

Notice of Meeting

Executive – Advisory Meeting

Councillor Bettison OBE (Chairman),
Councillor Dr Barnard (Vice-Chairman),
Councillors D Birch, Brunel-Walker, Harrison, Mrs Hayes MBE,
Heydon and Turrell

Tuesday 21 September 2021, 5.00 pm

Online Only - MST



Agenda

Recommendations arising from this meeting will be considered in accordance with the delegations approved by Council on 28 April 2021.

Item	Description	Page
1.	Apologies	
2.	Declarations of Interest	
	<p>Members are asked to declare any Disclosable Pecuniary or Affected Interests in respect of any matter to be considered at this meeting.</p> <p>Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.</p> <p>Any Member with an Affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.</p>	
3.	Minutes	5 - 6
	To consider and approve the minutes of the meeting of the Executive held on 31 August 2021.	
4.	Urgent Items of Business	
	Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.	

Executive Key Decisions

The items listed below all relate to Key Executive decisions, unless stated otherwise below.

5.	Overview and Scrutiny Review of Food Waste in Flats and HMOs	7 - 20
	To consider the recommendations of the review into the provision of Food Waste disposal in Flats and Houses of Multiple Occupation (HMO)	

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	Reporting:	
6.	Overview and Scrutiny Review of Blue Badges	21 - 36
	To consider the recommendations of the review into the blue badge application process. The review seeks to understand and address any disparities in approval rates between applications for visible and non-visible disabilities. Reporting: Councillor Mike Gibson	
7.	Residents' COVID-19 Impact Survey 2021	37 - 136
	To provide the Executive with the results of the Covid-19 Impact Survey 2021 which took place in April and May 2021 Reporting: Abby Thomas	
8.	Council Plan Overview Report	137 - 162
	To inform the Executive of the performance of the council for Q4 2020/21. Reporting: Timothy Wheadon	
9.	Exclusion of Public and Press	
	To consider the following motion: That pursuant to Regulation 4 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2012 and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of item 10 which involves the likely disclosure of exempt information under the following category of Schedule 12A of the Local Government Act 1972: (3) Information relating to the financial or business affairs of any particular person (including the authority holding that information). <i>NB: No representations were received in response to the 28 day notice of a private meeting.</i>	
10.	Surplus Land - Depot Site	163 - 236
	Recommendation for disposal of surplus land Reporting: Sarah Holman	

Sound recording, photographing, filming and use of social media is permitted. Please contact Hannah Stevenson, 01344 352308, hannah.stevenson@bracknell-forest.gov.uk, so that any special arrangements can be made.

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**EXECUTIVE
31 AUGUST 2021
5.02 - 5.25 PM**

Present:

Councillors Bettison OBE (Chairman), D Birch, Brunel-Walker, Harrison, Mrs Hayes MBE and Turrell

Apologies for absence were received from:

Councillors Dr Barnard and Heydon

173. Declarations of Interest

Councillor Brunel-Walker declared an interest being one of the Council's representatives on the Bracknell Forest Cambium Partnership.

174. Minutes

RESOLVED that the minutes of the meeting of the Executive on 25 July 2021 be confirmed as a correct record and signed by the Leader.

Executive Decisions

The Executive discussed the following items in an advisory capacity and made the following recommendations to the appropriate executive members who were to make the formal decisions under the powers delegated to them by the Leader:

175. Land at Coopers Hill

RECOMMENDED to the Executive Member for Transformation & Finance:

- 1 That the appropriation of the land at Coopers Hill edged red on the plan attached as exempt Annex B of the Chief Executive's report be confirmed for planning purposes under Section 122(1) of the Local Government Act 1972;
- 2 That the powers to resolve all matters arising therefrom be delegated to the Borough Solicitor;
- 3 That the Property be redeveloped pursuant to the planning permission 21/00233/FUL or any variations to it or new planning permissions in respect of the property and that the provisions of s203-s206 of the Housing and Planning Act 2016 will apply to override rights, easements and covenants in favour of neighbouring and nearby properties that could be infringed by the development;
- 4 That delegated authority be granted to the Assistant Director; Property Services in consultation with the Borough Solicitor and the Executive Director: Resources to agree the settlement and documentation of any statutory claims with owners and occupiers of the neighbouring properties, together with any associated fees; to document any associated agreements, deeds of release etc that may be required; and,

- 5 That the cost of the proposed settlement of compensation payments and associated fees affected by this scheme be met by the Bracknell Forest Cambium Partnership, pursuant to the existing development agreements.

176. **Home Care Support Framework Tender**

RECOMMENDED to the Executive Member for Adult Services, Health & Housing:

That the Strategic Procurement Plan for procuring a home care service through a flexible framework under the Light Touch Regime be approved.

177. **Exclusion of Public and Press**

RESOLVED that pursuant to Regulation 21 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000, members of the public and press be excluded from the meeting for the consideration of item 6 which involves the likely disclosure of exempt information under the following category of Schedule 12A of the Local Government Act 1972:

- (3) Information relating to the financial or business affairs of any particular person (including the authority).

178. **Section 75 Agreement – Arrangements for 2021/22 and onwards**

RECOMMENDED to the Executive Member for Adult Services, Health & Housing that:

- 1 The Executive Director: People, on behalf of the Council, agree and enter into an interim extension to the current Section 75 agreement with added service schedule information for 1 April 2021–31 March 2022 for the values referred to in the confidential Annex of the Executive Director's report.
- 2 A renewed Section 75 agreement to supersede the 2021/22 interim agreement be submitted for approval in early 2022, subject to Better Care Fund guidance being published, reflecting the ambition for partnership working in future years.

THE LEADER

To: **Executive**
21 September 2021

Food Waste in Flats and Houses of Multiple Occupation (HMO's) Review Report Statutory Scrutiny Officer

1 Purpose of Report

- 1.1 To present to the Executive the findings of the Environment and Communities Overview & Scrutiny Panel's review into Food Waste in Flats and HMO's and ask them to consider their recommendations.
- 1.2 To provide the advice of the Executive Director: Delivery in his role as Statutory Scrutiny Officer (SSO) to inform the Executive's decision whether to agree the Panel's recommendations.

2 Recommendation

- 2.1 **That the Executive considers whether to agree the Environment and Communities Overview & Scrutiny Panel's recommendations as set out in the Panel report (attached as Appendix A) and paragraph 5.5 of this report, taking into account the comments of the Statutory Scrutiny Officer.**

3 Reasons for Recommendations

- 3.1 It is the role of the SSO to advise the Council on any issues or concerns that may arise about the operation of the scrutiny function and the SSO may on occasion be required to make a determination about what the law says and how this should be applied to any particular situation. In carrying out this statutory role, there is a need to have a nuanced and meaningful understanding of the scrutiny function in order to accurately make judgments about its operation when disagreements or other issues arise.
- 3.2 The SSO is responsible for ensuring that the scrutiny function is adequately resourced and that service departments are contributing sufficiently to reviews to ensure that they are effective.
- 3.3 The SSO is also responsible for providing advice to the Commission and Executive on whether the recommendations within review reports are robust, taking account of resource, legal, climate change, equalities and strategic risk implications.

4 Alternative Options Considered

- 4.1 The Executive could decide:
 - to agree both recommendations as set out in the Panel's report
 - to agree the recommendations in part
 - to ask for further work to be undertaken recognising that this would delay the Panel's next piece of work
 - to note the Panel report

5 Supporting Information

- 5.1 The Overview and Scrutiny Commission directed The Environment and Communities panel to conduct a review into food waste collections in flats and HMO's following the successful implementation of food waste in households.
- 5.2 The review aimed to assess what type of food waste scheme would be most successful in Bracknell forest for Flats and HMO's through speaking to experts and conducting site visits. The review aimed to do this by understanding lessons learnt from other local authorities, determining what criteria and facilities were required for success, and analysing the benefits to the environment comparative to the costs.
- 5.3 The Panel was supported by Emma Young, Governance & Scrutiny Officer who supported the Panel to draw up the scope of the review and prepare an evidence pack of relevant information; to facilitate a number of Panel sessions to interview a range of contributors; to draw out findings from the Panel's investigation; and to prepare a review report. This involved in the region of 68 hours of scrutiny officer time and ten hours of Panel meetings
- 5.4 The Environment and Communities Panel concluded their findings based on the evidence considered and speaking to several witnesses as part of the review.
- 5.5 The Commission considered the Panel's recommendations and endorsed them for referral to the Executive. The reasons for making these recommendations are set out in the Panel report. These recommendations are:

That the Executive implements a progressive roll out of food waste collection for up to 20% of properties (up to 1800) with officers developing the criteria for suitable flats. This should also take into account good practice which has been identified within the report and the panel to be consulted on the draft criteria. The implementation of the scheme to begin in Spring 2022.

Subject to recommendation 1 being agreed, that in order to make the roll out effective that the Executive commits to undertaking the following proposed actions:

- **individual kerbside food waste caddies be distributed to residents in appropriate flats with blocks that have demonstrated a willingness to recycle and fit within the strict criteria to begin in Spring 2022**
- **ongoing communication and engagement with residents in flats is undertaken and where possible, give presentations to interested parties.**
- **bins are provided with apertures to minimise contamination where no individual kerbside caddies are issued.**
- **all new HMO licences and renewals will have inserted into them the mandatory condition regarding waste storage and disposal. Any breach could result in enforcement action by Environmental Health.**

That the Executive produces a report reviewing the roll out after 1 year along with a report on the effectiveness and cost by Spring 2023.

5.5 In summary it is the Statutory Scrutiny Officer's view that this review activity had adequate resources and the service department contributed effectively to the review. The bulk of review activity took place between mid-April and mid-June 2021 and the review was completed within the timescales agreed by the Commission when the review work was commissioned. The comments from the relevant officers set out below do not indicate any concerns with the proposed recommendations.

6 Commentary from Environment and Communities Overview & Scrutiny Panel Chair, Councillor John Porter

6.1 The global response to the threat of climate change is a persistent focus for world leaders, national government and local authorities and Bracknell Forest is no exception. Protecting and enhancing our environment is one of six strategic themes listed in the Council Plan (2020-2023) with the key objectives detailed in our climate change strategy. One of these themes is to divert waste from landfill which was realised by introducing a household food waste collection. The implementation of which, has been successful with residents being really engaged and recycling considerably more food waste than expected.

6.2 Initially, the panel were keen to implement a food waste collection in all flats within the borough to ensure an equitable service for all residents, regardless of property type. However, after speaking to a range of experts, it became clear that challenges outside of the council's remit would prevent a full roll out of any scheme being possible.

6.3 The panel identified flats where residents were diligent in ensuring their dry recycling was sorted correctly and where managing agents had provided adequate facilities and had good working relationships with the council's Waste and Resources Team. These were considered the area's most likely to have a high participation rate and high food waste yields to make the scheme a success.

7 Response from Assistant Director: Contract Services

7.1 An additional truck to support the significant tonnages on the household food waste collection will be delivered in early 2022. This truck, and associated crew, could support the proposed collections of up to 20% of flats without incurring additional costs. Subject to the flats food waste collection producing 1kg per flat per week for recycling, a small saving could be produced.

8 Consultation and Other Considerations

Legal Advice

8.1 There are no specific legal implications arising from the recommendations in this report.

Financial Advice

8.2 Approval for the purchase of a sixth food waste vehicle through the 'Invest to Save' scheme has recently been given. This will provide sufficient capacity to enable the collection of food waste from the 20% households in flats at a minimal cost whilst generating a saving of approximately £10k per annum.

Equalities Impact Assessment

- 8.3 An Equalities Impact Assessment initial screening has been completed and is attached at Appendix B.

Strategic Risk Management Issues

- 8.4 Sustainable waste and recycling provision is detailed in the Council' local plan policy LP1 to "minimise and manage waste and respond to climate change." In relation to waste management, there is a strategic risk of not utilising opportunities to increase recycling and reduce waste going to landfill.

- 8.5 Climate Change implications

The recommendations in Section 5 above are expected to reduce emissions of CO₂ by 58 tonnes of CO₂e per annum if collection targets of 1 kg per household per week from 1800 flats are met.

The reasons the Council believes that this will reduce emissions is because food waste would be processed at an anaerobic digestion plant rather than going to landfill.

Background Papers

Appendix A – Report

Appendix B – Equality Impact Assessment

Contact for further information

Kevin Gibbs, Statutory Scrutiny Officer – 01344 355621

kevin.gibbs@bracknell-forest.gov.uk

Emma Young, Governance & Scrutiny Officer - 01344 352269

Emma.young@bracknell-forest.gov.uk

Overview and Scrutiny Panel Recommendations Report

REVIEW TITLE	O&S PANEL	DATE
Food Waste in Flats and HMO's review	Environment and Communities	3 August 2021

“Protecting and enhancing our environment is one of six strategic themes listed in the Council Plan (2020-2023) with the key objectives detailed in our climate change strategy. One of these themes is to divert waste from landfill which was realised by introducing a household food waste collection. The implementation of which, has been successful with residents being really engaged and recycling considerably more food waste than expected.

This review aims to assess whether the council's desire to have food waste collection from every property was feasible and particular consideration was paid to what impact these additional collections would have on Bracknell Forest's recycling rate and the financial viability of an extended scheme.”



**Councillor John Porter, Chair:
Environment and Communities Overview and Scrutiny Panel**

Recommendations

1 – That the Executive implements a progressive roll out of food waste collection for up to 20% of properties (up to 1800) with officers developing the criteria for suitable flats. This should also take into account good practice which has been identified within the report and the panel to be consulted on the draft criteria. The implementation of the scheme to begin in Spring 2022.

2 – Subject to recommendation 1 being agreed, that in order to make the roll out effective that the Executive commits to undertaking the following proposed actions:

- individual kerbside food waste caddies be distributed to residents in appropriate flats with blocks that have demonstrated a willingness to recycle and fit within the strict criteria to begin in Spring 2022
- ongoing communication and engagement with residents in flats is undertaken and where possible, give presentations to interested parties.
- bins are provided with apertures to minimise contamination where no individual kerbside caddies are issued.
- all new HMO licences and renewals will have inserted into them the mandatory condition regarding waste storage and disposal. Any breach could result in enforcement action by Environmental Health.

3 – That the Executive produces a report reviewing the roll out after 1 year along with a report on the effectiveness and cost by Spring 2023.

AVERAGE FOOD WASTE

Each household / per week*



1.5 kg

NATIONAL AVERAGE



2.8 kg

BRACKNELL FOREST
AVERAGE



0.3-0.5 kg

NATIONAL AVERAGE FOR
FLATS

*Data provided by WRAP



18% OF HOUSEHOLDS ARE FLATS IN BRACKNELL FOREST

There are currently 9300 households who live in flats including those in sheltered housing. This number is rising, particularly in the town centre



Residents in flats often have small kitchens and space to keep a food caddy is limited



Councillors completed site visits to assess the waste and recycling facilities

Key findings

- The panel's findings were that food waste should only be implemented in flats and HMO's which meet the agreed criteria.
- Any properties that did not meet the criteria, were likely to have low participation and low yields which would impact the environmental benefits,
- A partial scheme targeting properties with adequate facilities was considered most effective.

“I was surprised to learn the national average of food waste collection in flats was so low and that in many places, bin stores were not adequate”

Cllr John Porter

Introduction

Following the successful implementation of food waste collections in households in March 2021, the panel has been investigating how food waste collection could be implemented in flats and houses of multiple occupation (HMO's).

The panel spoke to key stakeholders and experts including Julia Bragg, Local Authority Technical Consultant from Waste and Resources Action Programme (WRAP), Gemma Scott, Senior Advisor from RE London and Cllr Dorothy Hayes MBE, Executive Member for the Environment. Damian James, Assistant Director for Contract Services and Claire Pike, Head of Environmental Services also contributed to the review. Kim Shaw, Regional Manager for Suez, a waste contractor, also spoke to Councillors and written evidence was provided by Reading Borough Council and a local managing agent.

What approach have other councils taken in implementing food waste in flats? What were the challenges and lessons learnt?

The panel spoke to a technical consultant from WRAP who explained about the issues faced by residents who lived in flats. The problems identified included inadequate bin storage which was poorly lit, overflowing or unhygienic, and bins being located a long way from the resident's home. The food waste collected from these locations was often contaminated and therefore all the waste would be unsuitable for recycling. It was recommended that apertures were used on bins to help prevent this issue. Participation rates for food waste recycling was also poor amongst residents living in flats and the accumulation of these challenges contributed to lower food waste yields. Where food waste collection had been implemented in all flats, the national average yield per property per week was approximately 0.3-0.5kg. A holistic approach which included assessing whether residents were already successfully dry recycling was recommended before introducing a more complex scheme.

These challenges were also highlighted by the senior advisor from RE London. RE London had completed extensive behavioural insight research which looked at residents in flatted properties. This included installing cameras in resident's homes to observe their lives and conducting interviews. The research found that residents needed to be particularly motivated to recycle food waste through positive experiences. The ease of disposing of waste was critical and any dirtiness or overflow was demotivating. Again, low participation rates of around only a third of residents, affected overall food waste yields.

What type of flats would be suitable for a food waste scheme?

After hearing about the experiences of local authorities in London and across the country, councillors were keen to understand the situation for flats in Bracknell Forest and conducted site visits to three typical blocks of flats. Whilst on the site visit, councillors saw a waste disposal area where space was limited. This was considered one of the main barriers identified when speaking to a local managing agent. Whilst at the site, the head of environmental services, advised that dry recycling at that location was often contaminated. On occasion, the rubbish was so contaminated that the waste crews had been unable to make a collection and the managing agents had paid an additional fee to have it collected separately once they had sorted the waste. It was acknowledged that introducing food waste in that location, and those similar, would be challenging and councillors questioned whether there was any way of enforcing better recycling at these sites. It was explained that this was challenging as they were communal bins, so it was difficult to apportion accountability.

Particular concerns about health and safety were raised and officers advised that if the waste and recycling became a health hazard, then Environmental Health would investigate and had powers of enforcement.

Councillors visited two other sites including sheltered accommodation where dry recycling was already at a high standard. The waste recycling facility at this location was well lit and had sufficient space and clear recycling signage. Residents and managing agents at the location were also engaged and had an interest in ensuring their waste was correctly disposed of. This was considered an ideal location to have a food waste collection.

Councillors also visited a small flat block where residents had individual general waste and recycling bins identical to houses in the borough. It was observed that at these locations there was sufficient room to add food caddies to kerbside collections. The head of environmental services advised that residents in these flats had requested their own caddies and the panel agreed that this would be an ideal starting point for implementing food waste in Bracknell Forest.

The regional manager from Suez also shared this view and added that there could be an option to add some of these types of properties to existing collection rounds if capacity allowed.

“The visit to sheltered accommodation showed a genuine commitment to correct recycling where the bin area was clean with good lighting and a drainage area for bin washing by the managing agent”

Cllr Michael Brossard

What scheme would be recommended, after considerations have been made for the cost and the environmental implications?

Throughout the review the panel considered what options would be most successful in Bracknell Forest.

Initially councillors questioned whether a door to door collection would be feasible. However, as the senior advisor from RE London explained, this would be prohibitively expensive and was only seen in London in flats with a private concierge service.

The panel spoke to the Assistant Director for Contract Services regarding the effect on recycling rates for the borough should food waste be implemented for all properties and he confirmed that it would only result in a 0.5% increase on the overall recycling rates. This was because it would include flats where it was expected that participation would be low or non-existent due to inadequate facilities, lack of engagement or a high turnover of residents. By contrast, rolling out to 20% who met the criteria needed for success would result in a 0.2% increase.

Practical considerations were also made by the panel regarding the additional resources required to collect food waste. Implementing a full roll out would require significant additional resources including a new food waste truck, equipment and additional staff.

The purchase of an additional food waste truck in Spring 2022, to support high tonnages on the household scheme would increase capacity and allow collections from 20% of the most suitable flats. This would make the additional costs significantly lower.

Although at the start of the review, there was an appetite for a full roll out to all flats, every expert spoken to, talked about the challenges in implementing food waste in flats and the correlation between poor facilities and either contaminated food waste or poor participation.

Where facilities were not adequate, the council did not have the responsibility to make the necessary changes and in some locations, it would be challenging even if the managing agent or property owner were willing. Without meeting the minimum criteria, there would be little to no benefit to the environment.

Without a positive environmental impact, implementing a full roll out would not contribute to the Council’s strategic theme of ‘protecting and enhancing the environment’ and therefore the substantial cost could not be justified.

For those flats who did meet the suitability criteria, councillors discussed various bulk bin options with RE London, WRAP and Suez and the conclusive evidence was that a 140l bin with an aperture would be the most practical option. Food waste is particularly dense and larger bins would be too heavy to be picked up by the waste trucks. Apertures were also considered important to avoid contamination and fly tipping.

For blocks of flats, the review concluded that officers would need to undertake individual assessments to determine whether a food waste scheme would be viable. The senior advisor for RE London, advised this was something which was already happening in London Boroughs and shared with the panel the criteria that they were using. The panel identified some specific examples of good practice which officers should use to inform the flat selection criteria.

The regional manager for Suez emphasised the importance of good communication with residents prior to launch including social media engagement starting several months before implementation. Generally, the more engagement with residents the better the participation rates, although this wouldn’t overcome major waste facilities problems.

Following consideration of what could be done for the current flats in the area, the panel considered if there were any actions which could be taken to ‘future-proof’ new developments and ensure the residents would have adequate facilities. Although there were currently no houses of multiple occupation with bulk bins in the borough, the panel were concerned about the consequences of not providing adequate recycling facilities. They recommended that all new HMO licences require landlords to provide adequate recycling facilities, supported by relevant information for tenants. The Council’s Local Plan also made provision for adequate waste and recycling provision in new developments

Good Practice

The panel found that recycling food waste in flats was most successful when the following conditions were met. These should be considered when identifying suitable flats:

- Good lighting
- Adequate space,
- Sufficient signage
- Residents already had a good dry recycling record
- Clean recycling space and bins including regular bin cleaning
- No problems with vermin
- Convenient location
- Managing agents had good working relationships with the council.

In addition, the panel noted the good practice of officers continuing to consult with Environmental Services where planning permission is required for new properties to ensure there is enough space for waste and recycling.



I would like to thank the members of the panel, and the organisations that have spoken to us for their frank, open and honest opinions as well their expertise. They have been invaluable in creating our recommendations. I also extend my thanks to Emma Young who supported the review.

Councillor John Porter, Chair: Environment and Communities Overview and Scrutiny Panel

Contributors to this review

Councillor Bob Angell	Councillor Ian Kirke
Councillor Michael Brossard	Councillor Tina McKenzie-Boyle
Councillor Tricia Brown	Councillor Ray Mossom
Councillor Moira Gaw	Councillor John Porter
Councillor Sandra Ingham	Councillor Mary Temperton
Councillor Gaby Kennedy	
Julia Bragg	Waste and Resources Action Programme
Mike Haines	Local Managing agent
Councillor Dorothy Hayes MBE	Executive Member for the Environment
Damian James	Assistant Director: Contract Services
Claire Pike	Head of Environmental Services
Gemma Scott	RE London
Kim Shaw	Suez
Reading Borough Council's Waste Team	
Emma Young	Governance & Scrutiny Officer

“So far, residents’ response to food waste collection has been superb. Flats have not yet been included and many flat dwellers are also wanting to join the scheme and help reduce land fill and methane release. Experience has shown that where there is a will, then there is a way. When residents want this to succeed it does.”

Cllr Mrs Mary Temperton

Initial Equalities Screening Record Form

Date of Screening: April 2021 and updated following the review recommendations in June 2021	Directorate: Delivery	Section: Democracy and Governance	
1. Activity to be assessed	Overview and Scrutiny Panel for Environment and Communities review into Food Waste in Flats and HMO's. The review will consult with expert witnesses, key stake holders, property owners and council officers to decide how food waste in flats can be implemented.		
2. What is the activity?	<input type="checkbox"/> Policy/strategy <input type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input checked="" type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change		
3. Is it a new or existing activity?	<input checked="" type="checkbox"/> New		
4. Officer responsible for the screening	Emma Young, Governance & Scrutiny Co-ordinator		
5. Who are the members of the screening team?	Emma Young, Cllr John Porter, Cllr Ian Kirke, Cllr Mary Temperton		
6. What is the purpose of the activity?	The purpose of the activity is to identify which flats and HMO's may be suitable for food waste collection.		
7. Who is the activity designed to benefit/target?	Residents who live in Flats and HMO's		
Protected Characteristics	Please tick yes or no	Is there an impact?	What evidence do you have to support this?
8. Disability Equality – this can include physical, mental health, learning or sensory disabilities and includes conditions such as dementia as well as hearing or sight impairment.	Y	Possible positive impact identified for residents who receive food waste collection.	The Health Survey for England predicted that in 2020, 6113 people living in Bracknell would have a moderate disability and 1823 ¹ residents will have a serious disability. Detail was not given about what type of housing residents with a disability might be living in, however it would be expected that people with additional needs could live in any type of housing with those in sheltered accommodation more likely to have additional needs. Any recommendations could have an impact on those with physical and mental disabilities. However, it is

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¹ [Physical disabilities and sensory loss - Public Health Portal - Bracknell Forest Council | \(bracknell-forest.gov.uk\)](https://www.bracknell-forest.gov.uk/physical-disabilities-and-sensory-loss)

				<p>important that residents with additional needs receive service equality where possible.</p> <p>There will not be a negative impact as there will be no reduction to the waste and recycling services currently offered. Although, it is accepted that those residents will not have an equitable service in terms of food waste, they will still have the best waste and recycling solution for the facilities available where they live.</p>
9. Racial equality		N	No impact identified	<p>The 2011 Census data showed that 15.1% of Bracknell residents described themselves as BME or 'White other' however it is not known what percentage live in flats and HMO's. However, we know from the English Housing Survey 2017-2018² Residents from Black, Asian and minority ethnic households are more likely to live in flats and HMO type accommodation³.</p> <p>There will not be a negative impact as there will be no reduction to the waste and recycling services currently offered. Although, it is accepted that those residents will not have an equitable service in terms of food waste, they will still have the best waste and recycling solution for the facilities available where they live.</p>
10. Gender equality		N	No impact identified.	Research suggests that all genders occupy flats at roughly the same percentage.
11. Sexual orientation equality		N	No impact identified.	The recommendations will not impact sexual orientation specifically.
12. Gender re-assignment		N	No impact identified.	The recommendations will not impact gender reassignment specifically.
13. Age equality		N	No impact identified.	The recommendations will not impact age equality specifically.
14. Religion and belief equality		N	No impact identified	The recommendations will not impact religion and belief equality specifically.

² [EHS Households Report 2017-18 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

³ [EHS Households Report 2017-18 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

15. Pregnancy and maternity equality	N	No impact identified.	The recommendations will not impact pregnancy and maternity specifically.
16. Marriage and civil partnership equality	N	No impact identified	The recommendations will have no impact on marriage or civil partnerships.
17. Please give details of any other potential impacts on any other group (e.g. those on lower incomes/carers/ex-offenders, armed forces communities) and on promoting good community relations.	The English Housing Survey 2017-2018, published by the Ministry of Housing, Communities and Local Government details the national average demographic for residents who occupy flats. "Certain groups are more likely to live in high rise flats than others, e.g. renters more so than owners, younger people more so than older people, black, Asian and minority ethnic households more so than white households, and those who live in the most deprived areas." ⁴ Consideration in the review was given to the best methods in which to engage with residents in these particular demographics.		
18. If an adverse/negative impact has been identified can it be justified on grounds of promoting equality of opportunity for one group or for any other reason?	N/A		
19. If there is any difference in the impact of the activity when considered for each of the equality groups listed in 8 – 14 above; how significant is the difference in terms of its nature and the number of people likely to be affected?	N/A		
20. Could the impact constitute unlawful discrimination in relation to any of the Equality Duties?	N		
21. What further information or data is required to better understand the impact? Where and how can that information be obtained?	We considered a wide range of data from local and national sources. This was collated in an evidence pack which is available on BFC website.		
22. On the basis of sections 7 – 17 above is a full impact assessment required?	N		
23. If a full impact assessment is not required; what actions will you take to reduce or remove any potential differential/adverse impact, to further promote equality of opportunity through this activity or to obtain further information or data? Please complete the action plan in full, adding more rows as needed.			
Action	Timescale	Person Responsible	Milestone/Success Criteria

⁴ [EHS Households Report 2017-18 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

See recommendations contained in report.	August 2021	Cllr John Porter	Recommendations are endorsed by the O&S Commission and agreed by the Executive.
24. Which service, business or work plan will these actions be included in?	Overview & Scrutiny Commission work plan		
25. Please list the current actions undertaken to advance equality or examples of good practice identified as part of the screening?	Please see recommendations contained in the report.		
26. Assistant director's signature.	Signature:	<div style="border: 1px solid green; border-radius: 5px; padding: 2px; display: inline-block;"> APPROVED <i>By AnnMo at 11:08 am, Jul 16, 2021</i> </div>	Date:

To: **Executive**
21 September 2021

Overview and Scrutiny Review of Blue Badges Report **Statutory Scrutiny Officer**

1 Purpose of Report

- 1.1 To present the Executive with the findings of the Wellbeing and Finance Overview and Scrutiny Panel's review into the blue badge application process which have been endorsed by the Overview & Scrutiny Commission, and to seek approval of the Panel's recommendations.
- 1.2 To provide the advice of the Executive Director: Delivery in his role as Statutory Scrutiny Officer (SSO) to inform the Executive's decision whether to agree the Panel's recommendations.

2 Recommendation

- 2.1 **That the Executive considers whether to agree the Wellbeing and Finance Overview & Scrutiny Panel's recommendations as set out in the Panel report (attached as Appendix A) and paragraph 5.5 of this report, taking into account the comments of the Statutory Scrutiny Officer.**

3 Reasons for Recommendation

- 3.1 It is the role of the SSO to advise the Council on any issues or concerns that may arise about the operation of the scrutiny function and the SSO may on occasion be required to make a determination about what the law says and how this should be applied to any particular situation. In carrying out this statutory role, there is a need to have a nuanced and meaningful understanding of the scrutiny function in order to accurately make judgments about its operation when disagreements or other issues arise.
- 3.2 The SSO is responsible for ensuring that the scrutiny function is adequately resourced and that service departments are contributing sufficiently to reviews to ensure that they are effective.
- 3.3 The SSO is also responsible for providing advice to the Commission and Executive on whether the recommendations within review reports are robust, taking account of resource, legal, climate change, equalities and strategic risk implications.

4 Alternative Options

- 4.1 The Executive could decide:
 - to agree both recommendations as set out in the Panel's report
 - to agree the recommendations in part
 - to ask for further work to be undertaken recognising that this would delay the Panel's next piece of work

- to note the Panel report

5 Supporting Information

- 5.1 The Overview & Scrutiny Commission commissioned the Wellbeing and Finance Overview and Scrutiny Panel to carry out a review into the blue badge application process as part of the overview and scrutiny four-year work programme, which has been developed to track themes within the new Council Plan.
- 5.2 In support of this review a broad range of witnesses gave evidence putting the Panel in a good position to use this intelligence to frame the review and produce insightful recommendations.
- 5.3 The Panel was supported by Jen Lawson, Governance & Scrutiny Officer who supported the Panel to draw up the scope of the review and prepare an evidence pack of relevant information; to facilitate a number of Panel sessions to interview a range of contributors; to draw out findings from the Panel's investigation; and to prepare a review report. This involved in the region of 42 hours of scrutiny officer time and eight hours of Panel meetings.
- 5.4 Before the review commenced the Panel was advised that the Assistant Director: Adult Social Care was carrying out a wide-reaching review of the blue badge process with changes to be implemented by September 2021. The Assistant Director worked with the Panel to ensure a joined-up approach and to provide an effective route to the implementation of changes to the process, taking account of the Panel's findings. As a result, the Panel made five recommendations to the Assistant Director who agreed to take these into account to inform her review. These are set out in the Panel report.
- 5.5 The Commission considered the two Panel recommendations which are outside the scope of the departmental review and endorsed them for referral to the Executive. The reasons for making these recommendations are set out in the Panel report. These recommendations are:
- **That the Executive requests a review to ensure that blue badge refusal letters are empathetic, easy to understand and demonstrate to applicants that all their evidence has been considered. By end December 2021.**
 - **That the Executive Director creates local guidelines that explain the approach to assessing blue badges in Bracknell Forest. The local guidance should be clear how Bracknell Forest Council uses its website and application form to provide and collect information, and how it considers evidence from a wide range of professionals and trusted organisations. By end December 2021.**
- 5.6 In endorsing the Panel's recommendations the Commission took account of the Statutory Scrutiny Officer's views. In summary, these were that the initial analysis that lead to this review was not based on a complete data set. Therefore, the basic premise regarding Bracknell Forest's national position was proven, through the review process, not to be the case. Direct comparison with other councils was always going to be difficult given the complex factors involved in blue badges and the individual characteristics of each area. That said, the review has pulled out some important points for the department to work on.

- 5.7 It is the Statutory Scrutiny Officer's view that this review activity had adequate resources and the service department contributed effectively to the review. The bulk of review activity took place between mid-April and mid-May 2021 and the review was completed within the timescales agreed by the Commission when the review work was commissioned on 17 February 2021. The comments from the relevant officers set out below do not indicate any concerns with the proposed recommendations.

6 Commentary from previous Chair of the Wellbeing and Finance Overview and Scrutiny Panel, Councillor Malcolm Tullett

- 6.1 This review began after some councillors received complaints about blue badge applications being refused, and a local newspaper article highlighted differences in approval rates between Bracknell Forest and other councils. The recent Social Isolation and Loneliness review reinforced the problems caused when people cannot easily leave their homes, so the panel chose to review the application process to ensure fairness and consistency.
- 6.2 Blue badges can be a lifeline for residents leading difficult lives. The panel heard first-hand about the impact a blue badge can have and was reminded of the need for clarity and empathy when assessing personal, and often complex, information.
- 6.3 Most of the issues the panel discussed were related to communication. We all agreed that good communication before, during and after is critical to delivering an effective process. We summarised the review objectives as "expectation, explanation and fairness" and all recommendations are made with these in mind.
- 6.4 The panel welcomed the departmental review currently being carried out by Adult Social Care. Not only does it demonstrate that the service is also looking for opportunities to improve, but it gives an immediate and effective route to implement relevant recommendations from our scrutiny review more quickly. I was pleased to collaborate with the Assistant Director, Adult Social Care, and to feed some of our recommendations directly into the departmental review.

7 Response from Assistant Director: Adult Social Care

- 7.1 The Overview and Scrutiny review into blue badges came at an opportune time given the departmental review that is being carried out by Adult Social Care (ASC).
- 7.2 Most of the recommendations described in the review paper reflect the areas of work that were already part of the ASC review and will be incorporated. The recommendations to the Executive fall outside the immediate focus of the departmental review and cover areas the service would naturally look to address once any initial changes have been implemented. These recommendations will assist the department in embedding and further developing the process.
- 7.3 I can confirm that there will be no additional costs in delivering any of the recommendations.

8 Consultation and Other Considerations

Legal Advice

- 8.1 The Blue Badge scheme operates under section 21 of the Chronically Sick and Disabled Persons Act 1970, as amended, and regulations made under that section. The current regulations are the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000 (SI 2000/682), as amended. They provide for the issue of a "Badge of a prescribed form" by local authorities for motor vehicles driven or used by disabled people. The Council has a duty to ensure that badges are only issued to residents who satisfy one or more of the eligibility criteria set out in legislation.

Financial Advice

- 8.2 It is not envisaged that there will be any material financial impact arising from the proposed recommendations.

Equalities Impact Assessment

- 8.3 The review scope, activities and recommendations were all considered in the initial equalities screening attached at Appendix B.

Strategic Risk Management Issues

- 8.4 A BBC Freedom of Information request in August 2020 suggested a high difference in the approval rates between applications for visible and non-visible disabilities in Bracknell Forest compared with other councils. Local media also ran several stories highlighting the dissatisfaction of some residents with the process. This represented a potential reputational risk for the Council. This risk has been mitigated by the parallel officer and scrutiny reviews which provide a clear response to the local concerns and press coverage.

Climate Change Implications

- 8.5 The recommendations in the Panel report are expected to have no impact on emissions of CO₂.
- 8.6 The aim of the recommendations is to achieve a balance in the blue badge approval rates across visible and non-visible disabilities. If the rates were equal, this would result in approximately 62 additional blue badges being issued a year (or an increase of 7%). The Council believes that this will have no impact on emissions as the number of additional journeys made as a result of the blue badges is expected to be minimal, particularly compared with the number of car journeys in total across the Borough. It is also likely that some of these journeys are already undertaken in cars without a blue badge.

Background Papers

None

Contact for further information

Kevin Gibbs, Statutory Scrutiny Officer – 01344 355621

kevin.gibbs@bracknell-forest.gov.uk

Jen Lawson, Governance & Scrutiny Officer – 01344 353071

jen.lawson@bracknell-forest.gov.uk

Overview and Scrutiny Panel Recommendations Report

REVIEW TITLE	O&S PANEL	DATE
Blue badge application process	Wellbeing and Finance	

“This review looked at the difference in approval rates between applications for blue badges for visible and non-visible disabilities in Bracknell Forest. It began after some councillors received complaints about blue badge applications being refused, and a local newspaper article highlighted differences in approval rates between Bracknell Forest and other councils.

Blue badges can be a lifeline for residents leading difficult lives. The inclusion of people with non-visible disabilities in the scheme in September 2019 extended that support to even more of our vulnerable residents. With a year of data to consider, this review was set up to understand and eliminate any inadvertent discrimination and ensure fairness in the process.



I would summarise the review objectives as ‘expectation, explanation and fairness’ and all recommendations are made with these principles in mind.”

Councillor Malcolm Tullett, Chair: Wellbeing and Finance Overview and Scrutiny Panel

Recommendations

Adult Social Care is currently carrying out a wide-reaching review of the blue badge process. The following recommendations are made to the Assistant Director, Adult Social Care to be considered as part of the review implementation:

- 1. That the blue badge process captures the reasons why each application has been accepted to create a knowledge bank for internal reference, training and consistency. Where necessary, and in line with data protection policy, other teams involved in the process (e.g. Customer Services) should have access to this data to improve their knowledge. Implementation by end September 2021.**
- 2. That the assessment process includes a greater understanding of psychological, medical and neurological conditions with access to expert knowledge for complex, and sometimes rare, conditions. Implementation by end September 2021.**
- 3. That the blue badge process confirms that the appropriate psychological, medical or neurological evidence and expertise have been considered before a final refusal decision is made, enhancing the objective scrutiny of refusals that is already in place. Implementation by end September 2021.**
- 4. That the review of the blue badge application form considers the following:**
 - Some conditions cross the visible/non-visible criteria; the form should remove any barriers to a holistic assessment of an individual.
 - Some conditions ‘fluctuate’ (the impact on a journey isn’t consistent day to day); the form should recognise this and use an appropriate questioning style.
 - Ensure data protection doesn’t create any barriers to swift and simple progress.
 - Use technology to make a complex form smart and simple, e.g:
 - an online form where subsequent questions are tailored depending on responses;
 - an online form providing explanatory notes and examples of the sort of evidence required;

- an online process that provides progress notifications to applicants, giving confidence that all their evidence has been reviewed.
- Form must be easy to start, look at, save and return to.
- Ensure all accessibility needs and alternate methods are considered, and sufficient support is provided to complete the form, e.g. by Customer Services

Implementation dependent on ICT capacity; update to be provided by end September 2021.

5. That the blue badge team hold engagement sessions with relevant organisations to increase understanding of the blue badge process in the statutory, voluntary and community sectors so organisations can:

- **better manage expectations about the process and outcomes**
- **better support people who are eligible for a blue badge.**

By end October (subject to any pandemic restrictions).

The following recommendations are outside the departmental review and are made to the Executive for future activities:

6. That the Executive requests a review to ensure that blue badge refusal letters are empathetic, easy to understand and demonstrate to applicants that all their evidence has been considered. By end November 2021.

7. That the Executive creates local guidelines that explain the approach to assessing blue badges in Bracknell Forest. The local guidance should be clear how Bracknell Forest Council uses its website and application form to provide and collect information (reflecting any changes as a result of recommendation 4), and how it considers evidence from a wide range of professionals and trusted organisations. By end December 2021.

Good practice

Adult Social Care is carrying out a wide-reaching review of the blue badge process, looking at the process itself, where it sits within the council, training and engagement. The panel was pleased to hear this and is making relevant recommendations directly to the departmental review for a joined-up approach. The new process goes live in September 2021 and the panel looks forward to an update on the results of the implementation in late September.

The review heard that the blue badge team carries out an internal review of any refusal decisions before the applicant is informed. Given the high impact of a refusal, the panel recognises this internal scrutiny as good practice.

Background information

During 2020-21 Adult Social Care received three complaints relating to blue badges in Bracknell Forest: two relating to non-visible disabilities and one relating to a visible disability. The non-visible complaints were both investigated by the Local Government Ombudsman.

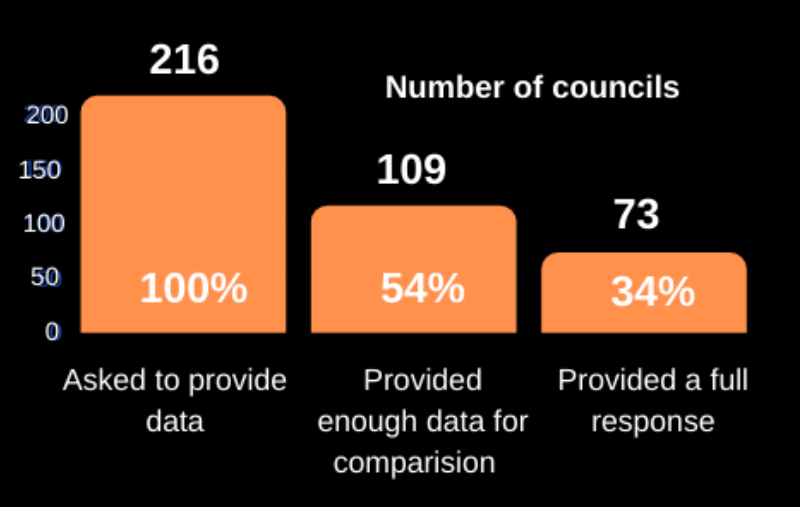
Non-visible complaints

1. Local Government Ombudsman recommended changes to the appeals process which have been implemented
2. Local Government Ombudsman found no failing by the council

Visible complaint

Found to be an administrative error which was resolved by the council's internal process

Approval rates in this report are based on data from a [BBC freedom of information request](#)



216 councils were asked for data about blue badge applications over the period 30 August 2019 – 17 August 2020

73 councils (34%) provided a full response. **Bracknell Forest was one of them.**

Roughly half (109 councils) provided enough data to compare overall acceptance rates with rates for non-visible disabilities

Bracknell Forest had a difference in approval rates between all disabilities and non-visible disabilities of 43%, placing them 94th out of the 109 councils who provided data.

Did you know?

The total number of blue badge applications Bracknell Forest receives is in the lowest 10% nationally, which probably reflects the small population.

Review findings

Blue badges in Bracknell Forest

The Assistant Director, Adult Social Care noted that Bracknell Forest Council has consistently lower approval rates compared to the national average, across both visible and non-visible disabilities:

	Rate of approval for all applications (%)	Rate of approval for non-visible applications (%)	Difference (all – non-visible) (%)	Proportion of badges issued that were for non-visible disabilities (%)
National average	83 ¹	58 ²	25	4.2 ³
Bracknell Forest Council	78	35	43	5.5

The Assistant Director suggested this may be due to the rigorous process in place at Bracknell Forest. Some councils carry out a desktop assessment only, which leaves room for greater variation and consequently may increase approval rates. Bracknell Forest always uses a team of qualified experts which may lead to more consistent, but generally lower, approval rates.

¹ based on 178 councils who provided this data

² based on 116 councils who provided this data

³ Based on 133 councils who provided this data

The Assistant Director is proud to use skilled assessors and is committed to ensuring the right capabilities for the future. Before the inclusion of non-visible disabilities, the majority of assessments focused on mobility. Assessing non-visible disabilities requires a wider range of expertise covering psychological, medical and neurological conditions. This review recommends the appropriate level of expert input for each assessment, particularly as some conditions are complex and rare.

The government guidance states, *“It is the responsibility of each local authority to ensure that badges are only issued to residents who satisfy one or more of the eligibility criteria set out in the legislation”*.

Bracknell’s Assistant Community Services Officer – Occupational Therapy told the panel that the threshold for issuing a blue badge is high. There are no targets or an upper limit on the number of badges that can be issued. The panel recognised that if blue badges became widespread they would no longer convey a benefit due to pressure on spaces.

Of the 122 councils that provided relevant data, Bracknell Forest had the third highest proportion of applications for a non-visible disability (12%). A high proportion of non-visible applications does not necessarily correlate to a greater need as Bracknell is similar to other councils for rates of non-visible disabilities.

High application rates question whether applicants’ expectations were well managed. The Assistant Director recognised that the inclusion of non-visible disabilities was new for the public as well as for the council and agreed that providing clear and accessible information about eligibility was critical. The panel’s recommendations to improve the application form and provide enhanced local guidance should support clearer information.

Recommendation 1 - to capture the reasons for accepting an application - also supports good expectation management. It creates a knowledge bank, which not only supports fair decisions but will improve consistency. Consistent outcomes are key to managing the expectations of applicants. The details will also provide case studies, which can be used for training as well as external communications.

The panel interviewed Ollie Sirrell, a local democracy reporter who has written several articles on blue badge refusals in Bracknell Forest. He explained that his initial investigations into blue badge acceptance rates in Berkshire led to the BBC Freedom of Information request to 216 councils. Mr Sirrell has spoken to several families about their experience. He summarised that their dissatisfaction was caused by poor communication and not receiving a clear explanation why their application was refused.

The Assistant Director and the blue badge officer both recognised that good communication in all areas is critical to delivering an effective process. Their challenge is to communicate complex information in a way that supports a simple process.

The experience of residents

The panel heard from five residents covering a range of visible and non-visible disabilities, adult and child applicants and refused and accepted outcomes. They noted the split that those who had received a blue badge were generally happy with the process and those who had been refused were not.

The panel recognised the impact that having a blue badge can have. One carer told the panel that being taken to the shops or on a trip out was the only outlet for their blue badge holder, giving him ‘a life outside the four walls’. Another parent said,

“It’s about making life as “normal” as possible – being able to go out, go to the shops and trying to integrate into a society that doesn’t always accept people who are a little bit different. That’s the kind of impact it can have on someone’s life.”

As a blue badge refusal reduces these opportunities, the panel were pleased to hear that refusal decisions are already subject to internal review before final letters are sent out. The panel recommends that this internal review confirms that the relevant psychological, medical or neurological evidence has

been reviewed and understood, consulting experts as necessary. This change in focus recognises the increased range of conditions now considered.

Two residents described how their condition ‘fluctuates’, meaning there are times when they don’t experience much difficulty and other times when they have considerable difficulty walking or present a risk of serious harm to themselves or others. Both residents had been observed for a blue badge at what they considered to be ‘a good time’ and both were refused. They felt that this didn’t fairly represent their condition and that the application process didn’t allow them to represent their full experience. The panel recommends that the application process uses appropriate questions to reflect ‘fluctuating disabilities’.

Some conditions cross the visible/non-visible criteria. The panel heard from a resident who had been advised to apply under a non-visible disability, but their assessment appeared to be based on the visible criteria (which were relevant but didn’t represent the whole situation). The panel were concerned that making an application under a specific category may disadvantage those with complex needs which cross the criteria. The review recommends that the application form is revised to remove any barriers to a holistic assessment of an individual.

The panel recognised that creating a more inclusive form could make it very large as all potential questions need to be included. The review recommends creating an online form that will tailor later questions according to previous answers to make the process more manageable. An online process could also provide automatic updates, for example when evidence has been assessed, helping to keep applicants informed during an anxious time.

Online applications are not suitable for everyone and the panel noted that the application process must take account of all accessibility requirements, providing appropriate support and alternative methods where required. The panel suggests that Customer Services could be considered to provide initial support.

The panel highlighted that some approaches to data protection can create extra steps for process users. They recommend that data protection is integrated at an early stage to avoid introducing any barriers later in the process design.

Complex conditions often require a large amount of evidence and the assessment process can be extensive. The panel heard from a resident who had submitted a lot of evidence but found that the refusal letter didn’t provide satisfactory detail on the reasons for refusal. The letter made no reference to the evidence and how it had been reviewed so the applicant had little confidence it had been assessed. The review recommends that refusal letters are reviewed to make it clear the evidence has been assessed and understood, demonstrating greater empathy for the applicant and what a blue badge means for them.

The departmental review is prioritising actions needed for implementation of a new process (process design, team structure, training etc). A review of letters would be a later activity, so this recommendation is made to the Executive for future work.

In support of this recommendation, one resident reminded the panel that the process should put the applicant at the forefront:

“It’s really important for the assessors to go out of their way to understand the situation that person is in.”

“I think life for some people with disabilities will never be ‘normal’, but if there are things we can do as a society to support that I think we should always have that person at the forefront of what we’re doing.”

Evidence from a local support organisation

The Ark, a local organisation that supports people with disabilities and the disadvantaged, provided written evidence to the panel. They advised that the process itself can be a barrier, particularly to those with non-visible or fluctuating disabilities. This insight supports the recommendations to improve the

application form and provide clearer guidance with examples of evidence. Outreach work through local organisations will also help build understanding and reduce uncertainty.

The Ark explained that some conditions do not have ongoing medical or adult social care involvement, for example, autism in adults. However, the individuals often have extensive involvement with community and voluntary sector organisations (such as SIGNAL4Carers, PINC, Younger People with Dementia, Autism Berkshire, Age UK Berkshire). Expanding the range of people who can provide evidence for assessment purposes would ensure that these individuals can be more fairly represented.

Local authorities are responsible for the administration and enforcement of the blue badge scheme, and can implement administrative, assessment and enforcement procedures which they believe are in line with the governing legislation. The Ark highlighted this flexibility to shape policy locally. To take advantage of this, the review recommends that the approach in Bracknell Forest is clearly outlined in local guidance that shows how the council uses a number of tools (application form, website, wider range of evidence sources) to enhance the government approach.

“As Vice Chair of the Wellbeing and Finance Overview and Scrutiny Panel, I welcomed the opportunity to assist in the review of the blue badge process in view of the concerns shown by both applicants and their families/carers.

I know personally of applications being rejected after having previously been issued with a blue badge. We heard directly from residents about the difference that having a blue badge makes, or would make, to their lives. Making fair decisions is key to people’s freedom and I am confident that, in future, any difficulties will be addressed in an appropriate manner.”

Cllr Isabel Mattick, Vice Chair: Wellbeing and Finance Overview and Scrutiny Panel

I would like to thank everyone who took part in this review: officers (from both Bracknell Forest and other councils), residents, local organisations and local media.

I am particularly grateful to the residents who spoke to us about their experiences, both good and bad. Hearing first-hand about the impact of blue badges reinforced why this process is so important.

The recent data might suggest that Bracknell Forest is performing in the lower quartile, and the ambition for this review is to move it to the upper quartile. Bracknell Forest is a caring council and we have taken on board everything we have heard. This has been an opportunity to reflect on our experience and look for any improvements for our residents.

Councillor Malcolm Tullett, Chair: Wellbeing and Finance Overview and Scrutiny Panel

Review panel

Councillor Alvin Finch	Councillor Mike Gibson
Councillor Isabel Mattick (Vice Chair)	Councillor Nick Allen
Councillor Malcolm Tullett (Chair)	Councillor Nigel Atkinson
Councillor Mary Temperton	Councillor Lizzy Gibson
Councillor Michael Brossard	

Contributors to the review

Melanie O'Rourke	Assistant Director: Adult Social Care, Bracknell Forest Council
Gavin Austen	Assistant Community Services Manager - Occupational Therapy, Bracknell Forest Council
Ollie Sirrell	(Former) Local Democracy Reporter, Bracknell News
Blue badge applicants from Bracknell Forest	
Andrea McCombie-Parker	Chief Executive, The Ark Trust
Sarah Piercey	Assessment Team Manager, Manchester City Council
Lauren Grosvenor	Blue Badge Team Manager, Lincolnshire County Council
Gordon Smith	Head of Blue Badge Service and Enforcement, Hampshire County Council
Angela Armstrong	Scrutiny and Legal Support Officer, Hartlepool Borough Council
Judy Trainer	Team Leader Scrutiny and Electoral, Stockton- on-Tees Borough Council
Earl Piggott-Smith	Scrutiny Officer, City of Wolverhampton Council

Initial Equalities Screening Record Form

Date of Screening: 3 June 2021	Directorate: Delivery	Section: Democracy and Governance	
1. Activity to be assessed	Overview and Scrutiny Panel for Wellbeing and Finance review of the blue badge application process		
2. What is the activity?	<input type="checkbox"/> Policy/strategy <input type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input checked="" type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change		
3. Is it a new or existing activity?	<input checked="" type="checkbox"/> New		
4. Officer responsible for the screening	Jen Lawson, Governance & Scrutiny Co-ordinator		
5. Who are the members of the screening team?	Cllr Malcolm Tullett, Cllr Isabel Mattick, Emma Young		
6. What is the purpose of the activity?	To understand whether there is a significant difference in approval rates for blue badges between Bracknell Forest and other councils and address any reasons for the imbalance, with particular focus on applications for non-visible disabilities. The review also considered any opportunities to improve the process for all applicants.		
7. Who is the activity designed to benefit/target?	Applicants for blue badges, particularly those with non-visible disabilities		
Protected Characteristics	Please tick yes or no	Is there an impact?	What evidence do you have to support this?
8. Disability Equality – this can include physical, mental health, learning or sensory disabilities and includes conditions such as dementia as well as hearing or sight impairment.	Y N	Positive impact identified.	The recommendations are designed to increase fairness and consistency in the blue badge assessment process, particularly for applicants with non-visible disabilities. There is no upper limit on blue badges, so an increase in non-visible approvals would not lead to a decrease in visible approvals. The recommendations also aim to improve information and communication, which should benefit all applicants.
9. Racial equality	Y N	Positive impact identified.	Of 5 aggregated ethnic groups (Asian, Black, Mixed, White, Other) people from the Other and Mixed ethnic groups were most likely to use NHS mental health, learning disability and autism services. This was followed by the Black ethnic group, then White and Asian. The review focus on non-visible disabilities may have a more positive impact on the first two groups.

10. Gender equality	Y	N	Positive impact identified.	With the exception of 15 and under, all age groups have a higher proportion of females than males reporting that they are disabled (24% of females, 19% of males) ⁱ . These recommendations may have a slightly greater impact on women than men.
11. Sexual orientation equality	Y	N	No impact identified.	The recommendations will not impact sexual orientation equality but should have an overall positive impact on all groups through improved information and communication.
12. Gender re-assignment	Y	N	No impact identified.	The recommendations will not impact gender re-assignment equality but should have an overall positive impact on all groups through improved information and communication.
13. Age equality	Y	N	Positive impact identified.	70% of people with a disability are aged 50 or over ⁱⁱⁱ . Those of state pension age report higher rates of mobility impairment (68%) compared with a mental health impairment (10%) so they may not benefit as much from the review's focus on non-visible disabilities. In children, social or behavioural impairments were reported for 45% of disabled children. Learning impairment for 35% and a mental health impairment was reported for 31%. Working age adults reported roughly similar rates of mental health impairment (42%) and mobility impairment (41%) ⁱⁱ . This suggests that children may benefit most from the recommendations, but all ages should experience a positive impact through improved information and communication for all applicants.
14. Religion and belief equality	Y	N	No impact identified	The recommendations will not impact religion and belief equality but should have an overall positive impact on all groups through improved information and communication.
15. Pregnancy and maternity equality	Y	N	No impact identified.	The recommendations will not impact pregnancy and maternity equality but should have an overall positive impact on all groups through improved information and communication.
16. Marriage and civil partnership equality	Y	N	No impact identified	The recommendations will not impact marriage and civil partnership equality but should have an overall positive

			impact on all groups through improved information and communication.
17. Please give details of any other potential impacts on any other group (e.g. those on lower incomes/carers/ex-offenders, armed forces communities) and on promoting good community relations.	<p>Disability is strongly linked to poverty. 30% of people in families with disabled members live in poverty, compared to 19% of those who do not^{iv}. The review is likely to have a positive impact on people on lower incomes.</p> <p>Half of the ex-Service community have some long-term illness or disability, most often a physical condition. Reported mental health problems also doubled in the period 2005 – 2014^v. The recommendations are likely to have a positive impact on the ex-Service community as well.</p> <p>The recommendations are designed to have a positive impact on people with disabilities and are likely to have a positive impact on their carers too.</p>		
18. If an adverse/negative impact has been identified can it be justified on grounds of promoting equality of opportunity for one group or for any other reason?	N/A		
19. If there is any difference in the impact of the activity when considered for each of the equality groups listed in 8 – 14 above; how significant is the difference in terms of its nature and the number of people likely to be affected?	N/A		
20. Could the impact constitute unlawful discrimination in relation to any of the Equality Duties?		N	
21. What further information or data is required to better understand the impact? Where and how can that information be obtained?	We considered a wide range of data from local and national sources. This was collated in evidence packs which are available on BFC website.		
22. On the basis of sections 7 – 17 above is a full impact assessment required?		N	
23. If a full impact assessment is not required; what actions will you take to reduce or remove any potential differential/adverse impact, to further promote equality of opportunity through this activity or to obtain further information or data? Please complete the action plan in full, adding more rows as needed.			
Action	Timescale	Person Responsible	Milestone/Success Criteria
See recommendations contained in report.	July 2021	Cllr Malcolm Tullett	Recommendations are endorsed by the O&S Commission and agreed by the Executive.

24. Which service, business or work plan will these actions be included in?	Overview & Scrutiny Commission work plan
25. Please list the current actions undertaken to advance equality or examples of good practice identified as part of the screening?	Please see recommendations contained in the report.
26. Assistant director's signature.	Signature: APPROVED <i>By AnnMo at 8:32 am, Jun 10, 2021</i> Date:

ⁱ [Use of NHS mental health, learning disability and autism services - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://ethnicity-facts-figures.service.gov.uk)

ⁱⁱ [Family Resources Survey: financial year 2019 to 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

ⁱⁱⁱ [Mapping Disability - the facts \(sportengland-production-files.s3.eu-west-2.amazonaws.com\)](https://sportengland-production-files.s3.eu-west-2.amazonaws.com)

^{iv} [papworth-trust-disability-facts-and-figures-2018.pdf \(papworthtrust.org.uk\)](https://papworthtrust.org.uk)

^v [A UK household survey of the ex-Service community \(rbicdn.co.uk\)](https://rbicdn.co.uk)

**TO: EXECUTIVE
21 SEPTEMBER 2021**

**RESIDENTS' COVID-19 IMPACT SURVEY 2021
Assistant Director: Chief Executive's Office**

1 PURPOSE OF REPORT

- 1.1 To brief the Executive on the Covid-19 Impact Survey 2021 results and seek endorsement of the communications plan.

2 RECOMMENDATIONS:

- 2.1 Note the Covid-19 Impact Survey 2021 results report at Annex A**
- 2.2 Endorse the communications plan at Annex B.**

3 REASONS FOR RECOMMENDATIONS

- 3.1 To provide the Executive with the results of the second Covid-19 Impact Survey which took place in April and May 2021; to ensure that these are communicated effectively and that the council considers residents' views in recovery planning.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 Not applicable

5 SUPPORTING INFORMATION

Background

- 5.1 The council conducted an initial Residents Covid 19 Impact Survey in July 2020. The results informed the development of the Covid 19 community impact assessment evidence base which was shared widely with partners and informed recovery and renewal planning. Since the results were shared with the Executive in September the borough has experienced a second lockdown in November, tier 4 restrictions in December and a third national lockdown from early January 2021. This second survey which took place in April and May 2021 was run as a tracker survey providing updated information about the impact of the pandemic on Bracknell Forest residents and the results have been compared to those from the first survey to identify trends.
- 5.2 The survey will inform the ongoing recovery and renewal strategy and decision making through understanding what may need to be sustained or done differently. The aims of the survey were the same as the July 2020 survey, namely:

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- To obtain the views of residents on the impact of COVID -19 to them, their family and the community including the social, economic and environmental impact.
- To provide insight into the support the borough will need to recover from the community impact of COVID -19; and
- To identify opportunities and behaviour change to sustain through recovery as well as how to respond to adverse impacts.

Survey Methodology

- 5.3 The survey methodology replicated the Residents Covid 19 Impact Survey in July 2020 - a sample-based telephone survey which profiled a representative sample of 1,860 respondents across the borough including 100 interviews per ward to enable ward level analysis. This ensures the response rates and findings are representative of the views of residents of the local area, the delivery is cost-effective and provides robust data. A sample size of 1,860 means the sample error or accuracy of the survey results is +/- 2.4% at a 95% confidence level.
- 5.4 The survey was carried out by the council's consultation contractor Public Perspectives Ltd. Calls were made by their contact centre and interviewers objectively guided respondents through the survey and provided clarification if required. Survey data was inputted and analysed by Public Perspectives.
- 5.5 The survey questions mirrored those used in July 2020 for comparison over time. Some new questions around testing and vaccinations were added and developed with input from the Executive, council officers and Public Perspectives.
- 5.6 Public Perspectives set demographic quotas based on the ONS 2019 mid-year population estimates (published April 2020) and the ethnicity data is in line with Bracknell Forest Council school census data from January 2021. This achieved a representative sample by age, gender, ethnicity and location. They use advanced telephone contact lists, including demographic information and mobile phone details. This allowed them to target any groups, including ethnic minorities and younger adults as these groups can sometimes be under-represented especially in telephone surveys.

Key Findings

- 5.7 The full results report from Public Perspectives is attached at Appendix A and includes a copy of the survey questions.

Each relevant question has been analysed against a set of key demographic and variables to identify any relevant patterns, trends, similarities or differences by different types of respondents. The variables include:

- Gender
- Age
- Ethnicity
- Disability
- Location
- Housing type

A summary of the key findings can be found below including any significant differences between demographic groups. A separate report with data tables by ward will be circulated to ward members in due course.

Data is available on the views and experiences of residents from different ethnic backgrounds. However, analysis is not conducted by the individual groups in this report because of the relatively small number of respondents or sample size for each group. This makes it difficult to conduct statistically reliable analysis and identify meaningful differences. However, further investigation and analysis has been conducted where the analysis identified differences that exist at the headline level between White British-Irish residents and Black, Asian or residents of other ethnic backgrounds to assess whether the issues are notably experienced more or less by specific groups of residents.

5.8 The council

Questions were asked relating to perceptions about the council and its support to the local community during the pandemic.

- A third of residents (33%) contacted the council since start of November 2020 compared to 20% in the previous survey. This could perhaps reflect pent up demand with residents less likely to want to contact the council during the first lockdown.
- Two thirds of residents (67%) are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic. This is higher than the 56% seen in July 2020. The results are also higher than the latest Local Government Association survey (February 2021) which showed 53% of those surveyed were satisfied with the contact they had with their local council.

Whilst data about contact with the council is broadly consistent across different groups, the data did show some demographic differences.

- White British/Irish residents are more likely to contact the council (35%) compared with 23% of those from Black, Asian or other ethnic backgrounds.
- Those in social housing are more likely to contact the council – 45% compared with 33% overall.
- 40% of residents who have shielded since November 2020 contacted the council compared to 33% of residents overall.
- Residents who have shielded at any point since the start of November 2020 are more likely than other residents to be satisfied about the way the council is supporting the community with 77% are at least fairly satisfied with the council support (compared with 67% overall).

5.9 Community and volunteering

In this section residents were asked if and how they volunteered in the local community during the pandemic. Questions also covered reasons for volunteering and their intentions around continuing to volunteer.

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- Similar to the previous survey the majority of residents (80%) have not volunteered in the community during the pandemic
- 63% of residents that volunteered in the community said they wanted to do good for others and the community (70% in July 2020 survey), while 15% said they wanted to feel more of a connection with their local community (7% in August 2020).
- Half of residents (51%) who volunteered in the community said they volunteered between March and October 2020 as well as from November 2020. Women and people with disabilities were more likely to volunteer during both time periods as were 35-54 year olds compared to younger or older residents.
- The majority of residents who volunteered (86%) intend to keep on volunteering in the local community – very similar to 83% who said this in July 2020. The main reason for not continuing was cited as lack of time including going back to work.
- 62% of residents who did not volunteer said they would consider volunteering in the future. Older residents (55+ age group), those with disabilities and those that have shielded were less likely to consider volunteering but those from Black, Asian or other ethnic backgrounds were more likely to say they would consider volunteering (73% said so).

5.10 Digital activity

In this section residents were asked about doing activities on-line during the pandemic including questions about access to the internet and various devices as well as frequency of online activities and confidence in accessing services online.

- Results are very similar to the previous survey with almost all residents using the internet and half of them using it more since the start of the second lockdown in November. However the proportion of residents using voice activated devices (Alexa or similar) has increased.
- The majority of residents said they communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime, accessed services on-line, such as shopping, ordering takeaway or online banking and engaged on social media.
- As previously confidence in accessing services online is related to age with younger residents more confident than those in the older age groups.
- Again data showed that residents who may be more vulnerable are less likely to have access to digital technology. Residents in social housing, disabled residents and those with caring responsibilities are less likely to have access to digital devices with residents aged 55 and above less likely to have a smart phone. The same applied to residents from Black, Asian and other ethnic backgrounds and older residents. Frequency of online activities and confidence accessing information online was also lower among these groups.

5.11 Environment

In this section residents were asked about travel and the environment as a result of the pandemic.

- Results from this survey are in line with those seen in August 2020, although the proportion of those more likely to use local parks and open spaces have increased by 14% and residents less likely to drive has increased by 5%.
- Food recycling was introduced in the borough in March/April 2021 (although currently not available to those in shared residences) and 82% of residents said they have started to or are more likely to recycle food waste.
- Most residents have made changes to reduce their carbon footprint during the pandemic – the proportion saying they have not made any changes has gone down from 28% to 20% since August 2020.

Findings in this area were broadly consistent among different groups.

5.12 Employment and the economy

This section included questions relating to employment status, current working arrangements, support from the UK Government and likelihood to participate in activities as lockdown is eased.

- 50% of residents are still employed on the same terms and conditions, an increase from 42% in August 2020 with an additional 4% furloughed at the time of the survey.
- The majority of residents have not accessed or received support from the UK Government since November 2020.
- The majority of residents (92%) are likely to visit local shops and visit parks, open spaces or play areas as lockdown is eased with an increase over time in the proportion likely to do these activities
- There was a general increased desire and confidence for participating in activities after two lockdowns. The largest increase was the likelihood of visiting the Lexicon (75% in 2021 compared to 63% in 2020) and visiting local pubs, restaurants, cinemas or theatres (74% in 2021 compared to 48% in 2020). 58% said they are likely to visit leisure facilities.

Findings are relatively consistent across demographic groups, however there are some differences. Half of residents (50%) are still employed on the same terms and conditions as before the pandemic. This compared to 23% of residents with disabilities, 37% of those in social housing and 38% for residents who have shielded since November 2020.

Similarly, residents with disabilities, those who care for others and residents in social housing were more likely to have accessed or received support from the UK Government.

5.13 Life, health and wellbeing

This section presents findings about residents' life, health and wellbeing during the pandemic. These include frequency of participating in health-related activities since the 2nd lockdown began, as well as health and care

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support during the pandemic. Plus confidence in accessing non Covid-19 health and care services and other related issues.

- Overall, 83% of residents said that the pandemic had a positive impact on their appreciation of the local wildlife and environment, the same as the proportion seen in July 2020. 67% mentioned the pandemic had a positive impact on their feeling that their local area is a place where people from different backgrounds get on well together (70% in July 2020) and 59% said it had a positive impact on their caring responsibilities (68% in July 2020).
- 54% said the pandemic had a negative impact on their or their children's education (e.g. school/college/university), while only 14% believed it had a positive impact.
- The 2021 survey results show an increase in spending more time in nature and visiting open spaces with 64% of residents spending more time in nature, visiting open spaces since the 2nd lockdown began in November 2020 (compared to 59% previously). 43% tried a new form of exercise or exercised more – slightly lower than 48% in previous survey.
- 62% of residents said their health and care needs have been supported during the pandemic, with 24% disagreeing (the rest said 'don't know/not applicable).
- 25% of residents said they had avoided going to the GP / hospital because they did not want to overburden them (40% in July 2020).
- 44% of residents said they had not changed the way they access primary healthcare as a result of the pandemic. 37% said they had received telephone GP appointments and 17% said they had received on-line/video GP appointments.
- The majority of residents (86%) do not need any help or support due to their experience of Covid-19, similar to that seen in July 2020.

The findings on the whole are consistent across demographic groups although there are some key differences.

Residents with a disability are less likely to say the pandemic had a positive impact on their physical health – 19% said this compared to 35% of residents overall. Women are less likely to say that the pandemic had a positive impact on their physical health: 30% of women compared to 35% of residents overall. Women were also more likely to have eaten more or more unhealthily since the second lockdown began – 44% compared to 25% of men.

5.14 Testing and vaccinations

This new section in the 2021 survey included questions about rapid Covid-19 testing access, compliance with self-isolation as well as taking (and reasons for not taking) the Covid-19 vaccine.

- The majority of residents (61%) said that they have taken or will access regular rapid Covid-19 testing however 36% mentioned they have not taken and will not access it.
- Almost all residents (99%) said they would comply with requirement to self-isolate at home for 10 days if they or someone they are close to

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tested positive. Those that said they would not comply mainly mentioned work or financial issues or did not support the policy.

- Most residents (93%) have taken or are going to take the Covid-19 vaccine with 5% saying they have not/are not going to take it.
- Reasons for not taking the vaccine included concerns about the long and short-term effects, the effectiveness of the vaccine to protect them and others from the virus and fear of injections.

Findings are generally consistent across different groups however women and residents from Black, Asian and other ethnic backgrounds are more likely to say they have taken or will access testing (in both groups 71% compared to 61% of residents overall).

With regard to taking up the Covid vaccine, residents from a Black, Asian or other ethnic backgrounds were less likely to - 84 % compared to 93% of all residents.

5.15 Recovery

Questions were asked regarding the future recovery of the borough and the council's priorities to help the borough recover as well as working at home in the future.

- 46% of residents had concerns over moving out of lockdown compared to 67% in July 2020.
- Top priorities for the council as mentioned by residents were the same as in July 2020 – helping local economy and businesses recover (20%) and supporting the most vulnerable and affected people to recover (16%) as well as focusing on reopening facilities and services (15%).
- 10% of residents also mentioned ensuring schools remain open and pupils supported to catch up should be a priority for the council.
- More than half residents (56%) said that work from home is not applicable or their job does not allow them to work from home. 17% said they intend to work from home more in the future.

For those residents who have shielded at any point since November 2020; 23% fear coming out of lockdown too quickly compared to 16% of residents overall. Younger residents (18-34) were less concerned about coming out of lockdown than older residents – 61% compared to 50% overall.

Residents with disabilities are more likely than non-disabled residents to say that work from home is not applicable – 70% compared to 53%.

5.16 Conclusions

In terms of recovery from the pandemic, the results highlight the same resident priorities as in the July 2020 survey. Residents want the council to support the local economy and businesses to recover, while supporting vulnerable people. In addition residents also mentioned in other comments priority should also be to ensure schools remain open and pupils supported to 'catch-up' with their education.

The responses also still highlighted the negative impact of the pandemic on more vulnerable residents. Certain population groups including those living in

social housing, disabled, older residents, those living in social housing and more deprived areas of the borough have been more adversely impacted and may require more support than others to recover from the experience of the pandemic. The pandemic has widened existing inequalities.

These results highlight positive perceptions of the council during the pandemic and suggest that there is an increase in volunteering and community engagement. The proportion of those more likely to use local parks and open spaces have increased by 14% and residents less likely to drive has increased by 5%. The increase in digital use and high levels of confidence, suggest opportunities for increased digital engagement and service delivery. It should be noted that confidence is lowest amongst older residents who may also be some of the most vulnerable.

The results of the previous survey in July 2020 helped to inform the 2021/22 budget package, which included a range of support including funding to help support recovery from Covid-19. This includes the COVID welfare grant for those financially affected by the pandemic and economic recovery fund to assist local businesses.

A one-off Community Recovery Grant Scheme has also been set up to improve mental health and wellbeing of residents administered by Involve. Multiple sources of evidence were used to prioritise the allocation of the grant, including the residents' survey and the Community Impact Assessment, which showed increasing levels of isolation, shielding, digital exclusion and a change in employment and/or financial circumstances have affected residents' wellbeing. The grant will also improve sustainability of the community and voluntary sector which will help the community in the long term.

The results of this second survey informed the latest version of the [Community Impact Assessment](#) which was updated in July to capture how the COVID-19 pandemic has impacted on the borough's communities and residents' behaviours during the second and third national lockdowns. Both surveys will inform the ongoing recovery and renewal strategy and the need to prioritise new objectives and the [council's recovery and renewal principles](#).

Further analysis of the survey findings has been undertaken to identify the key issues highlighted and the extent to which the council is on track to address these issues through existing work or where there are genuinely new issues identified that the council needs to focus on. A summary table is attached at Appendix C.

6 Consultation and Other Considerations

Legal Advice

- 6.1 There is not a statutory requirement to undertake this survey, although it reflects good practice to engage with the community in this way. The Local Authority has discretion to utilise what it assesses to be the best tool to produce the most cost effective, representative sample of the views of the community that it serves.

Financial Advice

Unrestricted

6.2 There are no immediate financial implications arising from the contents of the report. The costs of undertaking the survey have been met within existing resources.

6.3 Other Consultation Responses
N/A

Equalities Impact Assessment

6.4 Telephone survey methodologies enable a more representative cross section of the community to respond to the survey. The survey results report includes detailed equalities analysis by demographic groups.

Strategic Risk Management Issues

6.5 The review of best consultation practices undertaken in 2014 is still robust as the revised methodology provides best value for the Council's resources when compared to replicating the previous large-scale postal survey.

Background Papers

Appendix A – Bracknell Forest Council: Covid-19 Residents' Survey Report 2021

Appendix B - Communications Plan: Residents' Covid-19 Impact Survey Results

Appendix C – Issues highlighted being addressed or are new

Appendix B

Communications Plan - Residents' Covid-19 Impact Survey 2021 Results

Date	Action	Target audience	Further information
Late September 2021	PR	Residents	
	Holding statements	Residents	Prepare reactive statement in case of specific queries
	Social media mentions	Residents	Highlights of results
	Departmental Management Teams/council forums	Managers	To review the results and use to inform renewal planning.
	Democracy snapshot	Councillors	Results
	Intranet/Forest Views/Forest Views Extra	Staff	Highlight of results
October 2021	Town & Country Extra	Residents	Highlights
November 2021	Town & Country	Residents	Further info on results and how used to plan for recovery.

Appendix C

The table below highlights how the council is already addressing the issues raised by the survey and any new issues to focus our attention on.

2. Council contact	
On Track	On-going work
<p>67% of residents are at least fairly satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic</p> <p>This figure is higher than the latest available Local Government Association's representative national survey.</p>	<ul style="list-style-type: none"> Proactive approach adopted over the pandemic in providing information and supporting vulnerable residents and those shielding (leaflet drop, customer service calls during lockdown, increased comms).
3. Community	
On Track	On-going work
Community volunteering	<ul style="list-style-type: none"> Working with partners including The Ark Trust, involve Community Services to provide local opportunities to volunteer and sustain volunteering by those that have come forward during the pandemic. Community Recovery Grant Scheme launched to improve sustainability of the community and voluntary sector to help the community longer term.
4. Digital activity	
On track	On-going work
Almost all residents have used the internet and half of them have used it more often since the start of November	<ul style="list-style-type: none"> Improved Council website accessibility Community Recovery Grant Scheme to address digital exclusion for specific groups Berkshire Digital Infrastructure Group – LEP/ reps from Berkshire LAs to address digital poverty across Berkshire.
New issue	<ul style="list-style-type: none"> Residents with a disability were also less likely to use the internet.
5. Environment	
On track	On-going work
Most residents have made changes to reduce their carbon footprint during the pandemic	<ul style="list-style-type: none"> Food waste collections started Improvements to the cycle networks Climate Change Strategy Promoting that forest makes up almost 40% of the borough's landscape

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	<ul style="list-style-type: none"> Improving facilities at parks e.g., Horseshoe lake.
New issues	Just 16% said they are more likely to use public transport, whereas 65% disagreed. The implications of this need to be considered in our climate change strategy.
6) Employment & Economy	
On track	On-going work
Supporting the economy and businesses to recover.	<ul style="list-style-type: none"> Award of business grants Economy Recovery Fund More people going to shops/ Lexicon a focus on promotional marketing Economic and Skills Development partnership activities DEFRA funding, CAB Debt support advisor New Local Welfare Scheme to support those in financial hardship Council Financial Hardship Group and new projects officer.
7) Life health wellbeing	
On track	On-going work
	<ul style="list-style-type: none"> O&S report social isolation and loneliness, this is included as a JSNA theme Community Recovery Grant – mental health wellbeing, early action /intervention for wellbeing & sustaining positive wellbeing changes NJS Charities/PH funded Reaching out Communities project Integrated Care System boundaries – have been confirmed will stay the same providing more stability Joint working and integration with partners increased through the pandemic.
8) Testing and vaccinations	
On track	On-going work
	<ul style="list-style-type: none"> Targeted on going comms including translated/ alternative format communications Outreach work with specific communities Surge testing/ pop up testing.

9) Recovery	
On track	On-going work
	<ul style="list-style-type: none"> • Recovery and renewal principles developed last year – broadly in line with survey responses • On-going targeted support for vulnerable groups affected more – could be increased pressure on Public Health/ASC/CSC • Covid priorities listed in service plans and contribution to recovery • Community Impact Assessment production/recovery principles – more context on topics.
New issues	<ul style="list-style-type: none"> • Support for returning to school with some anxiety from families about this and more people home schooling.

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Bracknell Forest Council: Covid-19 Residents' Survey

Report: April 2021



Research
Evaluation
Community Engagement
Strategy Development

www.publicperspectives.co.uk

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Bracknell Forest Council: Covid-19 Residents' Survey 2021

Executive Summary

Introduction and background to the research

1. Bracknell Forest Council commissioned a survey of local residents about the impact of the Covid-19 pandemic on residents and their experience of it, to help inform council and local planning and priorities to support recovery. This most recent survey is a follow-up to a prior survey conducted in July/August 2020 with the aim of assessing change and impact over time.

Aims of the research

2. The survey covers the following key issues:
 - Perceptions about the council and its support to the local community.
 - Volunteering.
 - Internet use during lockdown.
 - The environmental and travel behaviour change.
 - Impact of the pandemic on work, employment and the economy.
 - Impact of the pandemic on health and wellbeing.
 - Perceptions and intentions around testing, isolation and vaccinations.
 - Priorities to support the recovery of individuals and the local area.

Approach to the research

3. The research was conducted via a telephone survey of 1,861 residents living in Bracknell Forest. The survey took place over a 4-week period between the middle of April and the middle of May 2021.
4. A questionnaire was developed in conjunction with the council to capture information to answer the aims and objectives of the research, mirroring the questionnaire used in July/August 2021 for comparison. The questionnaire was tested with a small number of residents prior to its full implementation to ensure it worked effectively in practice.
5. Quotas were set based on the latest population data available to help ensure that the survey sample was demographically representative of the local population. Quotas were set by gender, age, ethnicity and location.
6. Interviews were conducted at different times of the day and different days of the week, including evenings and weekends to ensure that working age residents were interviewed. Only one person per household was interviewed.

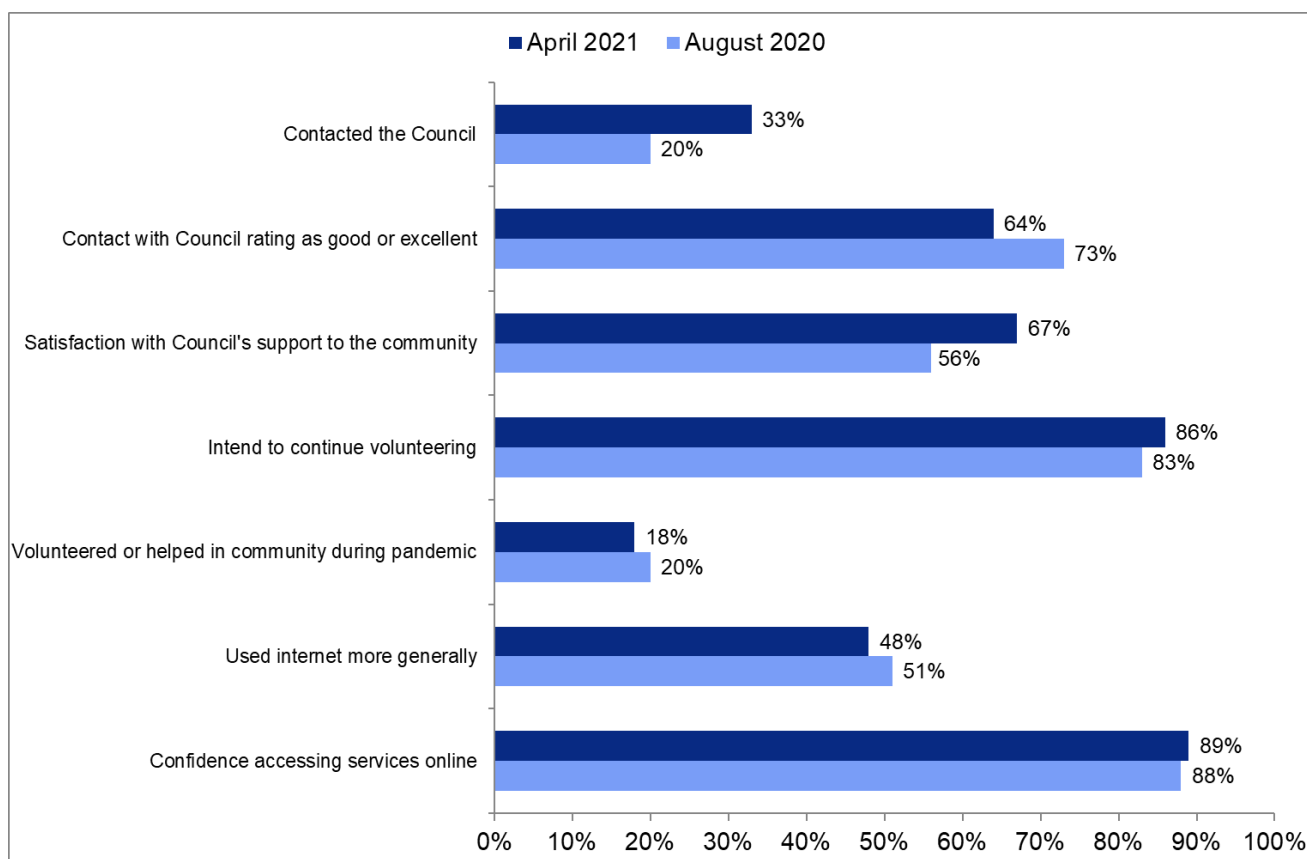
7. With 1,861 respondents, the survey provides for robust data. At this number of respondents, the sample error or accuracy of the survey results is +/- 2.4% at a 95% confidence level.¹ This means that we can be 95% confident that the “real” result for any given question would be within 2.4 percentage points of those stated within the survey findings. This provides for robust data when analysed at a headline level and when different questions are cross-referenced against each other. It also allows for reliable comparison over time and nationally.

Key findings

8. The key findings about **the council, community and digital access** are:
- **Contacting the council:** 33% of residents contacted the council in April 2021 compared with 20% in August 2020, potentially representing pent-up demand (or business as usual as arguably in the first lockdown residents held back from placing perceived unnecessary pressure on the council). 64% of residents who contacted the council since the start of November 2020 rated contact as good or excellent, compared with 73% in August 2020.
 - **Satisfaction with the council’s support to the local community:** 67% of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic, which is an increase from the 56% who were satisfied in August 2020.
 - **Volunteered or helped in community during the pandemic:** In this latest survey, 18% of residents volunteered or helped in the community during the pandemic, 92% of whom indicate they were not volunteering prior to the pandemic. 86% of these intend to continue volunteering in the future. This is in line with the results seen in August 2020, when 20% said they volunteered or helped in the community during the pandemic, 93% of whom indicated they were not volunteering prior to the pandemic and 83% intended to continue volunteering.
 - **Accessing services online:** 48% of residents said they used the internet in general more since the start of November 2020 (when the 2nd lockdown began). In addition, there is an increase in the proportion of residents who said they contacted the council on-line since the start of November 2020 (39%) compared to the 28% seen in August 2020. 89% of residents said they are confident to access services online (similar to the 88% seen in August 2020), with older residents (76% of those aged 55 and above) less confident than younger residents.

¹ Sampling error exists because even when surveying as robustly as has been the case with this survey, only a proportion of the population has been interviewed. Sampling error, therefore, is the measure of accuracy between the survey results and those that would have been obtained if all residents in the area had been surveyed i.e. a census conducted.

Figure 1: Council, community and digital access

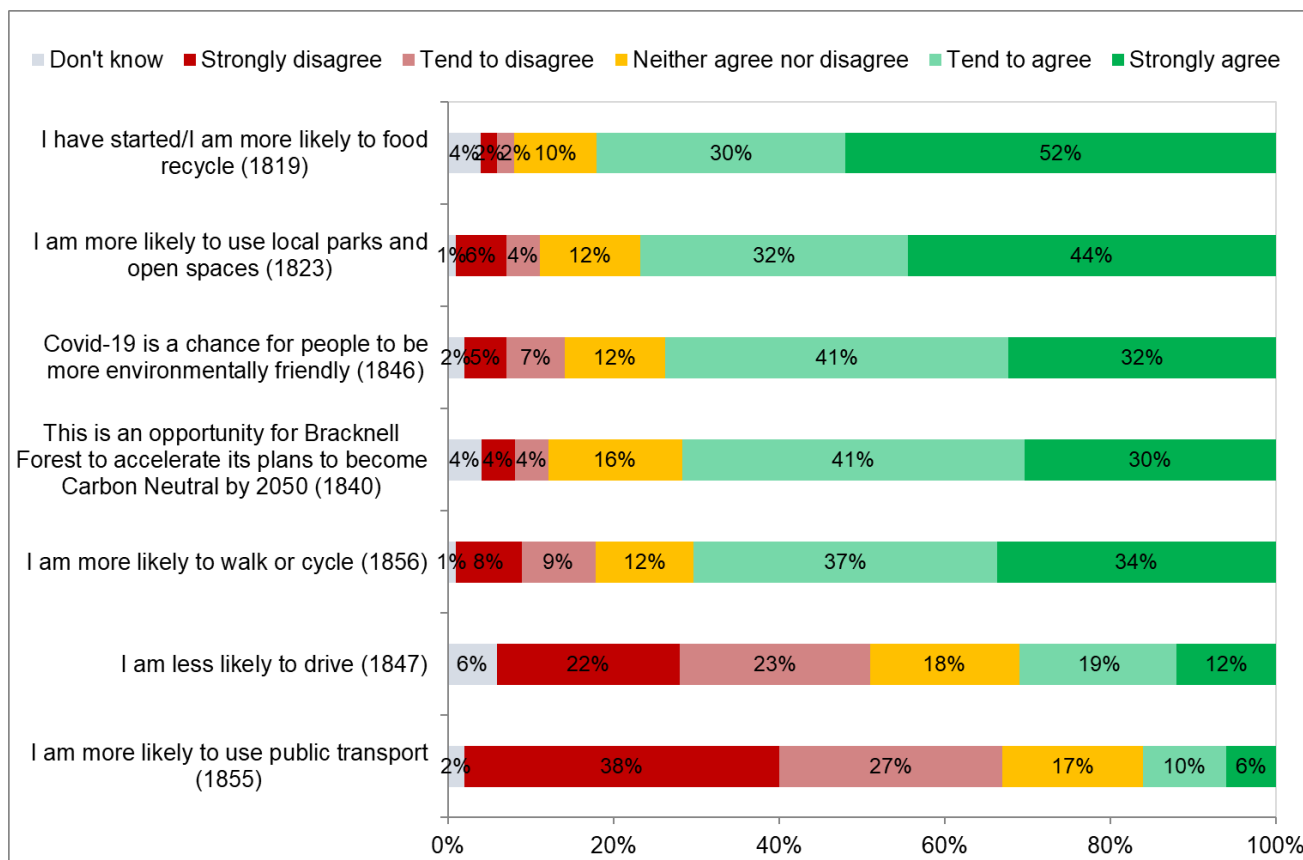


These results highlight positive perceptions of the council during the pandemic. They suggest that there is an increase in volunteering and community sentiment during the pandemic, which could provide a positive foundation to build on in the future. The increase in digital use, and high levels of confidence, suggest opportunities for increased digital engagement and service delivery. However, it should be noted that digital confidence is lowest amongst older residents, with implications for digital exclusion.

9. The views of residents about **travel and the environment** in the future, due to Covid-19 are as follows:
- 82% of residents said they agree that **they have started or are more likely to food recycle** (a new service since March 2021) and 76% agreed that **they are more likely to use local parks and open spaces** (an increase from 62% in August 2020).
 - 73% of residents said they agree that **Covid-19 is a chance for people to be more environmentally friendly** (75% in August 2020) and 71% agreed that **this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050** (73% in August 2020).
 - 71% agreed that **they are more likely to walk or cycle** (67% in August 2020).
 - 31% agreed **they are less likely to drive** (an increase from 26% in August 2020), while 45% disagreed. However, it is worth noting that 31% of residents have already been driving less as a result of the pandemic.

- Just 16% said **they are more likely to use public transport** (13% in August 2020), whereas 65% disagreed.

Figure 2: The views of residents about travel and the environment in the future



Numbers in brackets are the number of respondents to each statement.

Question: Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19?

These results highlight how the pandemic presents an opportunity to promote and embed climate friendly behaviour amongst residents, local businesses and other local organisations. Importantly, these positive perceptions and behaviour have been sustained over time and in some cases increased, highlighting that the pandemic may have helped form positive climate friendly habits.

10. Regarding **employment and the economy**:

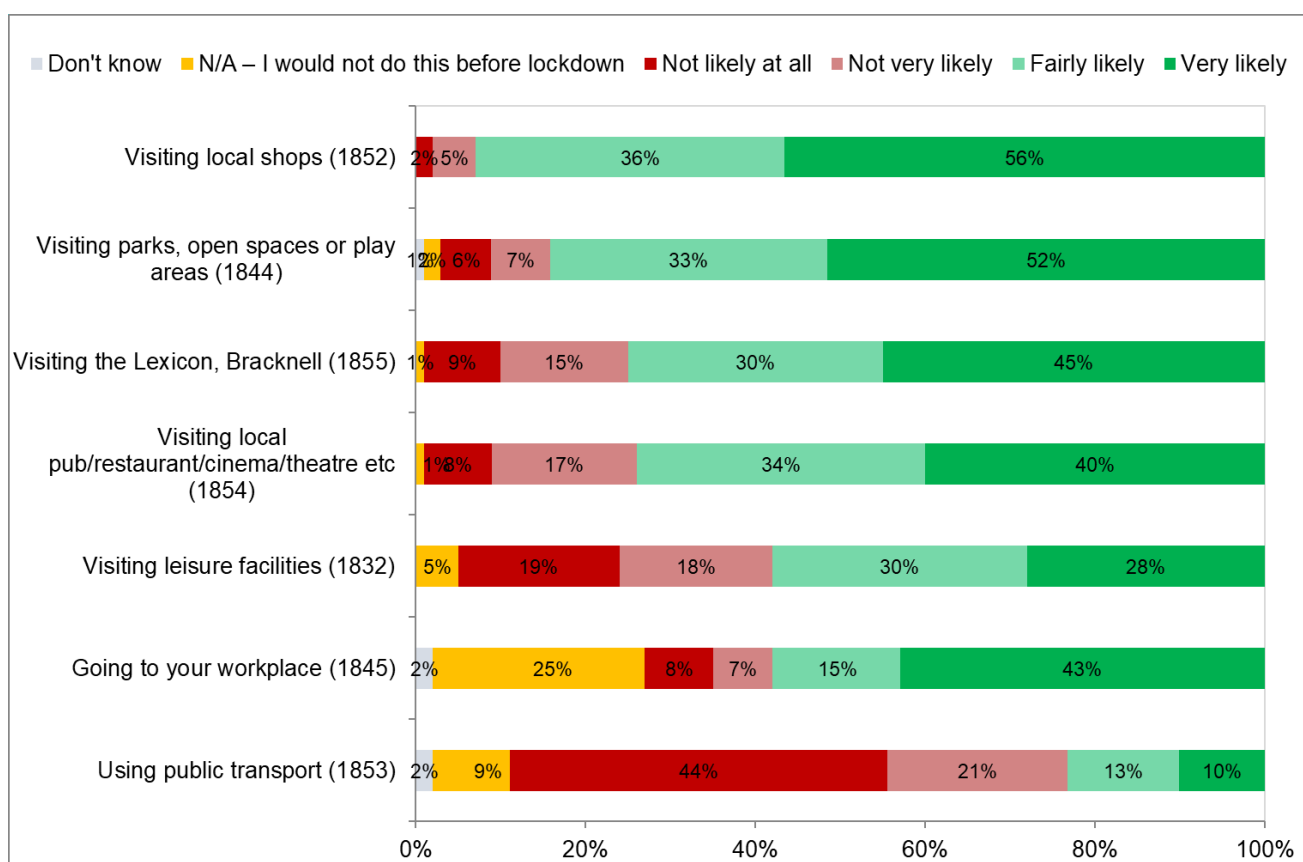
- **Half of residents are still employed on the same terms and conditions** (an increase from the 42% seen in August 2020). 4% said they had been previously furloughed, but are now back in work. Additionally, 4% said they are self-employed and their business has been affected (8% in August 2020), 4% said they are self-employed and not affected, 4% said they have lost their job (2% in August 2020) and 3% are furloughed and are being paid 80% of their salary under the government scheme.
- Overall, **74% of residents have not accessed or received any support from the UK Government** (70% in August 2020). 10% said they have been or are furloughed under

the Coronavirus Job Retention Scheme (17% in August 2020) and 6% have signed up to Universal Credit (3% in August 2020).

11. The likelihood of **doing activities as lockdown is eased** is as follows:

- Overall, 92% of residents said they are likely to **visit local shops** as lockdown is eased (86% in August 2020). 85% of residents said they are likely to **visit parks, open spaces or play areas** (82% in August 2020) and 75% said they are likely to **visit the Lexicon, Bracknell** (63% in August 2020). 74% said they are likely to **visit local pubs, restaurants, cinemas or theatres** (48% in August 2020).
- 58% said they are likely to **visit leisure facilities**, 58% said they are likely to **go to their workplace** (50% in August 2020) and only 23% said they are likely to **use public transport** (17% in August 2020).

Figure 3: Doing activities as lockdown is eased



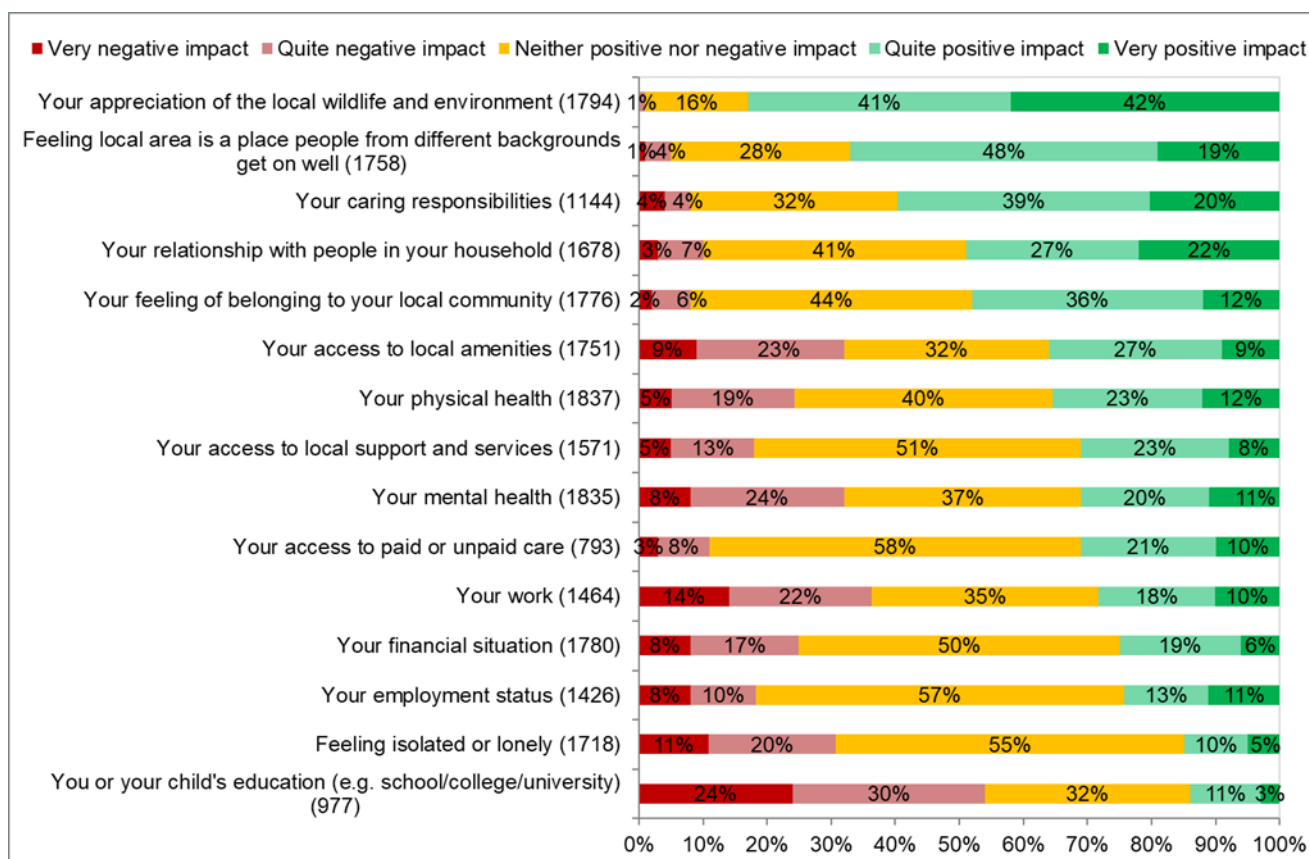
Numbers in brackets are the number of respondents to each statement.

Question: As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted?

These results highlight an improvement in the economic challenges of the pandemic, with an increase in the proportion of residents who are employed on the same terms and conditions. The increase in willingness to do activities as lockdown is eased, compared to the results seen in August 2020, perhaps highlights increased desire to return to 'normality', and increased confidence.

12. The impact of the pandemic on aspects of residents' **life, health and wellbeing** is as follows:
- Overall, 83% of residents said that the pandemic had a **positive impact on their appreciation of the local wildlife and environment**, the same proportion as in August 2020. 67% mentioned the pandemic had a **positive impact on their feeling that their local area is a place where people from different backgrounds get on well together** (70% in August 2020) and 59% said it had a **positive impact on their caring responsibilities** (68% in August 2020).
 - 49% of residents said the pandemic had a **positive impact on their relationship with people in their household** (50% in August 2020) and 48% said it had a **positive impact on their feeling of belonging to the local community** (52% in August 2020).
 - 36% said it had a positive impact on their **access to local amenities** (although 32% cited a negative impact), 35% said it had a positive impact on their **physical health** (48% in August 2020), 31% of residents said the pandemic had a positive impact on their **access to local support and services**, 31% of residents said the pandemic had a positive impact on their **mental health** (36% in August 2020), albeit with 32% citing negative impacts on mental health, and 31% said it had a positive impact on their **access to paid or unpaid care** (25% in August 2020).
 - 28% believed the pandemic had a positive **impact on their work** (23% in August 2020), whereas 36% said it had a negative impact.
 - 25% said the pandemic had a positive impact on their **financial situation** (24% in August 2020) and 25% said it had a negative impact.
 - 24% said the pandemic had a positive impact on their **employment status** (21% in August 2020) and 18% said it had a negative impact.
 - 15% said the pandemic had a positive impact on their **feeling of isolation or loneliness** and 31% said it had a negative impact.
 - Only 14% of residents believed the pandemic had a positive impact on their or their **children's education (e.g. school/college/university)**, while 54% said it had a negative impact.

Figure 4: Impact of the pandemic on aspects of life, health and wellbeing



Numbers in brackets are the number of respondents to each statement (excludes don't know responses).

Question: How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?

13. Residents provided views about **accessing healthcare and the support they need to recover from the experience of the pandemic:**

- Above six-in-ten (64%) residents spent **more time in nature**, visiting open spaces since the beginning of the 2nd lockdown onwards (59% in August 2020) and above two-fifths (43%) of residents tried a **new form of exercise or exercised more** (48% in August 2020), while **smoking** levels remained about the same.
- Six-in-ten (62%) residents feel that their **health and care needs** have been supported overall during the pandemic (in line with the 64% seen in August 2020), with those aged 18-34 more likely to say so (perhaps reflecting their lesser health needs).
- The majority of residents (76%) are **confident accessing health and care services that are not Covid-19 related** (a decrease from the 82% seen in August 2020), with residents aged 18-34 being more confident, perhaps reflecting lesser care needs.
- A quarter of residents said they had **avoided going to the GP / hospital** because they did not want to overburden them (40% in August 2020), a quarter said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment (35% in August 2020), and a fifth said they had a pre-existing G.P/hospital appointment postponed (30% in August 2020).
- Above two-fifths (44%) of residents said they had not changed the way they access primary healthcare as a result of the pandemic and above **a third said they had**

received telephone GP appointments (37%), while 17% had received video or on-line GP appointments.

- Three-fifths (60%) of residents that have made change(s) to the way they access primary healthcare said they are **willing to maintain this change** and above a quarter (27%) said they are not willing to maintain this change. Residents with a disability (50%) were less likely to maintain the change. Similarly, residents that have shielded at any point since the start of November 2020 (52%) were less likely to say they will maintain the change.
- The majority of residents (86%) **do not need any help or support** due to their experience of Covid-19 (similar to the 87% seen in August 2020), although middle aged and residents with a disability are more likely to want support.

These results highlight the impact of the pandemic on health and wellbeing (with a need to pay special attention to education, work, mental and physical health, access to local amenities and feeling of loneliness aspects), and that certain population groups may require more support than others to recover from the experience of the pandemic. They also highlight the impact of the pandemic on access to healthcare, although this is less pronounced in April 2021, compared with August 2020. The changes experienced by some residents in accessing healthcare may provide opportunities for a hybrid delivery model, including telephone and on-line appointments. However, some residents and some population groups are less supportive.

14. Residents provided views about **testing and vaccinations:**

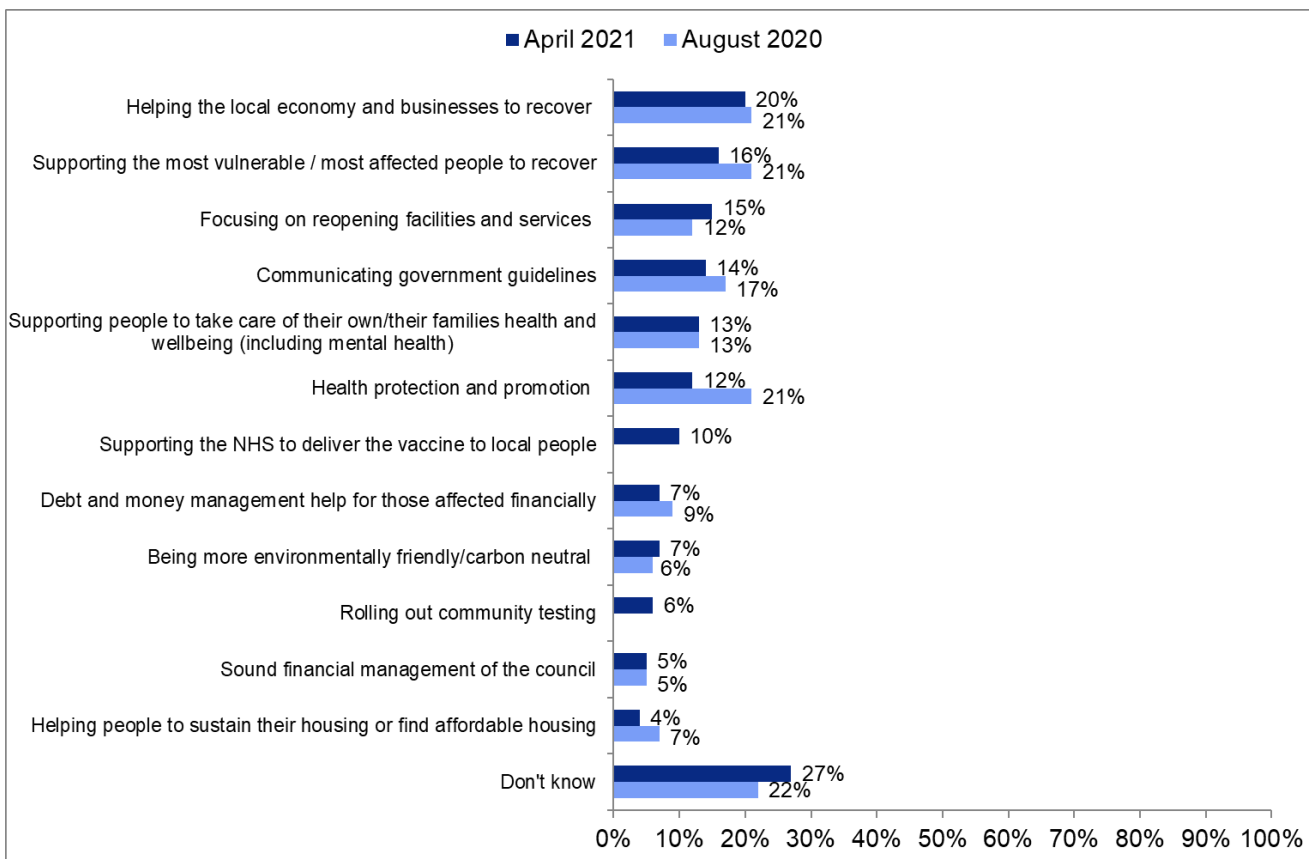
- **The majority of residents (61%) have either taken or will access regular rapid Covid-19 testing.** On the other hand, above a third said they have not taken and will not access it.
- **Almost all residents (99%) said that they would comply with the requirement of self-isolation at home for 10 days** if they or someone they are in close contact with tested positive.
- **Almost all residents have taken or are going to take the Covid-19 vaccine (93%),** although residents aged 18-34 and Black, Asian or residents of other ethnic backgrounds are less likely to take it.
- A quarter of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects and a further 19% said they are concerned about short-term side effects. The same proportion of residents (19%) said they will make their minds up when the time comes.

Whilst these results are positive, they highlight the scope to increase up-take of testing and to target specific groups where there may be lower uptake of the vaccine.

15. Regarding the **future and priorities for recovery**:

- **Around half of residents had concerns moving out of lockdown**, better than the 67% seen in August 2020. Fear of coming out of lockdown too quickly and risk of local lockdown or local restrictions due to outbreak were the most mentioned concerns.
- One-fifth of residents said **helping the local economy and businesses to recover should be the council's top priority** over the next few months to help the borough's recovery (20%), one-in-six residents mentioned **supporting the most vulnerable to recover** (16%) and a similar proportion mentioned **focusing on reopening facilities and services** (15%). Helping the local economy and businesses, and supporting the most vulnerable / most affected people to recover were also the top mentioned priorities in August 2020, alongside health protection and promotion (21% each).
- Additionally, about 10% mentioned in 'other' comments **that the priority should be ensuring schools remain open and pupils are supported to 'catch-up' with their education**.

Figure 5: Priorities for recovery



Question: Over the next few months, what do you think the council's top priorities should be to help the borough's recovery from the pandemic? Note: Respondents could select more than one answer.

These results highlight that residents want the council to support the local economy to recover, while simultaneously supporting the most vulnerable/most affected people to recover, planning the reopening of facilities and services, and promoting and enforcing public health guidelines. Similarly, they highlight the importance of keeping schools open and ensuring education is prioritised.

16. **Throughout the survey there are often differences by different demographic groups.** In some instances these highlight that disadvantaged or vulnerable groups, such as residents with a disability, older people and people living in social housing, have been more significantly affected by the pandemic and are in greater need of support. **This highlights the importance of a targeted approach to services and support to help protect residents and the local area, and promote recovery from the pandemic.**
17. Positively, whilst there have been some specific changes over time, in many cases the results are similar or improved. **This highlights that the impact of the pandemic has not been magnified over time and/or that positive behavioural changes around volunteering, digital activity and the environment for example are potentially sustained over time.** Nonetheless, issues and impact remain prominent and there is a sense of a precarious recovery, which requires continued focus and support to local residents and the local area to ensure a positive recovery is achieved.

Bracknell Forest Council: Covid-19 Residents' Survey 2021

Main Report

Section 1: Introduction

Introduction and background to the research

1.1. Bracknell Forest Council commissioned a survey of local residents about the impact of the Covid-19 pandemic on residents and their experience of it, to help inform council and local planning and priorities to support recovery. This most recent survey is a follow-up to a prior survey conducted in July/August 2020 with the aim of assessing change and impact over time.

Aims of the research

- 1.2. The survey covers the following key issues:
- Perceptions about the council and its support to the local community.
 - Volunteering.
 - Internet use during lockdown.
 - The environmental and travel behaviour change.
 - Impact of the pandemic on work, employment and the economy.
 - Impact of the pandemic on health and wellbeing.
 - Perceptions and intentions around testing, isolation and vaccinations.
 - Priorities to support the recovery of individuals and the local area.

Approach to the research

- 1.3. The research was conducted via a telephone survey of 1,861 residents living in Bracknell Forest. The survey took place over a 4-week period between the middle of April and the middle of May 2021.
- 1.4. A questionnaire was developed in conjunction with the council to capture information to answer the aims and objectives of the research (see appendix). The questionnaire mirrors that used in July/August 2020 for comparison over time. Several of the questions are drawn from surveys conducted by other local authorities. The questionnaire was tested with a small number of residents prior to its full implementation to ensure it worked effectively in practice.
- 1.5. Quotas were set based on the latest population data available to help ensure that the survey sample was demographically representative of the local population. Quotas were set by gender, age, ethnicity and location.
- 1.6. Interviews were conducted at different times of the day and different days of the week including evenings and weekends to ensure that working age residents were interviewed. Only one person per household was interviewed.
- 1.7. With 1,861 respondents, the survey provides for robust data. At this number of respondents, the sample error or accuracy of the survey results is +/- 2.4% at a 95%

confidence level.² This means that we can be 95% confident that the “real” result for any given question would be within 2.4 percentage points of those stated within the survey findings. This provides for robust data when analysed at a headline level and when different questions are cross-referenced against each other. It also allows for reliable comparison over time and nationally.

1.8. The following table shows the demographic profile of respondents to the survey:

Demographic	Percentage of interviews
Gender	
Male	50%
Female	50%
Age	
18-34	27%
35-54	39%
55-70	22%
Over 70	12%
Ethnicity	
White British-Irish	82%
Black, Asian or residents of other ethnic backgrounds ³	18%

Note: All quotas were achieved within 1-2 percentage points of their target and the results ‘re-weighted’ to be fully in line with the latest local population demographics (these were derived from the ONS mid-year population estimates 2019 and for ethnicity based on the latest school census data – this may slightly over-estimate the size of Black, Asian or residents of other ethnic backgrounds in the adult population, but it was considered important to ensure good representation of ethnic groups and reflect future trends in the population).

Reporting

1.9. The main report summarises the key findings from the research. Each relevant question has been analysed against a set of key demographic and conceptual variables to identify any relevant patterns, trends, similarities or differences by different types of respondents. Commentary is only provided where significant or meaningful findings are identified. The variables include:

- Gender
- Age
- Ethnicity
- Disability
- Location
- Housing type

1.10. The main thrust of the analysis has sought to compare changes over time between the first survey conducted in July/August 2020 and this most recent survey.

² Sampling error exists because even when surveying as robustly as has been the case with this survey, only a proportion of the population has been interviewed. Sampling error, therefore, is the measure of accuracy between the survey results and those that would have been obtained if all residents in the area had been surveyed i.e. a census conducted.

³ Data is available on the views and experiences of residents from different ethnic backgrounds. However, analysis is not conducted by the individual groups in this report because of the relatively small number of respondents or sample size for each group, which makes it difficult to conduct statistically reliable analysis and identify meaningful differences. This said, further investigation and analysis has been conducted where the analysis identified differences that exist at the headline level between White British-Irish residents and Black, Asian or residents of other ethnic backgrounds to assess whether the issues are notably experienced more or less by specific groups of residents.

1.11. The report is divided into the following sections:

- Section 2: The council
- Section 3: Community
- Section 4: Digital activity
- Section 5: Environment
- Section 6: Employment and the economy
- Section 7: Life, health and wellbeing
- Section 8: Testing and vaccinations
- Section 9: Recovery

Section 2: The Council

Key issues/findings

- A third of residents contacted the council since the start of November 2020 (compared to 20% in the August 2020 survey, perhaps reflecting pent up demand), with residents with a disability more likely to do so than other residents.
- Over two fifths (44%) of residents who contacted the council wanted to request a service. This is similar to the 40% seen in August 2020.
- The majority have high satisfaction levels with the contact, albeit slightly lower than in the previous survey.
- Two thirds of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic. This is higher than the 56% seen in August 2020.

Introduction

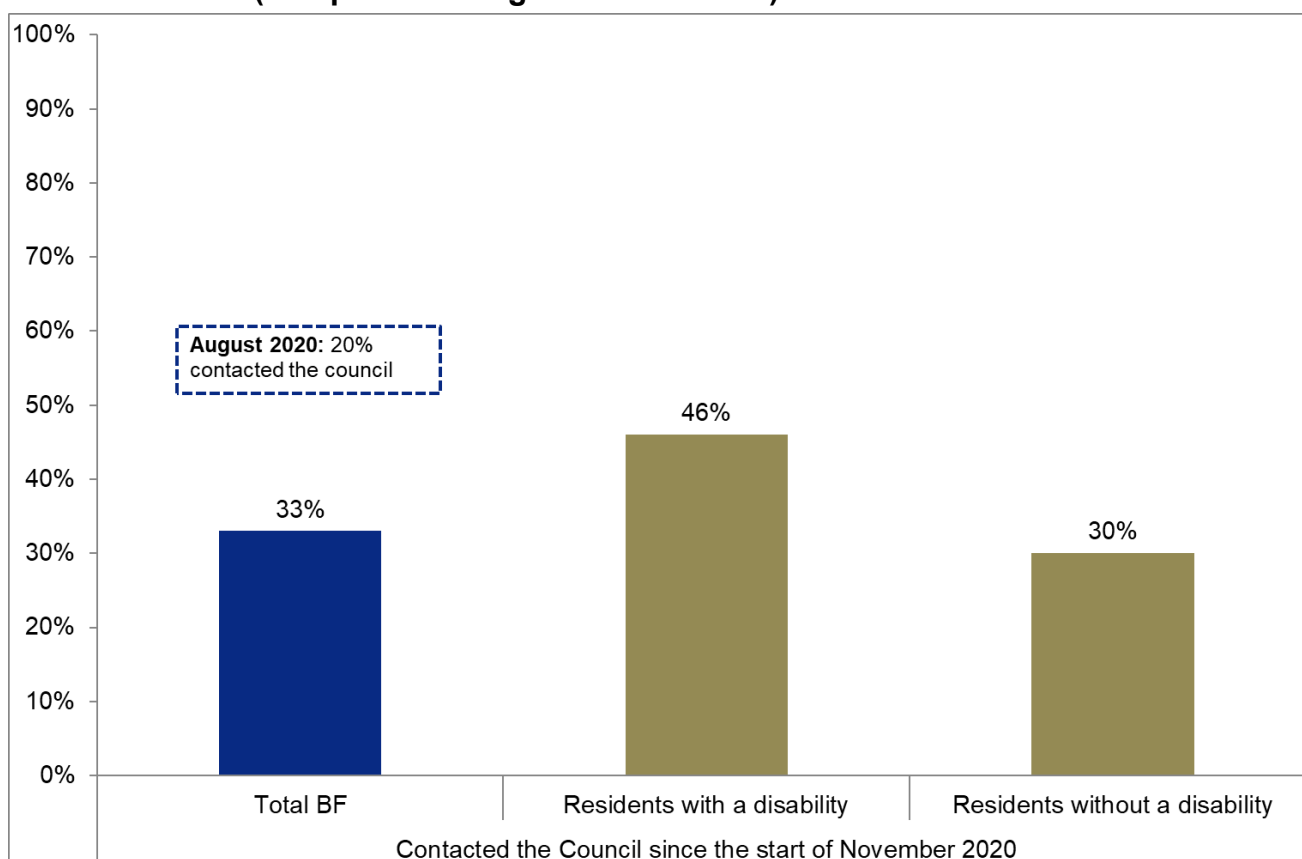
- 2.1. This section presents findings about perceptions of the council performance during the pandemic, including:
- Incidence of contacting the council.
 - Details of contacting the council, including reasons and satisfaction with the contact.
 - Satisfaction with the council's support.

Contacting the council

A third of residents contacted the council since the start of November 2020 (compared to 20% in the August 2020 survey, perhaps reflecting pent up demand), with residents with a disability more likely to do so than other residents

- 2.2. Overall, 33% of residents said they contacted the council at least once since the start of November 2020 (this compares to 20% in the August 2020 survey).
- 2.3. Residents with a disability are more likely than other residents to have contacted the council, 46% did so since the start of November 2020, compared with 30% of non-disabled residents (in the August 2020 survey, older residents tended to contact the council more).

Figure 2.1: The proportion of residents that have contacted the council since the start of November 2020 (compared to August 2020 results)



Number of respondents: 1861.

Question: Have you contacted the council since the start of November 2020 (when the 2nd Lockdown first began)?

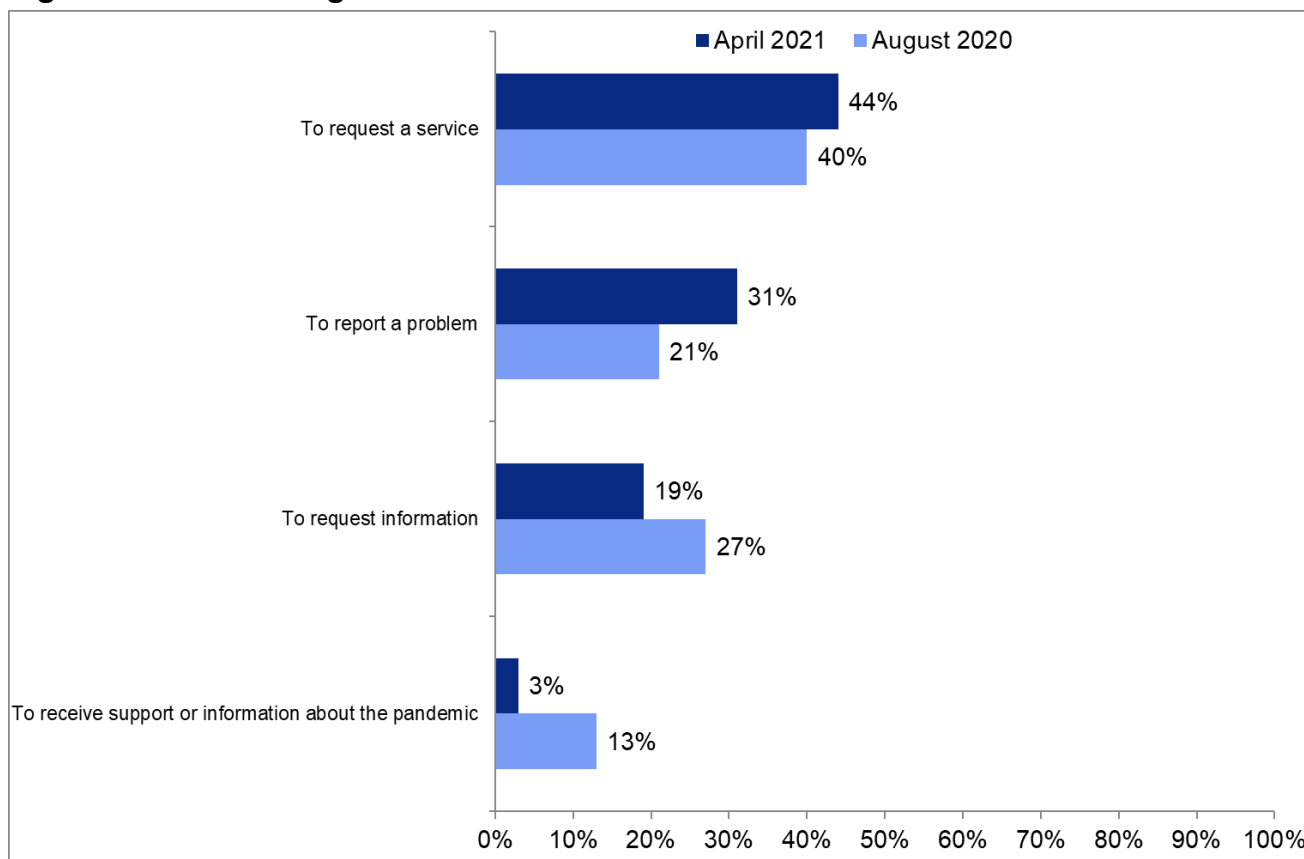
- 2.4. In most cases, the incidence of contact with the council is consistent across different demographic groups. However, there are some demographic differences to note:
- **White British or Irish residents are more likely to contact the council:** For example, 35% of White British or Irish residents contacted the council compared with 23% of Black, Asian or residents of other ethnic backgrounds.
 - **Residents in social housing are more likely to contact the council:** For example, 45% of residents in social housing contacted the council compared with 33% overall.
 - **Residents who shielded at any point since the start of November 2020 due to health or medical reasons are more likely than other residents to contact the council:** For example, 40% of residents who shielded at any point since the start of November 2020 contacted the council, compared with 33% overall.

Reasons and satisfaction with the council contact

Over two fifths (44%) of residents who contacted the council wanted to request a service, similar to the 40% seen in August 2020

2.5. 44% of residents that have contacted the council said they wanted to request a service and 31% wanted to report a problem. In August 2020, a higher proportion said they wanted to request information (27%, compared with 19% in April 2021).

Figure 2.2: Contacting the council



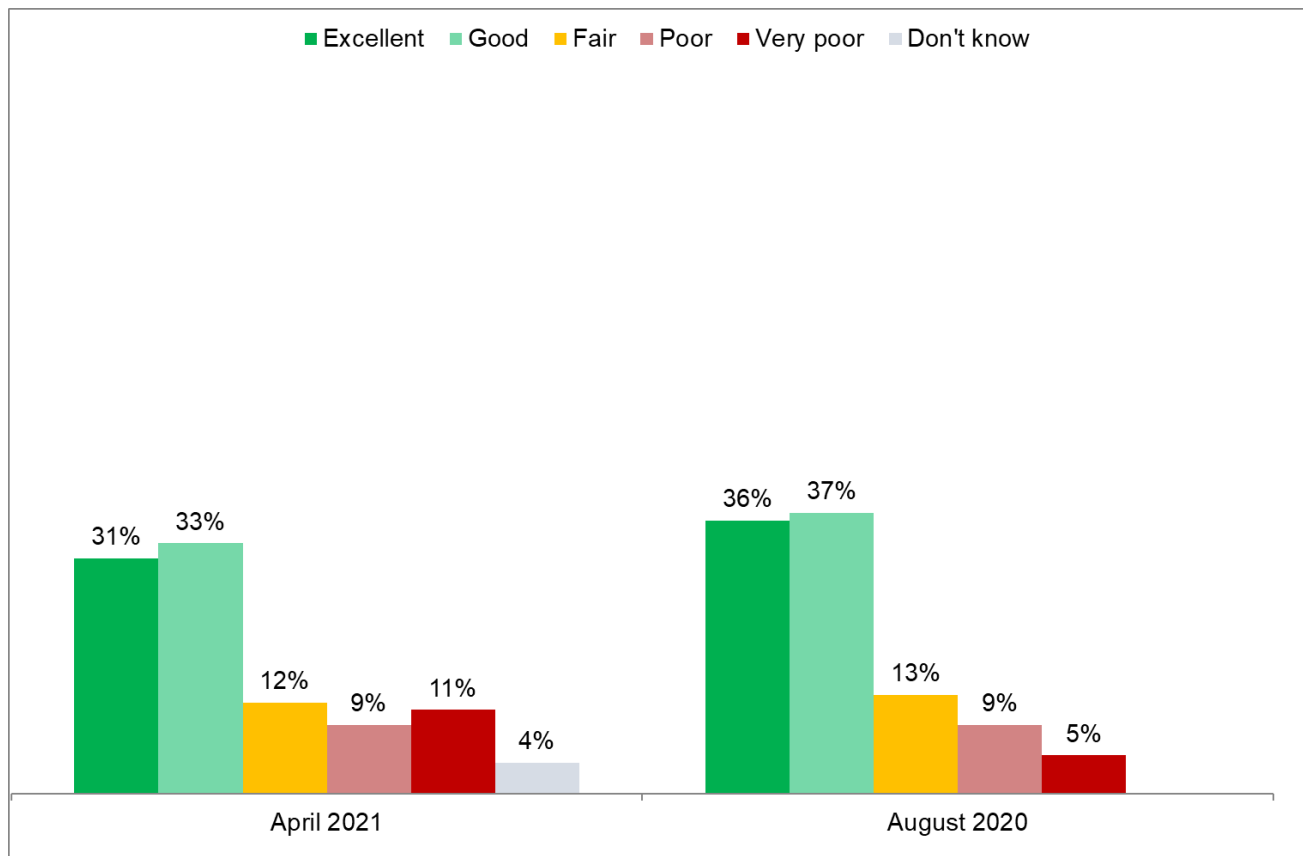
Number of respondents: April 2021 - 593, August 2020 - 328 (as question only asked to those who contacted the council)

Questions: What was your reason for contacting the council?

The majority have high satisfaction levels with the contact, albeit slightly lower than in the previous survey

- 2.6. There are high levels of satisfaction with contacting the council, including 31% giving an “excellent” rating and 33% a “good” rating. 20% of residents who contacted the council rated the contact as at least poor.
- 2.7. However, this is slightly lower than the levels of satisfaction seen in August 2020, when 36% gave an “excellent” rating, 37% a “good” rating and 14% of residents who contacted the council rated the contact as at least poor.

Figure 2.3: Satisfaction with contact



Number of respondents: April 2021 - 603, August 2020 - 364 (only asked to those who contacted the council).
 Questions: How would you rate your contact with the council?

- 2.8. In most cases, contact rating and reasons of contact are consistent across different demographic groups. However, there are some demographic differences to note:
- **Residents aged 18-34 are more likely to request a service:** For example, 51% of residents aged 18-34 contacted the council to request a service compared with 40% of residents aged 35-54 and 43% of those aged 55 and above.
 - **White British or Irish residents are more likely to report a problem:** For example, 33% of White British or Irish residents contacted the council to report a problem compared with 20% of Black, Asian or residents of other ethnic backgrounds who contacted the council.
 - **Parents or guardians of a dependent child are more likely than other residents to request a service:** For example, 54% of residents who are parents or guardians contacted the council to request a service, compared with 44% overall.
 - **Carers, who look after others are less likely than other residents to request a service:** For example, 35% of residents who are carers contacted the council to request a service, compared with 44% overall.

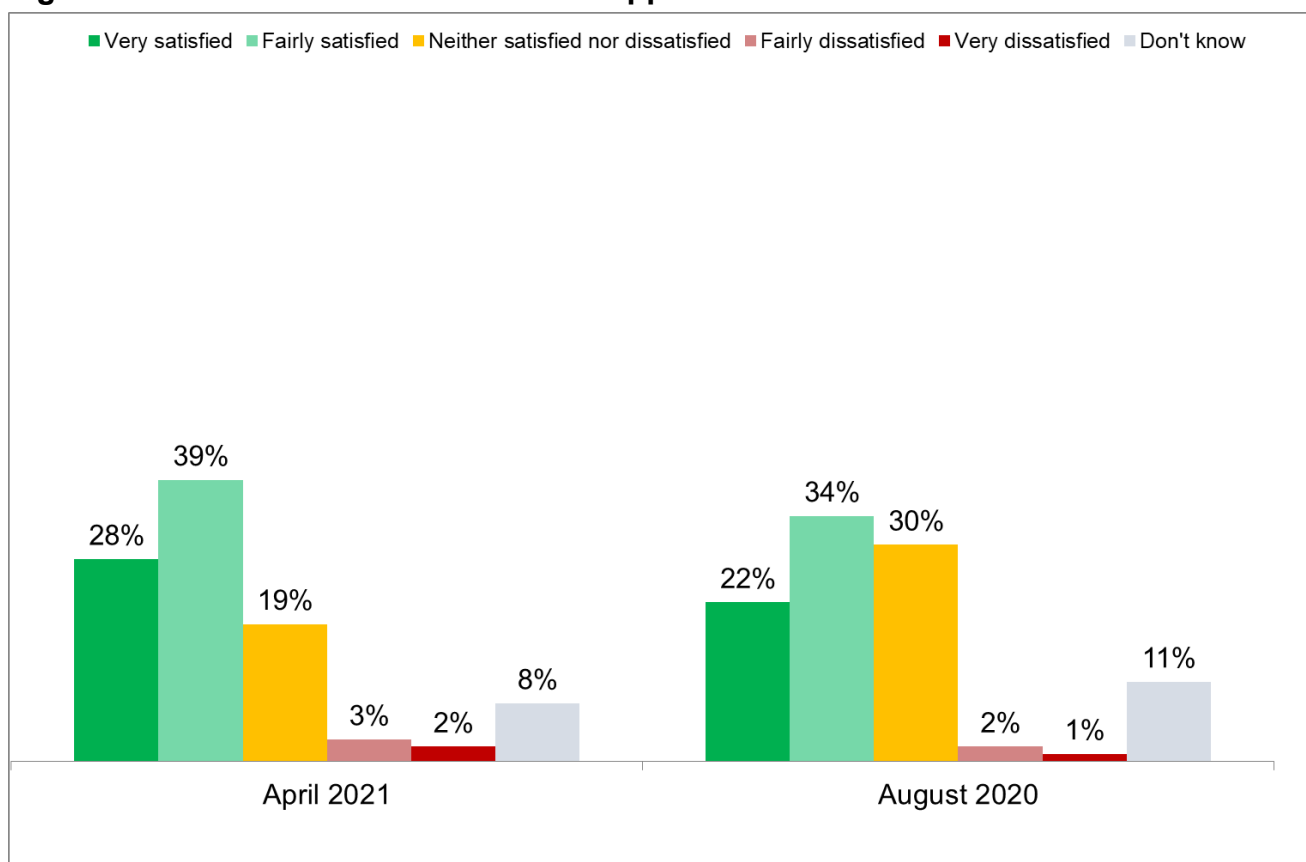
- **Residents who have shielded at any point since the start of November 2020 are more likely than other residents to request a service:** For example, 62% of residents who have shielded contacted the council to request a service, compared with 44% overall.
- **Residents aged 18-34 are more likely than other residents to give a “very poor” rating to their contact with the council:** For example, 27% of residents aged 18-34 who contacted the council gave a “very poor” rating, compared with 11% overall.
- **Residents with a disability are more likely than other residents to give an “excellent” rating to their contact with the Council:** For example, 41% of residents with a disability who contacted the council gave an “excellent” rating, compared with 31% overall (this is especially important given that this group are more likely to contact the council).

Satisfaction with the council's support to the local community

Two thirds of residents are satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic, higher than the 56% seen in August 2020

- 2.9. Overall, 67% of residents are at least fairly satisfied with the way Bracknell Forest Council is supporting the local community during the pandemic. Only 5% of residents are at least fairly dissatisfied with the way the council is supporting the local community.
- 2.10. These results are also higher than the latest available Local Government Association's representative national survey of 1,004 people (February 2021), with 20% very satisfied, 33% fairly satisfied, 31% neither satisfied nor dissatisfied, 7% fairly dissatisfied and 7% very dissatisfied. Interestingly, these results have decreased slightly over time, while the results for Bracknell Forest have increased.

Figure 2.4: Satisfaction with council's support



Number of respondents: April 2021 - 1852, August 2020 - 1826.

Question: How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic?

- 2.11. In most cases, satisfaction with the council support is consistent across different demographic groups. However, there are a couple of demographic differences to note:
- **Parents or guardians of a dependent child are less likely to be satisfied about the way the council is supporting the community than other residents:** For example, 63% are at least fairly satisfied, compared with 72% of residents who are not parents or guardians.
 - **Residents who have shielded at any point since the start of November 2020 are more likely than other residents to be satisfied about the way the council is supporting the community:** For example, 77% are at least fairly satisfied with the council support, compared with 67% overall.

Section 3: Community

Key issues/findings

- The majority of residents have not volunteered in the community during the pandemic, similar to the 80% seen in August 2020.
- Over three-fifths (63%) of residents who volunteered in the community wanted to do good for others and the community, slightly lower than the 70% seen in August 2020.
- Half of residents who volunteered in the community said they volunteered between March and October 2020 (the first lockdown) as well as from November 2020, with women and residents with a disability more likely to volunteer at both times.
- The majority of residents who volunteered intend to keep volunteering in the local community, similar to the 83% seen in August 2020. Those aged 18-34 were less likely to say so.
- The majority of residents who did not volunteer would consider volunteering in the future, with those aged 55+ less likely to do so.

Introduction

- 3.1. This section presents findings about volunteering and community during the pandemic, including:
- Ways of volunteering in the local community.
 - Reasons for volunteering in the local community.
 - Timeframe of volunteering.
 - Intention to keep volunteering.
 - Considering volunteering in the future.

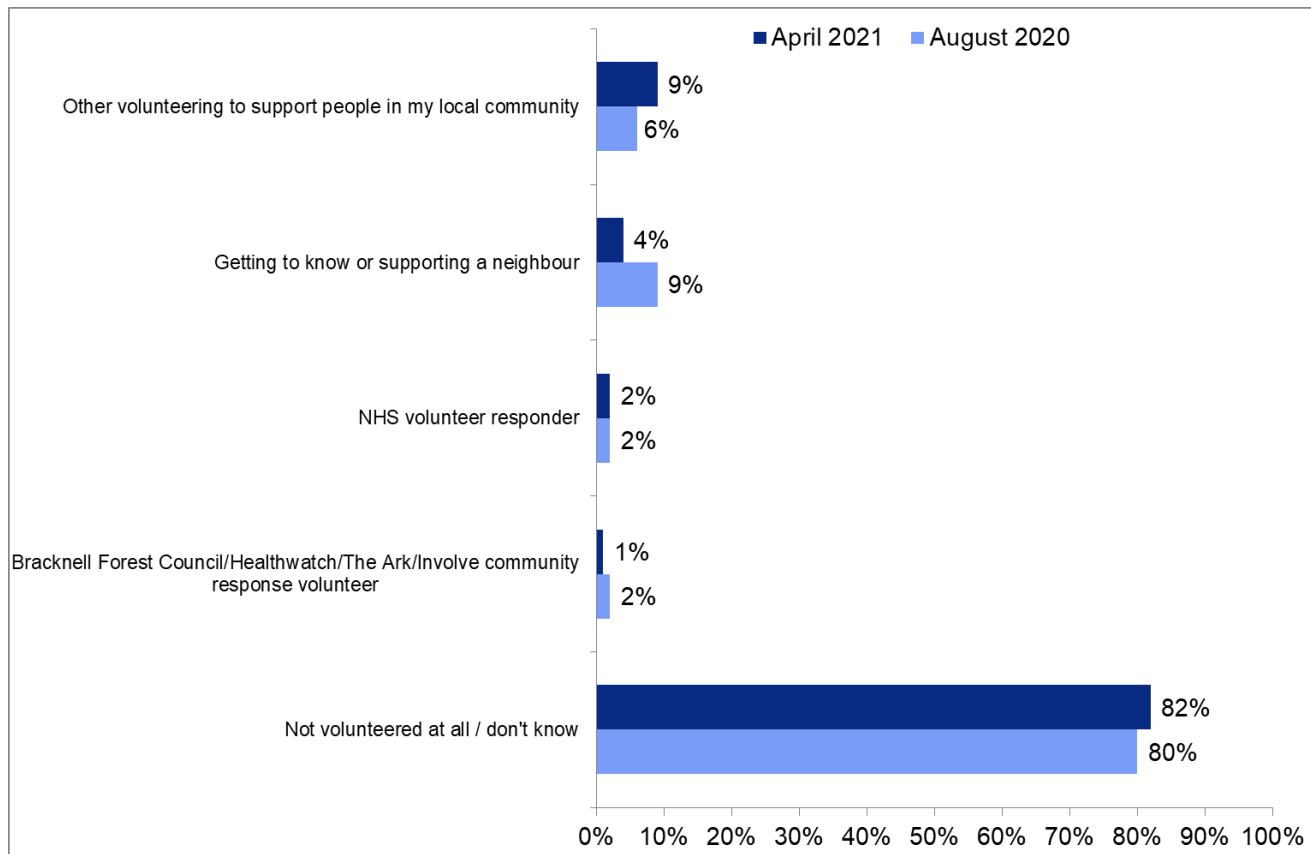
Ways of volunteering in the community during the pandemic

The majority of residents have not volunteered in the community during the pandemic, similar to the 80% seen in August 2020

3.2. Overall, 82% of residents did not mention any form of volunteering.

3.3. In addition to the cited types of volunteering in the graph below, about 3% also mentioned volunteering at vaccine and/or test centres.

Figure 3.1: Ways of volunteering in the community during the pandemic



Number of respondents: April 2021 - 1860, August 2020 - 1821.

Question: How, if at all, have you volunteered to help in your local community during the pandemic?

Note: Respondents could select more than one answer.

3.4. The findings are broadly consistent across demographic groups except for the following differences:

- **Middle aged residents are more likely to volunteer than other age groups:** 25% of 35-54 year olds volunteered, compared with 11% of 18-34 year olds and 15% of residents aged 55 or over (perhaps because they are more able/less at risk than older residents and more community minded than younger residents).
- **Carers are more likely to volunteer than non-carers:** 27% of residents who look after others said they volunteered compared to 14% of non-carers.
- **Residents that rent accommodation from a private landlord are less likely to volunteer in the local community than other residents:** For example, 7% of residents who rent accommodation from a private landlord have volunteered compared with 18% of residents overall.
- **Residents that have shielded at any point since the start of November 2020 are less likely to volunteer in the local community than other residents:** For example,

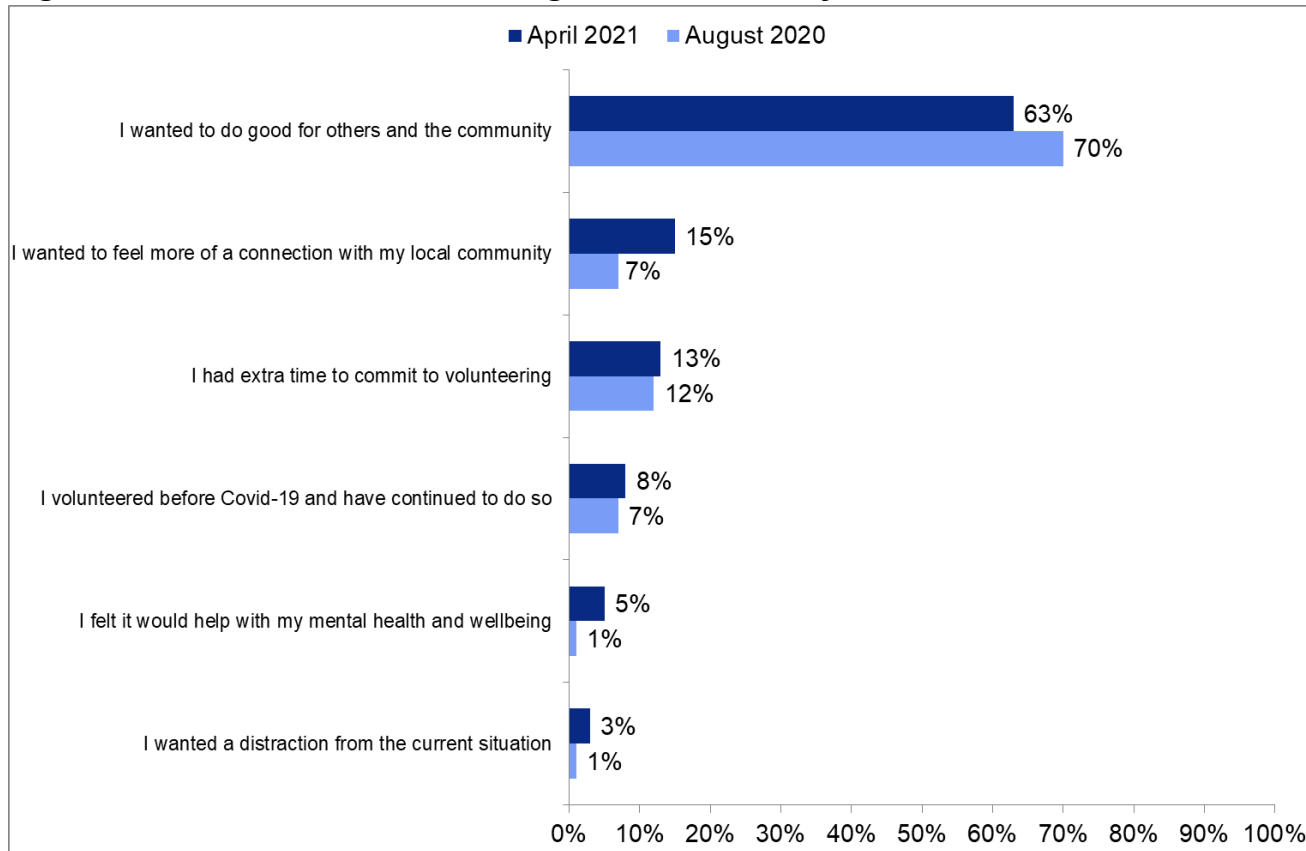
9% of residents who have shielded have volunteered compared with 18% of residents overall.

Reasons for volunteering in the community

Over three-fifths of residents (63%) who volunteered in the community wanted to do good for others and the community, slightly lower than the 70% seen in August 2020

- 3.5. 63% of residents that volunteered in the community said they wanted to do good for others and the community (70% in August 2020 survey), while 15% said they wanted to feel more of a connection with their local community (7% in August 2020).
- 3.6. Men are less likely than women to say that they wanted to feel a connection with their community, 7% said so, compared with 21% of women. On the other hand, men are more likely to say that they had extra time to commit to volunteering (18% of men, compared with 9% of women).
- 3.7. Residents aged 18-34 are less likely than other residents to say that they had the extra time to commit to volunteering, 0% did so, compared with 15% of residents aged 35-54 and 17% of residents aged 55 and above. On the other hand, residents aged 18-34 are more likely to say they felt it would help with their mental health and wellbeing (16% of 18-34 years olds said this, compared with 2% of other respondents).
- 3.8. Residents with a disability are less likely to say they wanted to feel more of a connection with their community (7%) and that they volunteered before Covid-19 (0%).
- 3.9. Residents who have shielded at any point since the start of November 2020 are more likely to say they had the extra time to commit to volunteering, 27% said so, compared with 11% of residents who have not shielded.

Figure 3.2: Reasons for volunteering in the community



Number of respondents: April 2021 - 315, August 2020 - 332 (only asked to those who volunteered).

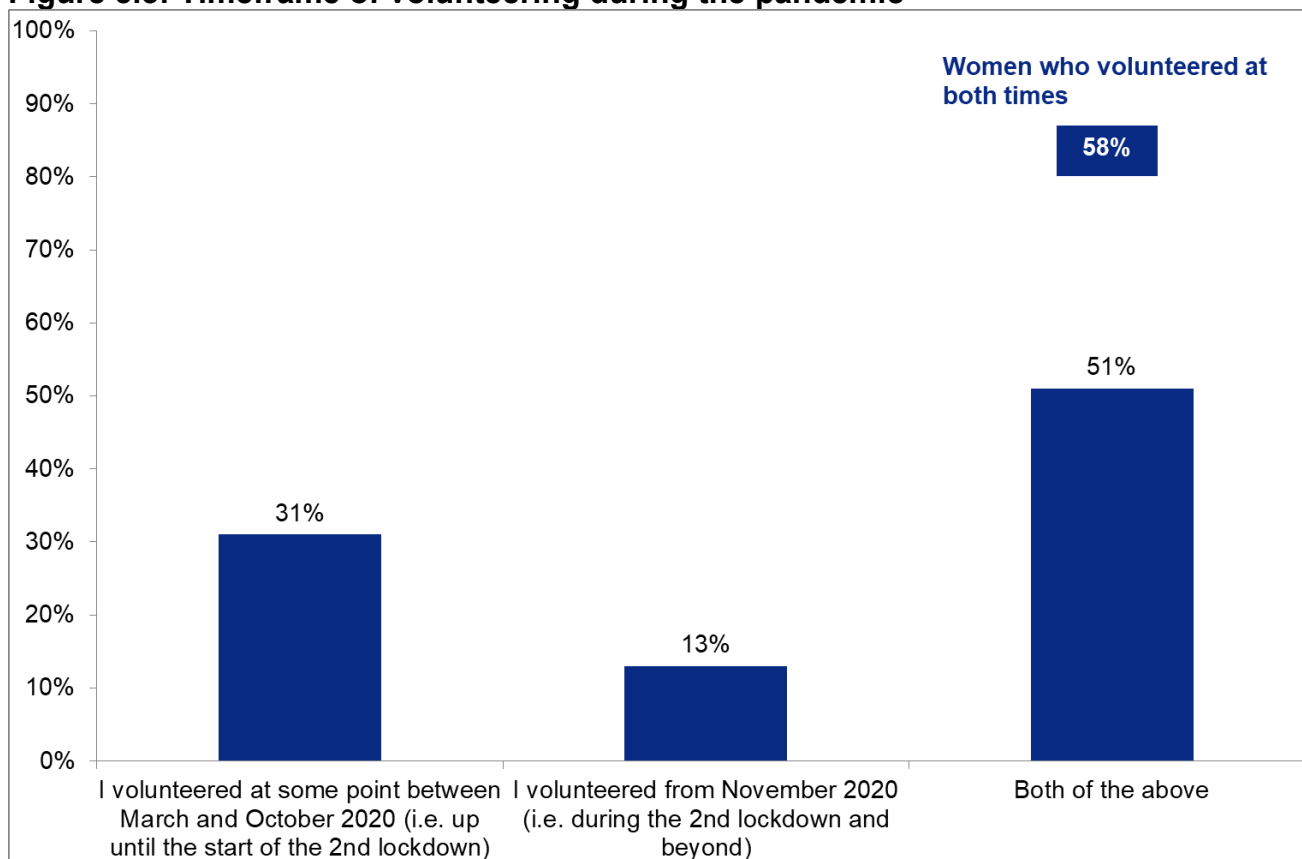
Question: What were your reasons for choosing to volunteer in your local community during Covid-19? Note: Respondents could select more than one answer.

Timeframe of volunteering during the pandemic

Half of residents who volunteered in the community said they volunteered between March and October 2020 (the first lockdown) as well as from November 2020, with women and residents with a disability more likely to volunteer at both times

- 3.10. 51% of residents that volunteered in the community said they volunteered between March and October 2020 (i.e. up until the start of the 2nd lockdown) as well as from November 2020.
- 3.11. Women are more likely than men to say that they volunteered between March and October 2020 as well as from November 2020 (i.e. during the 2nd lockdown and beyond), 58% said so, compared with 41% of men. Men are more likely to say that they volunteered between March and October 2020 (i.e. up until the start of the 2nd lockdown).
- 3.12. Residents aged 18-34 are less likely than other residents to say that they volunteered at both times, 30% did so, compared with 55% of residents aged 35-54 and 56% of residents aged 55 and above. Residents aged 18-34 are however more likely to say they volunteered at some point between March and October 2020.
- 3.13. Residents with a disability more likely to say they volunteered at both times (81%).
- 3.14. Parents or guardians of a dependent child are less likely to say they volunteered at some point between March and October 2020 (i.e. up until the start of the 2nd lockdown), 20% said so, compared with 41% of residents who are not parents or guardians.
- 3.15. Carers are less likely to say they volunteered between March and October 2020 (i.e. up until the start of the 2nd lockdown), 20% said so, compared with 40% of non-carers.
- 3.16. Residents who have shielded at any point since the start of November 2020 are more likely to say they volunteered at both times, 69% said so, compared with 48% of residents who have not shielded.

Figure 3.3: Timeframe of volunteering during the pandemic



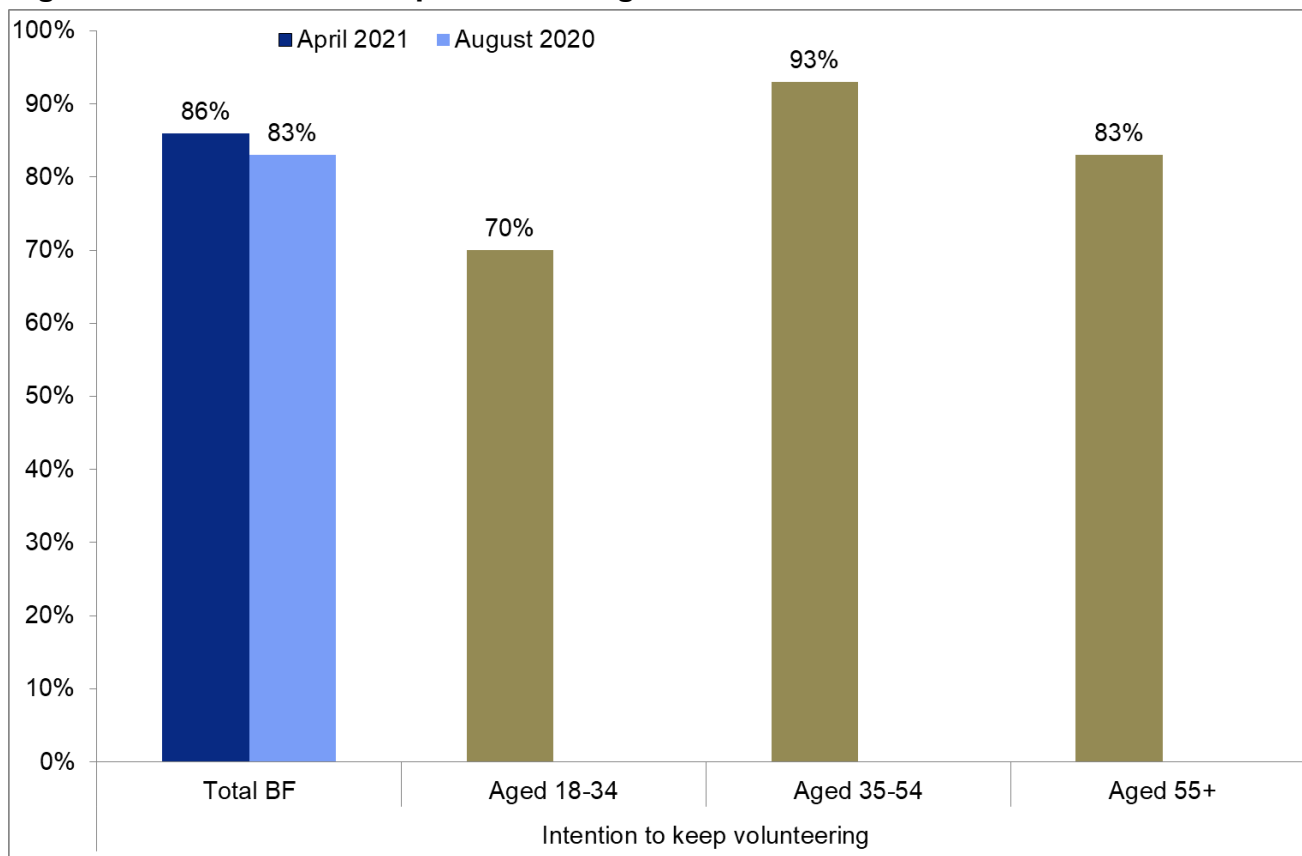
Number of respondents: 327 (only asked to those who volunteered). Question: Thinking about your volunteering during the pandemic, which one of the following best applies to you?

Intention to keep volunteering

The majority of residents who volunteered intend to keep volunteering in the local community, similar to the 83% seen in August 2020, albeit with those aged 18-34 less likely to do so

- 3.17. Overall, 86% of residents that volunteered were intending to keep volunteering in the community, with 9% not intending to keep volunteering and 5% unsure. The main reason cited for not continuing is a lack of time, including going back to work.
- 3.18. Residents aged 18-34 were less likely to say that they were intending to keep volunteering, 70% said so.

Figure 3.4: Intention to keep volunteering



Number of respondents: April 2021 - 327, August 2020 - 372 (only residents who volunteered).

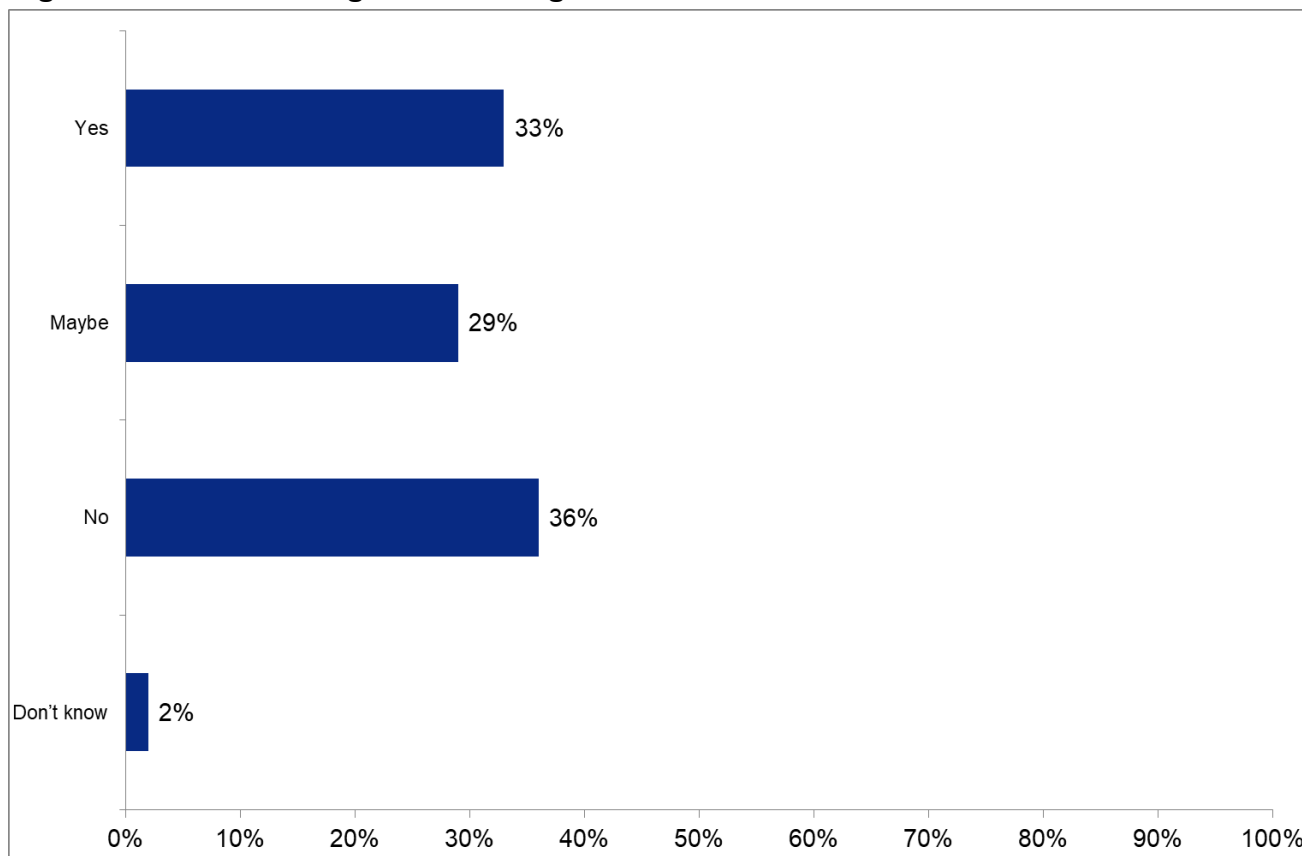
Question: Do you intend to keep volunteering in your local community?

Considering volunteering in the future

The majority of residents who did not volunteer would consider volunteering in the future, with those aged 55+ less likely to do so

- 3.19. Overall, 62% of residents that did not volunteer said they would consider volunteering in the future, with 36% not willing to consider volunteering.
- 3.20. Residents aged 55+ were less likely to say that they would consider volunteering in the future, 46% said so.
- 3.21. Residents with a disability were less likely to say that they would consider volunteering in the future, 43% said so.
- 3.22. Residents that have shielded at any point since the start of November 2020 were less likely to say that they would consider volunteering in the future, 39% said so (it may be for this group and the two above, that the reasons for not volunteering are health and capacity related).
- 3.23. Black, Asian or residents of other ethnic backgrounds were more likely to say that they would consider volunteering in the future, 73% said so.

Figure 3.5: Considering volunteering in the future



Number of respondents: 1531 (only residents who did not volunteer).

Question: If you don't volunteer, would you consider volunteering in the future?

Section 4: Digital activity

Key issues/findings

- Almost all residents have used the internet and half of them have used it more often since the start of November (when the 2nd lockdown began).
- The majority of residents said they accessed services on-line, such as shopping, ordering takeaway or online banking, communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime, and engaged on social media. However, the majority of residents have not contacted the council online.
- The April 2021 survey results remain in line with the results seen in August 2020, although the proportion of residents who used Alexa (or equivalent voice activated device) and who contacted the council online has increased (6 and 11 percentage points, respectively).
- The majority of residents are confident on-line, similar to the 88% that were at least confident in August 2020. Older residents are less confident.

Introduction

- 4.1. This section presents findings about doing activities on-line, including during the pandemic, covering:
- Frequency of online activities.
 - Confidence in accessing services online.

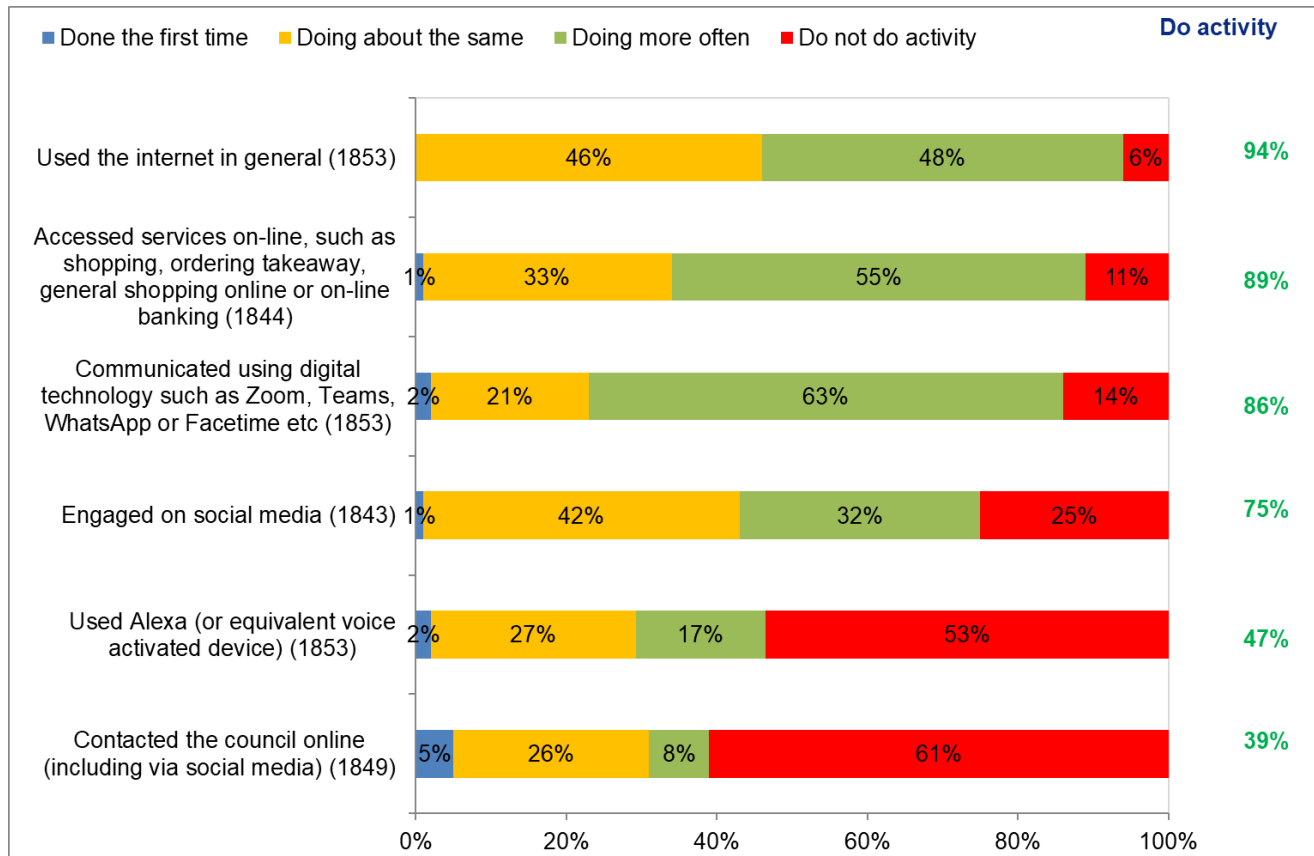
Frequency of online activities

Almost all residents have used the internet and half of them have used it more often since the start of November (when the 2nd lockdown began)

The majority of residents said they accessed services on-line, such as shopping, ordering takeaway or online banking, communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime, and engaged on social media. However, the majority of residents have not contacted the council online

- 4.2. Overall, 94% of residents used the internet; 48% have used it more often since the 2nd lockdown began and 46% continued using it with the same frequency.
- 4.3. 89% of residents accessed services on-line, such as shopping, ordering takeaway or online banking and 86% communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime.
- 4.4. 75% of residents engaged on social media; 42% continued doing this with the same frequency and 32% have done this more often since the 2nd lockdown began.
- 4.5. Men were less likely to use the internet more often and communicate using digital technology more often since the 2nd lockdown began, 42% and 55% have said so, respectively.
- 4.6. Residents aged 55 and above are less likely to use the internet in general and access services on-line, such as shopping, ordering takeaway or online banking, 83% have used the internet and 77% have accessed services on-line.
- 4.7. Black, Asian or residents of other ethnic backgrounds are more likely to access services on-line and communicate using digital technology more often since the 2nd lockdown began, 65% and 72% have done so, respectively.
- 4.8. Residents with a disability are less likely to use the internet in general and access services on-line, 82% and 77% have done so, respectively.
- 4.9. Residents in social housing and those who rent from a private landlord were more likely to use the internet more often since the 2nd lockdown began, only 54% and 55% have done so, respectively.
- 4.10. Parents or guardians are more likely to use the internet more often and access services on-line more often since the 2nd lockdown began, 53% and 61% have done so, respectively.
- 4.11. Residents who have shielded at any point since the start of November 2020 are less likely to use the internet in general and access services on-line, 87% and 81% have done so, respectively.
- 4.12. Residents who are not confident in accessing services on-line were less likely to say they have accessed services on-line and have communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime. Only 53% and 42% of those who are not confident at all said they accessed services on-line and communicated using digital technology respectively, compared with 96% and 94% of those who are very confident and 91% and 89% of those who are quite confident, respectively.

Figure 4.1: Frequency of online activities since the lockdown began

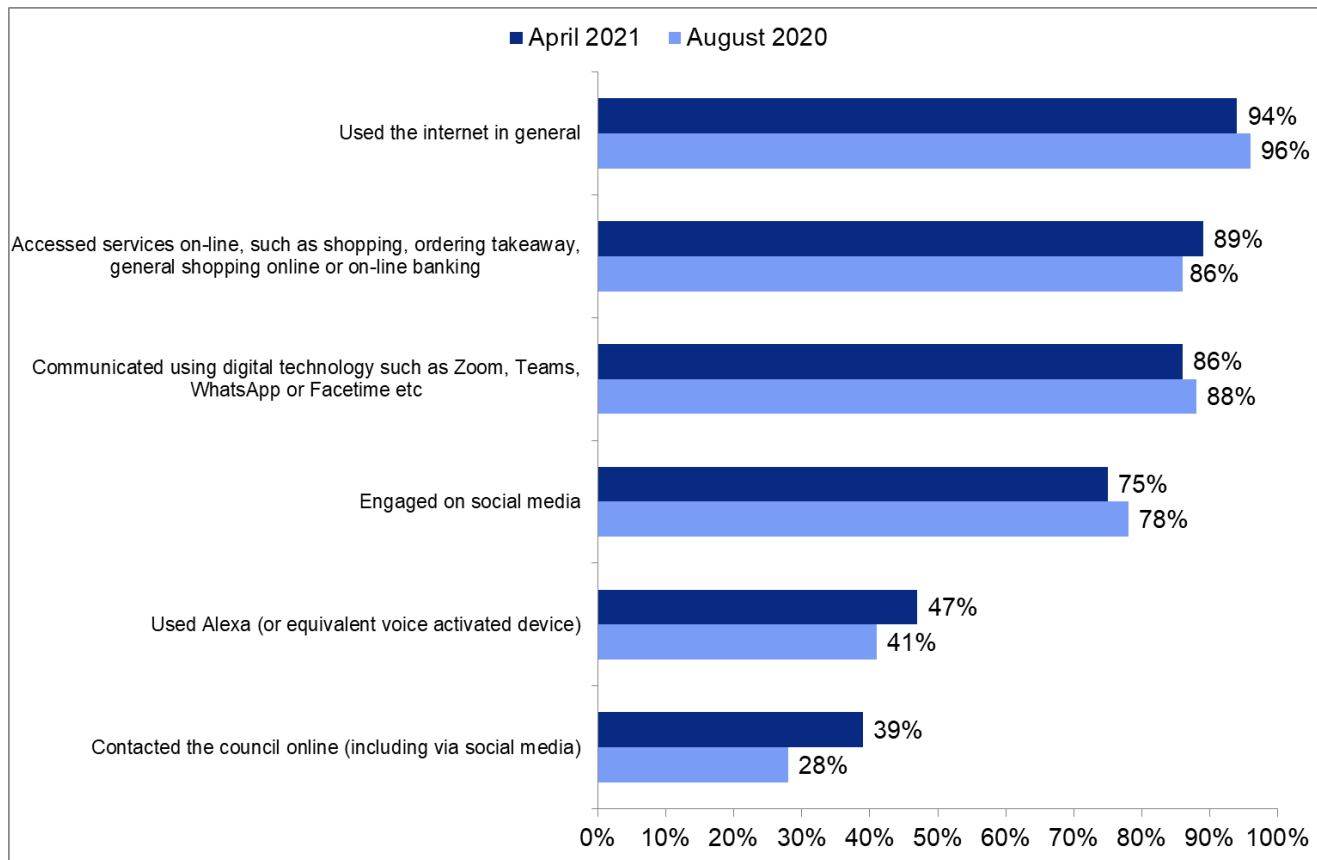


Numbers in brackets are the number of respondents to each question.

Question: Which of the following activities have you done for the first time or done more often since the start of November (when the 2nd lockdown began)?

4.13. The April 2021 survey results remain in line with the results seen in August 2020, although the proportion of residents who used Alexa (or equivalent voice activated device) and who contacted the council online has increased (6 and 11 percentage points, respectively).

Figure 4.2: Proportion of residents doing activity: time series



Number of respondents: April 2021 - 1853, August 2020 - 1827.

Question: Which of the following activities have you done for the first time or done more often since the start of November (when the 2nd lockdown began)?

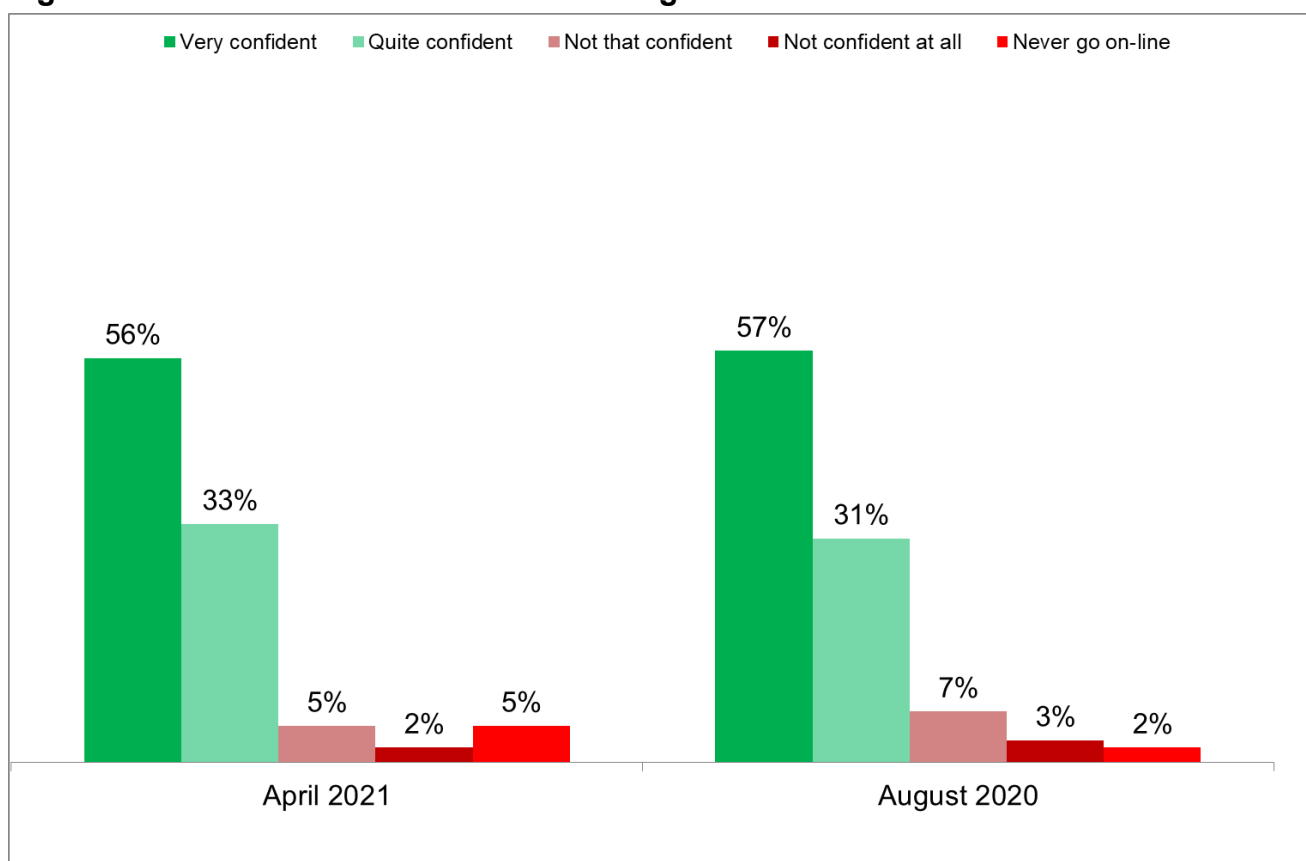
Question in August 2020: Which of the following activities have you done for the first time or done more often since the lockdown began on 23 March?

Confidence in accessing services online

The majority of residents are confident on-line, similar to the 88% that were at least confident in August 2020, although older residents are the least confident

- 4.14. 89% of residents are at least quite confident accessing services online, with 56% very confident.
- 4.15. Perhaps not surprisingly, confidence to access services online is related to age, with younger residents more confident than older residents. For example, 98% of residents aged 18-34 are confident compared with 76% of residents aged 55 and over.
- 4.16. 76% of residents with a disability are confident, compared with 91% of non-disabled residents.
- 4.17. 65% of parents are “very confident”, compared with 48% of residents who are not parents or guardians.
- 4.18. 82% of residents who have shielded at any point since the start of November 2020 are confident, compared with 90% of residents who have not shielded.

Figure 4.3: Level of confidence in accessing services online



Number of respondents: April 2021 - 1859, August 2020 - 1827.

Question: How confident or not are you in accessing services on-line?

Section 5: Environment

Key issues/findings

- The majority of residents mentioned that they have started or are more likely to food recycle, are more likely to use local parks and open spaces (which has increased since August 2020), more likely to walk or cycle, and that Covid-19 is a chance for people to be more environmentally friendly and for Bracknell Forest to accelerate its plans to become carbon neutral.
- Most residents have made changes to reduce their carbon footprint during the pandemic and this has increased over time. The proportion of residents who said they have not made any changes decreased from 28% in August 2020 to 20% in April 2021.
- Almost half of residents who have made changes to reduce their carbon footprint during the pandemic will continue with food recycling and above two-fifths (43%) will continue to walk or cycle more, which is an increase from the 39% seen in August 2020. 32% said they will continue to drive less, which is a decrease from the 45% seen in August 2020, perhaps reflecting changes in travel patterns during this time including returning back to the office.

Introduction

- 5.1. This section presents findings about travel and the environment, including behaviour change, as a result of the pandemic.

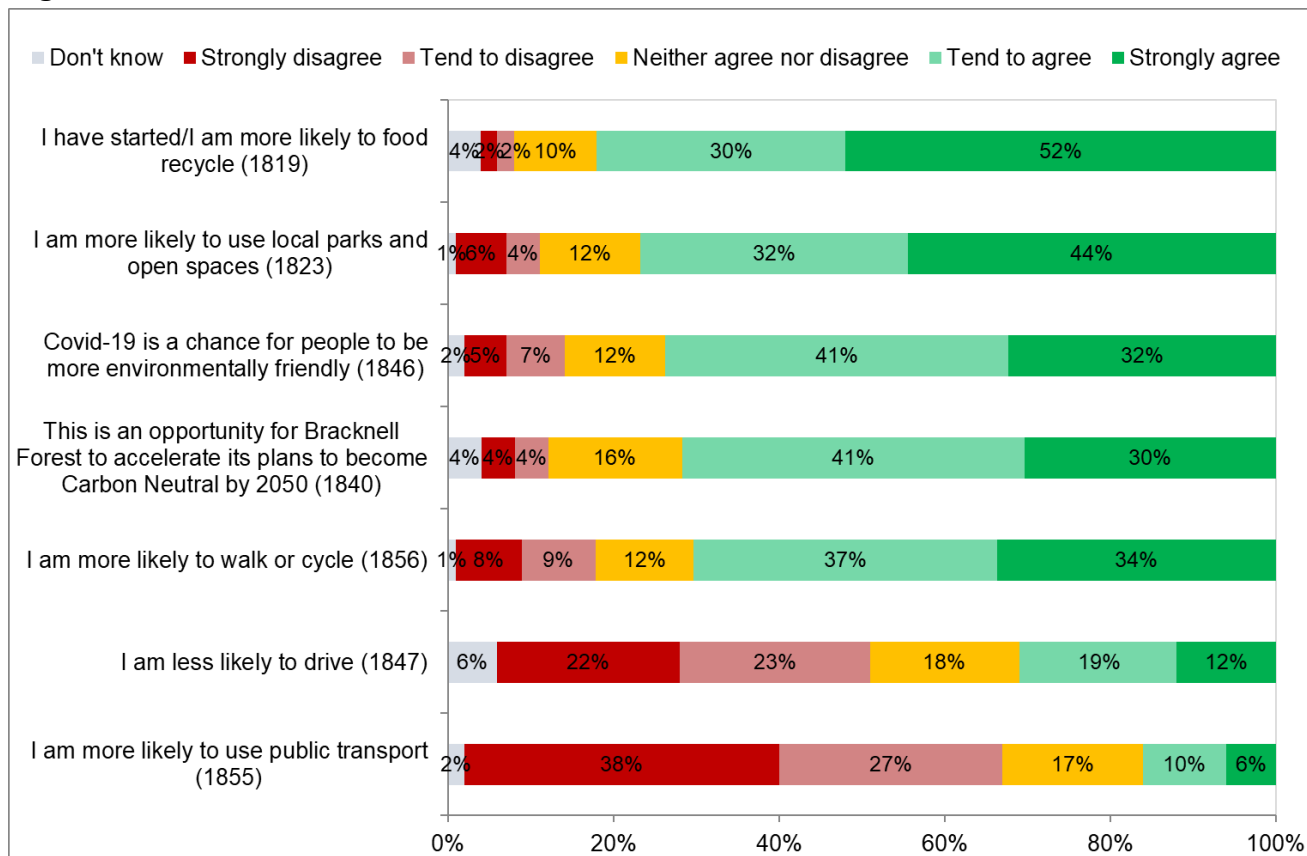
Travel and the environment in the future

The majority of residents mentioned that they have started or are more likely to food recycle⁴, are more likely to use local parks and open spaces (which has increased since August 2020), more likely to walk or cycle, and that Covid-19 is a chance for people to be more environmentally friendly and for Bracknell Forest to accelerate its plans

- 5.2. 82% of residents said they have started or are more likely to food recycle.
- 5.3. 76% of residents said they are more likely to use local parks and open spaces and 73% agreed that Covid-19 is a chance for people to be more environmentally friendly.
- 5.4. 71% agreed that this is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050 and 71% agreed that they are more likely to walk or cycle.
- 5.5. 31% agreed they are less likely to drive, while 45% disagreed. However, it is worth noting that 31% of residents have already been driving less as shown in a following subsection.
- 5.6. Just 16% said they are more likely to use public transport, whereas 65% disagreed.

⁴ Food recycling was introduced to houses in Bracknell Forest in March 2021. Not all households (flats) are currently able to take part in the food recycling service.

Figure 5.1: The views of residents about travel and the environment in the future



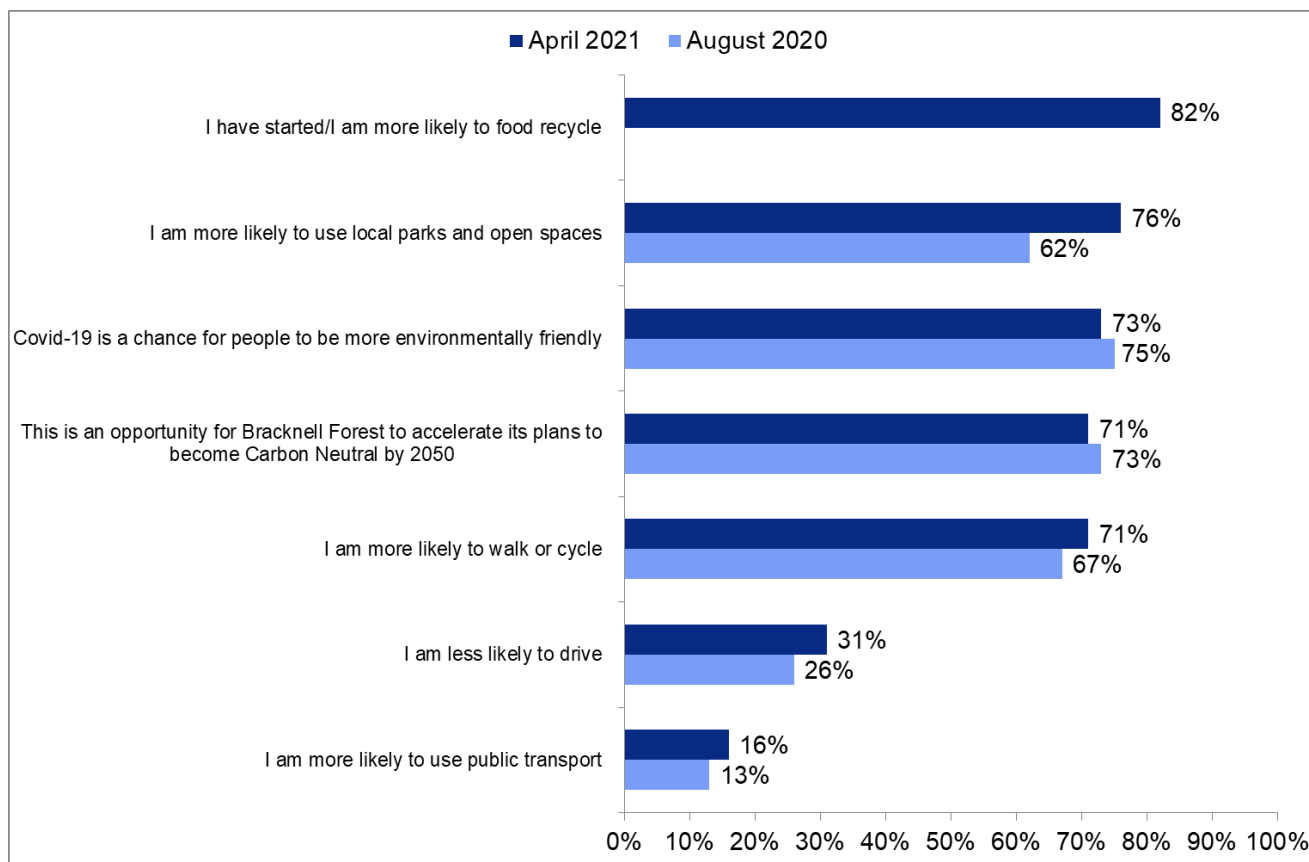
Numbers in brackets are the number of respondents to each statement. Question: Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19?

5.7. The following demographic groups are more/less likely to agree with the mentioned statements:

- **Residents aged 55 and above:** 70% are more likely to use local parks and open spaces compared with 82% of those aged 18-34 and 79% of those aged 35-54.
- **Black, Asian or residents of other ethnic backgrounds:** 89% are more likely to use local parks and open spaces compared with 74% of White British or Irish residents.
- **Residents with a disability:** 52% are more likely to walk or cycle compared with 74% of non-disabled residents.
- **Parents or guardians:** 82% are more likely to walk or cycle compared with 73% residents who are not parents or guardians.

5.8. The April 2021 survey results remain in line with the results seen in August 2020, although the proportion of residents who said they are more likely to use local parks and open spaces and those who said they are less likely to drive has increased (14 and 5 percentage points, respectively).

Figure 5.2: Proportion of residents who agree about travel and the environment statements: time series



Number of respondents: April 2021 - 1856, August 2020 - 1827.

Question: Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19?

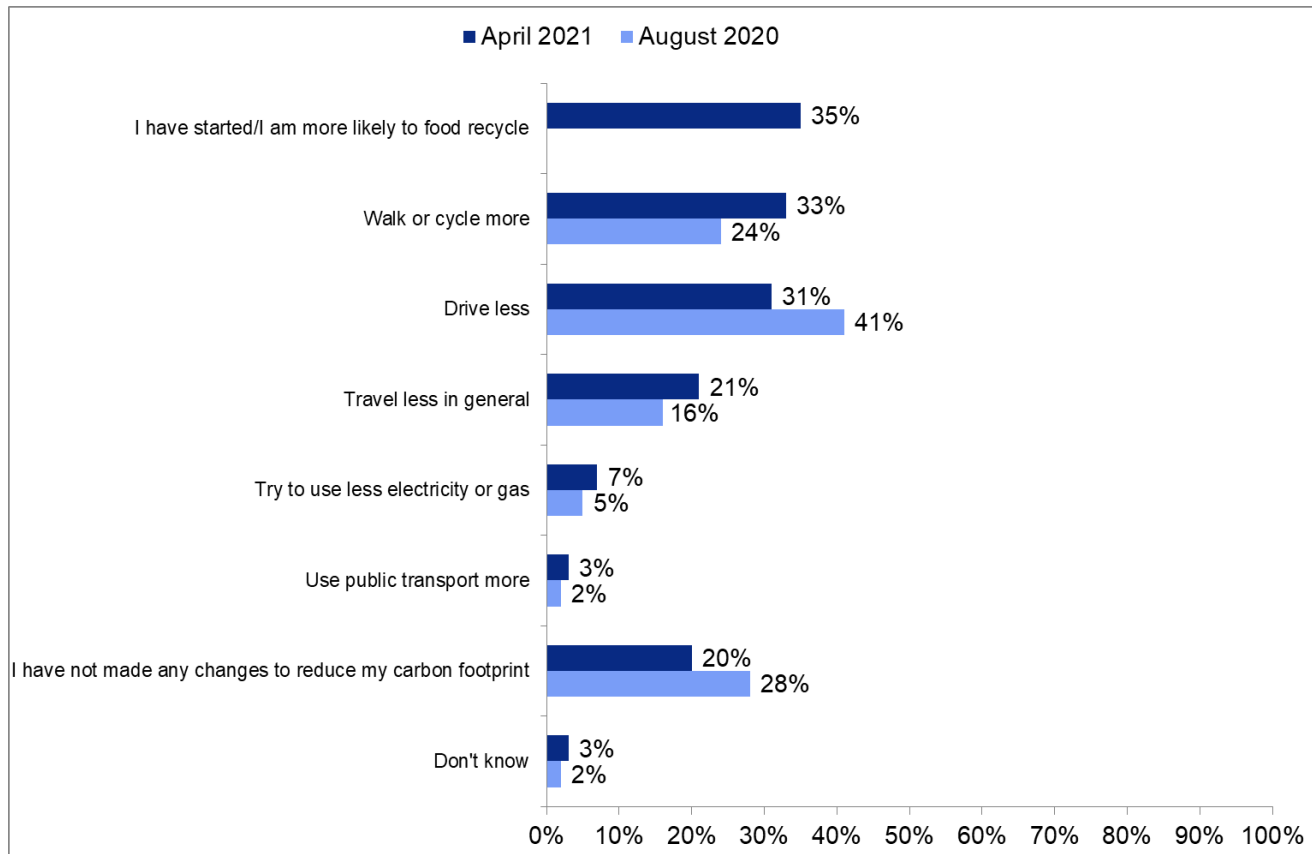
No comparative data for “I have started/I am more likely to food recycle” in August 2020

Changes made to reduce carbon footprint

Most residents have made changes to reduce their carbon footprint during the pandemic with the proportion of residents who said they have not made any changes decreased from 28% in August 2020 to 20% in April 2021

- 5.9. A third of residents said they have started or are more likely to food recycle (35%). 24% of residents in social housing and 27% of those who rent from a private landlord have started or are more likely to food recycle – less than the wider population.
- 5.10. A third of residents said they walk or cycle more (33%), which is an increase from the 24% seen in August 2020. 20% of residents with a disability walk or cycle more, compared with 35% of non-disabled residents. 23% of residents who have shielded at any point since the start of November 2020 walk or cycle more.
- 5.11. Just under a third of residents drive less (31%), which has decreased since August 2020 (perhaps due to an increase in travel and discouragement to use public transport). Women are more likely than men to drive less. For example, 35% of women drive less compared with 27% of men. Younger residents are less likely than older residents to drive less. For example, 20% of residents aged 18-34 drive less compared with 38% of residents aged 35-54. 28% of residents in social housing and 21% of those who rent from a private landlord said they drive less.
- 5.12. 20% said they have not made any changes to reduce their carbon footprint, which is an improvement upon the 28% in August 2020.
- 5.13. Black, Asian or residents of other ethnic backgrounds are more likely than White British or Irish residents to have made changes to reduce their carbon footprint. For example, 87% of Black, Asian or residents of other ethnic backgrounds have made changes compared with 78% of White British or Irish residents.
- 5.14. 14% of parents or guardians of a dependent child have not made any changes to reduce their carbon footprint, compared with 24% of residents who are not parents or guardians.

Figure 5.3: Changes made to reduce carbon footprint



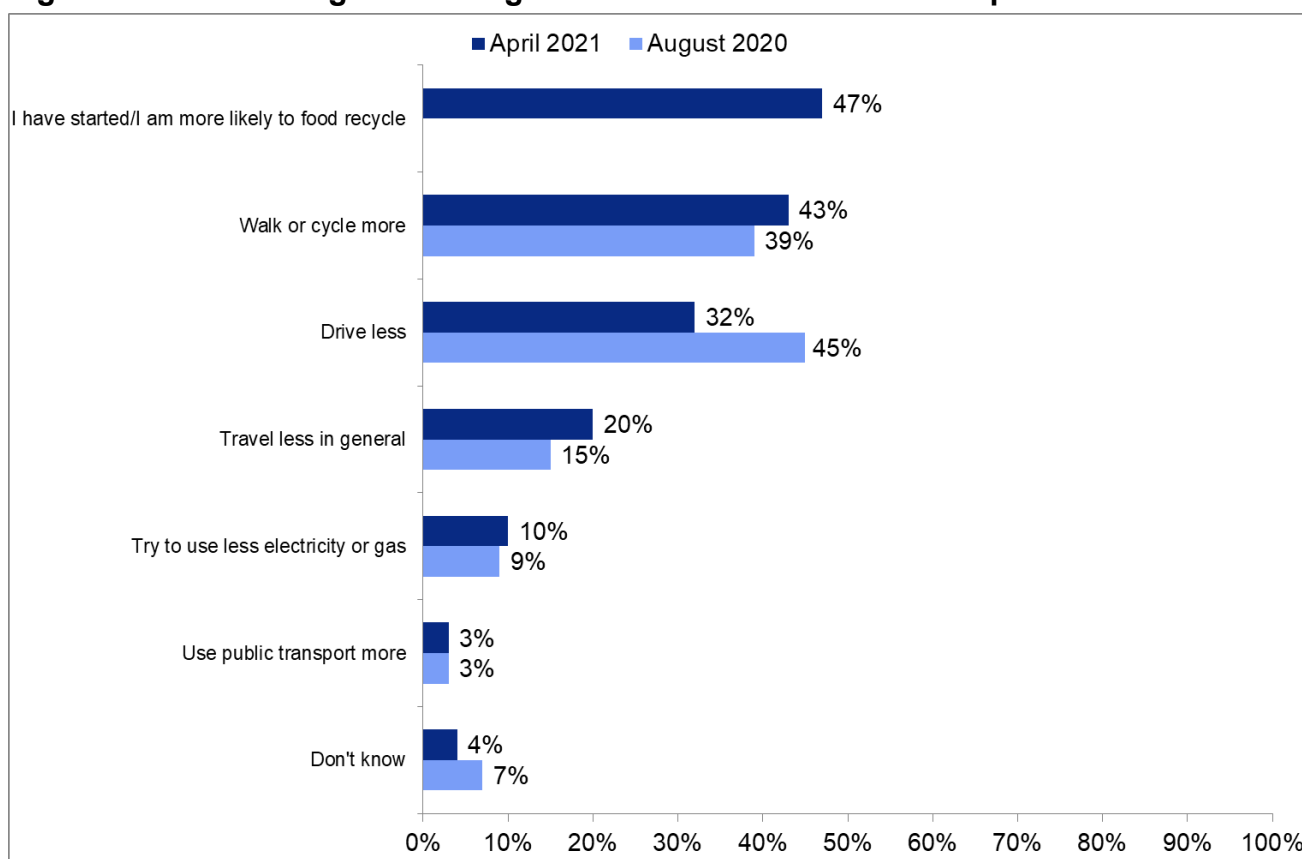
Number of respondents: April 2021 - 1853, August 2020 - 1824. Question: What, if any, changes have you made to reduce your carbon footprint during the pandemic? Note: Respondents could select more than one answer.

Continuing with changes made to reduce carbon footprint

Almost half of residents who have made changes to reduce their carbon footprint during the pandemic will continue with food recycling and above two-fifths (43%) will continue to walk or cycle more, which is an increase from the 39% seen in August 2020

- 5.15. Almost half of residents who have made changes to reduce their carbon footprint said they will continue with food recycling (47%) and above two-fifths will continue to walk or cycle more (43%).
- 5.16. 32% said they will continue to drive less, which is a decrease from the 45% seen in August 2020, perhaps reflecting changes in travel patterns during this time including returning back to the office.

Figure 5.4: Continuing with changes made to reduce carbon footprint



Number of respondents: April 2021 - 1367, August 2020 - 1080 (excludes those that have not made any changes to reduce their carbon footprint).

Question: Of the change(s) you mentioned, which ones will you continue with?

Note: Respondents could select more than one answer.

No comparative data for "I have started/I am more likely to food recycle" in August 2020

Section 6: Employment and the economy

Key issues/findings

- Half of residents are still employed on the same terms and conditions, an increase from the 42% seen in August 2020. 4% had been previously furloughed but were back in work at the time of the survey.
- The majority of residents have not accessed or received support from the UK Government since the start of November 2020, with a slight increase to the 70% seen in August 2020. Residents aged 55 and above are less likely to have accessed or received support.
- The majority of residents are likely to visit local shops and visit parks, open spaces or play areas as lockdown is eased. These were also the top activities seen in August 2020, with an increase over time in the proportion of residents who are likely to do these activities (perhaps reflecting an increased desire (and confidence) for doing activities after two lockdowns and may be related to the emergence and roll out of vaccines). The largest increases have been the likelihood of visiting the Lexicon (75% in 2021 compared with 63% in 2020) and visiting pubs etc (74% in 2021 compared with 48% in 2020).

Introduction

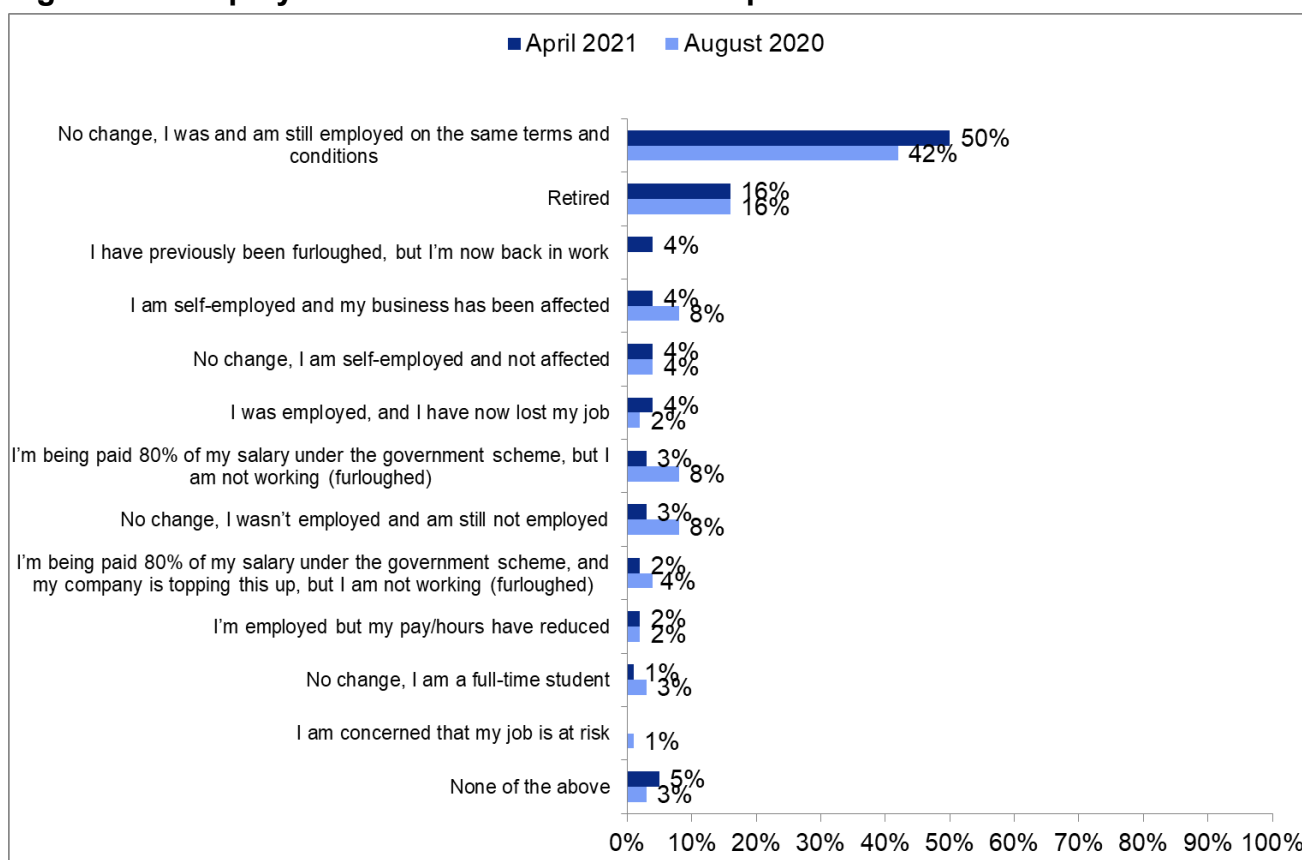
- 6.1. This section presents findings about employment and the economy, including:
- Employment status.
 - Support from the UK Government.
 - Likelihood to do activities as lockdown is eased.

Employment status as a result of the pandemic

Half of residents are still employed on the same terms and conditions, an increase from the 42% seen in August 2020

- 6.2. Overall, 50% of residents are still employed on the same terms and conditions.
- 6.3. 4% said they had been previously furloughed, but are now back in work.
- 6.4. Additionally, 4% said they are self-employed and their business has been affected (8% in August 2020), 4% said they are self-employed and not affected (same as in August 2020), 4% said they have lost their job (2% in August 2020) and 3% are furloughed and are being paid 80% of their salary under the government scheme (8% in August 2020).
- 6.5. 16% said they were retired.

Figure 6.1: Employment status as a result of the pandemic



Number of respondents: April 2021 - 1856, August 2020 - 1826.

Question: What is your employment status as a result of the pandemic?

Note: Respondents could select more than one answer.

- 6.6. The findings are consistent across demographic groups except for the following differences:
- **Black, Asian or residents of other ethnic backgrounds are more likely to remain employed on the same terms and conditions:** For example, 62% of Black, Asian or residents of other ethnic backgrounds said they were and are still employed on the same terms and conditions compared to 50% of residents overall.
 - **Residents with a disability are less likely to remain employed on the same terms and conditions:** For example, 23% of residents with a disability said they were and are still employed on the same terms and conditions compared to 50% of residents overall.

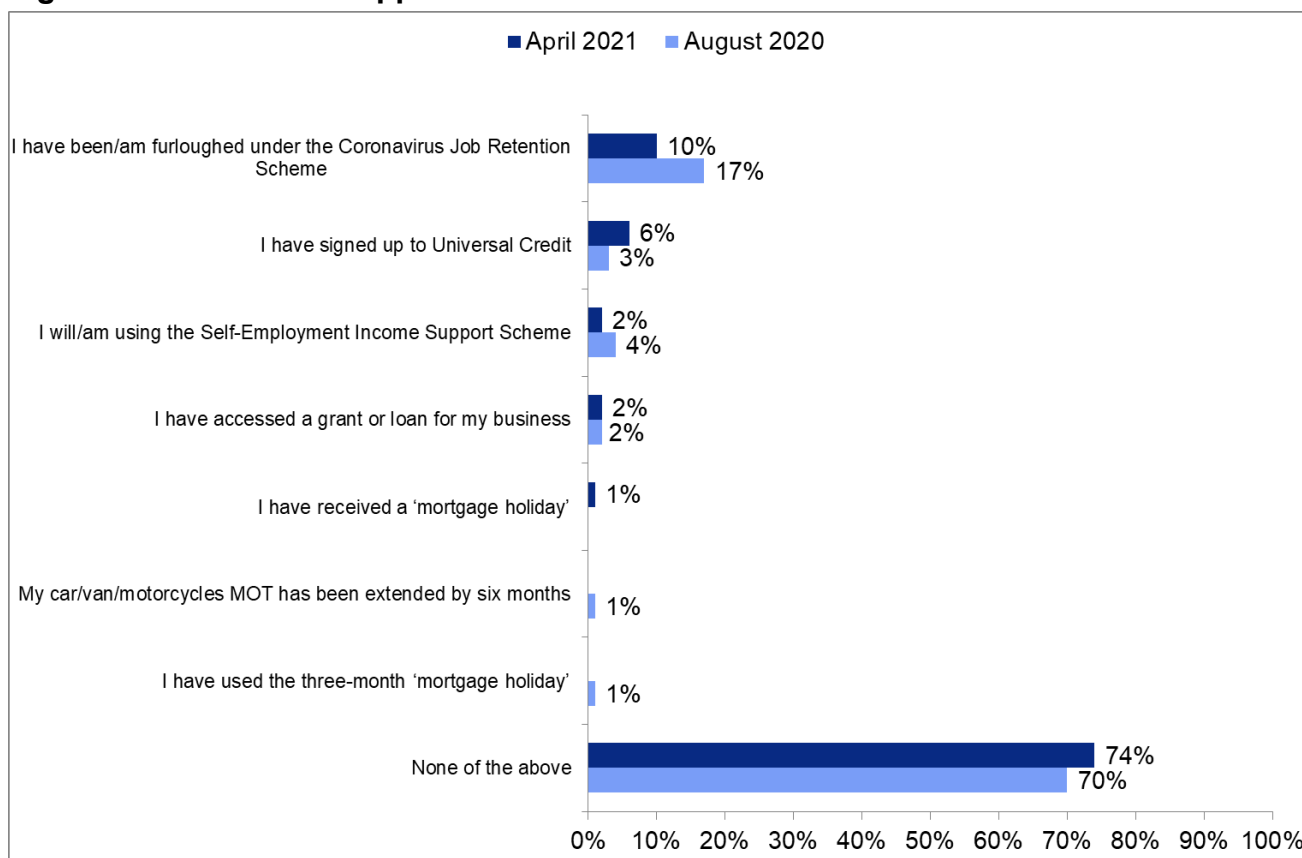
- **Residents in social housing are less likely to remain employed on the same terms and conditions:** For example, 37% of residents in social housing said they were and are still employed compared to 50% of residents overall.
- **Residents who have shielded at any point since the start of November 2020 are less likely to remain employed on the same terms and conditions:** For example, 38% of residents who have shielded said they were and are still employed compared to 50% of residents overall.

Support from the UK Government

The majority of residents have not accessed or received support from the UK Government since the start of November 2020, with a slight increase to the 70% seen in August 2020

- 6.7. Overall, 74% of residents have not accessed or received any support from the UK Government. 10% said they have been or are furloughed under the Coronavirus Job Retention Scheme, which is a decrease from the 17% seen in August 2020 and 6% have signed up to Universal Credit (3% in August 2020).
- 6.8. Residents aged 55 and above were less likely to have accessed or received support, 16% said so.
- 6.9. Residents with a disability were more likely to have accessed or received support, 36% said they have accessed or received support.
- 6.10. Residents who support family members, friends, neighbours or others were more likely to have accessed or received support, 34% said they have accessed or received support.
- 6.11. Residents in social housing were more likely to have accessed or received support, 36% said they have accessed or received support.

Figure 6.2: Access to support from the UK Government



Number of respondents: April 2021 - 1831, August 2020 - 1802.

Question: Since the start of November 2020 (i.e. the start of the 2nd lockdown onwards), what, if any, support from the UK Government have you accessed or received (this may include support through your local council or your employer)?

Question in August 2020: Since the pandemic began, what, if any, support from the UK Government have you accessed or received (this may include support through your local council or your employer)?

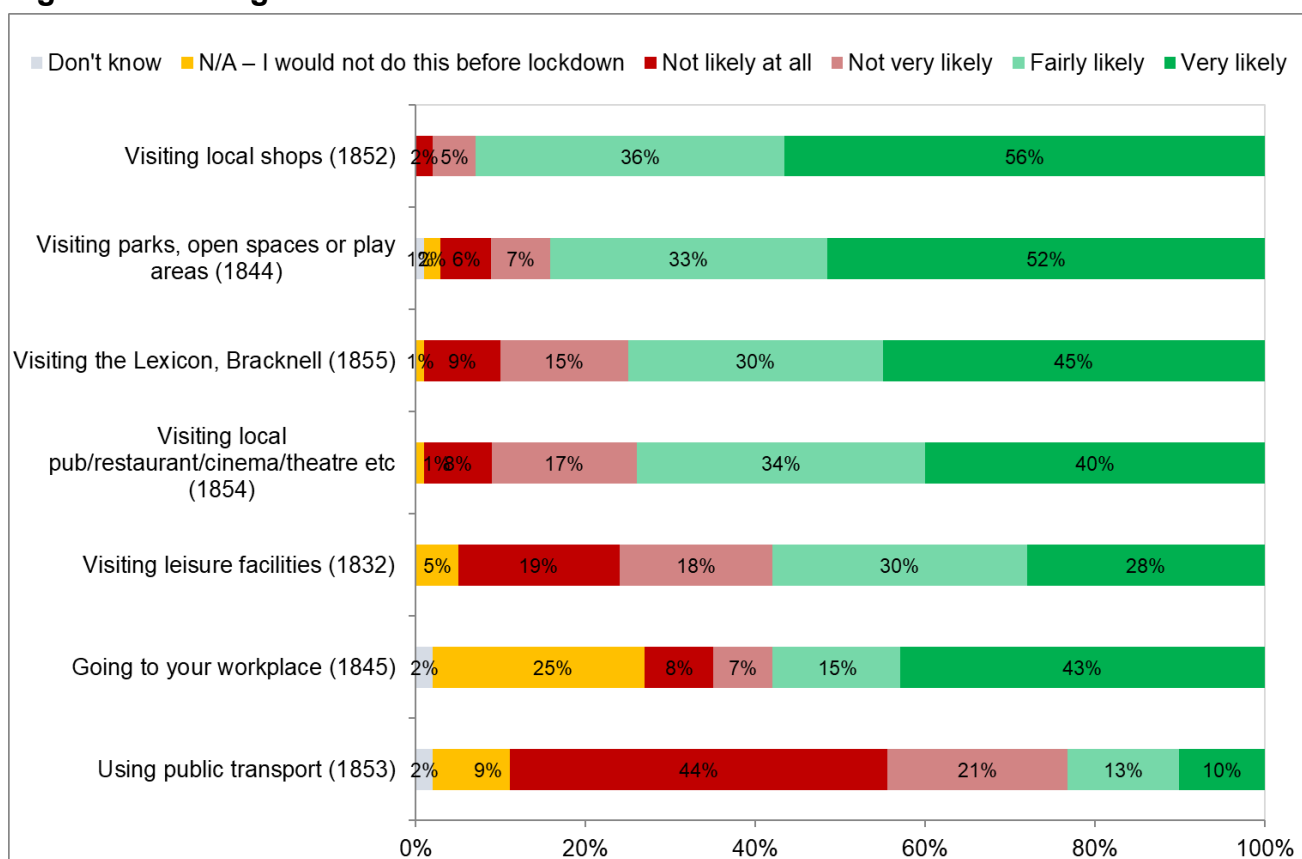
Note: Respondents could select more than one answer.

Likelihood to do activities as lockdown is eased

The majority of residents are likely to visit local shops and visit parks, open spaces or play areas as lockdown is eased - these were also the top activities seen in August 2020, with an increase over time in the proportion of residents who are likely to do these activities

- 6.12. Overall, 92% of residents said they are likely to visit local shops as lockdown is eased. 85% of residents said they are likely to visit parks, open spaces or play areas and 75% said they are likely to visit the Lexicon, Bracknell.
- 6.13. 74% said they are likely to visit local pubs, restaurants, cinemas or theatres.
- 6.14. 58% said they are likely to visit leisure facilities.
- 6.15. The same proportion said they are likely to go to their workplace.
- 6.16. Only 23% said they are likely to use public transport (65% not likely).

Figure 6.3: Doing activities as lockdown is eased



Numbers in brackets are the number of respondents to each statement.

Question: As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted?

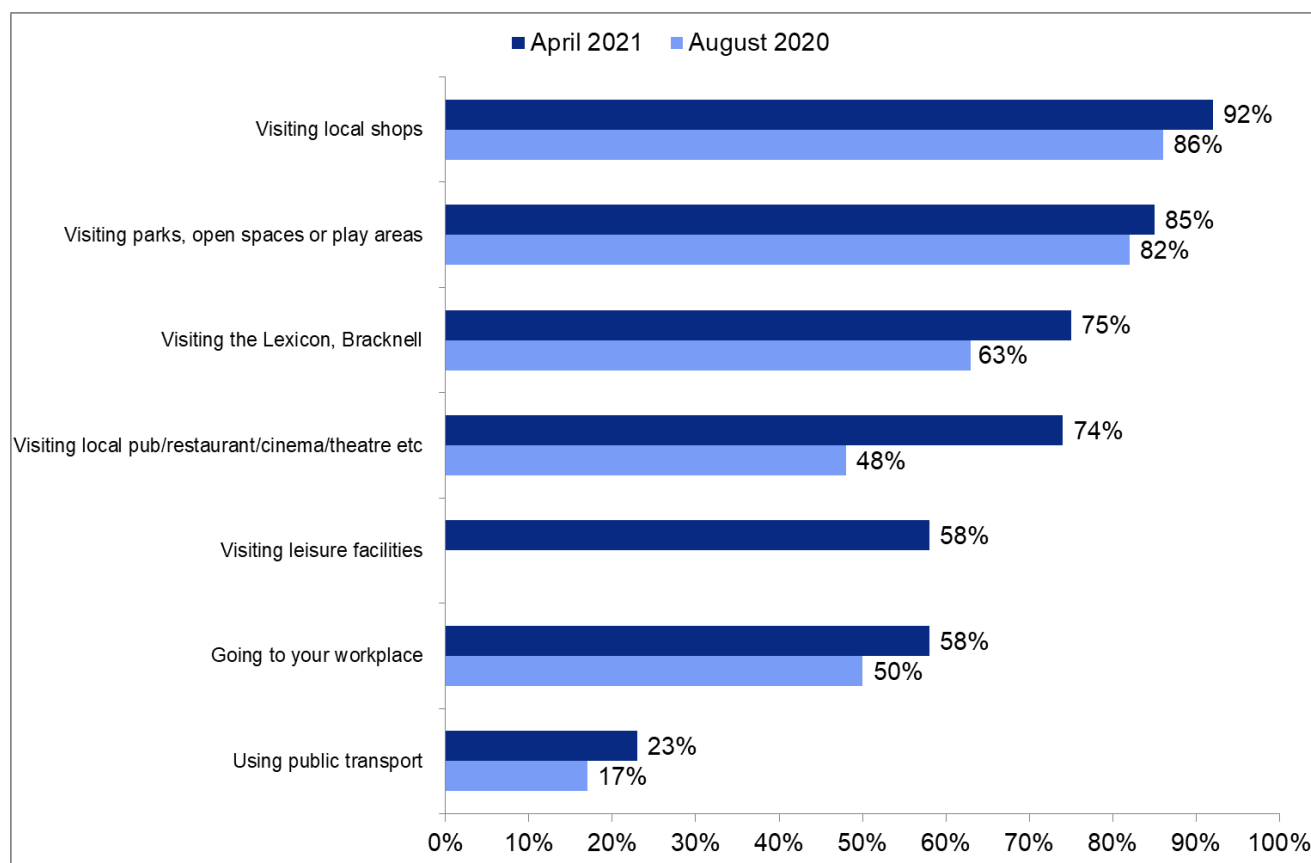
6.17. The following are demographic differences to note:

- Men are more likely to go to their workplace. 62% are likely to do so.
- Residents aged 55 and above are less likely to go to a workplace. 37% are likely to go to their workplace. They are also less likely to visit leisure facilities (39%).
- Black, Asian or residents of other ethnic backgrounds are more likely to go to their workplace. 70% are likely to do so.
- Residents with a disability are less likely to go to their workplace and visit the Lexicon, Bracknell. 36% and 58% are likely to go to their workplace and visit the Lexicon, respectively.

- Parents or guardians of a dependent child are more likely to visit leisure facilities. 72% said they are likely to do so.
- Residents in social housing and those who rent from a private landlord are less likely to visit local pubs, restaurants, cinemas or theatres. 58% and 68% of residents in social housing and those who rent from a private landlord said they are likely to do so, respectively.
- Residents who have shielded at any point since the start of November 2020 are less likely to go to their workplace. 42% said they are likely to do so.

6.18. The April 2021 survey results generally increased compared to the results seen in August 2020, reflecting an increased desire (and confidence) for doing activities after two lockdowns and may be related to the emergence and roll out of vaccines. The largest increases have been the likelihood of visiting the Lexicon (75% in 2021 compared with 63% in 2020) and visiting pubs etc (74% in 2021 compared with 48% in 2020).

Figure 6.4: Proportion of residents who are likely to do activities as lockdown is eased: time series



Number of respondents: April 2021 - 1855, August 2020 - 1824.

Question: As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted?

Question in August 2020: As lockdown is eased, how likely, if at all, are you to do each of these activities that are now permitted?

No comparative data for “Visiting leisure activities” in August 2020.

Section 7: Life, health and wellbeing

Key issues/findings

- The majority of residents believe the pandemic had a positive impact on their appreciation of the local wildlife and environment, their feeling that the local area is a place where people from different backgrounds get on well together and on their caring responsibilities - these are the same aspects that were most positively impacted in August 2020. On the other hand, there are notable negative impacts on education, work, mental health and access to local amenities.
- Above six-in-ten residents spent more time in nature (64%), visiting open spaces since the 2nd lockdown began in November 2020 and above two-fifths of residents tried a new form of exercise or exercised more (43%) - these were also the top activities captured in August 2020. Smoking levels remained about the same.
- Six-in-ten residents (62%) feel that their health and care needs have been supported overall during the pandemic, in line with the 64% seen in August 2020. Those aged 18-34 are more likely to say they have been supported.
- The majority of residents (76%) are confident accessing health and care services that are not Covid-19 related, however, this is a decrease from the 82% seen in August 2020. Residents aged 18-34 are more confident, perhaps reflecting lesser care needs.
- A quarter of residents said they had avoided going to the GP / hospital because they did not want to overburden them, a quarter said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment, and a fifth said they had a pre-existing G.P/hospital appointment postponed - the proportion of residents experiencing the mentioned health and medical experiences decreased overall compared to the results seen in August 2020.
- Above two-fifths (44%) of residents said they had not changed the way they access primary healthcare as a result of the pandemic and above a third (37%) said they had received telephone GP appointments.
- Three-fifths (60%) of residents that have made change(s) to the way they access primary healthcare said they are willing to maintain this change and above a quarter (27%) said they are not willing to maintain this change.
- The majority of residents (86%) do not need any help or support due to their experience of Covid-19, similar to the 87% seen in August 2020.

Introduction

- 7.1. This section presents findings about residents' life, health and wellbeing, and the pandemic, including:
- Impact of the pandemic on aspects of life, health and wellbeing.
 - Frequency of health-related activities since the 2nd lockdown began.
 - Health and care support during the pandemic.
 - Confidence in accessing health and care services that are not Covid-19 related.
 - Health and medical experiences.
 - Change in primary healthcare access.
 - Willingness to maintain change in primary healthcare access.
 - Support needed as a consequence of the pandemic.

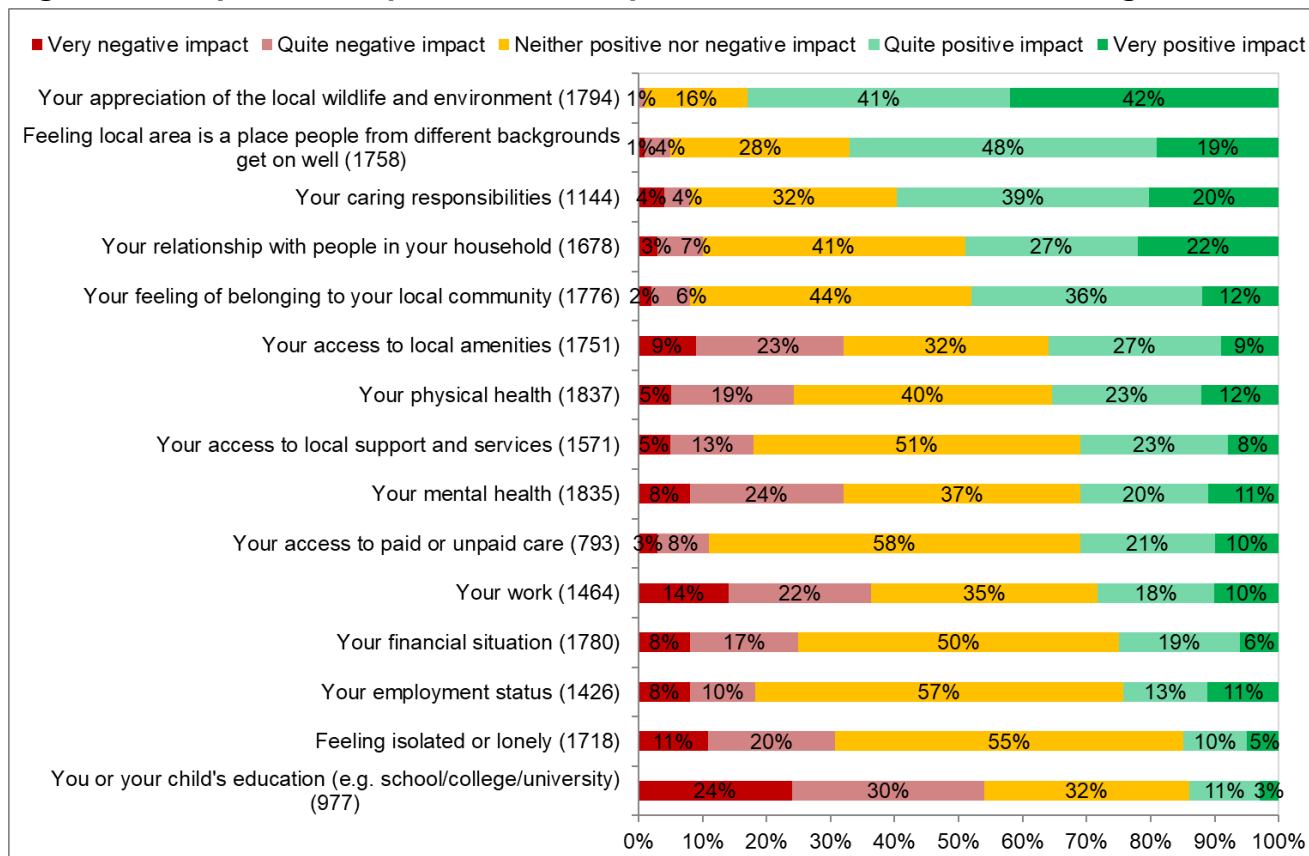
Impact of the pandemic on aspects of life, health and wellbeing

The majority of residents believe the pandemic had a positive impact on their appreciation of the local wildlife and environment, their feeling that the local area is a place where people from different backgrounds get on well together and on their caring responsibilities - these are the same aspects that were most positively impacted in August 2020

On the other hand, there are notable negative impacts on education, work, mental health and access to local amenities

- 7.2. Overall, 83% of residents said that the pandemic had a positive impact on their appreciation of the local wildlife and environment, the same as the proportion seen in August 2020. 67% mentioned the pandemic had a positive impact on their feeling that their local area is a place where people from different backgrounds get on well together (70% in August 2020) and 59% said it had a positive impact on their caring responsibilities (68% in August 2020).
- 7.3. 49% said it had a positive impact on their relationship with people in their household (50% in August 2020) and 48% of residents said that the pandemic had a positive impact on their feeling of belonging to the local community (52% in August 2020).
- 7.4. 36% said it had a positive impact on their access to local amenities (32% cited a negative impact), 35% said it had a positive impact on their physical health (24% cited a negative impact), 31% of residents said the pandemic had a positive impact on their access to local support and services (18% negative), 31% of residents said the pandemic had a positive impact on their mental health (32% negative) and 31% said it had a positive impact on their access to paid or unpaid care (11% negative).
- 7.5. 28% said the pandemic had a positive impact on their work and 36% said it had a negative impact.
- 7.6. 25% believed the pandemic had a positive impact on their financial situation and 25% said it had a negative impact.
- 7.7. 24% said the pandemic had a positive impact on their employment status and 18% said it had a negative impact.
- 7.8. 15% said the pandemic had a positive impact on feeling isolated or lonely and 31% said it had a negative impact.
- 7.9. Only 14% believed the pandemic had a positive impact on their or their children's education (e.g. school/college/university), while 54% said it had a negative impact.

Figure 7.1: Impact of the pandemic on aspects of life, health and wellbeing



Numbers in brackets are the number of respondents to each statement (excludes don't know responses).

Question: How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?

7.10. The findings are, on the whole, consistent across demographic groups except for the following key differences:

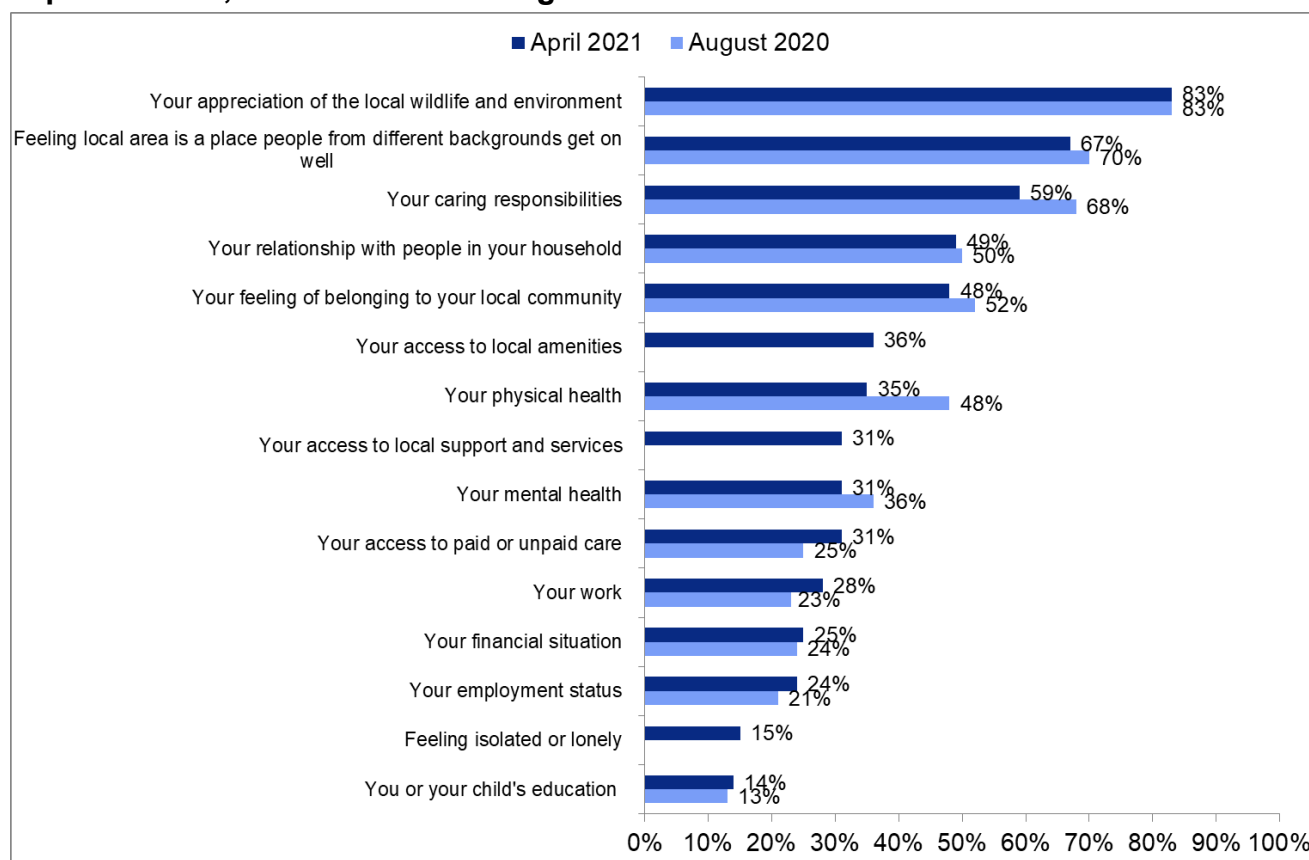
- **Women are less likely to say that the pandemic had a positive impact on their physical health:** For example, 30% of women said the pandemic had a positive impact on their physical health compared to 35% of residents overall.
- **Younger residents are more likely to say that the pandemic had a positive impact on their employment status:** For example, 37% of residents aged 18 to 34 said the pandemic had a positive impact on their employment status compared to 24% of residents overall.
- **Black, Asian or residents of other ethnic backgrounds are more likely to say that the pandemic had a positive impact on their or their children's education:** For example, 23% of Black, Asian or residents of other ethnic backgrounds said the pandemic had a positive impact on their or their children's education compared to 14% of residents overall.
- **Residents with a disability are less likely to say that the pandemic had a positive impact on their physical health:** For example, 19% said so compared with 35% of residents overall.
- **Carers are more likely to say that the pandemic had a positive impact on their feeling of belonging to their local community:** For example, 59% said so compared with 48% of residents overall.
- **Residents who rent from a landlord are less likely than other residents to say that the pandemic had a positive impact on their relationship with people in their**

household: For example, 36% of residents who rent from a landlord said so compared with 49% of residents overall.

- **Residents who have shielded at any point since the start of November 2020 are more likely than other residents to say that the pandemic had a positive impact on their access to paid or unpaid care:** For example, 40% of residents who have shielded said so compared with 31% of residents overall.

7.11. The April 2021 survey results generally remain consistent or show a decrease compared to the results seen in August 2020. For example, the proportion of residents who said the pandemic had a positive impact on their caring responsibilities, their feeling of belonging to their local community, their physical and mental health decreased compared to the results seen in August 2020.

Figure 7.2: Proportion of residents who said the pandemic had a positive impact on aspects of life, health and wellbeing: time series



Number of respondents: April 2021 - 1837, August 2020 - 1790.

Question: How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing?

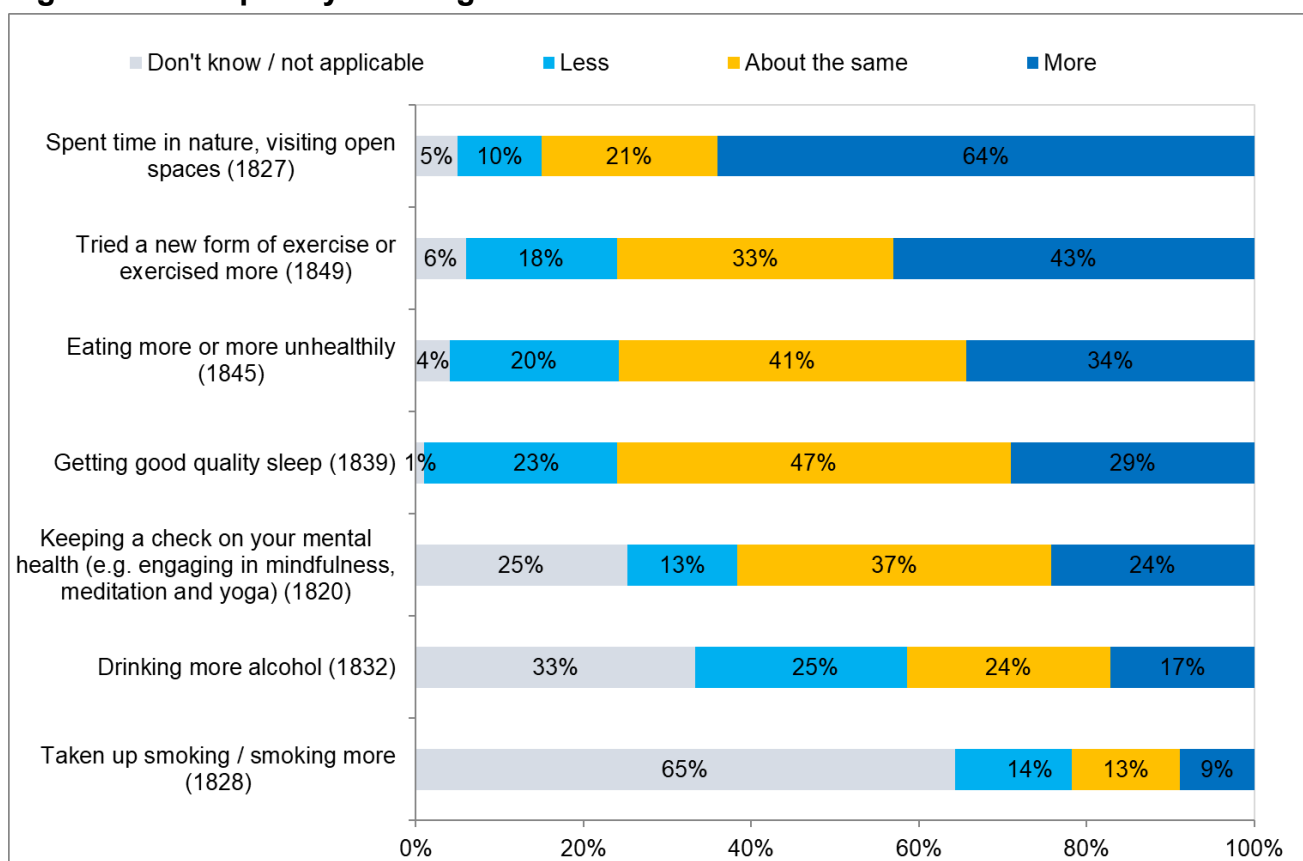
No comparative data for “Your access to local amenities”, “Your access to local support and services” and “Feeling isolated or lonely” in August 2020.

Frequency of health-related activities since the start of November 2020

Above six-in-ten residents spent more time in nature, visiting open spaces since the 2nd lockdown began in November 2020 and above two-fifths of residents tried a new form of exercise or exercised more - these were also the top activities captured in August 2020

- 7.12. 64% of residents spent more time in nature, visiting open spaces since the 2nd lockdown began in November 2020 and 43% tried a new form of exercise or exercised more.
- 7.13. 34% are eating more or more unhealthily, compared to 20% that are doing this less.
- 7.14. 29% are getting more good quality sleep, compared to 23% that are doing this less.
- 7.15. 24% are keeping more of a check on their mental health, compared to 13% that are doing this less.
- 7.16. A quarter of residents are drinking more (25%) and 17% are drinking less.
- 7.17. 9% are smoking more and 14% are smoking less.

Figure 7.3: Frequency of doing activities since the start of November 2020



Numbers in brackets are the number of respondents to each statement.

Question: Have you done each of the following, more, about the same or less since the start of November 2020 (i.e. the beginning of the 2nd lockdown onwards)?

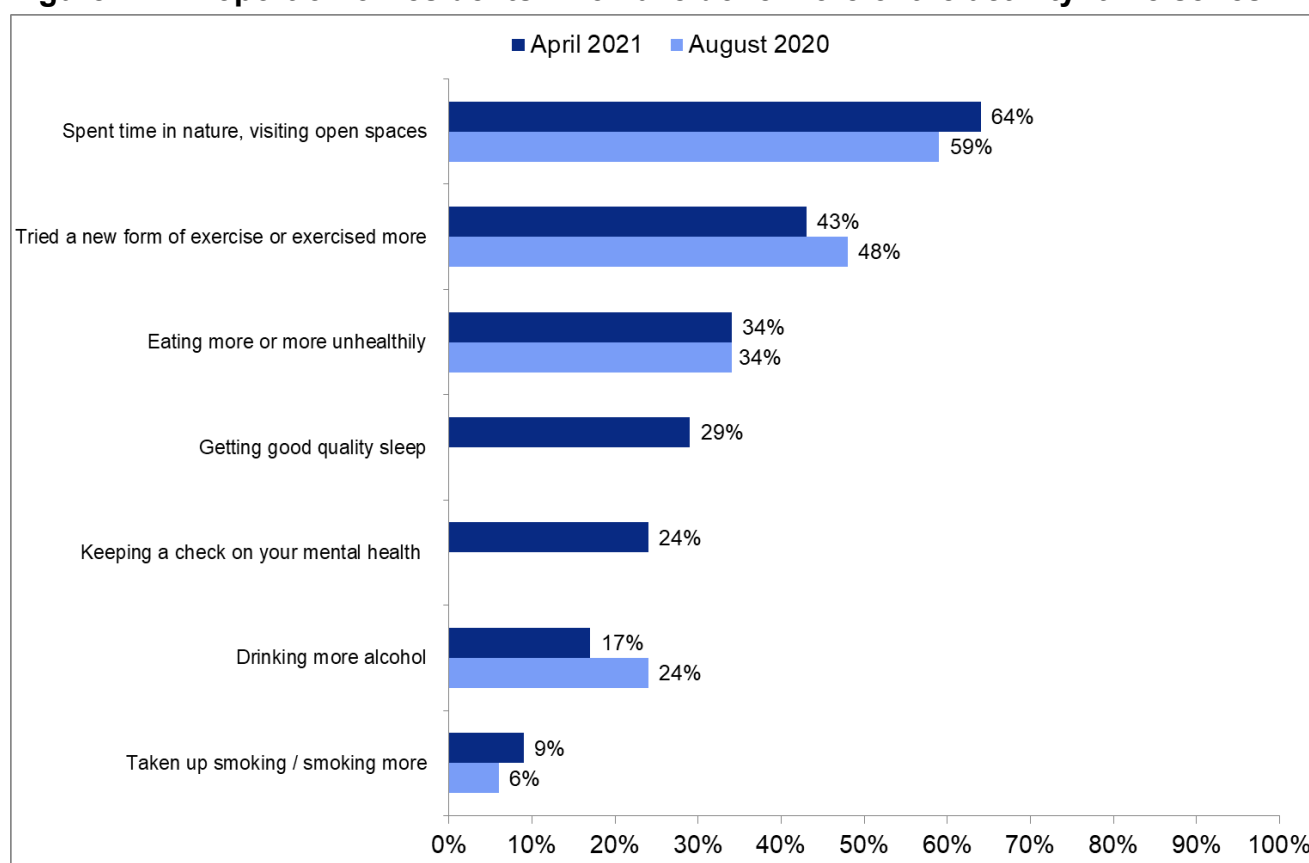
7.18. The following represent some demographic differences of note:

- Women were more likely to have eaten more or more unhealthily since the 2nd lockdown began - 44% said so, compared with 25% of men.
- Residents aged 55 and above were less likely than other residents to say that they tried a new form of exercise or exercised more since the 2nd lockdown began - 31% did so, compared with 52% of residents aged 18-34 and 47% of residents aged 35-54.

- Black, Asian or residents of other ethnic backgrounds were more likely to keep more of a check on their mental health - 37% did so, compared with 22% of White British or Irish residents.
- Residents with a disability were less likely to say they had spent more time in nature, visiting open spaces (48%).
- Parents or guardians were more likely to have eaten more or more unhealthily since the 2nd lockdown began and onwards - 42% said so, compared with 29% of residents who are not parents or guardians of a dependent child.
- Residents who have shielded at any point since the start of November 2020 were less likely to say that they tried a new form of exercise or exercised more (31%).

7.19. The April 2021 survey results show an increase in spending more time in nature and visiting open spaces compared to the results seen in August 2020. The results in August 2020 reflect a higher impact of the 1st lockdown on exercise, but also drinking with a higher proportion of residents trying a new form of exercise or exercised more and a higher proportion drinking more alcohol back then.

Figure 7.4: Proportion of residents who have done more of the activity: time series



Number of respondents: April 2021 - 1849, August 2020 - 1826.

Question: Have you done each of the following, more, about the same or less since the start of November 2020 (i.e. the beginning of the 2nd lockdown onwards)?

Question in August 2020: Have you done each of the following, more, about the same or less since lockdown began on 23rd March?

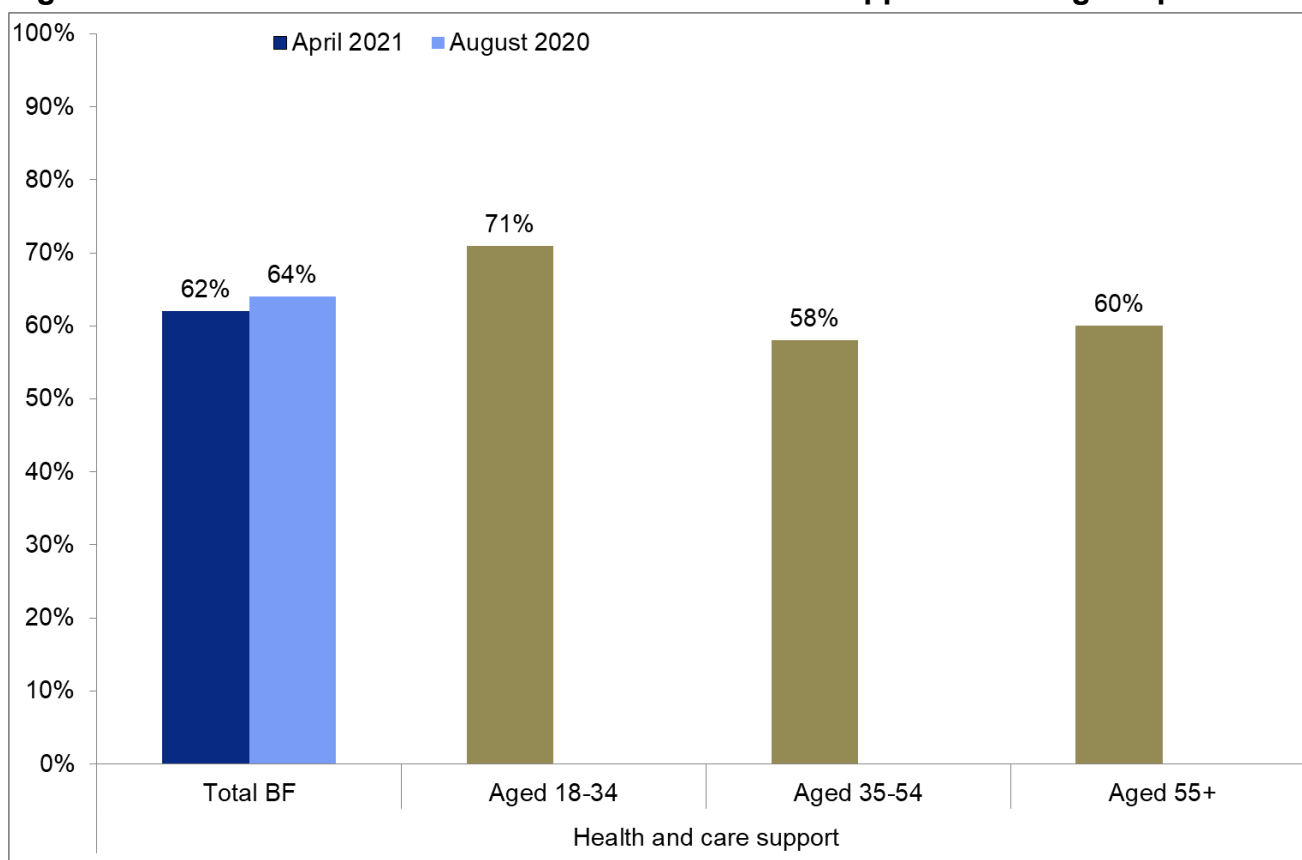
No comparative data for “Getting good quality sleep” and “Keeping a check on your mental health” in August 2020.

Health and care support during the pandemic

Six-in-ten residents (62%) feel that their health and care needs have been supported overall during the pandemic, in line with the 64% seen in August 2020

- 7.20. Overall, 62% of residents said their health and care needs have been supported during the pandemic, with 24% disagreeing (the rest said 'don't know/not applicable').
- 7.21. Residents aged 18-34 were more likely to say they felt their health and care needs have been supported during the pandemic - 71% said so.
- 7.22. Black, Asian or residents of other ethnic backgrounds were less likely to say they felt their health and care needs have been supported during the pandemic - 47% said so.
- 7.23. Residents that have shielded at any point since the start of November 2020 were more likely to feel that their health and care needs had been supported - 70% said so.

Figure 7.5: Whether health and care needs have been supported during the pandemic



Number of respondents: April 2021 - 1837, August 2020 - 1806.

Question: Do you feel your health and care needs have been supported overall during the pandemic?

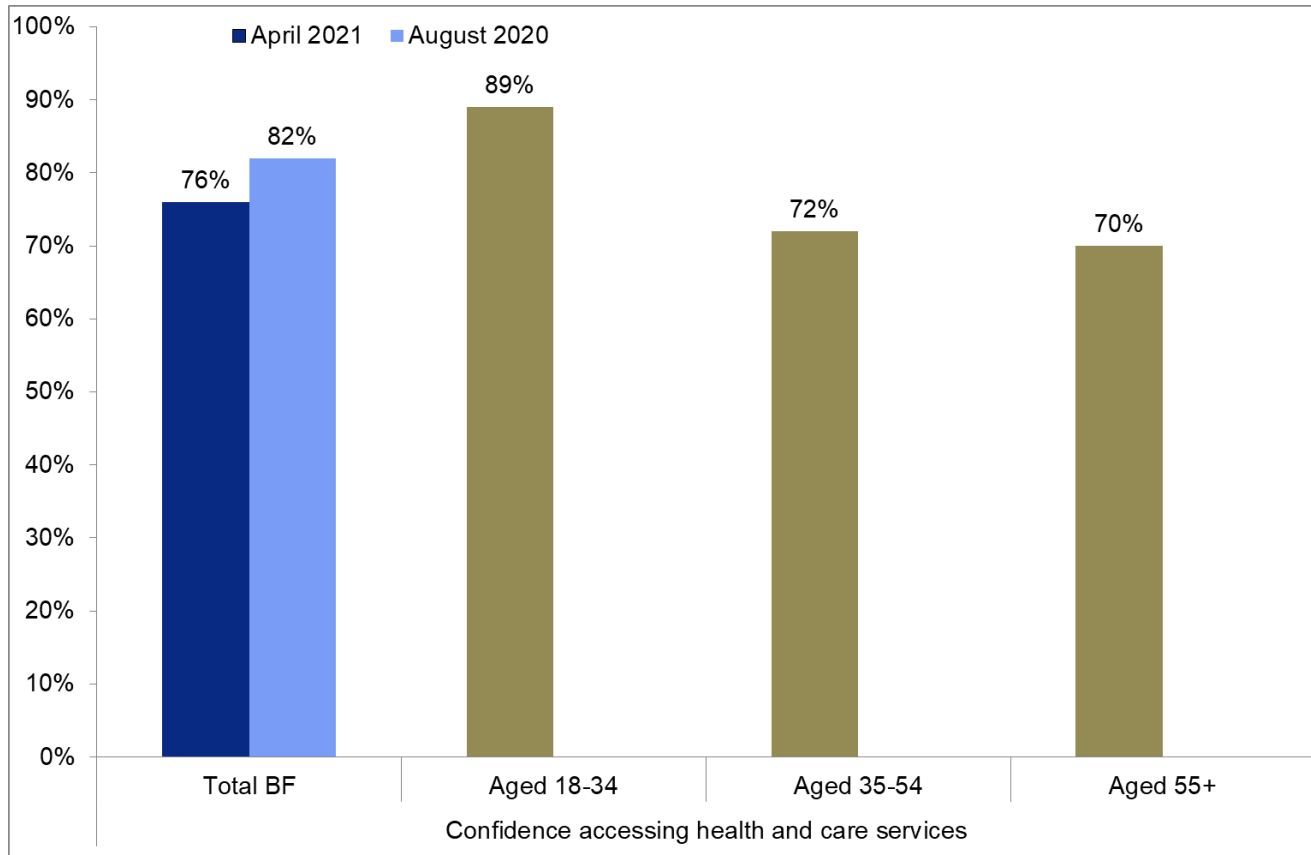
Confidence accessing health and care services that are not Covid-19 related

The majority of residents are confident accessing health and care services that are not Covid-19 related, however, this is a decrease from the 82% seen in August 2020

7.24. Overall, 76% of residents were confident about accessing health and care services that are not Covid-19 related. 24% of residents were not confident.

7.25. Residents aged 18-34 were more confident - 89% were confident (11% not confident).

Figure 7.6: Whether residents feel confident about accessing health and care services



Number of respondents: April 2021 - 1839, August 2020 - 1819.

Question: Do you feel confident about accessing health and care services that are NOT Covid-19 related?

Health and medical experiences

A quarter of residents said they had avoided going to the GP / hospital because they did not want to overburden them, a quarter said they have had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19, for example a dentist or optician appointment, and a fifth said they had a pre-existing G.P/hospital appointment postponed - the proportion of residents experiencing the mentioned health and medical experiences decreased overall compared to the results seen in August 2020

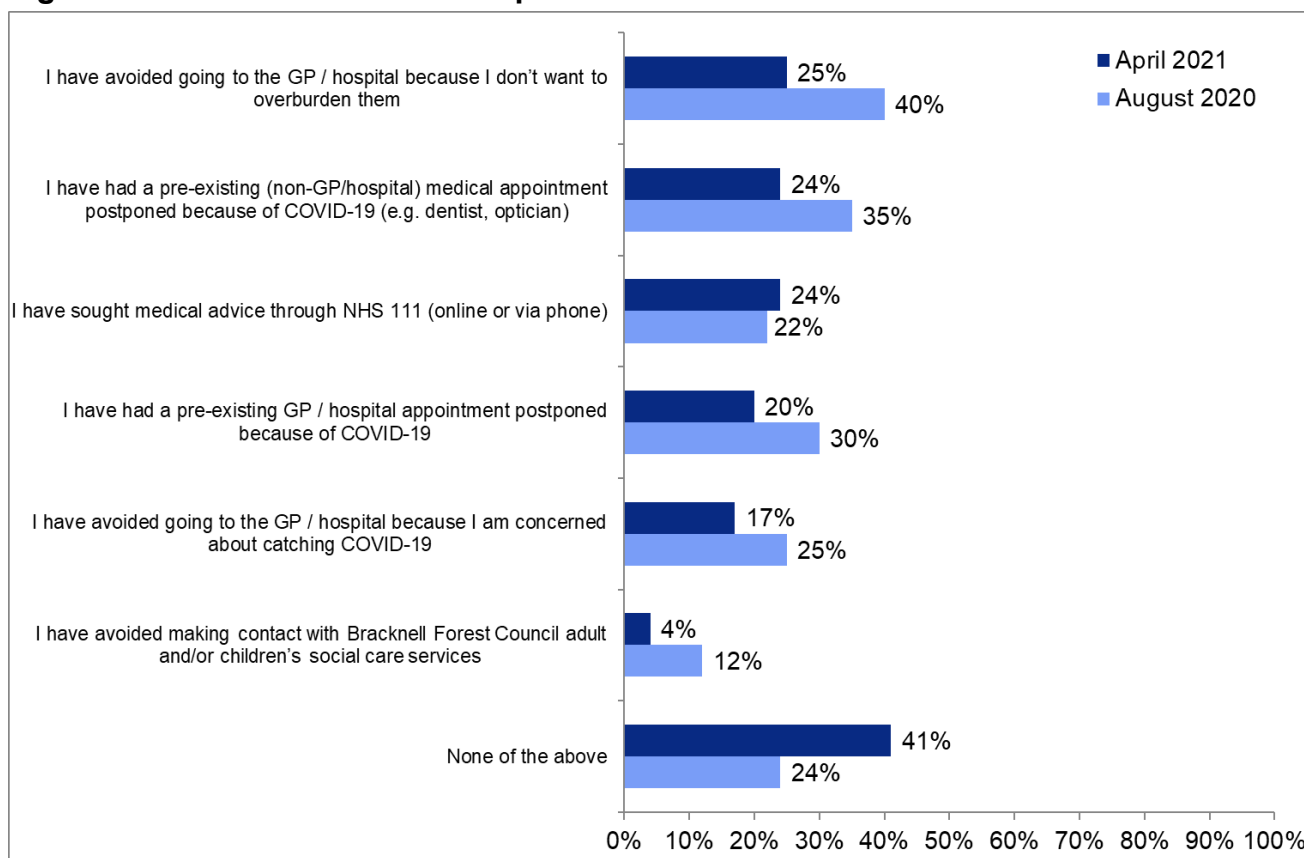
7.26. Overall, 25% of residents said they had avoided going to the GP / hospital because they did not want to overburden them (40% in August 2020).

7.27. 24% said they had a pre-existing (non-GP/hospital) medical appointment postponed because of Covid-19 (35% in August 2020) and 24% said they had sought medical advice through NHS 111, online or via phone (22% in August 2020).

7.28. 20% had a pre-existing GP / hospital appointment postponed because of Covid-19 (30% in August 2020).

7.29. 17% said they had avoided going to the GP / hospital because they were concerned about catching Covid-19 (25% in August 2020).

Figure 7.7: Health and medical experiences



Number of respondents: April 2021 - 1822, August 2020 - 1780.

Question: Which of the following health or medical experiences, if any, apply to you since the start of November 2020 (i.e. since the beginning of the 2nd lockdown onwards)?

Question in August 2020: Which of the following health or medical experiences, if any, apply to you?

Note: Respondents could select more than one answer.

7.30. The following demographic differences are of note:

- Women (30%) were more likely to have sought medical advice through NHS 111 online or via phone.

- Black, Asian or residents of other ethnic backgrounds (27%) were more likely to have had a pre-existing GP / hospital appointment postponed because of Covid-19.
- Residents with a disability (36%) were more likely to have had a pre-existing GP / hospital appointment postponed.
- Residents that have shielded at any point since the start of November 2020 (32%) were more likely to have had a pre-existing GP / hospital appointment postponed.

Change in primary healthcare access

Above two-fifths of residents (44%) said they had not changed the way they access primary healthcare as a result of the pandemic and above a third (37%) said they had received telephone GP appointments

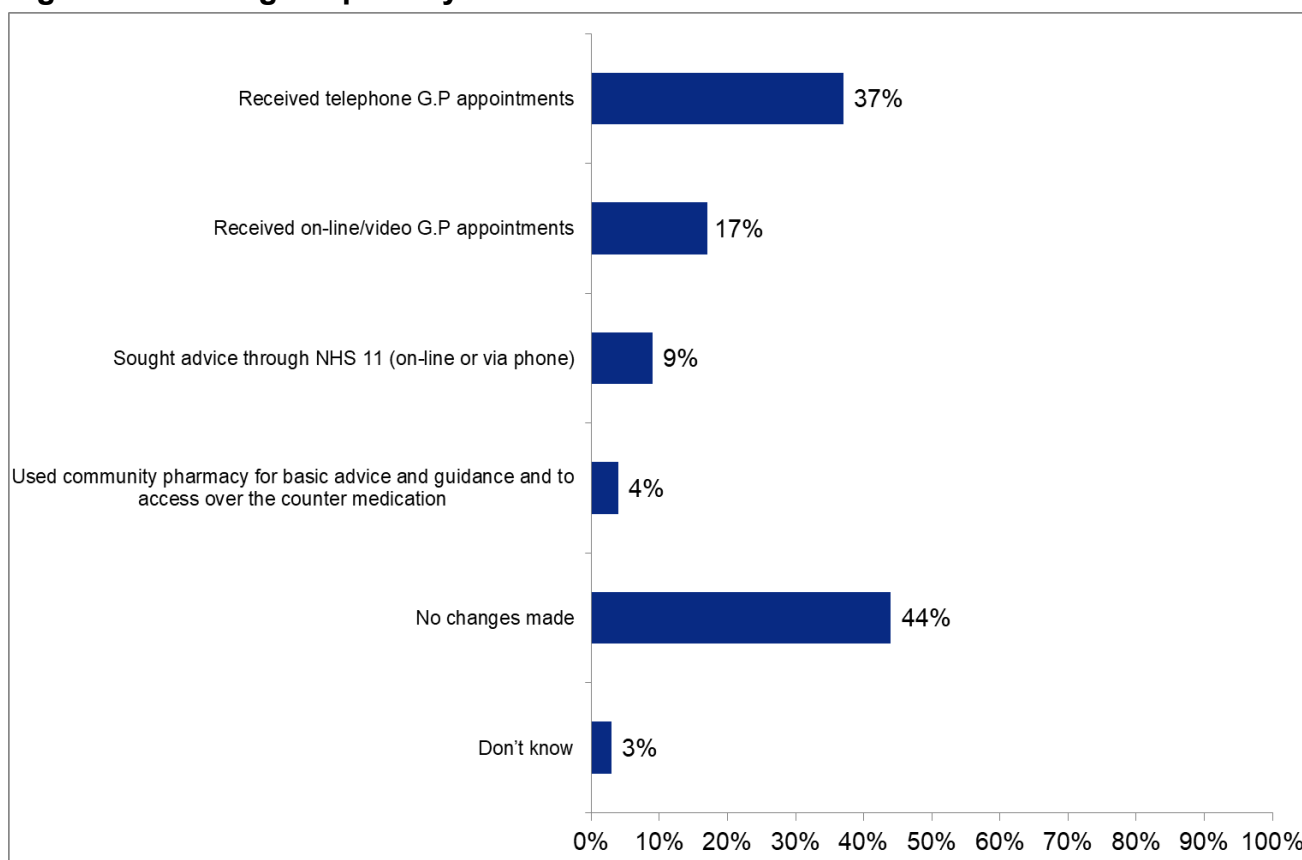
7.31. Overall, 44% of residents said they had not changed the way they access primary healthcare as a result of the pandemic.

7.32. 37% said they had received telephone GP appointments and 17% said they had received on-line/video GP appointments.

7.33. 9% had sought advice through NHS 111 online or via phone.

7.34. 4% said they had used a community pharmacy for basic advice and guidance and to access over the counter medication.

Figure 7.8: Change in primary healthcare access



Number of respondents: 1825.

Question: As a result of the pandemic, in what ways have you changed how you access primary healthcare, such as your G.P?

Note: Respondents could select more than one answer.

7.35. The following demographic differences are of note:

- Women (35%) were less likely to say they had not changed the way they access primary healthcare.
- Residents aged 18-34 (51%) were more likely to say they had not changed the way they access primary healthcare.
- Residents with a disability (50%) were more likely to have received telephone GP appointments.

- Residents that have shielded at any point since the start of November 2020 (28%) were less likely to say they had not made any changes.

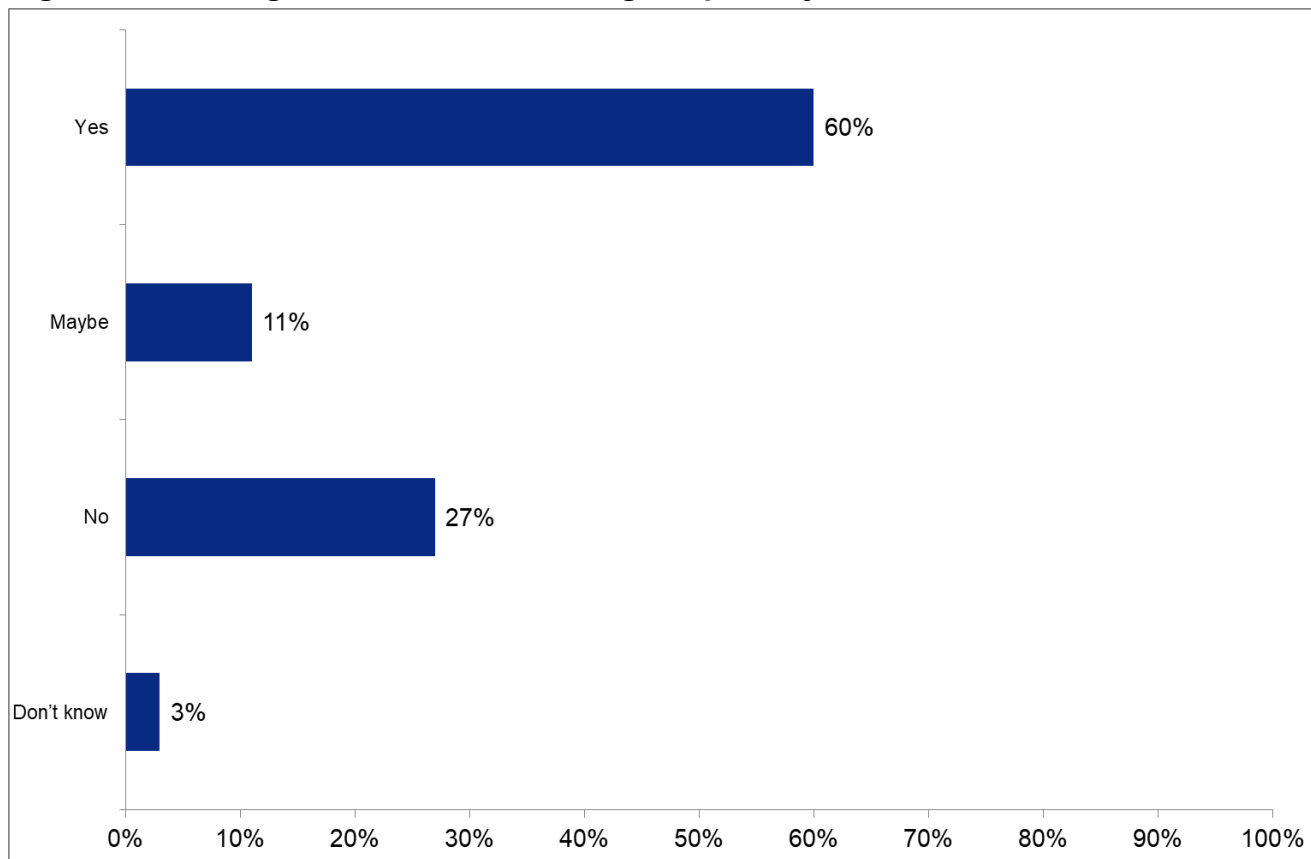
Willingness to maintain change in primary healthcare access

Three-fifths (60%) of residents that have made change(s) to the way they access primary healthcare said they are willing to maintain this change and above a quarter (27%) said they are not willing to maintain this change

7.36. Overall, 60% of residents that have made change(s) to the way they access primary healthcare as a result of the pandemic said they are willing to maintain this change.

7.37. 11% said they may maintain this change.

Figure 7.9: Willingness to maintain change in primary healthcare access



Number of respondents: 985 (excludes those that have not made any changes to their primary healthcare access).

Question: If you have made changes, are you willing to continue accessing primary healthcare in such a way?

7.38. The following demographic differences are of note:

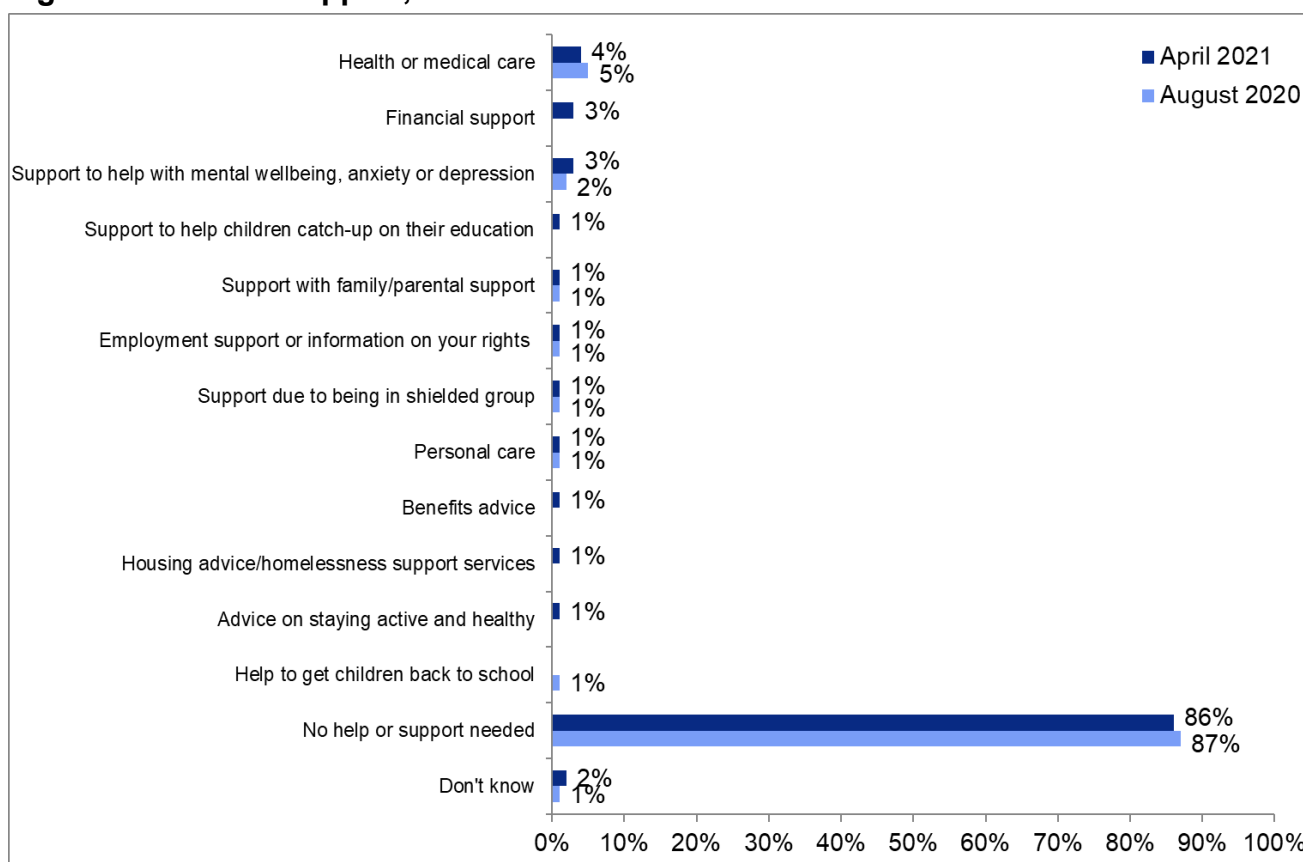
- Younger residents were more likely to say they are willing to maintain the change - 67% of residents aged 18-34 said they are willing to maintain the change, compared with 61% of those aged 35-54 and 54% of those aged 55 and above.
- Residents with a disability (50%) were less likely to maintain the change.
- Residents that have shielded at any point since the start of November 2020 (52%) were less likely to say they will maintain the change.

Need support, due to Covid-19

The majority of residents do not need any help or support due to their experience of Covid-19, similar to the 87% seen in August 2020

- 7.39. Most residents (86%) said they did not need any help or support. This is followed by health or medical care support (4%), similarly 5% mentioned health or medical care in August 2020. In addition, 3% mentioned financial support and 3% mentioned mental wellbeing support.
- 7.40. Residents aged 35-54 were less likely to say they did not need help (79% said they did not need help).
- 7.41. Residents with a disability were less likely to mention they did not need support (74% said they did not need help or support).

Figure 7.10: Need support, due to Covid-19



Number of respondents: April 2021 - 1810, August 2020 - 1808.

Question: What help or support do you need, if any, due to your experience of Covid-19?

Note: Respondents could select more than one answer.

Section 8: Testing and Vaccinations

Key issues/findings

- The majority of residents have either taken or will access regular rapid Covid-19 testing. On the other hand, above a third said they have not taken and will not access it.
- A third of residents who have taken or will access the rapid Covid-19 testing said they have or will access it through their workplace and just under a third of residents said they have or will access it by ordering home test kits from GOV.UK.
- Almost all residents said that they would comply to the requirement of self-isolation at home for 10 days if they or someone they are in close contact with tested positive.
- Almost all residents have taken or are going to take the Covid-19 vaccine, although residents aged 18-34 and Black, Asian or residents of other ethnic backgrounds are less likely to take it.
- A quarter of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects and a further 19% said they are concerned about short-term side effects. The same proportion of residents (19%) said they will make their minds up when the time comes.

Introduction

8.1. This section presents findings about testing and vaccinations, including:

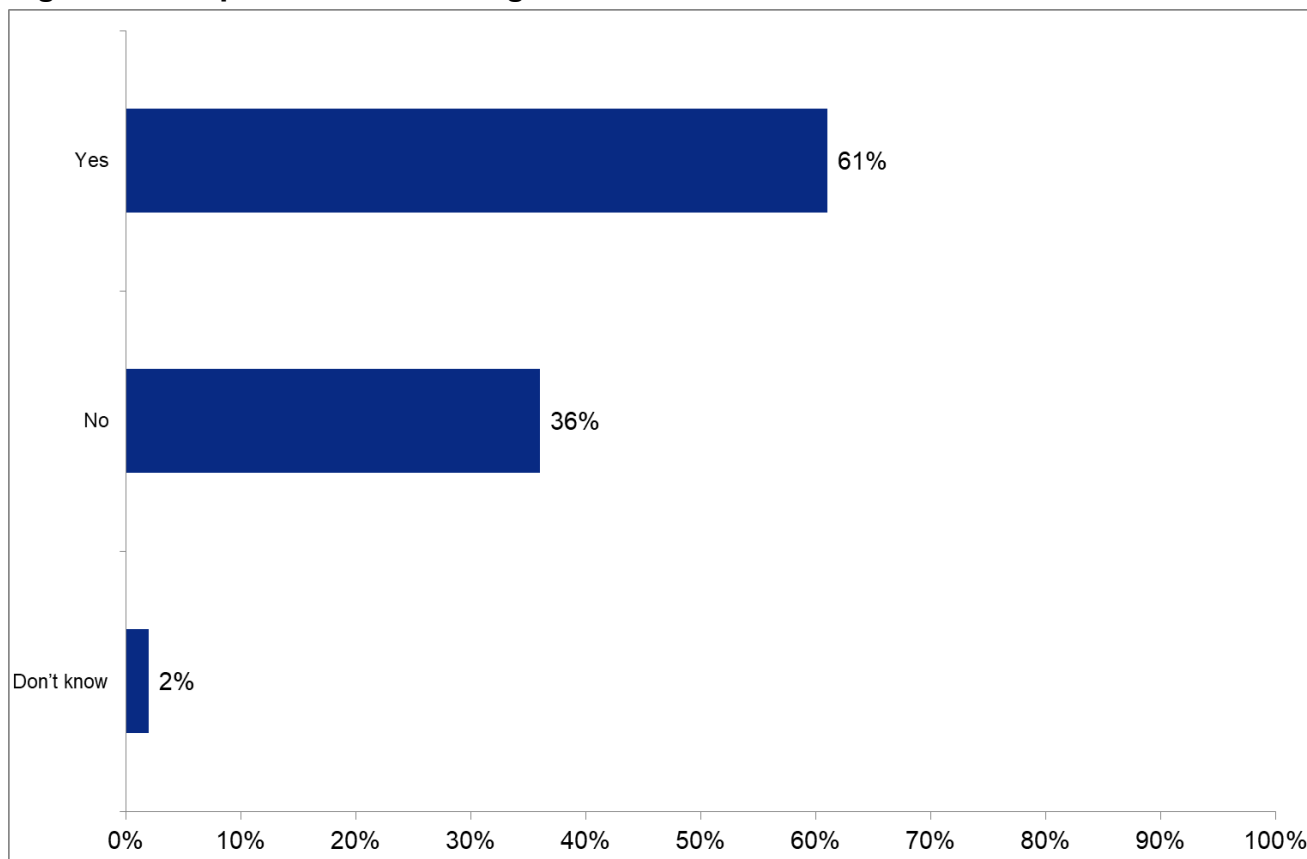
- Rapid Covid-19 testing access.
- Place of rapid Covid-19 testing access.
- Compliance with self-isolation.
- Taking the Covid-19 vaccine.
- Reasons for not taking the Covid-19 vaccine.

Rapid Covid-19 testing access

The majority of residents have either taken or will access regular rapid Covid-19 testing, although on the other hand, above a third said they have not taken and will not access it

8.2. Overall, 61% of residents said that they have taken or will access regular rapid Covid-19 testing. 36% mentioned they have not taken and will not access it.

Figure 8.1: Rapid Covid-19 testing access



Number of respondents: 1839.

Question: Have you taken or will you access regular rapid Covid-19 testing?

8.3. The findings are, on the whole, consistent across demographic groups except for the following key differences:

- **Women are more likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 71% of women said they have taken or will access regular rapid Covid-19 testing compared to 61% of residents overall.
- **Older residents are less likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 46% of residents aged 55 and above said they have taken or will access rapid Covid-19 testing compared to 61% of residents overall.
- **Black, Asian or residents of other ethnic backgrounds are more likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 71% of Black, Asian or residents of other ethnic backgrounds said they have taken or will access regular rapid Covid-19 testing compared to 61% of residents overall.
- **Parents or guardians are more likely to say that they have taken or will access regular rapid Covid-19 testing:** For example, 71% said so compared with 61% of residents overall.

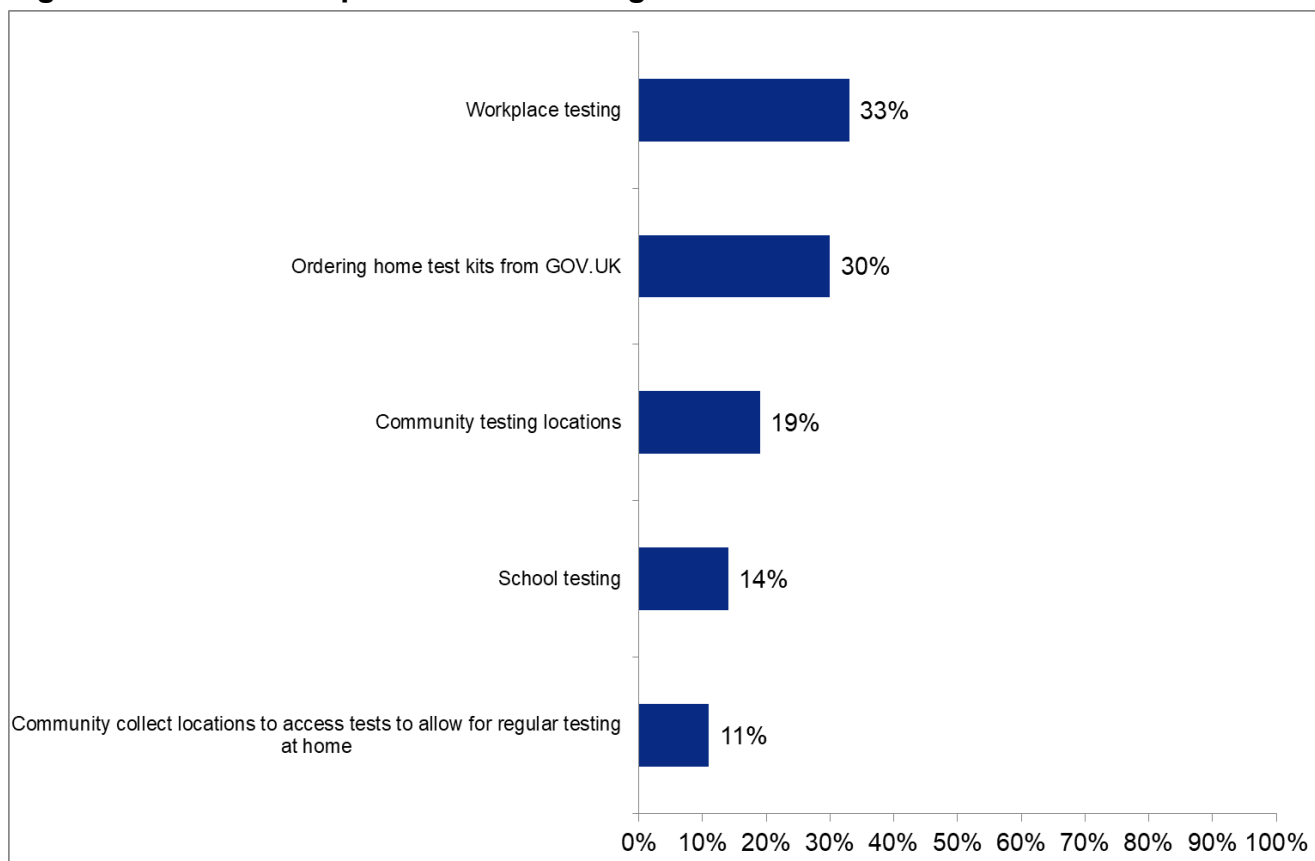
- **Residents who have shielded at any point since the start of November 2020 are less likely than other residents to say that they have taken or will access regular rapid Covid-19 testing:** For example, 49% of residents who have shielded said so compared with 61% of residents overall.

Place of rapid Covid-19 testing access

A third of residents who have taken or will access the rapid Covid-19 testing said they have or will access it through their workplace and just under a third of residents said they have or will access it by ordering home test kits from GOV.UK

- 8.4. 33% of residents said they have or will access the rapid Covid-19 testing through their workplace and 30% said they were ordering home test kits from GOV.UK.
- 8.5. 19% mentioned community testing locations.
- 8.6. 14% mentioned school testing.
- 8.7. 11% mentioned community collect locations to access tests to allow for regular testing at home.

Figure 8.2: Place of rapid Covid-19 testing access



Number of respondents: 1130 (excludes those that have not taken a rapid test).

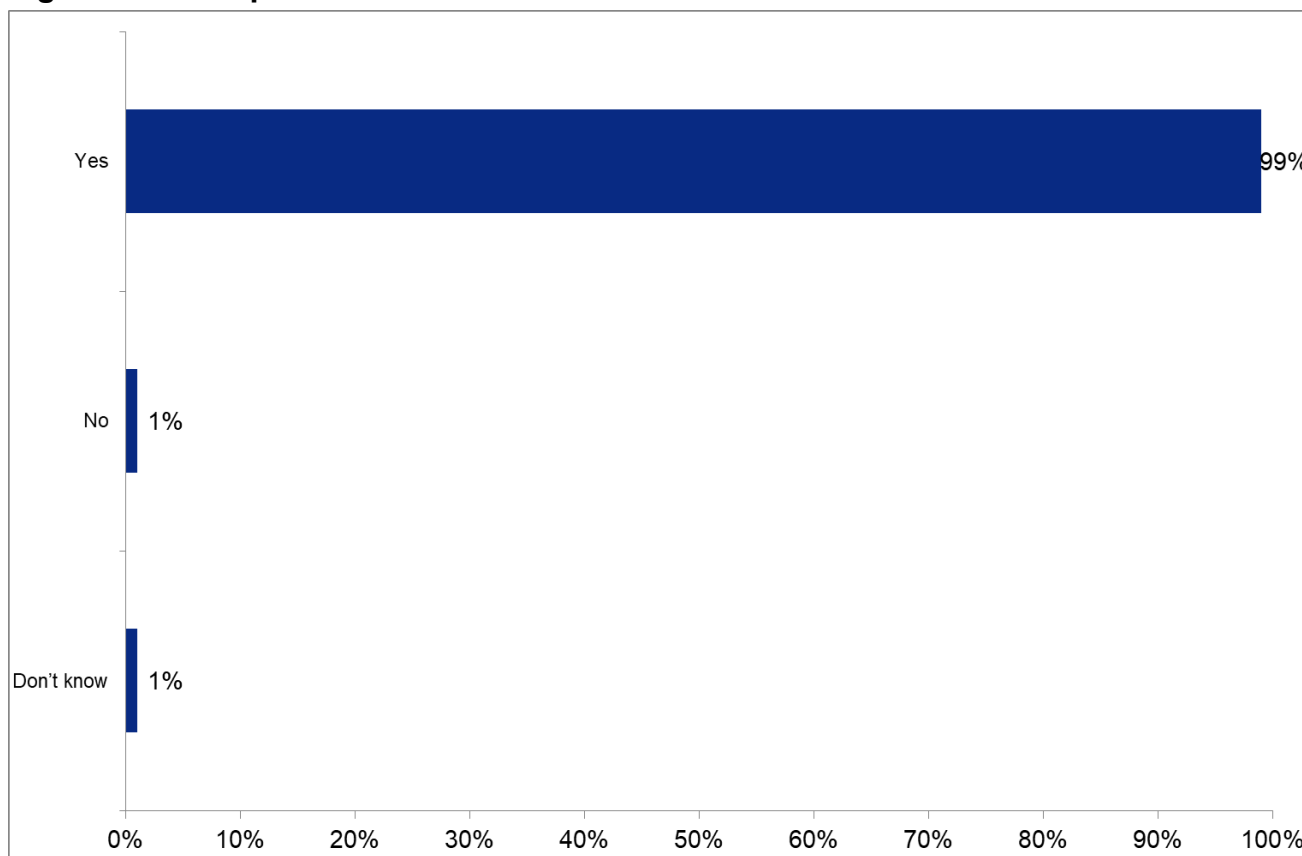
Question: If 'Yes', where have or will you access rapid Covid-19 testing?

Compliance with self-isolation

Almost all residents said that they would comply to the requirement of self-isolation at home for 10 days if they or someone they are in close contact with tested positive

- 8.8. Overall, 99% of residents said they would comply to the requirement of self-isolation at home for 10 days if they or someone they are in close contact with tested positive.
- 8.9. The 1% or 2% of respondents that said they would not comply mainly cited work or financial issues, or not supporting the rule to isolate.

Figure 8.3: Compliance with self-isolation



Number of respondents: 1830.

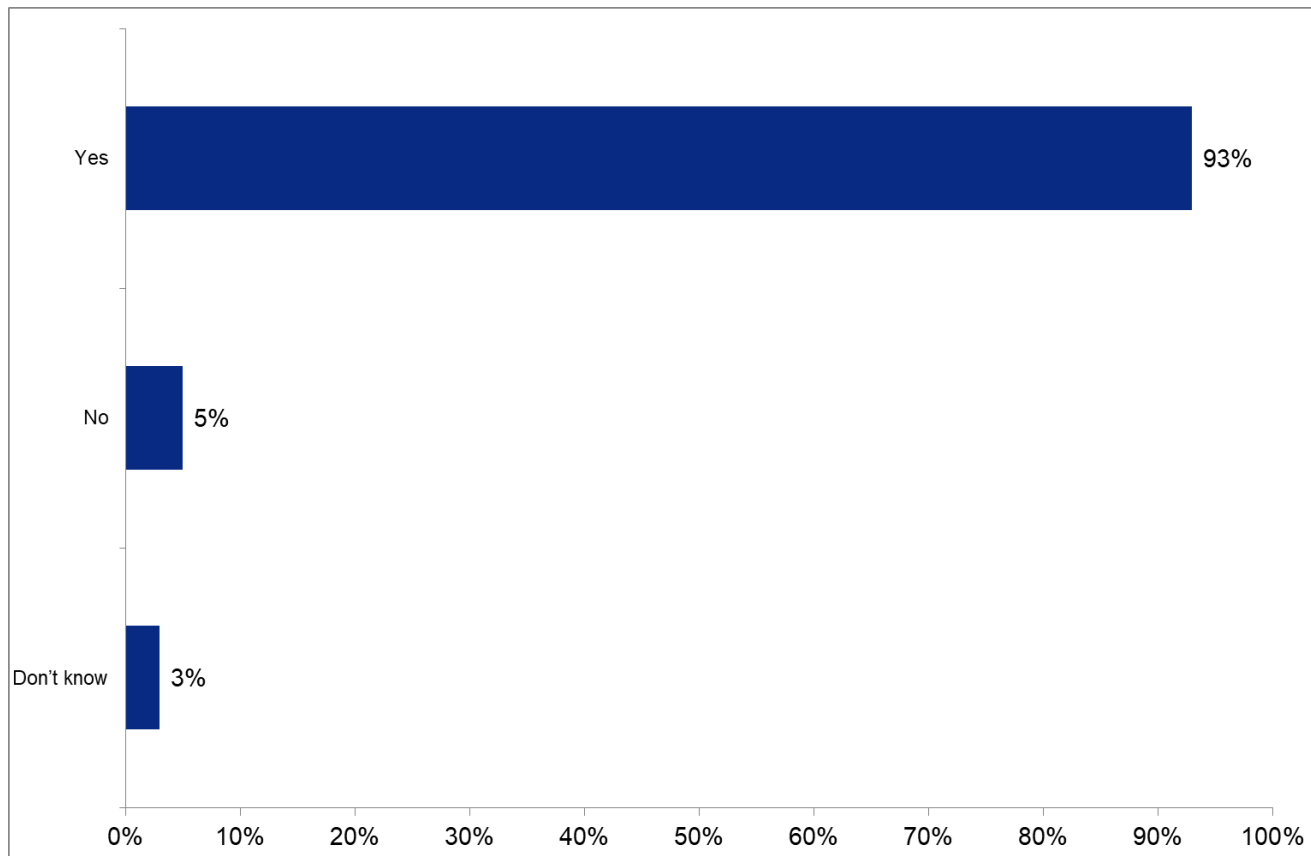
Question: If you test positive or are in close contact with someone that tests positive, you are required to self-isolate at home for 10 days. Would you comply with this requirement?

Taking Covid-19 vaccine

Almost all residents have taken or are going to take the Covid-19 vaccine, although residents aged 18-34 and Black, Asian or residents of other ethnic backgrounds are less likely to take it

- 8.10. Overall, 93% of residents have taken or are going to take the Covid-19 vaccine. 5% of residents said they have not and are not going to take it.
- 8.11. Residents aged 18-34 were less likely to take it - 87% have taken or are going to take it (8% have not and are not going to take it).
- 8.12. Black, Asian or residents of other ethnic backgrounds are less likely to take it - 84% have taken or are going to take it.

Figure 8.4: Taking Covid-19 vaccine



Number of respondents: 1847.

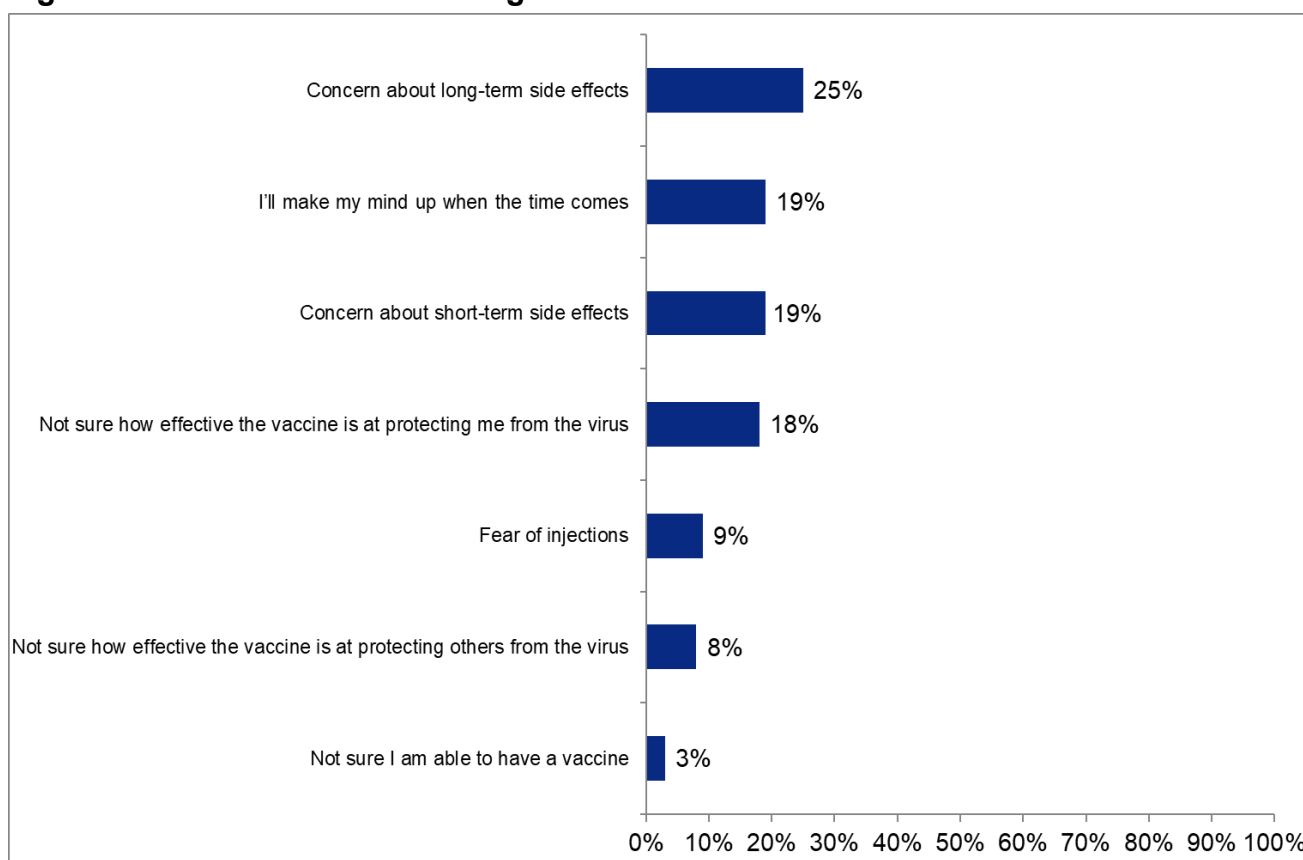
Question: Have you taken or will you take the Covid-19 vaccine?

Reasons for not taking Covid-19 vaccine

A quarter of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects and a further 19% said they are concerned about short-term side effects, while the same proportion of residents (19%) said they will make their minds up when the time comes

- 8.13. Overall, 25% of residents who have not taken and will not take the Covid-19 vaccine said they are concerned about long-term side effects.
- 8.14. 19% said they are concerned about short-term side effects and 19% said they will make their minds up when the time comes.
- 8.15. 18% said they are not sure how effective the vaccine is at protecting them from the virus.
- 8.16. 9% had a fear of injections and 8% were not sure how effective the vaccine is at protecting others from the virus.

Figure 8.5: Reasons for not taking Covid-19 vaccine



Number of respondents: 129 (excludes those that have taken or will take the Covid-19 vaccine).

Question: If 'No or Don't know', why not?

Note: Respondents could select more than one answer.

8.17. The following demographic difference is of note:

- Black, Asian or residents of other ethnic backgrounds (29%) were more likely to be concerned about short-term side effects.

Section 9: Recovery

Key issues/findings

- Half of residents had no concerns moving out of lockdown, better than the 32% seen in August 2020. Fear of coming out of lockdown too quickly and risk of local lockdown or local restrictions due to outbreak were the most mentioned concerns.
- Helping the local economy and businesses, and supporting the most vulnerable / most affected people to recover were the top mentioned priorities by residents for the council to help the borough's recovery from the pandemic. These were also the top mentioned priorities in August 2020, alongside health protection and promotion (21% each).
- More than half of residents said that work from home is not applicable/their job does not allow them to work from home. A quarter said they intend to work a lot more or a little more at home in the future.
- Two thirds of parents or guardians of a dependent child agree that their child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school.

Introduction

9.1. This section presents findings about the future recovery of the local area.

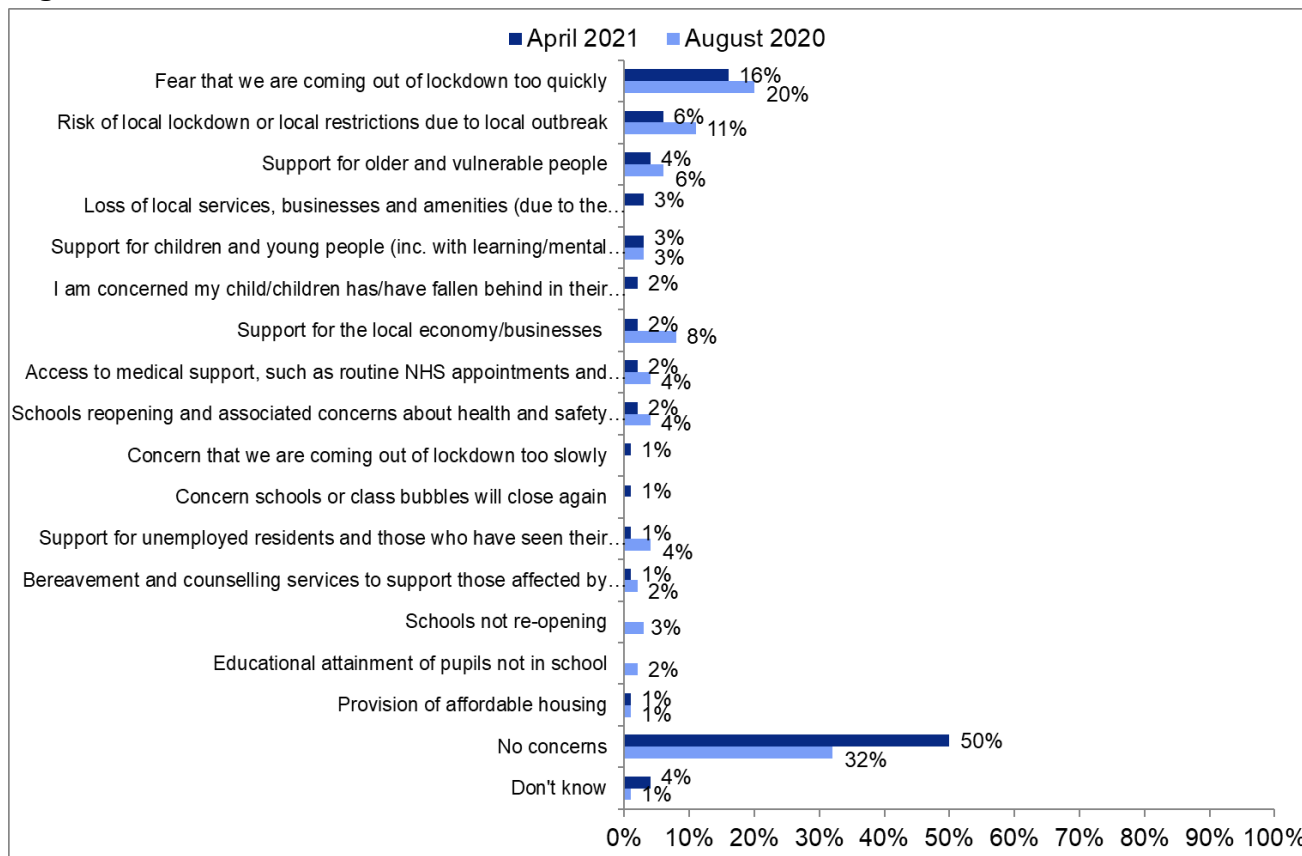
Concerns moving out of lockdown

Half of residents had no concerns moving out of lockdown, better than the 32% seen in August 2020

Fear of coming out of lockdown too quickly and risk of local lockdown or local restrictions due to outbreak were the most mentioned concerns

- 9.2. 46% of residents mentioned concerns moving out of lockdown, including 16% that feared coming out of lockdown too quickly (and around 15% of respondents in 'other comments' also raised concerns about people not following social distancing/hygiene measures and the risk of further waves).
- 9.3. 6% mentioned risk of local lockdown or local restrictions and 4% were concerned about support for older and vulnerable people.

Figure 9.1: The concerns of residents as we move out of lockdown



Number of respondents: April 2021 - 1794, August 2020 - 1684. Question: What are your concerns, if any, as we move out of lockdown?

Note: Respondents could select more than one answer.

9.4. The following demographic differences are noted:

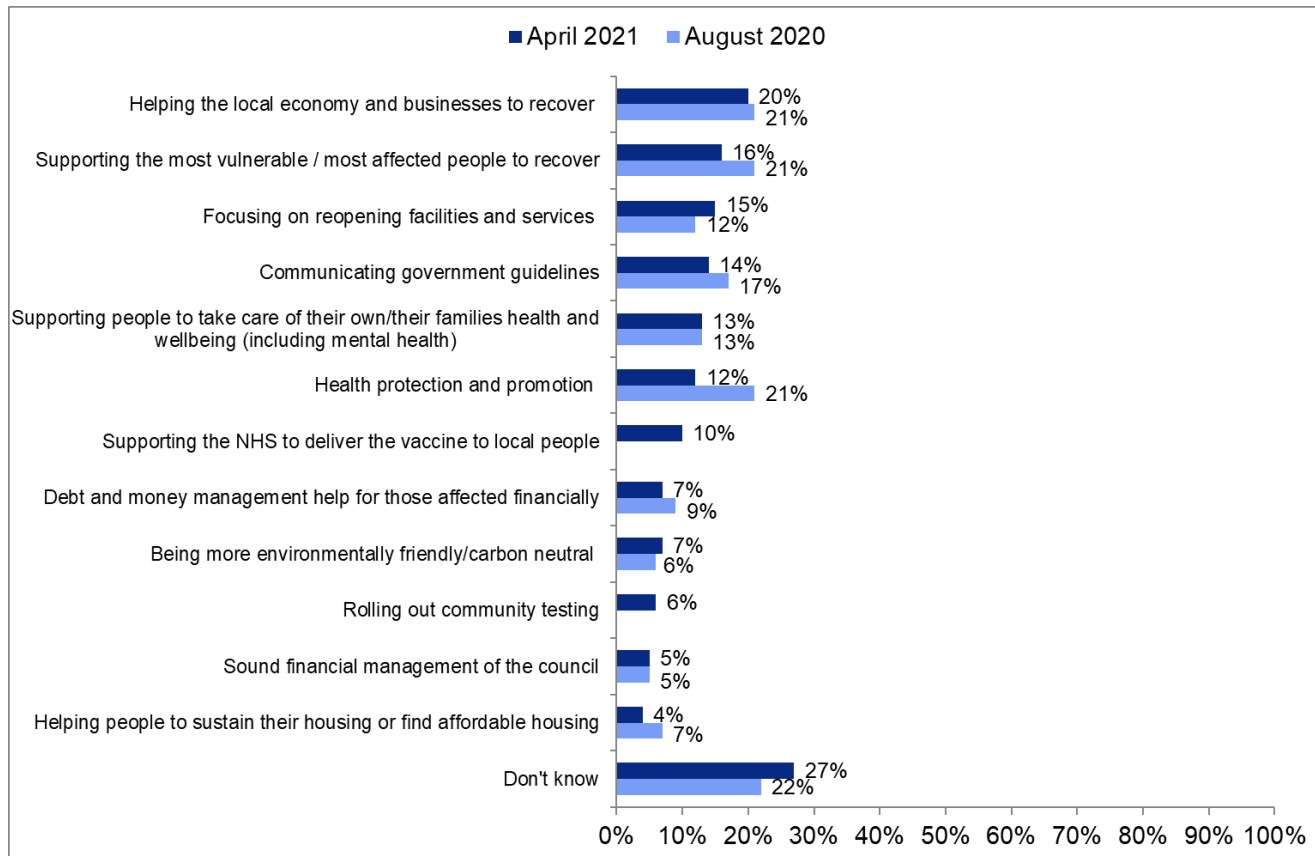
- **Men:** 55% mentioned they had no concerns compared with 50% overall.
- **Residents aged 18-34:** 61% mentioned they had no concerns compared with 50% overall.
- **Black, Asian or residents of other ethnic backgrounds:** 22% feared coming out of lockdown too quickly compared with 16% overall.
- **Residents with a disability:** 30% mentioned they had no concerns compared with 55% of non-disabled residents.
- **Residents who have shielded at any point since the start of November 2020:** 23% fear coming out of lockdown too quickly compared with 16% overall.

Council's top priorities to help the borough's recovery from the pandemic

Helping the local economy and businesses, and supporting the most vulnerable / most affected people to recover were the top mentioned priorities by residents for the council to help the borough's recovery from the pandemic – these were also the top mentioned priorities in August 2020, alongside health protection and promotion (21% each)

- 9.5. One-fifth of residents said helping the local economy and businesses to recover should be the council's top priority over the next few months to help the borough's recovery (20%), one-in-six residents mentioned supporting the most vulnerable to recover (16%) and a similar proportion mentioned focusing on reopening facilities and services (15%).
- 9.6. Additionally, about 10% mentioned in 'other' comments that the priority should be ensuring schools remain open and pupils are supported to 'catch-up' with their education.
- 9.7. Black, Asian or residents of other ethnic backgrounds are more likely than White British or Irish residents to mention health protection and promotion. For example, 19% of Black, Asian or residents of other ethnic backgrounds mentioned this compared with 10% of White British or Irish residents.
- 9.8. Residents with a disability are less likely than non-disabled residents to mention reopening facilities and services. For example, 8% of residents with a disability mentioned this compared with 16% of non-disabled residents.
- 9.9. Parents or guardians are more likely to mention supporting people to take care of their own/their families' health and wellbeing. For example, 20% of parents or guardians mentioned this compared with 9% of residents who are not parents or guardians.
- 9.10. 12% of residents who have shielded at any point since the start of November 2020 said helping the local economy and businesses to recover should be the council's top priority, compared with 20% of residents overall.

Figure 9.2: What should be the council’s top priorities to help the borough’s recovery



Number of respondents: April 2021 - 1811, August 2020 - 1673.

Question: Over the next few months, what do you think the council’s top priorities should be to help the borough’s recovery from the pandemic?

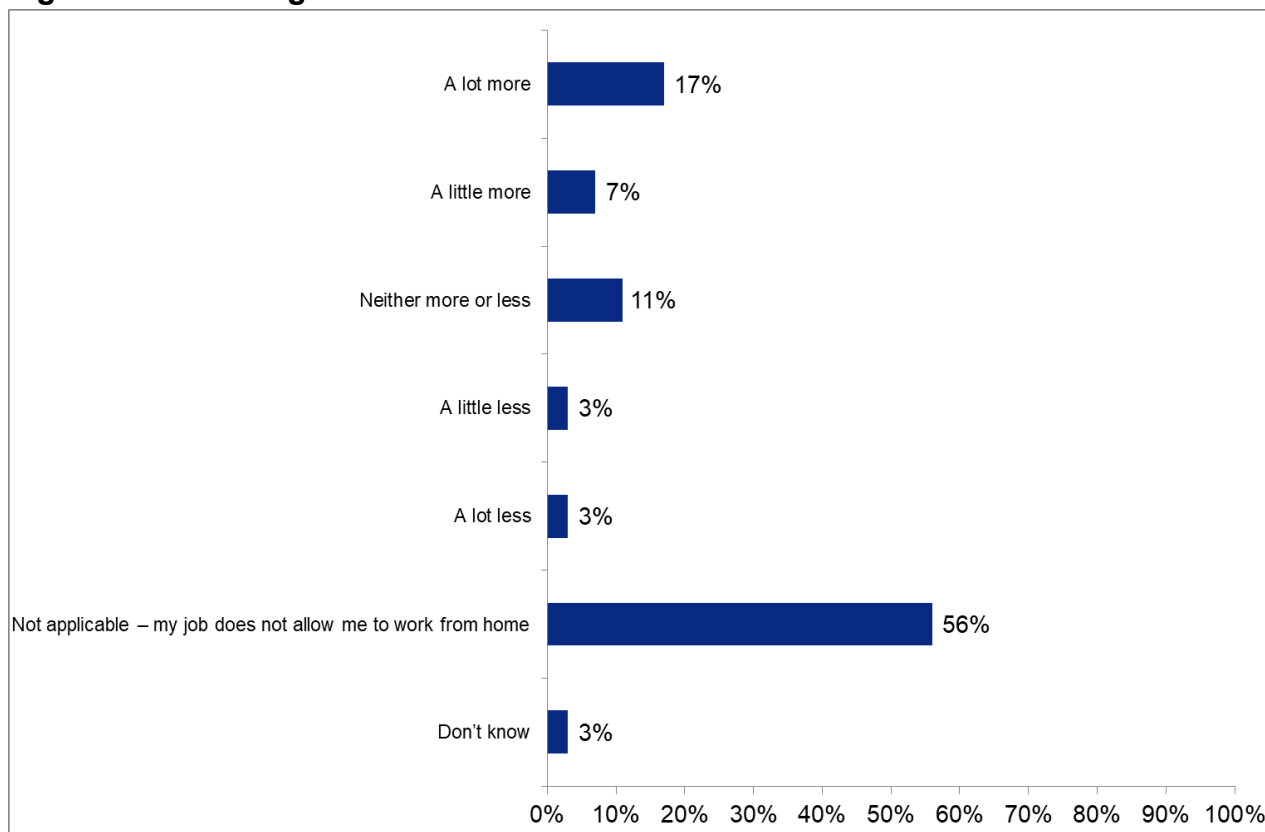
Note: Respondents could select more than one answer.

Working at home in the future

More than half of residents said that work from home is not applicable/their job does not allow them to work from home, while a quarter said they intend to work a lot more or a little more at home in the future

- 9.11. Above half of residents said that work from home is not applicable/their job does not allow them to work from home (56%), one-in-six residents said they intend to work at home a lot more in the future (17%) and one-in-fourteen said they intend to work at home a little more in the future (7%).
- 9.12. Residents aged 55 and above are more likely than younger residents to say that work from home is not applicable. For example, 74% of residents aged 55 and above mentioned this compared with 48% of residents aged 18-34 and 46% of those aged 35-54.
- 9.13. Black, Asian or residents of other ethnic backgrounds are less likely than White British or Irish residents to say that work from home is not applicable. For example, 46% of Black, Asian or residents of other ethnic backgrounds mentioned this compared with 58% of White British or Irish residents.
- 9.14. Residents with a disability are more likely than non-disabled residents to say that work from home is not applicable. For example, 70% of residents with a disability mentioned this compared with 53% of non-disabled residents.
- 9.15. Parents or guardians are less likely to say that work from home is not applicable. For example, 46% of parents or guardians mentioned this compared with 63% of residents who are not parents or guardians.
- 9.16. Residents in social housing are more likely to say that work from home is not applicable. For example, 74% of residents in social housing mentioned this compared with 49% of residents who are owners/occupiers and 59% of those who rent from a private landlord.

Figure 9.3: Working at home in the future



Number of respondents: 1844.

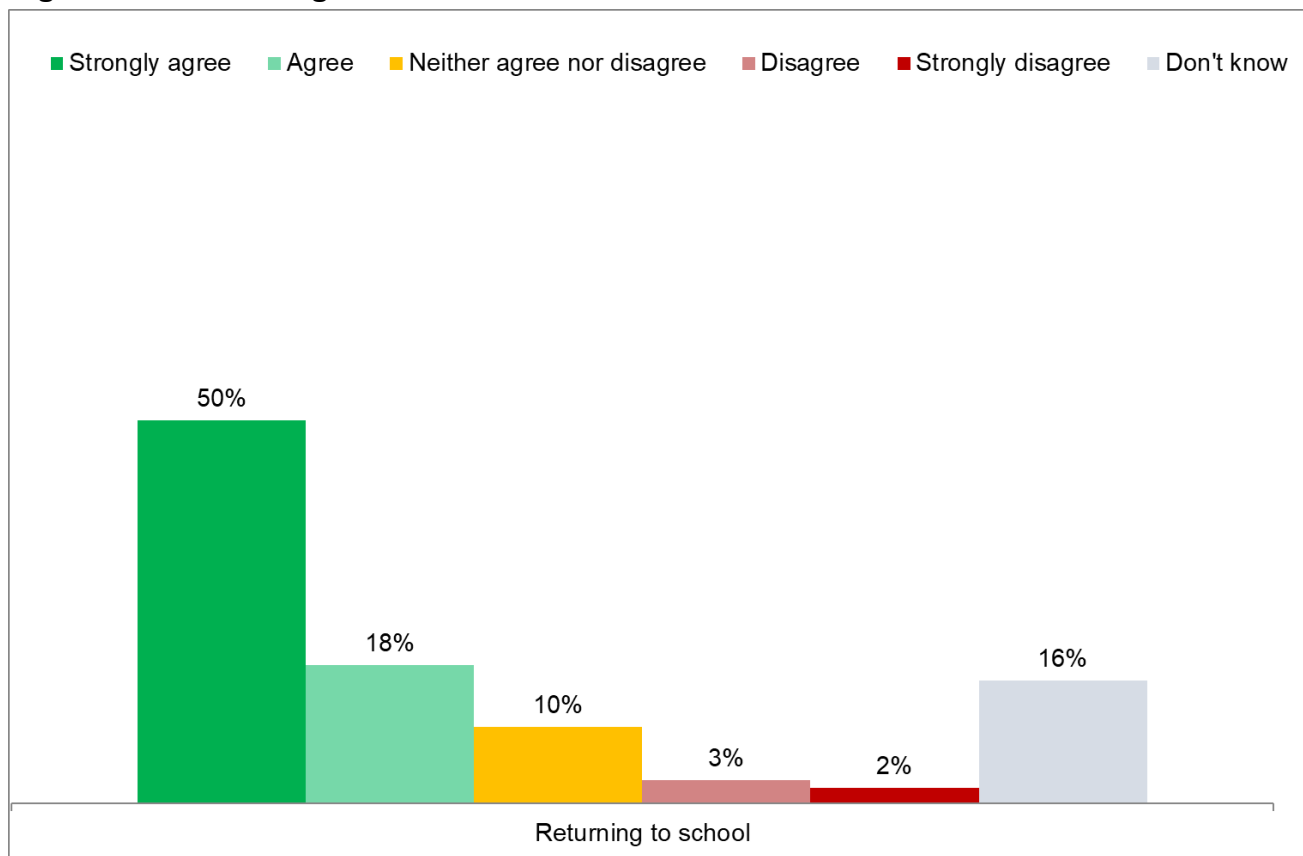
Question: Compared to your working practices before the pandemic, how much more or less do you intend to work at home in the future?

Returning to school

Two thirds of parents or guardians of a dependent child agree that their child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school

9.17. Two thirds of parents or guardians of a dependent child agree that their child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school (68%, including 50% that strongly agree). While just 5% disagree.

Figure 9.4: Returning to school



Number of respondents: 703 (only asked to parents or guardians of a dependent child / children).

Question: Do you agree or disagree with the following statement: My child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school?

Appendix: Questionnaire

Bracknell Forest Council: COVID-19 community impact survey

Hello, my name is . . . and I am calling on behalf of Bracknell Forest Council from independent research organisation Public Perspectives. We are conducting a survey of local residents about your experience of the Coronavirus (Covid-19) pandemic, its impact on you and your family, and how the council and its partners can help local residents and the local area recover.

Would you be willing to spend about 15 to 20 minutes answering some questions (note: if not currently able, please find out an alternative suitable time)?

(If respondent shows any sign of concern or requires clarification, please offer the following contact number: Public Perspectives: 0800 533 5386 or ask to check the council's website: www.bracknell-forest.gov.uk/consultations/coronavirus-phone-survey)

Section 1: Initial demographic questions

Note to interviewer: Where a question has a 'don't know/not applicable' response option - do not read out to the respondent. Only select it if the respondent is unable to choose a relevant answer.

Note to interviewer: Only select 'other' responses if they do not fit at all into pre-existing response options. Briefly summarise any 'other' responses i.e. do not write long messages.

Note to interviewer - read out: Before we go any further, I'd like to ask you some questions about you. This will help us understand if there are differences in opinion between different groups of people. We just want to stress that what you say is anonymous and confidential, this means that your responses will not be linked to your name or personal details and no one will be able to identify them from their answers.

Please also let them know that some of the interviews may be recorded for training and quality assurance purposes and that the recording does not go beyond our team and is destroyed once the project is completed.

Q1. Can I double check that your Local Authority is Bracknell Forest Council? Note to interviewer: If 'Yes' - please continue, if 'No', ask for their postcode to check it against the one on the database (some people don't always know their Local Authority), if still a 'No', please politely end the interview saying this is a survey for residents of Bracknell Forest Council area only.

- Yes
- No

Q2. How would you describe yourself? Note to interviewer: Ask prompted and select one answer only.

- Male
- Female
- Other

Q3. What was your age on your last birthday? Note to interviewer: ask unprompted and select one answer only.

- 18-24
- 25-34
- 35-44
- 45-54
- 55-70
- Over 70

Q4. How would you describe your ethnic background? Note to interviewer: ask unprompted and select one answer only.

- White British or Irish
- Other white background
- Asian / Asian British
- Black / African / Caribbean / Black British
- Mixed / Multiple ethnic groups
- Other ethnic group
- Prefer not to say

If 'Other', please specify:

Section 2: The council

We'd now like to ask you a couple of questions about the council during the pandemic.

Q5. Have you contacted the council since the start of November 2020 (when the 2nd Lockdown first began)? Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

Note to interviewer: If 'Yes', please continue. Otherwise, go to Q8. This is automated on-line.

Q6. What was your reason for contacting the council? Note to interviewer: Ask unprompted and select all relevant answers.

- To report a problem
- To request a service
- To request information
- To receive support or information about the pandemic
- Other

If 'Other', please specify:

Q7. How would you rate your contact with the council? Note to interviewer: Read out response options and select one answer only.

- Excellent
- Good
- Fair
- Poor
- Very poor
- Don't know - note to interviewer: do not read out

Q8. How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic? Note to interviewer: Read out response options and select one answer only.

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know - note to interviewer: do not read out

Section 3: Community

We'd now like to ask you some questions about volunteering and community during the pandemic.

Q9. How, if at all, have you volunteered to help in your local community during the pandemic? Note to interviewer: Ask unprompted and select all relevant answers.

- Getting to know or supporting a neighbour
- Bracknell Forest Council/The Ark/Involve community response volunteer
- NHS volunteer responder
- Other volunteering to support people in my local community
- Other
- Not volunteered at all / don't know

If 'Other', please specify:

Note to interviewer: If 'volunteer', please continue. Otherwise, go to Q13. This is automated on-line.

Q10. What were your reasons for choosing to volunteer in your local community during Covid-19?

Note to interviewer: Ask unprompted and select all relevant answers.

- I volunteered before Covid-19 and have continued to do so
- I wanted to do good for others and the community
- I had extra time to commit to volunteering
- I wanted to feel more of a connection with my local community
- I wanted a distraction from the current situation
- I felt it would help with my mental health and wellbeing
- Other

If 'Other', please specify:

Q11. Thinking about your volunteering during the pandemic, which one of the following best applies to you? Note to interviewer: Ask prompted and select one answer only.

- I volunteered at some point between March and October 2020 (i.e. up until the start of the 2nd lockdown)
- I volunteered from November 2020 (i.e. during the 2nd lockdown and beyond)
- Both of the above
- Other

If 'Other', please specify:

Q12. Do you intend to keep volunteering in your local community? Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

If 'No', why do you think you will not volunteer? (note to interviewer: just note down headline points succinctly):

Q13. If you don't volunteer, would you consider volunteering in the future? Note to interviewer: Ask unprompted and select one answer only.

- Yes - interviewer: please signpost to Involve to find support to volunteer: www.involve.community/about/
- Maybe
- No
- Don't know

Section 4: Internet use and streaming

We'd now like to ask you some questions about doing activities on-line, including during the pandemic.

Q14. Which of the following activities have you done for the first time or done more often since the start of November (when the 2nd lockdown began)? Note to interviewer: Read out each activity and select the appropriate option for each.

Since the start of November, how often have you . . .

	Done the first time	Doing about the same	Doing more often	Do not do activity
Used the internet in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacted the council online (including via social media)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessed services on-line, such as shopping, ordering takeaway, general shopping online or on-line banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicated using digital technology such as Zoom, Teams, WhatsApp or Facetime etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engaged on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used Alexa (or equivalent voice activated device)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. How confident or not are you in accessing services on-line? Note to interviewer: Read out response options and select one answer only.

- Very confident
- Quite confident
- Not that confident
- Not confident at all
- Don't know - note to interviewer: do not read out
- Never go on-line - note to interviewer: do not read out

Section 5: Environment

We'd now like to ask you some questions about travel and the environment, as a result of the pandemic.

Q16. Do you agree or disagree with the following statements about travel and the environment in the future, due to your experience of Covid-19? Note to interviewer: Read out each statement and select one response option for each.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know - do not read out
I am more likely to use public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am more likely to walk or cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am less likely to drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am more likely to use local parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Covid-19 is a chance for people to be more environmentally friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is an opportunity for Bracknell Forest to accelerate its plans to become Carbon Neutral by 2050	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have started/I am more likely to food recycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. What, if any, changes have you made to reduce your carbon footprint during the pandemic? Note to interviewer: Ask unprompted and select all relevant answers.

- Use public transport more
- Walk or cycle more
- Drive less
- Travel less in general
- Try to use less electricity or gas
- I have started/I am more likely to food recycle
- Other
- I have not made any changes to reduce by carbon footprint
- Don't know

If 'Other', please specify:

Note to interviewer: If 'made change(s)', please continue. Otherwise, go to Q19. This is automated on-line.

Q18. Of the change(s) you mentioned, which ones will you continue with? Note to interviewer: Ask unprompted and select all relevant answers.

- Use public transport more
- Walk or cycle more
- Drive less
- Travel less in general
- Try to use less electricity or gas
- I have started/I am more likely to food recycle
- Other
- Don't know

If 'Other', please specify:

Section 6: Employment and the economy

We'd now like to ask you some questions about employment and the economy.

Q19. What is your employment status as a result of the pandemic? Note to interviewer: Ask unprompted and select all relevant answers.

- No change, I wasn't employed and am still not employed
- No change, I am a full-time student
- No change, I was and am still employed on the same terms and conditions
- No change, I am self-employed and not affected
- I am self-employed and my business has been affected
- I'm employed but my pay/hours have reduced
- I'm being paid 80% of my salary under the government scheme, and my company is topping this up, but I am not working (furloughed)
- I'm being paid 80% of my salary under the government scheme, but I am not working (furloughed)
- I have previously been furloughed, but I'm now back in work
- I was employed, and I have now lost my job
- I am concerned that my job is at risk
- I am concerned that I will have less work (if self-employed or company owner)
- Retired
- Don't know
- None of the above
- Other

If 'Other', please specify:

Q20. Since the start of November 2020 (i.e. the start of the 2nd lockdown onwards) pandemic began, what, if any, support from the UK Government have you accessed or received (this may include support through your local council or your employer)? Note to interviewer: Ask unprompted and select all relevant answers.

- I have been/am furloughed under the **Coronavirus Job Retention Scheme**
- I have received **statutory sick pay** covered by the government for small/medium size businesses
- I will/am using the **Self-Employment Income Support Scheme**
- I have accessed a **grant or loan for my business**
- I have signed up to **Universal Credit**
- I have received a '**mortgage holiday**'
- Other
- None of the above

If 'Other', please specify:

Q21. As lockdown is eased, how likely, if at all, are you to do each of these activities when they are permitted? Note to interviewer: Read out each activity and select the appropriate option for each.

	Very likely	Fairly likely	Not very likely	Not likely at all	Don't know - do not read out	N/A – I would not do this before lockdown - do not read out
Visiting the Lexicon, Bracknell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting local shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting local pub/restaurant/cinema/theatre etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to your workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting parks, open spaces or play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 7: Life, health and wellbeing

We'd now like to ask you some questions about your life, health and wellbeing, and the pandemic.

Q22. How much, if at all, has the pandemic had a positive or negative impact on each of the following aspects of your life, health and wellbeing? Note to interviewer: Read out each aspect and select one response option for each.

	Very positive impact	Quite positive impact	Neither positive nor negative impact	Quite negative impact	Very negative impact
Your work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your employment status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your financial situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You or your child's education (e.g. school/college/university)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your relationship with people in your household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your feeling of belonging to your local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your feeling that your local area is a place where people from different backgrounds get on well together (By getting on well together, we mean living alongside each other with respect)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your appreciation of the local wildlife and environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your caring responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your access to paid or unpaid care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling isolated or lonely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your access to local amenities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your access to local support and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. Have you done each of the following, more, about the same or less since the start of November 2020 (i.e. the beginning of the 2nd lockdown onwards)? Note to interviewer: Read out each aspect and select one answer only for each.

	More	About the same	Less	Don't know / not applicable - do not read out
Tried a new form of exercise or exercised more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eating more or more unhealthily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drinking more alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taken up smoking / smoking more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spent time in nature, visiting open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting good quality sleep	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping a check on your mental health (e.g. engaging in mindfulness, meditation and yoga)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24. Do you feel your health and care needs have been supported overall during the pandemic? Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know / not applicable - note to interviewer: do not read out

Q25. Do you feel confident about accessing health and care services that are NOT Covid-19 related? Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No

If 'No', why do you say that (note to interviewer: just note down headline points succinctly):

Q26. Which of the following health or medical experiences, if any, apply to you since the start of November 2020 (i.e. since the beginning of the 2nd lockdown onwards)? Note to interviewer: Read out and select all relevant answers.

- I have avoided going to the GP / hospital because I am concerned about catching COVID-19
- I have avoided going to the GP / hospital because I don't want to overburden them
- I have avoided making contact with Bracknell Forest Council adult and/or children's social care services
- I have had a pre-existing GP / hospital appointment postponed because of COVID-19
- I have had a pre-existing (non-GP/hospital) medical appointment postponed because of COVID-19 (e.g. dentist, optician)
- I have sought medical advice through NHS 111 (online or via phone)
- None of the above
- Prefer not to say

Q27. As a result of the pandemic, in what ways have you changed how you access primary healthcare, such as your G.P? Note to interviewer: Ask unprompted and select all relevant answers.

- Received telephone G.P appointments
- Received on-line/video G.P appointments
- Sought advice through NHS 11 (on-line or via phone)
- Used community pharmacy for basic advice and guidance and to access over the counter medication
- Other
- Don't know
- No changes made

If 'Other', please specify:

Note to interviewer: If 'made change(s)', please continue. Otherwise, go to Q29. This is automated on-line.

Q28. If you have made changes, are you willing to continue accessing primary healthcare in such a way? Note to interviewer: Ask unprompted and select one answer only.

- Yes
- Maybe
- No
- Don't know

Q29. What help or support do you need, if any, due to your experience of Covid-19? Note to interviewer:

Ask unprompted and select all relevant answers.

- Health or medical care
- Support to help with mental wellbeing, anxiety or depression
- Personal care
- Advice on staying active and healthy
- Support due to being in shielded group
- Housing advice/homelessness support services
- Benefits advice
- Debt advice
- Employment support or information on your rights
- Support with family/parental support
- Support to help children catch-up on their education
- Support because of domestic abuse
- Support for substance misuse (e.g. drugs or alcohol)
- Support to deal with anti-social behaviour or crime
- Support to deal with the effects of long-Covid
- Access to food (e.g. food banks)
- Financial support
- Smoking cessation
- Other
- Don't know
- No help or support needed

If 'Other', please specify:

Q30. How many hours a week, if at all, do you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health/disability, or problems related to old age? Note to interviewer: Ask unprompted and select appropriate answer, clarifying if needed.

- None
- 9 hours a week or less
- 10-19 hours a week
- 20-34 hours a week
- 35-49 hours a week
- 50 or more hours a week

If 'a carer', what was your experience of being a carer during the lockdown? (note to interviewer: just note down headline points succinctly):

Section 8: Testing and Vaccinations

We'd now like to ask you some questions about community testing and vaccinations

Q31. Have you taken or will you access regular rapid Covid-19 testing? Note to interviewer: Ask unprompted and select one answer only. Note: this includes accessing lateral flow tests for self-administration via community collect in order to test regularly at home, as well as testing at school, in workplaces or taking tests at community locations.

- Yes
- No
- Don't know

Note to interviewer: If 'Yes', please continue. Otherwise, go to Q33. This is automated on-line.

Q32. If 'Yes', where have or will you access rapid Covid-19 testing? Note to interviewer: Ask unprompted and select all relevant answers.

- Workplace testing
- School testing
- Community testing locations
- Community collect locations to access tests to allow for regular testing at home
- Ordering home test kits from GOV.UK
- Other

If 'Other', please specify:

Q33. If you test positive or are in close contact with someone that tests positive, you are required to self-isolate at home for 10 days. Would you comply with this requirement?

Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

Note to interviewer: If 'No or Don't know', please continue. Otherwise, go to Q35. This is automated on-line.

Q34. If 'No or Don't know', why not? Note to interviewer: Ask unprompted and select all relevant answers.

- Financial issues
- Work issues
- Mental health/social isolation concerns
- Lack of help/support
- Don't support the rule to isolate
- Other

If 'Other', please specify:

Q35. Have you taken or will you take the Covid-19 vaccine? Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

Note to interviewer: If 'No or Don't know', please continue. Otherwise, go to Q37. This is automated on-line.

Q36. If 'No or Don't know', why not? Note to interviewer: Ask unprompted and select all relevant answers.

- Concern about short-term side effects
- Concern about long-term side effects
- Not sure how effective the vaccine is at protecting me from the virus
- Not sure how effective the vaccine is at protecting others from the virus
- I'm not concerned about the virus or getting ill from it
- I've had the virus and so don't feel like I need the vaccine
- Not sure I am able to have a vaccine
- Not sure how to access the vaccine
- Fear of injections
- I'll make my mind up when the time comes
- Other

If 'Other', please specify:

Section 9: Recovery

We'd now like to ask you some questions about the future recovery of the local area.

Q37. What are your concerns, if any, as we move out of lockdown? Note to interviewer: Ask unprompted and select all relevant answers. Remind the respondent that we're most interested in their concerns about the local area/Bracknell Forest.

- Support for unemployed residents and those who have seen their household income fall
- Support for the local economy/businesses
- Schools reopening and associated concerns about health and safety of pupils, teachers or families
- Concern schools or class bubbles will close again
- I am concerned my child/children has/have fallen behind in their studies due to missing face to face teaching in school and they need help to catch-up
- Support for older and vulnerable people
- Support for children and young people (inc. with learning/mental health issues)
- Bereavement and counselling services to support those affected by the pandemic
- Access to medical support, such as routine NHS appointments and face to face contact with G.Ps
- Risk of local lockdown or local restrictions being applied due to local outbreak
- Fear that we are coming out of lockdown too quickly
- Concern that we are coming out of lockdown too slowly
- Provision of affordable housing
- Loss of local services, businesses and amenities (due to the pandemic forcing their permanent closure)
- Other
- Don't know
- No concerns

If 'Other', please specify:

Q38. Over the next few months, what do you think the Council's top priorities should be to help the borough's recovery from the pandemic? Note to interviewer: Ask unprompted and select all relevant answers.

- Health protection and promotion
- Communicating government guidelines
- Supporting people to take care of their own/their families health and wellbeing (including mental health)
- Supporting the most vulnerable / most affected people to recover
- Debt and money management help for those affected financially
- Being more environmentally friendly/carbon neutral
- Sound financial management of the council
- Helping the local economy and businesses to recover
- Focusing on reopening facilities and services
- Helping people to sustain their housing or find affordable housing
- Supporting the NHS to deliver the vaccine to local people
- Rolling out community testing
- Other
- Don't know

If 'Other', please specify:

Q39. Compared to your working practices before the pandemic, how much more or less do you intend to work at home in the future? Note to interviewer: Read out response options and select one answer only.

- A lot more
- A little more
- Neither more or less
- A little less
- A lot less
- Don't know
- Not applicable – my job does not allow me to work from home

Q40. Do you have any other comments you would like to make about the pandemic, including your experience of the pandemic over time, especially between the start of the pandemic and the 2nd lockdown from November onwards? Note to interviewer: Succinctly write down comments below.

Section 10: About you

Note to interviewer: Read out: I would now like to ask you some final questions about yourself. As mentioned previously, this will help us understand if there are differences in opinion between different groups of people. We just want to stress that what you say is anonymous and confidential, this means that your responses will not be linked to your name or personal details.

Q41. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include any problems related to old age) Note to interviewer: Ask unprompted and select one answer only.

- Yes, a lot
- Yes, a little
- No

Q42. Have you shielded at any point since the start of November 2020 (i.e. the start of the 2nd lockdown) due to health or medical reasons? Note to interviewer: Ask unprompted and select one answer only.

- Yes
- No
- Don't know

Q43. How would you describe your current accommodation? Note to interviewer: Ask unprompted (although provide an example of the type of responses to help the respondent best understand the question if required) and select one answer only

- Owned outright
- Buying on mortgage
- Rent from council
- Rent from Housing Association
- Rent from private landlord
- Shared ownership
- Student accommodation
- Living with parent/guardian
- Other

Q44. Are you a parent or a guardian of a dependent child / children? If yes, what age groups are your child / children? Note to interviewer: Ask unprompted and select all relevant answers. Note: Dependent refers to children up to 19 or 25 if have a disability.

- 0 - 4 years
- 5 - 10 years
- 11 - 15 years
- 16 years or over
- I am not a parent or guardian of a dependent child

Note to interviewer: If have children, please continue. Otherwise, go to Q46. This is automated on-line.

Q45. If have children: Do you agree or disagree with the following statement:

My child has found returning to school after the latest lockdown a positive experience and is enjoying being back in school

Note to interviewer: Read out question and response options, selecting one answer only.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know - do not read out, only select if respondent genuinely can not form an opinion

Q46. What is your Religion or belief? Note to interviewer: Ask unprompted and select one answer only.

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Not religious
- Other
- Prefer not to say

Q47. What is your sexual orientation? Note to interviewer: Ask unprompted and select one answer only.

- Heterosexual
- Gay/Lesbian
- Bi-sexual
- Other
- Prefer not to say

Note to interviewer: Thanks and close - read out: "That is the end of the questionnaire. Thank you for your time and input - it is very important in helping local residents and the local area for the future."

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Research
Evaluation
Community Engagement
Strategy Development



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TO: The Executive
21 September 2021

Council Plan Overview Report **Chief Executive**

1 Purpose of Report

- 1.1 To inform the Executive of the performance of the council over the fourth quarter of the 2020/21 financial year (January-March 2021).

2 Recommendation

- 2.1 To note the performance of the council over the period from January-March 2021 highlighted in the Overview Report in Annex A.**

3 Reasons for Recommendation

- 3.1 To brief the Executive on the council's performance, highlighting key areas, so that appropriate action can be taken if needed.

4 Alternative Options Considered

- 4.1 None applicable.

5 Supporting Information

Quarterly Service Reports

- 5.1 The council's performance management framework provides for the preparation of Quarterly Service Reports (QSRs) by each department. These QSRs provide an update of progress and performance against departmental Service Plans and are published on the council website.

Council Plan Overview Report

- 5.2 The QSRs have been combined into the Council Plan Overview Report (CPOR), which brings together the progress and performance of the council as a whole. The CPOR enables the Corporate Management Team and the Executive to review performance, highlight any exceptions and note any remedial actions that may be necessary, either from under-performing or over-performing services, across the range of council activities.

Overview & Scrutiny

- 5.3 The CPOR will also be considered by Overview & Scrutiny. This process enables all Members to be involved in performance management.
- 5.4 The CPOR for the fourth quarter (January-March 2021) is shown in Annex A.

6 Advice Received from Statutory and Other Officers

Borough Solicitor

- 6.1 There are no specific legal issues arising from this report.

Borough Treasurer

- 6.2 There are no direct financial implications arising from this report.

Equalities Impact Assessment

- 6.3 Not applicable.

Strategic Risk Management Issues

6.4 Any specific issues are included in the QSRs and in the CPOR in Annex A.

Other Officers

6.5 Not applicable.

7 Consultation

Principal Groups Consulted

7.1 Not applicable.

Method of Consultation

7.2 Not applicable.

Representations Received

7.3 None.

Background Papers

QSR – People Directorate – Quarter 4 2020/21

QSR – Delivery Directorate – Quarter 4 2020/21

QSR – Central Directorates – Quarter 4 2020/21

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COUNCIL PLAN OVERVIEW REPORT






Q4 2020 - 21
January – March 2021

Chief Executive:
Timothy Wheadon

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Key

	Performance is very good
	Performance is causing concern
	Performance is weak
n/a	RAG rating not applicable
	Missing data
	Missing target

Section 1: Chief Executive's Commentary

1 Introduction

1.1 This report sets out an overview of the council's performance for the fourth quarter of 2020/21 (January - March 2021). The purpose is to formally provide the Executive with a high-level summary of key achievements, and to highlight areas where performance was not matching targets or expectations, along with any remedial action that is being taken. It complements the detailed Quarterly Service Reports (QSRs) and is based upon the performance data that is available to all Members online.

1.2 As everyone will know the council continues to function in the context of the Covid-19 pandemic and many Members and staff have been focused on leading our community response. Some actions in the departmental service plans have been put on hold, deferred, or modified. Indeed, presentation of this report has been delayed because key officers involved in its production were deployed to the Council's surge testing efforts in May and June. Nevertheless, at the end of the fourth quarter progress showed:

- 101 actions (89%) are green (14 complete, 87 in progress)
- 11 actions (10%) are amber (2 complete, 9 in progress)
- 1 action (1%) is red (in progress)

1.3 Section 3 of this report contains information on the performance indicators across the council for each of the strategic themes. Again, the picture was positive particularly in the face of the Covid-19 pandemic. Of course, in a number of the "red" cases, the indicator is meaningless in relation to performance. Obvious examples include attendances at libraries and sport and leisure facilities which were open at reduced capacity. The status for the key indicators in the Council Plan in the third quarter is:

- 26 (74%) green
- 2 (6%) amber
- 7 (20%) red

21 further indicators have no set target or data is currently unavailable.

2. Overview of Q4 and what went especially well

2.1 Putting these obvious challenges to one side, teams delivered services to a high standard during the period, especially in response to Covid-19. I have highlighted here a small selection of examples from across the organisation.

2.2 The national lockdown in March 2020 fundamentally changed the delivery of services within Bracknell Forest. Service areas implemented business continuity plans with the vast majority operating as closely as possible to business as usual. It is inevitable that Covid-19 has had a significant impact on our whole population, and this has been reflective in the council's activities over the past 12 months.

2.3 There have been many positive achievements despite a wholesale change in our way of working. The adaptability, flexibility and resilience of the teams should be mentioned with a continued high level of service provided throughout the year whilst the council responded to the Covid-19 Pandemic. A year that each quarter showed the strength and resilience of the services, and their ability to both have a clear plan

for the year and to adapt to the changing environment that is part of the world of local government. There had been many high points throughout the year and the year's plan has had to adapt to many unexpected and unplanned events. Resource plans have had to be focused and refocused, all while delivering services at the high standard that Bracknell Forest residents expect.

- 2.4 Within Highways and Transport the A3095 (south) highway improvement scheme was largely completed in the quarter. The forthcoming A322 Sports Centre Roundabout improvement scheme is the next major scheme and the work due to on the A3095 corridor works gives an effective alternate route. The LED lighting 'revisit' project has regained the momentum lost earlier in the pandemic and remaining work will continue through 2021. The Winter Maintenance Programme has been effectively delivered, with cyclical maintenance programmes running to near-normal levels.
- 2.5 Within Parks and Countryside, Lily Hill Park was awarded Local Wildlife Site status. Our parks and countryside sites remain in high demand with increased use throughout the Pandemic. The Look Out has adapted its offer to deal with the various restrictions that have been in place over the year. This has also enabled a review of the services provided with a future transformation of the site being developed to bring together this learning and creating a service which makes the very best of the forest location.
- 2.6 After a wait of several months the reopening of retail centres has been the focus of activity making sure the retail areas within the Borough were prepared for the 12 April reopening date. Within Bracknell Town Centre demolition works for the former Bentall's unit have now commenced, and Sports Direct and associated shops were secured for Princess Square. Work on that store is now visibly underway.
- 2.7 During the last year the Public Health team have joined Place, Planning and Regeneration to strengthen the 'whole Council' approach to health and wellbeing. This team obviously has been at the forefront of pandemic, in particular dealing with numerous health protection initiatives and leading on the development of the Council's Outbreak Management Plan. This was developed with colleagues from across the council. Outside of covid-19, work has recommenced on developing the Health and Wellbeing Strategy for Bracknell Forest with a Health and Wellbeing Board workshop undertaken to inform the strategic priorities to be developed.
- 2.8 In Delivery Directorate, 3 important strategies were agreed in this quarter. The Customer Experience Strategy talks to how we will continue to engage with the residents and visitors of the borough in a smart, efficient and technically competent manner, enabling customers rather than just serving them. The second strategy that is linked, is the Digital and ICT strategy. This strategy talks to our journey of using modern IT tools to improve the council's delivery of services, plus increase access and provide resilient systems. The third strategy was the Climate Change strategy, that has measurable, ambitious, annual targets.
- 2.9 The Climate Change strategy has been a true coproduction between Officers, the Executive, the Overview and Scrutiny Commission and the public who participated in the Commission's review process. Several projects, covered by the strategy, have already moved to the implementation stage. In quarter 4, we have delivered real borough wide change, via our "greening waste" strategy. This project implemented a weekly door-step food waste collection service, while encouraging residents to recycle more, by reducing our residual waste collection service to three-weekly; the first in Berkshire to do so. Our "easy as 1,2,3" campaign has been very successful so far, collecting 536 tonnes of food waste for March, against a projected target of 325 tonnes. That initial success has been sustained in subsequent months.

- 2.10 Along with the national picture, events since March 2020 have fundamentally changed the delivery of education provision within Bracknell Forest. Much emphasis was placed on ensuring children were given opportunities to catch up on any learning lost during the lockdown. Schools also provided blended learning which included face to face and remote learning for those who needed to self-isolate due to Covid-19. The council is grateful to all in the education service especially Headteachers and other school leaders, and managers who have consistently supported children and young people throughout.
- 2.11 In picking out these highlights there is a real danger of overlooking the special efforts of teams who are not mentioned. The simple fact is that the whole organisation has responded magnificently and continues to deliver effective services.

What are we doing about things not going so well?

- 3.1 Uncertainty around the on-going impact of Covid-19-related pressures continues. Government guidance in lockdown 3, saw leisure, libraries and other non-essential retail closed. Over and above our own services, the closing of non-essential retail also impacted on car parking income for the Town Centre. Taken together, our customer facing services within the Delivery Directorate, as revenue generating services, took the brunt of the customer and financial impact. However, government funding support for these services has mitigated much of the lost income to the council. Contract Services has also been successful in applying for specific grants to support our service delivery partners. To this end, they have secured £220k from the National Leisure Recovery Fund for our leisure centres.

Forward Look

Going forward, the council's strategic objectives will continue to progress in the coming weeks albeit within the constraints of the Covid-19 restrictions and in the context of the council's community response to Covid-19.

Timothy Wheadon
Chief Executive

Section 2: Budget Position

REVENUE BUDGET MONITORING

The provisional end of year position for the General Fund indicates an underspend of - £3.615m. This reflects that while most areas of the Council have seen their costs and / or income significantly affected by the Covid pandemic, the additional funding provided by Government has proved sufficient to cover the impacts in the 2020/21 year. Consequently, it has not proved necessary to draw down all of the Corporate Contingency included in the budget to recognise “normal” financial risks, with the remaining balance of £1.9m comprising more than half of the under spend.

It has been resolved at CMT to allocate the Covid funding provided to cover additional costs to service areas that have reported pressures during the year, which have not been mitigated by the income support for lost sales, fees, and charges. This recognises the difficulty in determining whether pressures experienced in the year relate solely / partly to Covid or to other factors.

Details of individual variances are outlined in each department’s Quarterly Service Report (QSR). This net under spend comprises the following significant variances:

Central

- Additional consultancy costs associated with planning appeals (£0.156m).
- Loss of income within Traffic due to the pandemic, particularly from Street Works (£0.131m).
- Additional income for Suitable Alternative Natural Greenspaces (SANGS) capacity (-0.129m)
- Loss of income from the closure of The Lookout due to the pandemic (£0.274m).
- Transfer of government grant into Central to cover Covid-19 costs (-£0.481m).

Delivery

- An overspend in ICT relating to the purchase of computer software and licences and revenue contributions to capital (£0.198m).
- Underspends on running costs in Office Accommodation (£0.120m) and Registration of Electors / Elections (-£0.105m).
- An overspend within Waste Management primarily relating to the cost of waste disposal (£0.457m).
- An overspend on Car Parks due to the loss of income (£1.019m) partly offset by a reduction in running costs (-£0.353m).
- Financial support provided under the leisure contract because of the pandemic (£1.329m).
- A net overachievement of income at the Cemetery and Crematorium (-£0.230m).
- Transfer of government grant into Delivery to cover Covid-19 costs.

People

- An overspend on Education and Learning (£0.335m) resulting from overspends on staffing (£0.371m) and unbudgeted costs for renting modular classrooms during emergency roof repair works (£0.251m), partly offset by a number of underspends in particular a significant variance at the Open Learning Centre (-£0.107m).

- A net underspend on Children's Social Care. The most significant variances included underspends on staffing (-£0.316m), care leavers support and maintenance costs (-£0.135m) and Childcare Solicitors (-£0.058m) and an overspend on care and accommodation costs (£0.243m).
- An overspend on care packages within adult social care, primarily due to an increase in the number and cost of learning disability clients (£0.856m). This was partly offset by underspends at Waymead, the in-house respite service, as it remained closed throughout the year (-£0.162m) and on staffing costs (-£0.250m).
- An overspend on externally provided social care primarily due to clients in the community requiring support with memory & cognition (£0.656m). An internal review of contracts within Forestcare helped achieve an underspend (-£0.184m).
- An underspend on Early Help and Communities (-£0.940m). The main elements were an underspend within Housing Welfare & Benefits (-£0.485m), largely caused by a reduction in the provision for bad debts, staff vacancies (-£0.425m) offset by an overspend on Housing Management and Property (£0.303m) in both running and staff costs.
- Transfer of government grant into People to cover Covid-19 costs (-£0.141m).

Non-Departmental/Council Wide

- A significant under spend on interest budgets (-£0.966m). Average cash balances have been substantially higher than those experienced in 2019/20, removing the need for any new borrowing in 2020/21. This has resulted from a combination of slippage on the capital programme, the underspend on the revenue budget and positive cashflows from grants being received and held for short periods pending their allocation.
- Higher than forecast capital receipts in 2019/20 and significant capital carry forwards into 2020/21 helped to create an under spend against the Minimum Revenue Provision (-£0.148m).
- An overspend relating to an additional payment to the Thames Valley Local Enterprise Partnership (£0.241m), increases in the levy payable to central government (£0.649m) and reductions in the section 31 grant receivable from central government (£0.326m) because of the actual, more positive outturn position on Business Rates.
- The impact of the triennial pension revaluation on employers' pension contributions was less than expected (-£0.088m).
- Other under spends primarily relating to pension recharges and joint arrangements, and the provision for bad debts and write offs (-£0.133m).
- Not all the Covid-19 LA Support Grant received from the government to help meet pressures resulting from the pandemic was required by directorates (-£1.810m).
- Not all the Contingency Fund was required in 2020/21, resulting in an underspend (-£1.930m).

Earmarked Reserves

- Transfers into the ICT Transformation (£0.189m) and the School Masterplans and Feasibility Studies (£0.055m) Reserves.

The final accounts will be presented to the Governance and Audit Committee once the external audit is complete

A full review of all the variances arising in 2020/21 will be undertaken so that any variances that have an impact in 2021/22 and beyond can be identified and built into the Council's medium term financial plans.

The General Reserves balance at 31 March 2021 was £10.327m.

Section 3: Strategic Themes

Value for money

Action	28/03/2021				
	Stage	Due Date	Percentage Complete	Status	Comment
<input checked="" type="checkbox"/> 1.01.01 Maintain Council Tax	Completed	30/06/2020	100%	★	Council Tax in lowest 10% of all similar authorities
<input checked="" type="checkbox"/> 1.01.02 Spending is within the approved budget for this year	Completed	31/03/2021	100%	★	Variances reported by directorates indicate expenditure below the approved budget (£7.564m Best Case and £7.231m Worst Case), after taking into account the corporate contingency (£1.930m), income compensation and unspent government funding for Covid-19 (-£7.688m) but before carry forwards.
<input checked="" type="checkbox"/> 1.01.03 Budget monitoring	Completed	31/03/2021	100%	★	Revised format introduced this year to reflect level of uncertainty. Tracking best case and worst case scenarios for significant, volatile budgets affected by Covid response and monitoring against overall resources including extra Government grants. Current position is seen as manageable, but may change subject to additional pressures over the Autumn/ Winter period.
<input checked="" type="checkbox"/> 1.01.04 Transformation savings	In Progress	30/09/2021	30%	●	Transformation activities largely on hold due to Covid response
<input checked="" type="checkbox"/> 1.01.05 Delivery of the transformation programme	In Progress	31/03/2021	50%	●	During Q4 some transformation programmes were paused and others delivered more slowly due to resources being focused on the Covid response.
<input checked="" type="checkbox"/> 1.01.06 Commercial sponsorship contract	Completed	31/12/2020	100%	★	A new contract has been awarded. This action is now complete
<input checked="" type="checkbox"/> 1.02.01 HR support offer to managers	In Progress	31/03/2021	30%	★	Significant ground has been covered in completing a service redesign of the HR and OD support offer to managers and staff. This has included fast paced revision to processes and advice to enable managers to support these teams, the majority of whom are home based remote working due to COVID-19. Virtual Training sessions and managers handbook are in continuous development and being adjusted to reflect any changes required whilst we continue to work through these unprecedented times.
<input checked="" type="checkbox"/> 1.02.02 Council digital skills requirement	In Progress	31/03/2021	20%	★	Started to investigate different options for digital skills analysis for all staff. Starting to use Teams for virtual classroom experience in support of the current covid situation. Additional e learning has been uploaded for the current working at home situation. Short videos created for new starters
<input checked="" type="checkbox"/> 1.02.03 Workforce and Organisational Development Strategy	In Progress	31/03/2021	0%	★	Work on an overarching workforce strategy is being scoped to include learning and development, talent management, organisational development and staff wellbeing. To inform the scope of the strategy participation in the COVID-19 renewal work is underway. Established and recovery specific OD activity has been ongoing and will continue to support the workforce, however it is anticipated that the scope and scheduling of the workforce strategy will not commence before November 2020.
<input checked="" type="checkbox"/> 1.02.04 Integration of service and workforce planning	Completed	31/03/2021	100%	★	Workforce planning arrangements in place supporting service delivery across the department. Further development work required to use data workforce data.
<input checked="" type="checkbox"/> 1.02.05 Staff training budgets	In Progress	31/03/2021	50%	★	Centralisation of training budgets is in progress. The Corporate Manager Team will consider the proposed centralisation during July 2020 with a view to HR and Finance working together on implementation from September 2020.
<input checked="" type="checkbox"/> 1.02.06 Develop Recruitment and Retention Strategy	In Progress	31/03/2021	20%	★	Foundation research and development is taking place to inform the recruitment and retention strategy which will form part of an overarching Workforce Strategy. HR are working with Finance to review data taken from the agency system provided by the neutral provider 'Matrix' and the Councils financial accounting data sources which will provide a clearer picture of volumes and costs. This will then link to actions planned in each service area to develop a package of HR/OD support that will ensure the reduction of agency reliance and stabilise core staff base within the Adults workforce which is currently heavily reliant on agency staff.
<input checked="" type="checkbox"/> 1.02.07 Customer Experience Strategy	Completed	31/03/2021	100%	★	The new Customer Experience Strategy 2021 - 2024 was approved by the Executive on 26 January 2021, and has been published on the public website.
<input checked="" type="checkbox"/> 1.02.08 Digital and IT Strategy	Completed	31/03/2021	100%	★	The new Digital & ICT Strategy was approved by the Executive on 26 January 2021.
<input checked="" type="checkbox"/> 1.02.10 Move services online and via self-service	In Progress	31/03/2021	25%	★	Work is continuing to build new, and improve existing online services. We have invested in a low code platform which will enable us to build applications at speed, with a view to expanding the range of online services.
<input checked="" type="checkbox"/> 1.02.11 Automated processing of transactions	In Progress	31/03/2021	5%	★	Electoral canvassing prospect process is being deferred. Looking at automating car parking payments and DAAT team double handling next.

<input checked="" type="checkbox"/> 1.02.12 Move to cloud for IT infrastructure and applications	In Progress	31/03/2021	45%	★	We have moved to Microsoft 365 and are reviewing our application estate that isn't already cloud based whether we should deliver as Software as a Service or move to Azure cloud. The Azure Cloud Service Partner is about to be awarded and that project commenced. Aim also to move to Cloud telephony, based around MS Teams, during 2021. Workshops are planned for Jan 21 to determine the design and programme of work. This need to also account for Out of Hours solution and contact centres.
<input checked="" type="checkbox"/> 1.02.13 Review of IT applications to consolidate and rationalise estate	In Progress	31/03/2021	30%	★	All applications are in progress of being reviewed whether they can be rationalised, decommissioned, be delivered as Software as a Service, LowCode or moved to Azure Initial analysis is complete but further work is required when SaaS, LowCode or rationalisation is recommended. Other applications will move to Azure over the coming months.
<input checked="" type="checkbox"/> 1.02.14 Digital skills of staff, members and customers	In Progress	31/03/2021	25%	★	A skills survey is scheduled for Q1 to establish training and development requirements for staff, to include digital skills. A Digital Inclusion project, working with partners, will form part of the Ways of Working programme.
<input checked="" type="checkbox"/> 1.02.15 Review our digital offer to residents	In Progress	31/03/2021	30%	★	The content of the website has been reviewed and areas for improvement identified and these will be updated in line with our service developments. As well as the content we have identified an opportunity to investigate if this is still the best platform to host our offering, this was outside of the initial scope of our review but we will engage with our digital services to investigate further.
<input checked="" type="checkbox"/> 1.03.01 Appraisal of Asset Management Plan	Not Started	31/03/2021	0%	★	
<input checked="" type="checkbox"/> 1.03.02 Commercial Centre and associated land	In Progress	31/03/2021	75%	★	
<input checked="" type="checkbox"/> 1.03.03 Review of Waterside Park	Completed	31/03/2021	100%	★	Unit C - Sale of this unit is now completed Unit B - The remodeling & refurbishment works to create new offices for EDS & Forestcare is complete.
<input checked="" type="checkbox"/> 1.04.01 Joint Property Venture Project	Completed	31/12/2020	100%	★	Good progress made on finalising legal documents and preparing JV business plan and Coopers Hill site development plan for approval in Q3.
<input checked="" type="checkbox"/> 1.04.02 Legal advice for Joint Property Venture Project	In Progress	31/03/2021	75%	★	Preferred bidder chosen. Working on governance arrangements, delegations arrangements and business plan. Report to Executive in November for Business Plan approval.
<input checked="" type="checkbox"/> 1.04.03 Release of town centre sites into the Joint Property Venture Project	Completed	31/03/2021	100%	★	Property continues to provide support
<input checked="" type="checkbox"/> 1.04.04 One Public Estate	In Progress	31/03/2021	80%	★	Property continues to look at opportunities via the OPE. The former Heathlands Site - construction works to create a new 33 EMI/ Intermediate Care Home Facility are progressing well and currently on target to be completed during November 2021
<input checked="" type="checkbox"/> 1.04.05 Asset Management Plan	Completed	31/03/2021	100%	★	Complete

Quarterly Indicators	28/03/2021			
	Last Quarter	This Quarter	Current Target	RAG
> L051 % of council tax collected	82.0%	97.9%	98.0%	★
> L053 % of Business Rates collected in year	84.0%	96.9%	89.0%	★
L220 Number of ICT Helpdesk Calls	...	4,541	5,625	★
> L221 Satisfaction with Customer Services	84.1%	84.6%	85.0%	★
L257 Number of complaints received	50	42	55	★
L311 Number of people actively engaged with Public Health social media channels			2,775	?
L391 % of posts filled by agency staff	22%	22%	38%	★
L392 % of agency workers council wide	5%	5%	7%	★
L395 Number of self-service transactions processed via customer account	62,288		0	?
L396 Number of hours of staff time saved by utilising robotic process automation			5,000	?
L397 % of IT estate delivered from cloud	35%		75%	?
L444 Number of Facebook followers for Public Health	24	32	25	★
L445 Number of users accessing Thrive!	253	221	200	★
> L261 Level of staff sickness absence	1.70	1.64		n/a
> L262 Level of voluntary staff turnover	2.34%	1.90%		n/a

Annual Indicators	31/03/2021			
	Last Year	This Year	Target	RAG
L398 Library Service Customer Satisfaction	79%	79%	85%	★

Economic resilience

Action	28/03/2021				
	Stage	Due Date	Percentage Complete	Status	Comment
<input checked="" type="checkbox"/> 2.02.01 Princess Square refurbishment	Completed	02/10/2020	100%	★	Refurbishment now completed
<input checked="" type="checkbox"/> 2.02.02 The Deck	In Progress	31/12/2022	10%	★	Demolition works have commenced, due to complete June 2021
<input checked="" type="checkbox"/> 2.03.01 Governor recruitment strategy	Completed	31/07/2021	100%	★	<p>There are currently 69 governor vacancies equating to a 16% vacancy rate. These figures relate to maintained schools and academies who purchase Governor Services SLA.</p> <p>Town and Country, which was due to be published in March 2021 with our regular advert has been delayed until April 2021. There has been minimal work on recruitment this term, however, the work has paid off throughout the last year with vacancy numbers continuing to decrease. We continue to signpost prospective governors who use the BFC website online application form to schools with suitable vacancies. The new style adverts also allow for prospective governors to contact schools directly, if that happens then we are not necessarily aware of the outcome.</p> <p>Induction for New Governors is seen as mandatory in BFC, within 6 months of appointment, and in the last year there has been 82 new governors, associate members and clerks since 1.4.20.</p>
<input checked="" type="checkbox"/> 2.04.01 Business Brochure	In Progress	30/04/2021	90%	★	Publication Date June 2021
<input checked="" type="checkbox"/> 2.04.02 Economic Skills and Development Partnership	In Progress	31/03/2021	90%	★	ESDP sub groups relaunched
<input checked="" type="checkbox"/> 2.05.01 Business Improvement District	Completed	31/03/2021	100%	★	<p>The BID has been successfully implemented and they started operation in April 2020.</p> <p>The council will have a present on the BID board going forward to work closely and in collaboration with them.</p> <p>Levy payments have been slow as Revenues service halted all recovery work due to Coronavirus. Government loan has been applied for on behalf of the BID and should be paid out shortly.</p>
<input checked="" type="checkbox"/> 2.05.02 Implementation of changes to property assets	In Progress	31/03/2021	66%	★	
<input checked="" type="checkbox"/> 2.06.01 Business Liaison Programme	In Progress	31/03/2021	50%	★	Engaging with key businesses and representative organisations has recommenced
<input checked="" type="checkbox"/> 2.07.01 Downshire Way Dualling Project	Completed	30/06/2020	100%	★	This project is now complete.
<input checked="" type="checkbox"/> 2.07.02 A3095 Improvement Project	Completed	31/03/2021	100%	★	The scheme is progressing ahead of programme with completion due in late May 2021.
<input checked="" type="checkbox"/> 2.07.03 Funding for infrastructure improvements	Completed	31/03/2021	100%	★	<p>We have been successful in securing £450k from the Getting Building Fund towards the Bracknell A322/A329 smart corridor bid (Birch Hill Junction Upgrade). This has been awarded by the Thames Valley LEP and the scheme will be linked to the existing Local Growth Fund scheme for the Sports Centre capacity improvement scheme.</p> <p>We are also seeking additional revenue from Government to develop Active Travel with £132k from the capability fund and also £100k to help develop an Enhanced Partnership with Bus Operators and produce a Bus Service Improvement Plan</p>
<input checked="" type="checkbox"/> 2.08.01 Infrastructure Delivery Plan & Local Plan	Completed	31/12/2020	100%	★	Pre-Submission Local Plan and IDP completed and prepared for consultation which commenced 23 March following Executive and Council decisions on 16 March.
<input checked="" type="checkbox"/> 2.08.02 Infrastructure Funding Statement	Completed	31/12/2020	100%	★	Data from all s106s in 2019/20 is secured, receipts received and spend is complete. Data from all unspent / uncommitted s106 receipts is in progress.
<input checked="" type="checkbox"/> 2.08.03 S106 agreements	In Progress	31/03/2021	50%	★	There have been 9 Section 106 agreements completed within this quarter.

Quarterly Indicators	28/03/2021			
	Last Quarter	This Quarter	Current Target	RAG
L268 % of working age people who are unemployed	4.4%	4.6%		n/a
L269 % of working age population in employment	83.8%	82.4%		n/a
L271 % of borough covered by superfast broadband	97.7%	97.3%	97.0%	★
L442 Vacancies on school governing boards	19%	16%	18%	★

Annual Indicators	31/03/2021			
	Last Year	This Year	Target	RAG
NI167 Average journey times per mile during the morning peak on A roads	34.10	25.90		n/a

Education and skills

Action	28/03/2021				Status	Comment
	Stage	Due Date	Percentage Complete			
<input checked="" type="checkbox"/> 3.01.01 New education facilities	In Progress	31/03/2021	80%		★	Proposals for new schools at Jealotts Hill were included in the Revised Growth Strategy for the Local Plan. The proposals are being refined following the consultation.
<input checked="" type="checkbox"/> 3.01.02 Property support to ensure capacity is in line with School Places Plan	In Progress	31/03/2021	75%		★	Property continue to support education team
<input checked="" type="checkbox"/> 3.01.03 Place planning tool for school places	Completed	31/03/2021	100%		★	The new pupil forecasting system was introduced in 2019 and was used as the basis of the School Places Plan and Capacity Strategy 2020-24. The forecasting system has proved to be 98% accurate in predicting the numbers of primary pupils for September 2020.
<input checked="" type="checkbox"/> 3.01.04 Capacity strategy for schools	Completed	31/03/2021	100%		★	The School Places Plan and Capacity Strategy 2020-24 was approved by the Executive in January 2020. The SPP forecasts suggest that there will be sufficient school places in Bracknell Forest during the forecast period. It is proposed to update this document annually going forward
<input checked="" type="checkbox"/> 3.02.01 School attendance legal advice	Completed	31/03/2021	100%		★	Continued ad hoc advice given to Education Welfare Service as to matters pertaining to School Non Attendance policy and procedures during the Covid-19 crisis. In addition, seven School Non Attendance prosecution cases, previous adjourned from May 2020 due to the Covid-19 crisis, were successfully prosecuted at Reading Magistrates' Court on 2nd October 2020. Total Sentences imposed: 4 x 12 months' Conditional Discharges + £790.00 in Fines, £1,402.50 in Contributions Towards The Prosecution Cost Of The Cases + £179.00 in Victim Surcharges. In addition, one further School Non Attendance prosecution case, previously proved and sentenced in absence at Court on the 5th April 2019, was re-opened at Reading Magistrates' Court on the 6th November 2020 under s. 142 Magistrates' Court Act 1980 in order to correct a previous administrative error of the Court. The case was successfully re-opened, re-proved and re-sentenced at Reading Magistrates' Court on the 6th November 2020. Total Sentence imposed: £440.00 Fine, £232.50 Contribution Towards The Prosecution Cost Of The Case + £44.00 in Victim Surcharge.
<input checked="" type="checkbox"/> 3.02.02 Support for schools with standards and effectiveness partners	Completed	31/03/2021	100%		★	Standards and Effectiveness Partners have continued to work closely with their allocated schools across the spring term. Visits have been carried out remotely with key areas of focus being on-site provision for vulnerable pupils and the children / young people of critical workers, delivery and quality of remote education provision, safeguarding and the well-being of leaders, staff and pupils. Since the full return of pupils to school on 8th March Standards and Effectiveness Partners have been capturing how schools are making adaptations to the curriculum to support the progress of pupils from their starting points alongside discussions relating to the effective use of the recovery premium to address specific gaps in learning.
<input checked="" type="checkbox"/> 3.02.03 Promote best practice in schools	Completed	31/03/2021	100%		★	A key focus for the Standards and Effectiveness Team over the spring term has been to continue to work in partnership with schools, conducting remote visits to support the effective delivery of education in the context of the national lockdown, and the return to full-time education from the 8 March. Spring term visits have had a strong focus on effective models of remote learning, and approaches to both capturing and accelerating pupil progress in the current context. The full programme of spring term training and network meetings has been delivered, sharing good practice in the following areas: SEND, English, mathematics, RE, assessment, EYFS and the Pupil Premium. The subject leader network meetings for computing, history, science and music, developed in partnership with the Forest Learning Alliance, continued to be well attended and well received. This term has also seen the establishment of a cross phase working party to look at transition from Year 6 to Year 7, in order to establish more consistent approaches to transfer across the Local Authority, but also to share best practice models for sharing additional information relating to priority pupils.

<input checked="" type="checkbox"/> 3.02.04 School Ofsted ratings	Completed	31/03/2021	100%	●	Routine graded Ofsted inspections have remained suspended over the spring term 2021 and therefore the percentage of schools judged to be good or better across Bracknell Forest are unchanged- 83% all schools, 89% maintained schools. Since January 2021 Ofsted have been carrying out additional monitoring inspections of schools judged as requires improvement or inadequate. Harmans Water Primary School received a two day monitoring visit on 27th and 28th January, which was carried out remotely. Having considered all the evidence and taking into account the impact of COVID-19 on the school, inspectors confirmed that leaders and those responsible for governance were taking effective action to provide education in the current circumstances.
<input checked="" type="checkbox"/> 3.03.01 Economic Skills and Development Partnership: Education Sub-group	In Progress	31/03/2021	90%	★	Meeting held 31st March 2021 to define new actions
<input checked="" type="checkbox"/> 3.04.01 Town centre youth hub build and fit out	Completed	31/10/2020	100%	✔	New youth centre handed over in December 2020
<input checked="" type="checkbox"/> 3.04.02 Youth Hub at Braccan Walk	Completed	31/10/2020	100%	✔	Construction of the new Braccan Walk Youth Hub has been completed. A phased opening of the building is being planned and will respond to changing covid prevalence and national guidance. Partners and services internally and externally are being engaged in the planning process about future building use.
<input checked="" type="checkbox"/> 3.05.01 Entry level apprenticeships	In Progress	31/03/2021	25%	★	COVID has affected the time available to progress and initiatives planned to raise awareness and opportunity of entry level apprenticeships. We hope to return to more focus on this area in the new year and in partnership with the community engagement team and services which support people leaving educations, care and looking for career changes which can be supported by entry level apprenticeship training combined with on the job experience.
<input checked="" type="checkbox"/> 3.05.02 Apprenticeship levy	In Progress	31/03/2021	25%	★	This quarter has seen a reduced level of take up of apprenticeships courses which is not unexpected given the challenges of COVID and the alterations many providers have had to make which has reduced the face to face support available for some learners.
<input checked="" type="checkbox"/> 3.06.01 Support the efficacy of early years professionals	Completed	31/03/2021	100%	★	The success of the early language programme for maintained nursery settings continues and has been extended, owing in part to the disruptions associated with the pandemic. This programme will be offered to all maintained nursery settings in the autumn term at a cost to the settings. The EYFS team is working more closely together with a focus on transitions from private, voluntary and independent early years settings to maintained settings so that there is a stronger understanding of the needs of the children the maintained settings are inheriting and hence staff can better plan their resources to meet the needs of their new intakes. Written by PHE the guidance on the best start in communication, speech and language needs has been discussed and drawn up in a document that complements that of the LA's school improvement strategy. The EYFS team is working across teams, including commissioning and health, to see what the next steps should and could be. All EYFS settings have attended regular meetings to discuss transitions, their assessment procedures in light of the government's recent guidance, now that the early years profile is no longer expected to be completed and submitted to the LA. Schools have in principle agreed to assessing communication and language. All schools have been invited to several free training and networking sessions to discuss aspects of EYFS including, the changes to the early years considering the reforms, moderation of children's work, best practices for assessment, transition from nursery into the school and from the reception classes into Y1 and communication with parents. There are 8 further training sessions where EYFS' key themes will be discussed and delivered to governors or headteachers or early years leaders in the summer term; all but one will be delivered via MS Teams such is the ease of delivery today. Lead practitioners continue to support the STEP with strategic responsibility for Early Years, meeting monthly to discuss updates on current practices and the impact of brokered work.

<input checked="" type="checkbox"/> 3.07.01 Support care leavers to access education, training or employment	In Progress	31/03/2021	75%	★	At the end of November 2020 (figures for end of Dec '20 to be confirmed), 23 out of all 64 care leavers were NEET (35.94%). 45 of the 64 care leavers are aged 19, 20 and 21 – 18 of these care leavers in this age bracket are NEET (40%). Support to EET is provided through the Virtual School and Elevate in partnership with the Leaving Care Service. PEP meetings are held for care leavers in Year 12 and 13 with advice and guidance offered in terms of available training/employability courses such as that offered through The Prince's Trust – these have a specific focus on transition to post 18 pathways. Referrals to Elevate can be made for any NEET care leaver up to the age of 21 (25 if they have an EHCP). Of the 4 referrals made, engagement with the support Team is low. The main barriers faced by the current cohort of NEET care leavers include the context of the employment market and available apprenticeships/traineeships which have been impacted by Covid culminating in a lack of jobs and work-based training opportunities. 5 care leavers are either parents to young children or are pregnant whilst 3 have a disability or illness which is preventing impact on them becoming EET. The lead for the Virtual School regularly meets with and collaborates with the Leaving Care Service leads to continue to maintain the focus on supporting each care leaver to be in a stable position of either education or employment.
<input checked="" type="checkbox"/> 3.08.01 Establish a culture of high expectations for all children	Completed	31/03/2021	100%	★	The LA has continued to deliver Occupational Therapy training in partnership with CYPFT and BHFT for Bracknell Forest schools. The focus of the most recent session was 'handwriting' which was well received with high attendance. Colleagues from Standards & Effectiveness, Children's Support Services and lead SENDCO's have undertaken training to support future plans to carry out a rolling programme of SEND reviews in schools to identify areas of strength and areas for development which can then form part of whole school strategic development planning. This will support the embedding of inclusive practices, high expectations and the sharing of effective practice across our schools.
<input checked="" type="checkbox"/> 3.08.02 Support transition to next stage of learning	Completed	31/03/2021	100%	★	Standards and Effectiveness Partners have worked collaboratively with officers within Children's Support Services and Children's Social Care to ensure a clear focus on children and young people identified as 'vulnerable' throughout the third national lockdown and the subsequent period of partial school closure from January to March 2021. STEP's carried out spring school visits remotely gaining a clear picture of those vulnerable pupils accessing on-site education and ensuring that where there were barriers to attendance or the provision of remote education eg technology, that these were being addressed. Following the full return to education for all pupils from March 8th the identification of gaps and the use of the Recovery Premium have formed part of discussions and plans for the summer term. SENDCO Forums and the spring PPG Network meeting have included dialogue around the 'transition' of all year groups but particularly those transferring from primary to secondary settings. This is being explored further through a Transition Working Party made up of primary and secondary headteachers, which the LA is facilitating to ensure that there is a consistent and cohesive approach, with a specific focus on what additional provision may be needed for vulnerable pupils including pupils with special educational needs.

Quarterly Indicators	28/03/2021			
	Last Quarter	This Quarter	Current Target	RAG
L394 % of staff that have undertaken apprenticeship training : Education and skills	3.0%	3.3%	2.2%	★
L402 % of care leavers aged 19-21 years who are NEET : Education and skills	40%	41%	25%	▲
L403 % of care leavers aged 19-21 years who are in touch with LA : Education and skills	96%	86%	89%	★
> L139 % of schools rated good or better : Schools	83%	83%	78%	★
> L139 % of schools rated good or better : Maintained Primary Schools	88%	88%	83%	★
> L139 % of schools rated good or better : Maintained Secondary Schools	100%	100%	100%	★
> L139 % of schools rated good or better : Academy Primary Schools	40%	40%	100%	▲
> L139 % of schools rated good or better : Academy Secondary Schools	100%	100%	100%	★

Annual Indicators	31/03/2021			
	Last Year	This Year	Current Target	RAG
L393 Number of entry level apprentice's council wide	2	2	4	▲

Caring for you and your family

Action	28/03/2021				
	Stage	Due Date	Percentage Complete	Status	Comment
<input checked="" type="checkbox"/> 4.01.01 Participation in sports, leisure and cultural activities	In Progress	31/03/2021	75%	▲	Quarter 3/4 saw the 3rd national lockdown and therefore work against this action was paused in line with government guidelines
<input checked="" type="checkbox"/> 4.01.02 Tailored support for healthy lifestyles	Completed	31/03/2021	100%	●	As an ongoing consequence of the COVID-19 intervention to socially distance, many of the lifestyle services continue to make progress in moving online. We are continuing to strengthen the generic Public Health online support with the website pages being constantly reviewed and updated to provide more information to the public during this time. The new smoking cessation service contract continues to be in working to ensure provision is in line with national guidance and meets our population's needs during this time, we are now awaiting confirmation of the first quarter's performance data in terms of quitters, which will be reported in the next quarterly update.
<input checked="" type="checkbox"/> 4.02.01 Practitioners in Family Hubs supporting tier 2 mental health needs	Completed	31/07/2020	100%	✔	The CAMHS early intervention 'Getting Help' Team are now fully staffed and are embedded in the Early Help service family hubs and taking referrals. A performance monitoring system is being developed across East Berkshire. The Bracknell Local Implementation Group which has overseen the development of the Getting Help service at borough level continues to oversee the development of the new school-based Mental Health Support Team (MHST). Recruitment is underway for the MHST and the team will commence training in January 2021.
<input checked="" type="checkbox"/> 4.02.02 Local Transformation Plan for children & young people's mental health and wellbeing	Completed	31/03/2021	100%	★	Plans for the current year have largely been delivered in addition to managing a partnership response to covid to support increased demand for CAMHS services at all levels.
<input checked="" type="checkbox"/> 4.04.01 Disabled Facilities Grant Policy	In Progress	31/12/2020	70%	★	A draft policy has now been produced and needs ratification through the Council's decision making process. Further financial analysis is required.
<input checked="" type="checkbox"/> 4.05.01 Blue Mountain community and health facility	In Progress	31/03/2021	50%	●	A Planning application for the new Health and Community Facility has now been submitted with a likely determination in July. Work continues on the next stages of the project with colleagues from the CCG, with initial site works anticipated by the end of the calendar year.
<input checked="" type="checkbox"/> 4.06.01 Libraries engaged in the development of new community facilities	In Progress	31/03/2021	25%	●	Prior to the pandemic, five of the Borough's Libraries had extended opening hours with Open+ technology, with a combined increase in opening hours of an additional 232.5 hours per week, enabling greater access to library services. Due to three extended periods of national lockdown, and the fact that Open+ was disabled to ensure that numbers entering Library buildings were limited, the implementation of Open+ at the remaining four Libraries has been deferred until June 2021. However, Birch Hill Library has been fully tested and is ready to go live. The hiring out of Library facilities for community events was also suspended during the pandemic, but will resume in May 2021.
<input checked="" type="checkbox"/> 4.06.02 New Community Hubs	Completed	31/03/2021	100%	★	Warfield CH – work continued regarding the land covenants and a pre-app was received from the developer to the north of the site, who will be providing the access road for the proposed CH. Crowthorne CH – CALA Homes took over from L&G as the contractor and confirmed that the CH build would be completed early in the new year 2021. Discussions continued regarding the commuted sum from CALA Homes to CPC.
<input checked="" type="checkbox"/> 4.07.01 Family hub services expansion and development of multi-disciplinary teams	In Progress	31/03/2021	60%	★	Family hubs are established with a range of professionals co-located and forming multi-disciplinary teams. This now includes family workers, youth workers and Education Welfare Service officers employed through the LA as well as staff employed through Health - tier 2 mental wellbeing practitioners and health visitors. Midwifery also deliver services from the hubs. Covid has resulted in largely virtual working in recent months. There is further work to build on and optimise the benefit of the model.
<input checked="" type="checkbox"/> 4.08.01 Family Safeguarding Model implementation	In Progress	31/03/2021	25%	★	The Family Safeguarding Model has been successfully embedded in part of CSC. Therefore, in order to have a systemic impact, it has been decided to broaden the model to include D&A and CSST, which will take upto another year. The model has been sustained for another year upto March 2021 and the York Evaluation will be publicised this year.
<input checked="" type="checkbox"/> 4.08.02 Youth offending service review	Completed	31/03/2021	100%	★	Self assessment has been undertaken in line with the national standards. The YOT is now part of the CSC QA programme and there will be a peer review undertaken in 2020/21
<input checked="" type="checkbox"/> 4.09.01 Heathlands residential facility	In Progress	31/03/2021	15%	★	Heathland's is now progressing and the build is underway, we are progressing the delivery model.
<input checked="" type="checkbox"/> 4.09.02 Secure planning permission and commence enabling work at Heathlands	Completed	30/06/2020	100%	✔	Planning permission secured, contracts for construction nearing completion
<input checked="" type="checkbox"/> 4.09.03 Appropriate structure for a joint venture company for the Heathlands facility	Completed	30/09/2020	100%	🔧	Currently no expected need for joint venture approach, subject to procurement of provider

<input checked="" type="checkbox"/> 4.10.01 Promotion of volunteering for grounds maintenance at the Cemetery & Crematorium	In Progress	31/03/2021	0%	★	All existing volunteers have once again remained on standby during Q4. Current governmental guidance means that the Hall of Remembrance has remained closed to all visitors and with interaction between staff and volunteers requiring social distancing to be maintained it has not yet been deemed appropriate to invite grounds volunteers back. We envisage changing that situation in Q1 21/22 and have begun the process of reviewing activities that may be suitable for welcoming more volunteers.
<input checked="" type="checkbox"/> 4.10.02 Leisure, libraries and arts services used for social prescribing	In Progress	31/03/2021	25%	★	Libraries staff have been working with the Social Prescribing service, to promote events and activities. The service has also been successful in obtaining funding from the Reading Friends Agency, which is being used to provide tablets with in-built library apps to people with dementia and their carers.
<input checked="" type="checkbox"/> 4.10.03 Social prescribing and primary prevention programmes	Completed	31/03/2021	100%	★	The social prescribing service continues to support individuals during the pandemic through remote contact. It is being publicised in covid communications to the general public. The service is currently reviewing need against current provision and the evidence base and best practice to develop a plan to grow the service reach.
<input checked="" type="checkbox"/> 4.11.01 Arts and culture activities available through libraries	In Progress	31/03/2021	25%	★	Due to the pandemic, all cultural and arts' activities have taken place virtually through Zoom. Activities have included flower arranging, craft demonstrations, cookery demonstrations, history performances and talks e.g. Downton Abbey, storytelling events, author talks, shadowing Carnegie and Greenaway book awards, shadowing the Booker prize, Women's prize for fiction and all other national book awards, taking part in a Murder Mystery performance, how to research family history, music streaming, film clubs, book groups and taking part in the Summer Reading Challenge and Winter Reading Challenge, Chatterbooks, World Book Day and World Book Night, Empathy Day and so much more. This year, a bid was successfully awarded from the Reading Agency to take part in their Read, Talk Share campaign, with additional activities organised to discuss books, hobbies, photography etc. Tablets for loan have also been purchased to support people who are digitally excluded to get online.
<input checked="" type="checkbox"/> 4.11.02 Schools service level agreement for PE	Completed	31/07/2020	100%	🟢	We have had very high levels of commitment from Bracknell Forest Primary Schools this year with all schools purchasing one of two levels of service level agreement. 15 schools upgraded to the premium level service. Every possible element of the agreement has been delivered to a very high standard. Feedback from the Headteacher reference group is positive and importantly the feedback from the young people has been extremely impressive. This year has shown an increase in schools attendance – every school in the borough has attended 8 or more events, activities or CPD over the year which is an increase on prior years.
<input checked="" type="checkbox"/> 4.12.01 Suitable Natural Green Space (SANG)	In Progress	31/03/2021	50%	★	SANG creation and management in place through pump priming and is ahead of anticipated demand.
<input checked="" type="checkbox"/> 4.12.02 Improvements for open spaces	In Progress	31/03/2021	10%	★	Planning stages in progress. Implementation likely to be COVID affected.
<input checked="" type="checkbox"/> 4.13.01 Civilian Military Partnership	In Progress	31/03/2021	25%	★	The partnership continue to liaise regarding the Civilian Military Partnership action plan and any issues arising from the plan. The CMP were due to meet in March but this has been postponed due to the ongoing Covid-19 situation.
<input checked="" type="checkbox"/> 4.13.02 Armed forces policy for children looked after	Completed	30/04/2020	100%	🟢	There is now a policy in place and all decisions for CLA to join the armed forces will be through a panel including the Assistant Director and Head of Service

Monthly Indicators	31/03/2021			
	Last Month	This Month	Current Target	RAG
> L346 Average caseload for Family Safeguarding Model	17	17	13	▲
> L385 Rate per 10k of children on Child Protection Plans	56.4	55.7		n/a
> L386 Rate per 10k of Children Looked After	49.3	51.4		n/a
L411 Number per 10,000 of care proceedings				?!

Protecting and enhancing our environment

Action	28/03/2021				Comment
	Stage	Due Date	Percentage Complete	Status	
<input checked="" type="checkbox"/> 5.01.01 Local Plan	In Progress	30/09/2020	80%		Work has progressed on preparing the draft publication version of the plan and on further aspects of the evidence base. There is outstanding work to be completed, notably on transport modelling and mitigation measures and subsequently on air quality before publication.
<input checked="" type="checkbox"/> 5.01.02 Local Plan Government Inspection	Not Started	31/03/2021	0%	★	Revised LDS being prepared for February Executive, it indicates Local Plan Examination Autumn/Winter 2021/22
<input checked="" type="checkbox"/> 5.01.03 Local Plan Implementation	Not Started	31/03/2021	0%	★	New Local Plan will not be adopted until 2021/22. Implementation of existing policy framework is ongoing through the development management process.
<input checked="" type="checkbox"/> 5.01.04 Green flag status of open spaces	Completed	31/12/2020	100%	🏆	All awards retained in current year.
<input checked="" type="checkbox"/> 5.01.05 Management of land assets	In Progress	31/03/2021	75%	★	
<input checked="" type="checkbox"/> 5.02.01 Green development of our waste collection services	In Progress	31/03/2021	80%	★	<p>From 25 January to 26 February the food waste caddies and service information leaflets were delivered to just under 43000 houses. This was in readiness for 1 March, all houses in the borough begun receiving a weekly food waste collections. Alongside this the refuse frequency changed to 3 weekly (from fortnightly).</p> <p>536 tonnes of food waste was collected in March and there was a significant reduction in refuse of around 20%. Communication throughout the quarter across a variety of channels ensured residents were well informed about the changes despite the national lockdown.</p>
<input checked="" type="checkbox"/> 5.02.02 Educate, enable and encourage residents to maximise their recycling	In Progress	31/03/2021	80%	★	<p>The main focus throughout quarter 4 was the changes to the waste service, what could go in the new food caddies and how this would minimise the waste remaining in refuse bins. A social media and newspaper advertising campaign ran throughout February to encourage residents to make the most of the food recycling service from 1 March.</p> <p>During the quarter there was a national lockdown so much of the communication with residents who wanted support or advice on how to minimise their waste and how to recycle as much as possible was done over the phone rather than face to face.</p>
<input checked="" type="checkbox"/> 5.02.03 Landfill site at Strong's Heath	Completed	30/09/2020	100%	🏆	With the COVID restrictions being relaxed this project has been able to restart. Funding has been secured from Homes England in order to undertake intrusive survey into the site. Having secured the funding, plans for the work needed to be drafted and approved by the Environment Agency, who have a regulatory oversight of the site. Plans have now been agreed with the regulator and funding partner and work scheduled in q3
<input checked="" type="checkbox"/> 5.03.01 Parking bay schemes	In Progress	31/03/2021	20%	★	This work programme has been re-established following earlier constraints surrounding the COVID19 pandemic. All planned schemes will be delivered.
<input checked="" type="checkbox"/> 5.03.02 Parking enforcement contract	Completed	30/09/2020	100%	🏆	New contract successfully implemented 1st July 2020 and operating well.
<input checked="" type="checkbox"/> 5.05.01 Horseshoe Lake play and parking improvements	In Progress	31/03/2021	5%	★	COVID impact on the scheme delivery. Work was always planned to take place outside the peak summer season, so project continues.
<input checked="" type="checkbox"/> 5.06.01 Climate Change Action Plan and Strategy	Completed	31/03/2021	100%	★	The Council's Climate Change Strategy was signed off by the Executive in February and is readily available on the Council's climate change web pages. The accompanying Action Plan links directly to the strategy and represents a collection of ongoing activities that link to efforts to help mitigate the impacts of climate change. An Officer's Board has been set up to review progress of the action plan. The first such board meeting will occur in Q1 of 21/22.
<input checked="" type="checkbox"/> 5.06.02 Increase the range of digital services, reducing the number of customers visiting council	In Progress	31/03/2021	25%	★	Customer numbers visiting Time Square have been drastically reduced during the pandemic, and all services required have been delivered either online or by telephone. This will form the basis for the future operating model as we return to opening our offices to the public.
<input checked="" type="checkbox"/> 5.06.03 Enhanced technology enabling more agile working	In Progress	31/03/2021	25%	★	The majority of staff have been able to work remotely during the pandemic, due to the technology provided. A further activity is planned, to review the equipment provided to staff to ensure it meets their needs and to establish meeting room and collaboration space technologies that facilitate a "hybrid" way of working, where some staff will be office-based and some working remotely.
<input checked="" type="checkbox"/> 5.06.04 Children's climate change conference	Completed	31/03/2022	100%	★	Plans to deliver the Climate Conference on the 19th November 2021 remain in place.
<input checked="" type="checkbox"/> 5.07.02 National cycle route	Completed	31/03/2021	100%	★	The NCN422 route through Bracknell Forest is now fully constructed and signed.

Quarterly Indicators	28/03/2021			
	Last Quarter	This Quarter	Target	RAG
L241 Income from CIL receipts				?!
L284 Number of homes given planning permission	58	19		!
> L286 % of successful planning appeals	75%	70%	64%	★
> L356 % of major planning applications determined within timescales	100%	83%	85%	★
> L357 % of minor planning applications determined within timescales	100%	94%	85%	★
> L358 % of other planning applications determined within timescales	96%	92%	85%	★
L418 Customer visits to Time Square	0	0	5,000	★
L434 Planning permissions granted for net additional dwellings not yet implemented		1,776		n/a
L446 Change in positive wellbeing score for social prescribing			10%	?
L447 Change in loneliness and social isolation score for social prescribing			10	?

Annual Indicators	31/03/2021			
	Last Year	This Year	Current Target	RAG
> L285 Satisfaction with parks and open spaces	83%	100%	95%	★
> NI168 % of principal roads where maintenance should be considered	3%	3%		!
> NI169 % of non-principal classified roads where maintenance should be considered	2%	2%		!
NI192 % of household waste sent for reuse, recycling and composting	42.6%	43.4%	46.0%	●
NI193 % of municipal waste land filled	16.9%	16.2%	14.0%	●

Communities

Action	28/03/2021				Status	Comment
	Stage	Due Date	Percentage Complete			
<input checked="" type="checkbox"/> 6.01.01 Health check and action plan for retail centres	In Progress	31/03/2021	75%	★	Survey work now being used to inform reactivation programme and Welcome Back funding	
<input checked="" type="checkbox"/> 6.02.01 Support for Community Associations	Completed	31/03/2021	100%	★	Continued to give support to all the community associations regarding COVID-19 and advice regarding the second lock-down, re-opening and then moving from Tier 3 into Tier 4. Work was started on three lease renewals and discussions started with 5 CCs regarding potential S106 projects.	
<input checked="" type="checkbox"/> 6.02.02 Cultural offer available through libraries	In Progress	31/03/2021	25%	★	Children and adults can immerse themselves in every form of art, film, music and dance through performances and attending classes in the Libraries. They can also learn about art and culture, local and family history through reading. The cultural offer includes arts and crafts' demonstrations, author talks, shadowing book awards and prizes, music streaming and celebrating World Book Day and Night, the Summer Reading Challenge, Mental Health Day, Autism Awareness and Empathy Day.	
<input checked="" type="checkbox"/> 6.02.03 Develop the offer in Libraries to support the Adults and Children's agendas	In Progress	31/03/2021	25%	★	In spite of three national lockdowns, the Library Service has supported both Adults' and Children's Services agendas in the following ways: Making shielding calls to the clinically extremely vulnerable. Making befriending calls to everyone on the Electoral register over the age of 70. Expanding the Home Library Service to deliver books to the over 70s, in order to combat social isolation. Received grant funding from the Reading Agency to purchase 25 tablets to loan to people with dementia and their carers, working closely with the BFC Dementia Services Coordinator. Organising a large programme of virtual events, using Reading Friends' funding, in order to bring people together who are lonely, and to promote reading for pleasure as a means of improving mental health and well being. Working closely with the Public Health Team and, in particular, with the Social Prescribing Team, who were signposting their clients to Library events, and promoting the Libraries' collections of "Reading Well" self-help books. Working with Children's Services to form a Library offer as part of the Dolly Parton Imagination Library, to support looked after children and children from low income families and to improve literacy and encourage a love of reading. All Library staff have undertaken the "Making Every Contact Count" e-learning courses.	
<input checked="" type="checkbox"/> 6.03.01 Community Safety Plan	In Progress	31/03/2021	25%	★	Q4 (year-end) data will now be collected ahead of the CSP Steering Group on 28 April. Quarterly monitoring of progress against the plan's actions will take place to ensure that we maintain awareness, and respond to, any issues that are emerging.	
<input checked="" type="checkbox"/> 6.04.01 South Hill Park Service Level Agreement	In Progress	31/03/2021	25%	●	The pandemic has had a significant impact on the operation of South Hill Park Arts Trust, with most staff furloughed. This has hampered efforts to develop a Service Level Agreement, however we still aim to have an agreement in place next year.	
<input checked="" type="checkbox"/> 6.05.01 Bracknell Forest Lottery	Completed	30/06/2020	100%	✔	Complete	
<input checked="" type="checkbox"/> 6.06.01 Housing caseworkers at MASH and Family Hubs	In Progress	31/08/2020	90%		Housing and Welfare caseworkers offer regular consultations to family hubs/Early Help and have established close working links with the MASH	
<input checked="" type="checkbox"/> 6.07.01 Owned and leased properties for Homelessness	In Progress	31/03/2021	80%	★	Tenterdon Lodge site - installation of a 1 bedroom DDA unit - Planning permission granted and construction works to be completed late August 2021	
<input checked="" type="checkbox"/> 6.07.02 Homelessness strategy	In Progress	31/03/2021	35%	●	Underpinning analysis and consultation with key stakeholders via independently facilitated focus groups has been undertaken to inform a new strategy. Our covid response and increased demand on the Housing Service has resulted in some delay in progressing the strategy. A Rough Sleeper Delivery Plan has been produced.	
<input checked="" type="checkbox"/> 6.08.01 Affordable housing planning policy	In Progress	31/03/2021	20%	★	Updated affordable housing policy will be part of new local plan to be adopted in 2021/22. Current affordable housing policy is being implemented through the development management process.	
<input checked="" type="checkbox"/> 6.08.02 Research phase for Housing Strategy	In Progress	31/03/2021	60%	★	Housing Needs and Affordability study commissioned and produced to support the local plan and strategic housing planning. An older peoples housing study has also been completed.	
<input checked="" type="checkbox"/> 6.09.01 Housing allocations policy	In Progress	31/03/2021	70%	★	Officers will bring forward an options paper to elected members setting out legislative requirements; areas of policy discretion, and the options open to the LA in determining prioritisation in the allocation of social housing. The final policy will be subject to the Council's decision making processes and to public consultation.	
<input checked="" type="checkbox"/> 6.09.02 Implement new allocations policy for all live cases	Not Started	31/03/2022	0%	★		

<input checked="" type="checkbox"/> 6.10.01 Equality Scheme	In Progress	31/03/2021	50%	●	Some good progress has been made and Equalities Consultation Workshops for staff, members, community groups and partner organisations have been now been held (April 21). The feedback received along with other evidence will inform the development of the council's new equalities objectives for 2012/26. However, the development of the Council's new equality scheme and objectives has been delayed by Covid response activity
<input checked="" type="checkbox"/> 6.10.02 Cultural Festival	In Progress	31/03/2021	50%	★	The cultural festival has been cancelled due to Covid 19 social distancing regulations. Future cultural events are being considered by the Economy Recovery Fund Group as they are allowed by the government Covid 19 road map
<input checked="" type="checkbox"/> 6.10.03 Reuse of council owned property for under-represented groups	In Progress	31/03/2021	80%	★	Currently on going
<input checked="" type="checkbox"/> 6.10.04 Community groups supporting the half marathon	Parked	31/03/2021	25%	★	The half marathon has now been rescheduled to the 5th September 2021. As such this initiative will start to pick up in the next few months in preparation for race day.

Quarterly Indicators	28/03/2021			
	Last Quarter	This Quarter	Current Target	RAG
L185 Overall crime	1593	1,193		n/a
L406 Number of visits to libraries	18,017	18,057	87,500	▲
L421 Number of community events held in libraries	26	78	537	▲
L422 Number of educational events held in libraries	10	18	63	▲
L424 Number of cases resolved by the partnership problem-solving groups	10	14		n/a
L425 % of homelessness preventions	54%	55%	53%	★

Annual Indicators	31/03/2021			
	Last Year	This Year	Target	RAG
L304 Number of Green Flag Awards	6	6	6	★
> NI197 % of local sites where positive conservation management has been/is being implemented	67%	69%		!

Section 4: Corporate Health

a) Summary of People

Staff Voluntary Turnover

Department	Previous Figure*	For the last 4 quarters	Notes
People	14.16%	13.28%	
Delivery	5.55%	7.61%	
Resources	7.21%	5.26%	
PPR	10.62%	8.86%	
Chief Executive's Office	9.3%	5%	
Total Voluntary Turnover	11.5%	11.16%	

* This figure relates to the previous 4 quarters and is taken from the preceding CPOR.

Comparator data	%
Total voluntary turnover for BFC, 2019/20:	11.9%
Average voluntary turnover rate UK public sector 2016:	10.0%
Average Local Government England voluntary turnover 2016:	14.0%

(Source: XPerfHR Staff Turnover Rates and Cost Survey 2016 and LGA Workforce Survey 2016)

Staff Sickness

Department	Quarter 4 20/21 (days per employee)	Previous Financial Year (Actual Average days per employee)	2020/21 Estimated Annual Average (days per employee)	Notes
People	1.57	9.38	5.93	
Delivery	1.42	6.61	7.67	
PPR	0.68	4.06	2.47	
Resources	1.86	8.29	4.65	
Chief Executive's Office	0.71	2.17	2.3	
Total staff sickness excluding maintained schools	1.41	8.28	5.67	

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 2019/20	8.28 days
English Local Authorities 2017/18	8.6 days

(Source: Local Government Workforce Survey 2017/18)

People

Sickness absence has decreased slightly over the last quarter. Children's Social Care shows a large reduction from Q3 as does Commissioning. Adults Social Care is the only area where absence has increased but due to the nature of their work it is to be expected that they will have higher rates than other areas of the authority. Just over half (52%) of the absence for Q4 was attributed to long term sickness. Covid-19 related sickness absence stands at 16.5% of the total absence this quarter which has increased in line with national trends. Over the whole of 20-21 the People Directorate has had a lower absence level than BFC did for 19-20.

Delivery

Absence this quarter has decreased compared to Quarter 3. All areas except Property Services have reduced this quarter however levels remain low overall. In total just over half (52%) of the absence was due to long term sickness. These figures also include Covid-19 related sickness levels which have increase in the last quarter in line with national trends. 40% of the sickness was Covid-19 related this quarter. Delivery even with the Covid-19 pandemic has lower levels of absence than BFC as a whole in 2019-20.

Central

Absence levels have risen slightly since the last quarter. 36% of the absence is down to long term sickness cases. Covid-19 sickness counts 18% of the total absence this quarter which has increased in line with national trends. For the whole of 2020-21 Central Directorates had a lower absence rate including Covid-19 than the BFC figure for 2019-20.

b) Summary of Complaints

Department	Type of complaint	Q1	Q2	Q3	Q4	Total cumulative complaints	Outcome of all complaints received year to date
People: Adults	Statutory	12	5	10	9	36	1 – in progress 4 – upheld/fully substantiated 16 – partially upheld/partially substantiated 12 – not upheld/not substantiated 2 – no finding made 1 – external investigation
	Local Government Ombudsman	0	2	0	0	2	2 – Not upheld
People: Childrens	Statutory stage 1	11	13	25	24	73	3 – in progress 4 – upheld/fully substantiated 31 – partially upheld/partially substantiated 20 – not upheld/not substantiated 11 - no finding made 4 – proceeded to stage 2
	Statutory stage 2	0	1	0	3	4	1 – in progress 2 – partially upheld/partially substantiated 0 – not upheld/not substantiated 1 - cancelled
	Statutory stage 3	0	0	0	2	2	2 – partially upheld/partially substantiated
	Stage 2	1	3	2	0	6	0 – upheld 6 – partially upheld/partially substantiated 0 – not upheld/not substantiated
	Stage 3	0	2	1	2	5	0 – upheld 4 – partially upheld 1 – not upheld/not substantiated
	Local Government Ombudsman	3	1	1	1	6	1 – upheld 4 – Partially 1 – not upheld
People: Housing	Stage 2	1	0	1	2	4	4 – not upheld
	Stage 3	0	0	0	0	0	
	Local Government Ombudsman	0	0	0	0	0	
Central	Stage 2	6	2	5	2	15	3 – in progress 0 – partially upheld/partially substantiated 6 – not upheld 4 - upheld 2 – proceeded to stage 3
	Stage 3	1	1	3	2	7	1 – in progress 6 – not upheld
	Local Government Ombudsman	0	1	1	0	2	2 – not upheld
Delivery	Stage 2	0	0	2	0	2	2 – not upheld
	Stage 3	1	1	1	0	3	2 – in progress 1 – proceeded to LGO
	Local Government Ombudsman	0	1	0	0	1	1 – not upheld

People: Adults

There were 9 complaints in quarter 4. Compared to this time last year, this is two more.

People: Childrens

There were 32 complaints in quarter 4. Compared to this time last year, the figure is up from 24. This is 8 more.

Central

There were 4 complaints in quarter 4. Compared to this time last year, the figure is down from 6. This is 2 less.

Delivery

There were no complaints in quarter 4. Compared to this time last year, the figure is down from 1.

c) Strategic Risks and Audits

During quarter 4 audit reports with major recommendations were issued on raised cyber liability, reactive maintenance, management of commercial property, the Public Protection Partnership, business rates and council tax.

During quarter 4 the Register was reviewed by the Strategic Risk Management Group and the Corporate Management Team on 4 February 2021 and CMT on 10 March 2021 respectively before being presented to the Governance and Audit Committee on 24th March. The following changes were agreed:

- To decrease the finance and economic risk due to increased level of central government funding;
- To decrease the Brexit risk due to the reduced level of uncertainty following the signing of the EU agreement;
- Early in quarter 4 the COVID risk score was increased when the national lockdown came into force and the number of cases was rising significantly but this was then reduced as the vaccination programme was progressing and COVID cases were significantly reduced; and
- To reduce the children's social care risk as the number of looked after children had reduced.

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