre group to be engaged to deliver a programme of internet safety. Bracknell Forest will also be taking advantage of the Sexual Consent Campaign launched by Oxford City Council on 16 September
- Develop stronger liaison between the Community Safety Partnership and Bracknell businesses







Communications and Marketing

- Recruitment of new Communications and Social Media Officer









- Key programme areas for next quarter include town centre regeneration, Winchester House consultation, budget communications and Twin Bridges junction
- Town and Country March 2014
- Forest Views internal newsletter December edition
- Bracknell Forest public health initiatives

Annex A: Progress on Key Actions

MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
1.2 Regenerate Charles Square				
1.2.1 Agree a variation to the land and development agreement.	30/06/2013	CXO		Complete
1.2.2 Implement the Compulsory Purchase Order.	31/03/2014	CXO		No further CPO notices were served in this quarter. Claims for notices previously served were processed where received.
1.2.3 Identify opportunities for external funding to support regeneration.	31/03/2014	CXO		
1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.				
1.3.6 Produce a town centre regeneration strategy.	31/03/2014	CXO		On track
1.3.7 Produce a strategy for Market Square and the existing market	31/03/2014	CXO		Strategy being drafted
1.4 Attract new retailers and leisure operators to underpin the regeneration of the Broadway based northern retail quarter and the creation of an '18 hour' economy.				
1.4.1 Provide support to development partners where required through joint working arrangements.	31/03/2014	CXO		On track
1.4.2 Co-ordinate the work of the Town Centre Partnership through devising and monitoring the work programme.	31/03/2014	CXO		Ongoing
1.6 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre				
1.6.1 Work with landowners and development partners to promote redevelopment and refurbishment, in particular through frequent contact with town centre landowners.	31/03/2014	CXO		Ongoing
1.7 Promote residential development in the town centre, where viable, to take pressure off of our countryside to deliver housing.				
1.7.1 Co-ordinate and seek funding for proposals for residential development at Stanley	31/03/2014	CXO		Ongoing

Walk/ Jubilee Gardens				
1.8 Deliver high quality public realm and public spaces.				
1.8.4 Produce strategic brief for the Northern Retail Quarter East.	31/03/2014	CXO		On track
1.8.5 Produce strategic brief for Market Square.	31/03/2014	CXO		On track
MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners				
Sub-Action	Due Date	Owner	Status	Comments
5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation				
5.10.4 Examine potential for joint City Deal bid based upon Skills & Learning in Reading, Wokingham and West Berkshire.	31/03/2014	CXO		The Thames Valley Berkshire City Deal bid is due to be signed off by all Berkshire authorities and the LEP in Q3. The development of detailed plans for implementation in Bracknell Forest will continue throughout the Autumn.
MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place				
Sub-Action	Due Date	Owner	Status	Comments
8.1 Continue to seek to reduce overall crime levels, focusing particularly on domestic violence, sexual crimes and burglary.				
8.1.1 Implement the Community Safety Plan priorities.	31/03/2014	CXO		All sub-groups of the CSP are now engaged implementing actions to deliver the targets in the new 2013-14 refreshed CSP plan. Early indications are that overall crime is continuing to fall with a 6% reduction at the end of Qtr 2, 2013 with significant reductions in burglary and anti-social behaviour
8.1.2 Continue to seek to reduce overall crime levels through targeted action on prolific offenders and supporting other targeted projects e.g. Ladybird.	31/03/2014	CXO		Those offenders who are known and live in the Borough continue to be targeted through Operation Ladybird and the work of the Integrated Offender Management programme. The offenders are typically responsible for acquisitive crime and drug offences. As a result there have been significant reductions in burglaries and drug offences although some rise in the number of thefts from motorvehicles. Overall crime is down in Qtr 2.
8.2 Reduce the incidence of anti-social behaviour.				
8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour.	31/03/2014	CXO		The Anti-Social Behaviour Working Group of the CSP continues to work with the most problematical cases requiring a multi-agency response. In particular neighbour disputes and those cases where there are mental

				health issues. The Cleaner Borough Group is focused on ASB which impacts upon the wider environment. All ASB in the Borough is measured using CADIS which at the end of Qtr 2 shows a 7.7% reduction in the overall number of reports
8.3 Press for more visible policing.				
8.3.1 Press for more visible policing in hotspot areas in particular by working through the Joint Tasking process with the Police.	31/03/2014	CXO		Community Safety Manager attends police Daily Management Meetings and Joint Tasking meetings to represent the needs of the Council and to influence the deployment of police resources. The CSM remains a member of the Bracknell police management team.
8.4 Work with a newly elected police and crime commissioner to maximise the benefits to residents of the borough.				
8.4.1 Work with a newly elected police and crime commissioner to maximise the benefits to residents of the borough in particular by ensuring timely communication with the new commissioner.	31/03/2014	CXO		Discussions held with TV Community Safety Managers together with the PCC to identify possible areas of joint working and commissioning within Thames Valley. CSM due to accompany PCC at a public 'Have Your Say' meeting in the Borough in October.
MTO 9: Sustain the economic prosperity of the Borough				
Sub-Action	Due Date	Owner	Status	Comments
9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms				
9.1.1 Promote superfast broadband through the implementation of the Berkshire Broadband plan.	31/03/2014	CXO		The contract for the delivery has been signed by BT. The surveying of the infrastructure will start early 2014 with a network build starting during 2014. delivery will be over 5 phases to be completed by the end of 2015.
9.2 support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy.				
9.2.1 Promote commercial links to China, and other emerging economies, in particular through a programme of engagement and events.	30/09/2013	CXO		On-going dialogue with contacts made in Tianjin have led to proposals for joint activity on a number of themes around care for the elderly, public pensions and collaboration on a museum project as well as University links.
9.2.2 Promote Bracknell Forest as a premier business location through the development of a new brand identity.	30/06/2013	CXO		The branding project has now completed and the guidelines have been provided by the agency. The branding will be used as part of the collateral being developed to promote the area as a premier business location.

9.2.5 Sustain the borough's economic prosperity through co-ordination of the Bracknell Forest Economic and Skills Development Partnership.	31/03/2014	CXO		Ongoing
9.2.6 Review the Local Economic Strategy action plan.	31/03/2014	CXO		Drafts of business engagement and inward investment plans completed and under review alongside a work plan for delivery of the activities.
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money				
Sub-Action	Due Date	Owner	Status	Comments
11.7 work with partners and engage with local communities in shaping services.				
11.7.5 Assist members in delivering effective Overview & Scrutiny.	31/03/2014	CXO		Assistance continued for Members on O&S, and delivery of the work programme is broadly on track.
11.7.9 Investigate and respond to high level complaints fairly and promptly in accordance with our published standards.	31/03/2014	CXO		Complaints have been responded to fairly and promptly, in line with standards
11.7.10 Continue to support the voluntary sector through the provision of core grants.	31/03/2014	CXO		Q2 payments have been processed. All Q1 monitoring meetings took place, and monitoring meetings for Q2 are scheduled.
11.8 implement a programme of economies to reduce expenditure				
11.8.6 Develop proposals to help the Council produce a balanced budget in 2014/15.	31/03/2014	CXO		
11.8.10 Maintain and enhance the local performance framework.	31/03/2014	CXO		Developing more qualitative performance measures was one of the recommendations from the Peer Challenge and ways of doing this are being explored.
11.9 Implement actions identified following the LGA Corporate Peer Challenge				
11.9.1 Produce an action plan following the LGA Corporate Peer Challenge and start implementation.	31/03/2014	CXO		A draft action plan focussing on four key themes has now been developed.