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NOTICE OF MEETING

OVERVIEW AND SCRUTINY COMMISSION

20 JULY 2006

TO: ALL MEMBERS OF THE OVERVIEW AND SCRUTINY COMMISSION

You are requested to attend a meeting of the above Commission on **20 July 2006 at 7.30 pm** in the Council Chamber, Fourth Floor, Easthampstead House, Bracknell, to transact the business set out in the attached agenda.

Alison Sanders
Director of Corporate Services

Members of the Overview and Scrutiny Commission

Councillor Sargeant (Chairman)
Councillor McLean (Vice-Chairman)

Councillors Beadsley, Mrs Birch, Browne, Earwicker, Edger, Harrison, Leake, Thompson, Worrall and Vacancy

Substitute Members of the Committee

Councillors Adams, Baily, Jones, Kendall, Mrs Pile and Mrs Shillcock

Church Representative Members*

Mr G Anderson and Mr M G Gibbons

Parent Governor Representative Members*

Mr O Dempsey and Mrs D Whitbread

EMERGENCY EVACUATION INSTRUCTIONS

If you hear the alarm:

- 1 Leave the building immediately**
- 2 Follow the green signs**
- 3 Use the stairs not the lifts**
- 4 Do not re-enter the building until told to do so**

Alison Sanders, Director of Corporate Services
Easthampstead House, Town Square, Bracknell, Berkshire RG12 1AQ

* with voting rights in respect of education matters only.

THE OVERVIEW AND SCRUTINY COMMISSION
20 July 2006 (7.30 pm)
Council Chamber, Fourth Floor, Easthampstead House, Bracknell.

AGENDA

Page No

1. APOLOGIES FOR ABSENCE/SUBSTITUTE MEMBERS

To receive apologies for absence and to note the attendance of any substitute members.

2. MINUTES AND MATTERS ARISING

1 - 6

To approve as a correct record the minutes of the meeting of the Overview & Scrutiny Commission held on 18 May 2006.

3. DECLARATIONS OF INTEREST AND PARTY WHIP

Members are required to declare any personal or prejudicial interests and the nature of that interest, including the existence and nature of the party whip, in respect of any matter to be considered at this meeting.

4. URGENT ITEMS

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

PERFORMANCE MONITORING

5. CORPORATE PERFORMANCE OVERVIEW REPORT

7 - 38

To consider the overall performance of the Council over the fourth quarter of 2005/06 as summarised in the Corporate Performance and Overview Report for that quarter.

6. IMPLEMENTING THE BEST VALUE REVIEW OF TRANSPORT PROVIDED BY THE COUNCIL

39 - 42

To receive an update on the implementation of the Best Value Review of Transport.

AUDIT & INSPECTION

7. AUDIT COMMITTEES - CURRENT DEVELOPMENTS

43 - 46

The Commission is invited to note developments around Audit Committees within local government and consider whether any change to the Council's existing arrangements would be desirable.

OVERVIEW & POLICY DEVELOPMENT

8. OTHER OVERVIEW AND SCRUTINY ACTIVITY

To consider other overview and scrutiny activity including updates from Panel Chairman.

Agenda Item 2

OVERVIEW AND SCRUTINY COMMISSION

18 MAY 2006
(7.30pm to 9.05pm)

Present: Councillors Sargeant (Chairman), Browne, Earwicker, Edger, Harrison, McLean and Thompson

Church Representatives:
Mr Anderson

Also Present: Councillor McCracken, Executive Member for Leisure and Corporate Services

Apologies for absence were received from:
Councillors Beadsley, Mrs Birch, Leake and Worrall

In attendance: Chris Herbert, Acting Head of Corporate Services and Resources
Victor Nicholls, Assistant Chief Executive
Alan Nash, Acting Borough Treasurer
Andrea Carr, Policy Officer (Scrutiny)

1. Minutes and Matters Arising (Item 2)

RESOLVED that the minutes of the meeting of the Overview and Scrutiny Commission, held on 9 March 2006, be agreed as a correct record, and signed by the Chairman.

2. Declarations of Interest and Party Whip (Item 3)

There were no declarations of interest or indications that Members would be participating whilst under the party whip.

3. Departmental Overview and Performance (Item 4)

Councillor McCracken, Executive Member for Leisure and Corporate Services, was invited to address the Commission on the latest trends, priorities and pressures in terms of departmental performance for Corporate Services.

Councillor McCracken, firstly, reflected upon the first six months he had served under his portfolio. The following provided a summary of this:

- The then Director of Corporate Services and Resources, Gill Steward, had left the Council to pursue a role with the London Borough of Hackney.
- The department, following a restructure, would be renamed as Corporate Services and he looked forward to welcoming its new Director, Alison Sanders, who was due to commence in position on 19 June 2006.
- The then Head of Democratic and Support Services, Peter Driver, had left the Council to pursue a role with the Housing Corporation and measures had been put in place to allow for the Section's day-to-day management to be carried out pending the

- appointment of a successor.
- The Council's Chief Information Officer, Pat Keane, had returned to full employment with the Council following his ill-health.
 - Bracknell Forest Services had transferred to Social Services and Housing on 1 April 2006.
 - The Scrutiny function had been relocated from Democratic and Support Services to the Chief Executive's Office.
 - It was reported that there were currently 14 vacant posts within Corporate Services.
 - Councillor McCracken reported that his portfolio had been extended to accommodate Grounds Maintenance, Crematoria and Cemeteries and the Coroner's Office.

Across Sections

Councillor McCracken stated the following in respect of Sections within the Department:

- Human Resources had been instrumental in the Department's quest to achieve Investors in People (iP) accreditation, to follow the success of the Education, Children's Services and Libraries Department.
- Human Resources was currently in negotiations in respect of conditions of employment and imbalance among some schemes.
- Legal had retained its LEXEL quality standard.
- RE3 (Joint Waste Disposal Board) agreement was coming to a close with a joint decision to be taken by Bracknell Forest, Wokingham and Reading Councils in respect of the provision of a waste management facility.
- The drafting and developing of agreements was ongoing in respect of the Town Centre redevelopment.
- Customer Services performance against set indicators was very good with 90% of enquiries having been dealt with in line with the indicators.
- The use of online payments continued to grow.
- Democratic and Support Services had been instrumental in securing the South East Charter for Member Development (Bracknell Forest was the first local authority in the South East to secure the award).

Councillor McCracken stated his views as to what the next six months in post would bring, as follows:

- Legal Services – 'business as usual'
- Property Section – 'business as usual', allowing for their involvement in the Civic Hub exercise.
- ICT Services – An authority-wide draft IT Strategy paper to be despatched in September 2006.
- Finance Section 'business as usual.'
- Democratic and Support Services was continuing to work on bedding-in the Modern.gov IT system.

Councillor McCracken answered questions and points raised by Members.

4. Statement on Internal Control and Internal Audit – Annual Assurance Report 2005/2006 (Item 5)

The Commission considered a report by the Acting Director of Corporate Services and Resources drawing to the attention of Members the specific issues which have been identified during the audit process.

It was reported that the Statement on Internal Control (SIC) was now a statutory document and was required to accompany the annual Statement of Accounts which was to be submitted for approval by the Final Accounts Committee at its meeting to be held on 27 June 2006. The aim of this was to provide assurance that the Council's systems of internal control were working effectively and to identify those areas where improvements could be made.

Members were advised that this process had been brought forward by one month as it needed to be published by the end of June 2006.

The following points emerged from discussion around the report:

- The issue of schools' finances being under control in the absence of a Bursar was raised, to which, assurances were given now that Agency and interim staff were now in place.
- Members were pleased to note the Council's strong financial controls.
- The Commission was advised that the Chair of Facilities, Finance and Property at Brakenhale School had confirmed that the Bursar was due back in post.
- Members were advised that feedback questionnaires were about the credibility of the audit process and that if it was felt that the process was not working as it should, then they should contact the Acting Borough Treasurer's Team and speak to the Contract Manager.
- A Member felt that the Council was seeking to reduce time and money spent on auditing and to minimise disruption when auditors were present.
- In response to a question as to the difference in audit time between using a self-assessment and a full audit, it was noted that this was dependant upon the size of the school.

5. Report of the School Exclusions and Pupil Behaviour Policy Working Group (Item 6)

The Commission received a report from a Working Group of the Lifelong Learning and Children's Services Overview and Scrutiny Panel entitled "Review of School Exclusions and Pupil Behaviour Policy." In recognising much work that had been undertaken as part of the review, Councillor Thompson commended the report to the Commission. Councillor Thompson then spoke to the recommendations within the report.

Mr Anderson stated that, during visits to schools, it was very important to try and rectify

any problems at the earliest possible stage as these would only become worse if left to develop. He added that it was important that time was spent to help pupils with challenging behaviour.

The following points emerged from discussion around the report:

- Having noted the intention of separating Key Stage 3 from Key Stage 4 pupils to benefit the former group's educational needs with a view to returning them to mainstream education, a Member expressed concern that insufficient action was being taken to support Key Stage 4 pupils, some of whom had been attending special places through the Pupil Referral Unit at Coopers Hill.
- Clarification was given that recommendation (e) related to all pupils across the Borough.
- It was noted that there was no representation by the Education, Children's Services and Libraries Department at the meeting but that the report had been commented on by the Director of Education, Children's Services and Libraries and had been before the Lifelong Learning and Children's Services Overview and Scrutiny Panel which had agreed its content.
- A Member stated that, given the costs involved, the Council needed to ensure best value and value for money and how decisions taken could be enforced.
- Schools were provided with guidance on exclusions and had welfare departments and individual education plans to assist pupils. In attempting to get pupils back on track it was noted that, overall, the LEA and schools had a good record given the particular designated areas.
- Arrangements concerning monitoring of the implementation of the report would be decided upon receipt of the Executive Member's response. This could be in the form of feedback from the Executive Member or officers to the Panel or Commission within a programmed timeframe.
- Given the appropriateness for the Commission to expect updates at its meetings, a list of reports submitted, and how many responses received, or were awaited in full or in part, be submitted to a future meeting.

It was **AGREED** that the recommendations be approved and the report be adopted and forwarded to the Executive Member for Education and Libraries.

6. Other Overview and Scrutiny Activity (Item 7)

Adult Social Care and Housing Overview and Scrutiny Panel

Councillor Edger reported that two actual reviews were ongoing, one of which was a review of anti-social behaviour. He advised the Commission that the review was progressing extremely well and the associated Working Group would be reporting to the Panel on the current position and seeking to identify those areas which required more

work to be carried out.

When formally endorsing the Supporting People Annual Business Plan 2005/06, the Executive had agreed that this Panel be invited to oversee adherence to the related Action Plan. Councillor Edger reported that both he and Councillor Mrs Shillcock would be working together on this and that an interview had taken place with the Director of Social Services and Housing and that dates had been set, on which, interviews with three members of her staff would be held.

It was reported that much was still to be undertaken in respect of the Choice-Based Lettings project and that the Head of Housing Strategy and Needs, who was leading on this, would be invited to speak to the Panel on the issue.

Environment and Leisure Overview and Scrutiny Panel

Councillor Harrison reported that the Panel was at the agenda planning stage and that performance monitoring and the Quarterly Operations Report would be discussed and that the Director of Environment and Leisure would be invited to attend. He added that the Panel would receive an update on the ongoing review of the Council's tree policy which was drawing to a conclusion. There would also be discussed, the Waste Management Strategy and the Panel would be considering a report on this. Councillor Harrison concluded that there would also be a watching brief on both the Local Development Framework and the Local Transport Plan as well as looking at other issues Members wished to focus upon.

Lifelong Learning and Children's Services Overview and Scrutiny Panel

A working group of this Panel was progressing a review of libraries in Bracknell Forest.

Health Overview and Scrutiny Panel

Councillor Browne reported that a meeting of the Primary Care Trust was to be held in the near future.

Work Programmes of Overview and Scrutiny Panels

The Chairman concluded that there was no merit in holding a work programme conference at this stage and that Panels should set their own work programmes for 2006/07.

Waste Management Strategy

In this connection, Councillor Earwicker made reference to the Council's Waste Management Strategy noting that the matter would be the subject of a report to a future meeting of the Environment and Leisure Overview and Scrutiny Panel.

CHAIRMAN

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THE OVERVIEW AND SCRUTINY COMMISSION
20 JULY 2006

**CORPORATE PERFORMANCE OVERVIEW REPORT
(Chief Executive)**

1 PURPOSE OF DECISION

- 1.1 To inform the Executive of the performance of the Council over the fourth quarter of 2005/06 (January–March 2006).

2 RECOMMENDATIONS

- 2.1 **That the overall performance of the Council during the period January–March 2006 be noted.**

3 REASONS FOR RECOMMENDATIONS

- 3.1 To ensure that the Executive is apprised of the performance of the Council, highlighting key areas, so that appropriate action can be taken if needed.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None applicable.

5 SUPPORTING INFORMATION

Performance Management

- 5.1 Part of the performance management arrangements in place within the Council is the preparation of Quarterly Operations Reports by each department. These Quarterly Operation Reports (QoRs) provide an update of progress and performance against the Service Plans, produced annually by each department.

Quarterly Operations Reports

- 5.2 Executive Portfolio-holders will have received the fourth quarter QORs for their areas of responsibility in May. QORs are also distributed to all members. Individual QORs will be considered by the Scrutiny Commission and/or Overview Panels as appropriate. This overall process ensures the involvement of all Members in performance management.

Corporate Performance Overview Report

- 5.3 The preparation of the Quarterly Operations Reports facilitates the production of a 'Corporate Performance Overview Report' (CPOR). This Report brings together the progress and performance of the Council, as a whole, thus enabling 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.

5.4 The CPOR for the fourth quarter January–March 2006 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 Finance Officer

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

Access Implications

6.3 There are no Access Implications arising directly from this report.

7 CONSULTATION

7.1 Not applicable.

Background Papers

QOR – Education, Children’s Services & Libraries Department – 4th Quarter 2005/06

QOR – Social Services & Housing Department– 4th Quarter 2005/06

QOR – Environment & Leisure Department – 4th Quarter 2005/06

QOR – Corporate Services & Resources Department – 4th Quarter 2005/06

QOR – Chief Executive’s Office – 4th Quarter 2005/06

Contact for further information

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Doc. Ref

Corporate Performance Overview Report - Covering Report

CORPORATE PERFORMANCE OVERVIEW REPORT

For

4th Quarter 2005/06

Timothy Wheadon
Chief Executive

Overview of Performance

This is the fourth and final Chief Executive's Corporate Performance Overview Report for the 2005/06 financial year. Each Director has prepared a Quarterly Operations Report for the period January – March 2006 which has been circulated to all Members. These reports contain the more detailed information on which this summary is based.

The Overview report provides the Executive with a high level summary of progress and performance from across the diverse range of services provided by the Council, identifying both our achievements and those areas where there may be concerns. It will allow Members to ensure that prompt remedial action is being taken in any areas where it is required.

Overall the quarter saw continued good performance across the Council's services. At a corporate level I would draw Members' attention to the following:

- **Town Centre**
Considerable work has been undertaken on a wide variety of projects. The Outline Planning Application for Bracknell New Town centre was considered by Planning and Highways Committee and planning permission was granted (subject to the finalisation of outstanding legal/statutory matters.) Furthermore the application has not been called in by the Secretary of State. This positive outcome has been the result of a co-ordinated effort between the Council departments and takes the scheme further forward than any of its predecessors. The Planning & Highways Committee will consider whether to confirm the outline planning permission in June.
- **Local Public Service Agreement 2**
After a long period of negotiation the Council has now successfully concluded ten targets, agreed with the Government for inclusion in the second Local Public Service Agreement. The approach has been bold, looking to derive maximum benefit for the Borough as a whole, rather than just focussing on the Council. Consequently, significant pump-priming funds and, if successful, reward grant will be allocated directly to partner organisations. Work is now continuing to ensure that all of the projects to support these targets are up and running. The pump priming money should be received by the Council by the end of May/early June 2006.

- Elected Member Development Charter Mark

In May, the Council was successful in gaining accreditation as a Charter Mark Council for Elected Member Development under the new scheme developed by the South East Employers Organisation. The accreditation follows an 18 month work plan to develop the Council's Member Development services. Bracknell Forest was the first Council in the South East to commit to the new standard, the first to be assessed and the first to receive accreditation.

- Budget 2006/07

The Council successfully set the 2006/07 budget in March 2006. The 2006/07 budget round was the toughest that the Council has faced since becoming a Unitary Council. Apart from the range of normal pressures that the Council faces each year in setting its budget it faced further significant pressures as a result of increases in demand-led services for Looked After Children and Adults with Learning Disabilities. In addition to this there was a fundamental change in the process of calculating the Government Grant which added further pressure on the Council's Budget. Officers worked closely with Members, to develop options, over the six months prior to approving the budget.

- Older Peoples Services Inspection

Preparation was undertaken for the inspection of Older People's Services which took place at the Council from 8th to 19th May. This included the preparation of the Self-assessment which was completed and submitted on time. The main findings of the inspection are due at the end of May, with the full report to follow by the end of June 2006.

At a departmental level there have been some areas of notable performance over the last quarter that are worth highlighting. These include:

- The average SAP(Standard Assessment Procedure) rating of thermal efficiency in LA dwellings met its target
- Percentage of urgent repairs completed within timescale has risen to exceed target
- The number of valid disabled facilities grant applications awaiting approval more than 3 months remains at zero
- The average length of stay in hostel accommodation of homeless households is zero and the number of people in B&B accommodation has reduced to 4.
- The percentage of authority buildings open to the public and accessible to disabled people has exceeded its target
- Compliance against the accessibility of public library service standards is high with the Council scoring 4 out of 4.
- The highest income figure ever was achieved for Leisure, with the number of customer visits/contacts performing better than target too.
- A decrease of 30.7% in under 18 conception rates has been achieved since 1998. This means the strategy has already met its 2004 interim target of a 10% reduction in levels and is on track to meet the 2010 trajectory.

- There is improving performance year on year with the health of looked after children
- The percentage of young people leaving care with at least one GCSE or GNVQ has exceeded targets
- Percentage of household waste sent for recycling has exceeded both Bracknell Forest targets and the statutory government target
- Admissions of older people to residential/nursing care has decreased, which reflects good practice.
- Council tax collection was higher than expected in spite of the replacement of the computer system, which prevented recovery notices being sent out in July and August
- Enquiries resolved at first point of contact were 90% exceeding the target set of 80%
- Targets for the determination of all categories of planning applications continued to be exceeded. Indeed it is notable that the Council is now formally not a Planning Standards Authority.

Against this general picture of good progress and high achievement three areas have not performed as well as expected.

- Risk based inspections in Environmental Health
The anticipated inspection programme for local food outlets for food safety and food standards and the inspection programme for local businesses for health and safety on average only met 75% of target. The primary reason for this was the inability to recruit suitably qualified Environmental Health Officers in what are very difficult “market” conditions for such staff, a problem exacerbated by sickness and maternity leave. However, all priority premises were inspected and alternative methods of supporting lower priority premises were used (such direct mail shots and newsletters).
- Housing Benefits
The management reports from the new computer system are not providing the correct information on performance which is exaggerating the time taken to process applications reported in the performance indicators. However there has also been a decrease in performance due to a number of vacant posts and an increase in the workload. Additional resources have been brought in to cover for the vacant posts and a performance management framework has been introduced. Work is underway to ensure that outturn figures on performance will be accurate with the information being collected manually and from other computer systems. This approach has been agreed with the auditors. The Council has also employed a programmer to review the database to ensure that future reports from the system are robust and reliable. This work should be completed by the end of June.
- Reported Crime
During the year to April 2006 there was an increase in recorded crime in the Borough as measured by the British Crime Survey. The main areas of increase were robbery, common assault theft from person and vehicle interference. Although crime levels within the Borough remain well below both national and regional averages, this increase is of concern, coming after a number of years of reducing

crime levels. As an indication of the priority being given to reducing crime, the recently signed LPSA2 contains the specific theme of reducing vehicle crime. The Safer Communities Partnership is looking in detail at the reasons for the increase and at joint initiatives involving stakeholders and partners to reverse the upward trend.

In conclusion, the Council continues to make sound progress towards the achievement of its objectives. This report serves to highlight our successes and focuses on some of the more challenging issues that we face. Although there is no room for complacency, we remain well placed to move forward and continually improve the services that we provide.

Timothy Wheadon
Chief Executive
May 2006

- **Highlight Report**

A summary of the performance against the indicators as shown in this Overview report is as follows:

Quarterly Indicators

Not available*	Good/ Low risk	Satisfactory/ Medium Risk	Poor/ High Risk	Total
n/a	●	◐	○	
5	30	19	5	59

* For new or significantly revised indicators

Annual indicators

Not available**	Good/ Low risk	Satisfactory/ Medium Risk	Poor/ High Risk	Total
n/a	●	◐	○	
8	13	13	0	34

** By their very nature data is not available for each annual indicator each quarter.

CORPORATE PERFORMANCE OVERVIEW REPORT FOR 4th QUARTER 2005/06

Progress against objectives

<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
MTO 1: To lead the regeneration of Bracknell to provide a town fit for the 21st century					
Quarterly indicators					
●	BFPI 001: Has the Town Centre Strategy been published according to the programme [CEX]	On target		Yes	
○	BFPI 001: Production of Training Plan for Town Centre Regeneration [ECS&L]	Planning framework completed April 2005 as a basis for consultation with potential partners		Draft publication available Dec. 2005	"Grow Our Own" project funding from SEEDA will enable the framework to be translated into a costed Business Plan by December 2006.
●	BFPI 120: To determine the planning application for the comprehensive regeneration and redevelopment of the town centre; [En&L]	Met		Determine by year end	Planning & Highways Committee resolved to grant planning permission in February 2006, the Secretary of State has not intervened, and the application is to be referred back to Committee in June 2006 following consultation with 3 rd party land owners over S106 matters
●	BFPI 130: Complete the Local Plan in the Context of Amen Corner having regard to the comments arising from public consultation [En&L]	All required actions completed			The period for challenge has now passed and there will be no Inquiry. The Local Plan Review is now complete.
MTO 2: Promote sustainable communities through innovative housing strategies and effective maintenance					

Key :

● = good performance/ low risk, ○ = satisfactory performance/ medium risk, ○ = poor performance / high risk
 (to indicate the overall level of performance)

<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
Quarterly indicators					
●	BV 63 the average SAP (Standard Assessment Procedure) rating of thermal efficiency of local authority owned dwellings in the financial year (expressed as an increasing value out of 120) [CS&R]	65 (61)		65/120	Last quarters figure was 64.5
●	BFPI 072 Percentage of urgent repairs completed to Government timescale (previously BVPI 72) [CS&R]	98.7% (97.4%)		98%	Last quarters figure was 98.8%
●	BFPI 001: Tenant satisfaction – repairs service [CS&R]	94% (96%)		95%	Last quarters figure was 92%
16 ●	BFPI 005: Number of properties benefiting from new PVCu windows [CS&R]	59 (13)	597 (750)	600	Last quarter's figure = 538 The budget underspend will be carried forward to complete the programme in 2006/07.
○	BFPI 010: Number of new heating systems installed/replaced [CS&R]	19 (31)	107 (180)	130	Last quarter's figure = 88 100% of budget spent.
●	BFPI 001: Number of valid disabled facilities grant applications awaiting approval for more than 3 months [En&L]	Nil (n/a)	Nil (n/a)	0	Achieved
○	BV 183 (a) The average length of stay (whole weeks) in bed and breakfast accommodation of households that are unintentionally homeless and in priority need in the financial year [SS&H]	5 (5.8)		6	Current performance has exceeded the target. This retains Bracknell-Forest's position in the middle band for CPA indicators.
●	BV 183 (b) The average length of stay (whole weeks) in hostel accommodation of households that are unintentionally homeless	0 (69.7 weeks)	0 (38.33 weeks)	50	Further guidance has resulted in the exclusion of hostels that are providing support to young mothers. This indicator has been

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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
	and in priority need in the financial year [SS&H]				re-calculated excluding these properties.
●	BFPI 001: Number of people in bed & breakfast accommodation [SS&H]	4		10	Target exceeded
●	BV 184 (a) The proportion of Bracknell Forest dwellings which are non-decent at the start of the financial year [SS&H]	36% (49%)		37% by Year end	
Annual indicators					
17 ●	BV 184 (b) The percentage change in proportion of non-decent Bracknell Forest dwellings between the start and the end of the financial year [SS&H]	12% (16%)		10%	
●	BFPI 075: satisfaction of council tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord (% very/fairly satisfied) [SS&H]	68.5% (49%)			This result was taken in Jan 2006 from the newly formed tenant's sounding board and represents an improvement since the last survey.
MTO 3: To provide a safe framework for developing the Community					
Quarterly indicators					
○	BV 2 (a) The level (if any) of the Equality Standard for Local Government to which the authority conforms [CEX]	Level 2	Level 2	2	
○	BV 2 (b) The duty to promote race equality checklist score [CEX]	89% (68%)		100%	Representing 17/19.
●	BFPI 035(a) By when (mm, yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time? [CEX]	Complete (n/a)		Review undertaken	

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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
●	BFPI 035 (b) If a review of the community strategy was scheduled for this year was it completed on time? [CEX]	Yes (n/a)		On time	
N/A (Amended indicator 2005/06)	BV 225 The provision and effectiveness of Bracknell Forest services to victims of domestic violence and of actions to prevent domestic violence expressed as a percentage against an action checklist [SS&H]	36.4% (n/a-new)			BWA expect open their new premises soon. DV Co-ordinator to be appointed within the next quarter.
Annual indicators					
●	BV 156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people [CS&R]	28.5% (18.6%)		20%	
18 N/A	CC01: Percentage of people who feel that their local area is a place where people from different backgrounds can get on well together [CS&R]	n/a (n/a)		n/a	The base data from the 2003 survey was 52.9%. There is currently no target set for this indicator. The next survey takes place towards the end of 2006 after which a more up to date figure will be available.
MTO 4: To improve art, culture, sport and recreation provision within the Borough					
Quarterly indicators					
●	BV 220 Compliance against the accessibility of public library service standards (PLSS) over the financial year expressed as a number between 1 & 4 [ECS&L]	4 (new)		4	This target has been achieved. BFBC Libraries now meet 9 out of the 10 PLSS standards, achieving a maximum score of 4 on the BV220 indicator
●	BFPI 140: To minimise net expenditure by optimising income levels in Leisure. [En&L]	£1,871,000	£8,353,000	7,829,000	Excellent overall performance.

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(to indicate the overall level of performance)

<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
		(£1,762,000)	(£7,822,000)		The highest income figure ever achieved. Note income figure is net of VAT. Actual income achieved significantly higher.
●	BFPI 045: Number of customer visits/contacts to leisure facilities and sports development (excluding Easthampstead Park Conference Centre. [En&L])	508,742 (414,525)	2,232,279 (1,590,841)	2,130,000	Total performance better than forecast with strong performance at The Look Out and Bracknell Leisure Centre.
Annual indicators					
19	● BFPI 035: Percentage of schools where more than 5% of pupils receive instrumental tuition [ECS&L]		89% (78%)	100%	
MTO 5: To work with partners to improve health provision within the Borough					
Quarterly indicators					
●	BFPI 060: The number of schools achieving bronze, silver or gold awards under the Healthy Schools Standard. [ECS&L]	N/A (New scheme now in place)	Bronze 10 Silver 5 Gold 23	All schools to reach Silver standard by 2005	In terms of achieving Gold status our schools were ahead of all other Berkshire unitaries, Progress in moving from bronze to silver status was overtaken by the decision (taken in September 2005) to replace the Berkshire scheme with the National Healthy Schools Standards (NHSS) which came into effect in January 2006.
○	BFPI 055: To undertake a risk based inspections programme of local food outlets for food safety [En&L]	115 (202)	330 (445)	381	Target revised to 465. Target receives annual adjustment to account for ongoing database review to ensure all inspections due are captured in the

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					programme. Shortfall in performance caused by prolonged period of vacancies and staff illness. 49 low risk premises were subject to alternative intervention strategies which included mail shots and newsletters
●	BFPI 057: To undertake a risk based inspections programme of local food outlets for food standards [En&L]	149 (n/a)	214 (n/a)	275	149 inspections carried out. 40 premises due for inspection had closed therefore reducing target to 235. 108 premises were programmed to be risk rated and brought into next year's programme. 55 premises were rated.
20 ○	BFPI 060: To undertake a risk based inspection programme for health and safety [En&L]	55 (74)	69 (124)	50	Target now 101. Target receives annual adjustment to account for ongoing database review to ensure all inspections are captured in programme. Performance of 69 includes alternative intervention strategies, 17 low risk premises which include mail shots and newsletters. Shortfall in performance caused by prolonged period of vacancies and staff illness
●	BV 198: the number of problem drug misusers in treatment per thousand head of population aged 15-44. [SS&H]	2.26 Clients (2.46 per 1,000)		121 clients	(Figs to Feb 06 the most up to date available) When up to date figures arrive it is expected that we will reach our target.

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Annual indicators					
21	<ul style="list-style-type: none"> BV 197 The percentage change in the number of conceptions amongst 15-17 year olds per 1,000 population compared to the last calendar year [ECS&L] 		-19.3% (31.8%)	-20.5%	Bracknell Forest has achieved a decrease in under-18 conception rates of 30.7% since 1998. The 'traffic light' assessment rating for progress towards reducing the rate is GREEN, as rates have fallen by more than 15% from 1998 to 2004. This means that the strategy has already met the 2004 interim reduction target of 10% (2004 figures to be published February 2006) and is on track to meet the 2010 trajectory.
	<ul style="list-style-type: none"> PAF C19 Health of looked-after children. Percentage of children looked after who had their dental and health checks [ECS&L] 		86.2% (79%)	85%	OC2 return submitted 30/11/05 for period 01/10/04 – 30/09/05. This equated to 41/47 children having dental checks and 40/47 children having had Health Assessments during the year. This shows improving performance year-on-year.
MTO 6: To work with the Voluntary Sector to improve outcomes for vulnerable groups					
Quarterly indicators					
	<ul style="list-style-type: none"> BFPI 040: To have in place and monitor a service level agreement that aligns the work of the voluntary sector with the Community Plan ambitions [CEX] 	Service level agreement in place and being monitored			
MTO 7: To raise achievement in schools					
Quarterly indicators					

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●	BFPI 048: % of schools maintained by the LEA – subject to special measures (formerly BVPI 48, deleted from 2005/06) [ECS&L]	0% no schools in special measures (0%)		0%	
●	BFPI 075: % schools judged as satisfactory or better in inspection by Ofsted [ECS&L]	100% (100%)		100%	
Annual indicators					
●	BV 50 PAF A2 The percentage of young people leaving care aged 16 or over with at least one GCSE at grades A*-G or General National Vocational Qualification (GNVQ) within the financial year [ECS&L]	71.4% (40%)		60%	
22 ●	PAF C24 Children looked after absent from school. Percentage of school aged children, who were looked after by Bracknell Forest continuously for 12 months, who missed 25+ school days in the year [ECS&L]	16.7% (23.5%)		20%	OC2 return submitted 30/11/05 for period 01/10/04 - 30/09/05. This equates to 6 out of 38 children being absent from school for 25 days or more. This shows improving performance year on year.
○	BV 38: % of 15 year old pupils in schools maintained by the LEA achieving five or more GCSEs at grades A*-C or equivalent. [ECS&L]	54.5% (52.4%)		57%	Annual data relating to summer 2005 examinations. Target for 04/05 academic year.
●	BV 39: % of 15 year old pupils in schools maintained by the LEA achieving 5 GCSEs or equivalent at grades A*-G including Maths and English [ECS&L]	94% (94.3%)		96%	Annual data relating to summer 2005 examinations. Target for 04/05 academic year.
○	BV 40: % of pupils in schools maintained by the LEA achieving Level 4 or above in Key Stage 2 Mathematics test [ECS&L]	77% (76%)		83%	Annual data relating to summer 2005 examinations. Target for 04/05 academic

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					year.
●	BV 41: % of pupils in schools maintained by the LEA achieving Level 4 or above in Key Stage 2 English test [ECS&L]	82% (83%)		84%	Annual data relating to summer 2005 examinations. Target for 04/05 academic year.
●	BV 181: % of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key Stage 3 test in: (a) English, (b) Maths, (c) Science, and (d) ICT assessment [ECS&L]	(a) 82% (77%) (b) 79% (77%) (c) 77% (70%) (d) 65% (69%)		80% 80% 80% 79%	Annual data relating to summer 2005 examinations. Target for 04/05 academic year. More robust teacher assessments
23 ●	BV 194: % of pupils achieving Level 5 or above in Key Stage 2 English and Maths (new BVPI in 2003/04) [ECS&L]	English 30% (28%) Maths 33% (31%)		39% 38%	Annual data relating to summer 2005 examinations. Target for 04/05 academic year.
n/a	BV 46: % of half days missed due to total absence in primary schools maintained by the local education authority [ECS&L]	(5.1%)		4.9%	No additional data this quarter. Data published annually during autumn term for previous academic year.
n/a	BFPI 080: % attendance of primary school pupils [ECS&L]	(94.9%)		95.1%	Data for 04/05 academic year.
n/a	BV 45: % of half days missed due to total absence in secondary schools maintained by the LEA. [ECS&L]	(7.1%)		7.3%	No additional data this quarter. Data published annually during autumn term for previous academic year.
n/a	BFPI 085: % attendance of secondary school pupils [ECS&L]	(92.9%)		92.7%	Data for 04/05 academic year.

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					year.
●	BFPI 044: Number of permanently excluded pupils during the year from all schools maintained by the LEA per 1000 pupils at all maintained schools [ECS&L] (formerly BVPI 44, deleted 05/06))	0.6	2.8 (2.37)	2.5	
MTO 8: To review the provision of school places in Bracknell					
Quarterly indicators					
N/A	BFPI 095: % three year olds in education [ECS&L] (formerly BVPI 30, deleted from 03/04)		81% (n/a-new)	New definition – no target set	
Annual indicators					
24	● BFPI 045: Surplus places - primary [ECS&L]		12.4% (N/A – revised)	12%	Annual data relating to 2004/05 academic year. Calculated as per DfES Annual Surplus Places Return. Definition not comparable with previous BVPI. Updated data available August 2006. Capacity of Fox Hill Primary school reduced significantly in Sept. 2005
MTO 9: To increase participation in adult learning to increase basic skills for employment					
Quarterly indicators					
●	BFPI 050: LLP 5-year plan published [ECS&L]		Planning framework completed June 2005	Draft available for consultation October	New LLP Task Groups will now be formed to further advance planning following progress with Town Centre Regeneration and outcome of funding review of

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				2005. Published Dec. 2005.	adult learning.
n/a	BFPI 005: No. of new and specialist training opportunities established to support Town Centre Regeneration [ECS&L]	N/A	N/A		"Grow Our Own" project funding from SEEDA will enable the framework to be translated into a costed Business Plan by December 2006.
Annual indicators					
25	• BFPI 055: Engagement of new learners (those not learning in last two years) (Academic year target) [ECS&L]	Provisional data for Autumn term 2005 lists 1092 learners from 1982 enrolments Provisional data for Spring term 2006 lists 960 learners from 1764 enrolments		Provisional target of 1850 learners agreed with LSC	MIS capability was available from Sept. 2005. Analysis will follow validation of this provisional date. Performance for the year is good
MTO 10: To achieve a better match of Special Education provision to need					
Quarterly indicators					
•	BV 43(b) Percentage of proposed statements of Special Educational Need issued by the authority in the financial year and prepared within 18 weeks including 'exceptions' [ECS&L]		96% (96%)	95%	
MTO 11: To create and maintain a quality environment					
Quarterly indicators					
•	BV 82 (a) (i) Percentage of household waste arisings which have been sent by Bracknell Forest for recycling [En&L]	21.53% (n/a)	18.5% (n/a)	17%	This target exceeded plus statutory government target for recycling and composting exceeded helped by increase of

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					65% in kerbside recycling connection due to new kerbside vehicles and high profile communications campaign.
●	BV 82 (b) Percentage of household waste sent by Bracknell Forest for composting or treatment by anaerobic digestion [En&L]	5.56% (n/a)	9.27% (n/a)	10%	Dry summer and long cold dry winter has reduced amount of garden waste available for collection.
●	BV 82 (d) (i) Percentage of household arisings which have been landfilled in the financial year [En&L]	27.09% (n/a)	72.04% (n/a)	73%	8% decrease in amount of waste landfilled over previous year due to increased recycling.
○	BFPI 052: To undertake a risk based inspection programme for all authorised processes under the provisions of the Environmental Protection Act 1990 [En&L]	8 (8)	26 (34)	26	Achieved.
26 ○	BV 218 (a) Percentage of new reports of abandoned vehicles investigated within 24 hours of notification during the current financial year [En&L]	n/a (n/a-new)	71% (n/a-new)	80%	Data has been calculated manually as computer software will not have the capability until 3rd quarter of 2006/07. As data not reported regularly in previous quarter, cannot supply progress this quarter. Overall performance figure provided.
○	BV 218 (b) Percentage of abandoned vehicles removed within 24 hours from the point at which Bracknell Forest is legally entitled to remove the vehicle [En&L]	n/a (n/a-new)	63% (n/a-new)	85%	Data has been calculated manually as computer software will not have the capability until 3rd quarter of 2006/07. As data not reported regularly in previous quarter, cannot supply progress this quarter. Overall performance figure provided.
MTO 12: To develop and implement transport policies that improve movement and maintenance					

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Annual indicators					
●	BFPI 150: Annual Progress Report on Transport [En&L]	Completed July 2005	Submitted July 05	100%	Submitted on time and well received.
●	BFPI 010: % of schools with a travel plan [ECSL]	7 completed during 2005/06 (19%) Cumulative total is 21 schools out of 38 (55%)		35%	N.B calculation is based on Local Authority maintained schools only.
MTO 13: To improve outcomes for Children					
Annual indicators					
27	n/a	BV 161 PAF A4 The percentage of those children who were looked after on 1 April in their 17 th year (aged 16) were engaged in education, training or employment at the age of 19 to the percentage of young people in the population who were engaged in education, training or employment at the age of 19. [ECS&L]	(0.49%)	0.5%	2004/05 outturn and targets shown. Final outturn for 2005/06 will be available next quarter.
	n/a	BV 162 PAF C20 The percentage of child protection cases which were reviewed regularly out of those cases which should have been reviewed during the financial year [ECS&L]	(100%)	100%	2004/05 outturn and targets shown. Final outturn for 2005/06 will be available next quarter.
	n/a	BV 163 PAF C23 The number of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as a percentage of the number of children looked after at 31 March who had been looked after for 6 months or more on that day [ECS&L]	(9.1%)	5%	2004/05 outturn and targets shown. Final outturn for 2005/06 will be available next quarter.
MTO 14: To improve outcomes for older people					

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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
Quarterly indicators					
●	BV 54 PAF C32 Older people helped to live at home per 1,000 population aged 65 or over in the current financial year [SS&H]	66 (estimate) (n/a)		70	Subject to completion of end of year statutory returns
●	PAF AO/ D41 The number of people aged 75 or over in an acute hospital bed whose hospital discharge is delayed, adapted to include community beds [SS&H]	23.73 (5)		20	
●	PAF AO/C26 Admissions of older people to residential/nursing care per 1,000 population aged 65+ [SS&H]	77.14 (n/a)		94	A lower figure for admissions reflects good practice. Final outturn will be provided following completion of end of year statutory returns.
Annual indicators					
●	BV 53 PAF C28 Households receiving intensive home care per 1,000 population aged 65 or over within the financial year [SS&H]	11.45 (10.68)		11	Currently band 3. Band 4 starts at 12. As this is per 1,000 population aged 65+, current performance is very good, given the level of needs in Bracknell-Forest. Final outturn will be provided following completion of end of year statutory returns.
MTO 15: To maintain and enhance quality and extend access to all services					
Quarterly indicators					
N/A	BV 3 Citizens satisfied with the overall service provided [CEX]	(60% in 2003)		-	
N/A	BV 4 Percentage of complainants satisfied with the handling of their complaint [CEX]	(30% in 2003)		-	

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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
●	BFPI 050: LPSA 2 negotiated [CEX]	Complete (n/a)		LPSA 2 signed during 2005	
○	BFPI 070: External Communications Strategy in place [CEX]	Complete		Complete	
●	BV 8 The percentage of invoices for commercial goods and services over the financial year paid by the authority within 30 days of receipt or within agreed payment terms [CS&R]	93% (93%)		95%	Last quarter's figure = 93%. Performance has dipped during the year when the Agresso system has been down during the SP4 and SP5 upgrades. Apart from these two instances performance has been around the target level.
●	BV 9 The percentage of council tax collected by the authority in the financial year [CS&R]	97.3% (97.75%)		97.6%	Last quarter's figure = 85.37%. Council Tax collection was higher than expected in spite of the replacement of the computer system in July 05, which prevented any recovery notices being sent in July and August 05.
●	BV 10 The percentage of non-domestic rates due for the financial year which were received by the authority [CS&R]	98.8% (98.7%)		99.1%	Last quarter's figure = 90.56%. Business Rates collection was less than the target due to some late bills being issued in March 06 for recently occupied properties, which remained unpaid as at 31 March 06.
●	BV 157 The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery over the financial year [CS&R]	100% (76%)		100%	The target has successfully been met. IEG requirements met as of 3 rd April

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●	BFPI 080: Telephone calls answered within 5 rings [CS&R]	78.9% (75.6%)		80%	In 2005/6, 78.9% of telephone calls were answered within 5 rings, and 88.1% within 10 rings. Mondays are always busy, with the availability of Customer Services Advisors not able to satisfy customer demand.
●	BFPI 085: Enquiries resolved at first point of contact, whether by telephone, reception or email [CS&R]	90% (85.1%)		80%	Almost 90% of enquiries handled by Customer Services were resolved at the first point of contact during 2005/6.
●	BV 109 (a) Percentage of major applications determined within 13 weeks [En&L]	69.2% (75%)	76% (60%)	60%	Target exceeded
●	BV 109 (b) Percentage of minor applications determined within 8 weeks [En&L]	73.2% (83%)	74% (67%)	65%	Target exceeded
●	BV 109 (c) Percentage of other applications determined within 8 weeks [En&L]	91.9% (90%)	88% (85%)	80%	Target exceeded
●	BV 179 The percentage of standard searches carried out in 10 working days measured during the current financial year [En&L]	100% (99.8%)	99.86% (99.7%)	98%	Target exceeded
○	BV 78 (a) The average processing time taken (number of calendar days) for all new Housing Benefit and Council Tax claims submitted to Bracknell Forest for which the date of decision is within the financial year [SS&H]	68.2 (estimate) (31)		30	Issues with management reporting are distorting this figure. More work needs to be manually undertaken to review this reported figure. There are also a number of vacant posts and there has been a slight increase in workload. To address

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					this issue vacant posts have been backfilled and a performance management framework has been introduced.
○	BV 78b Speed of processing benefits – average time for processing notifications of changes in circumstance [SS&H]		25.18 (estimate) (9)	8	Issues with management reporting are distorting this figure. More work needs to be manually undertaken to review this reported figure. There are also a number of vacant posts and there has been a slight increase in workload. To address this issue vacant posts have been backfilled and a performance management framework has been introduced.
Annual indicators					
●	BV 11a) the percentage of top 5% earners that are women [CS&R]		34.29% (33.84%)	32%	
●	BV 11b) the percentage of top 5% earners from black and minority ethnic communities [CS&R]		7.18% provisional to be confirmed (n/a - indicator definition revised)	6.95%	
●	BV 16 (i) the percentage of employees meeting the DDA disability definition [CS&R]		0.9% provisional to be confirmed (0.53%)	0.8%	
●	BV 17 (i) the percentage of employees from minority ethnic communities [CS&R]		2.98% provisional to be confirmed (1.9%)	2%	

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●	LPI 1: Percentage of Supporting People service reviews completed [SS&H]	100% (n/a)		100%	
◐	KPI 1: Service users who are supported to establish and maintain independent living through Supporting People [SS&H]	887		Developing different target for each client group	Snapshot as at 01/04/06. Floating Support figures only represent capacity at any one time. The actual amount of clients passing through these services is not represented.

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Development Initiatives

<i>Performance</i>	<i>Key Indicator</i>	<i>Interpretation of performance/ remedial action</i>
	LPSA 1 targets	The final grant claim for £670,000 will be submitted shortly.
	LPSA 2 targets	Ten targets for LPSA2 have been successfully negotiated with Government. The pump priming money to support these should be with the Council by end of May/ early June.

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	Complaints	Progress this quarter	Progress to date	Interpretation of performance/ remedial action
-	Education, Children Services & Libraries	Total = 5 Stage 1 = 1 Stage 2 = 3 Stage 3 = 1 Ombudsman = 0	Total = 41 Stage 1 = 11 Stage 2 = 22 Stage 3 = 4 Ombudm'n = 4	
-	Social Services	Total = 11 Stage 1 = 10 Stage 2 = 0 Stage 3 = 0 Ombudsman = 1	Total = 50 Stage 1 = 42 Stage 2 = 3 Stage 3 = 2 Ombudsman = 3	
-	Environment & Leisure	Total = 6 Stage 1 = 5 Stage 2 = 0 Stage 3 = 0 Ombudsman = 1	Total = 21 Stage 1 = 13 Stage 2 = 2 Stage 3 = 0 Ombudsman = 6	Complaints mainly relate to dissatisfaction with either planning decisions or parts of the process.
-	Corporate Services/ Chief Executives	Total = 0 Stage 1 = 0 Stage 2 = 0 Stage 3 = 0 Ombdsm'n = 0	Total = 0 Stage 1 = 0 Stage 2 = 0 Stage 3 = 0 Ombdsm'n = 0	

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	External inspections	<i>Progress to date</i>	<i>Interpretation of performance/ remedial action</i>
-	-	None reported this quarter	

Corporate Health

Details of performance for the revenue budget (forecast over/underspend) and the capital programme are not included in this Corporate Performance & Overview Report as they are already included in a report on Finance which is being received by Executive at the same time.

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	Audits with limited or no assurance opinions		
-	Education, Childrens Services & Libraries	0	None this quarter
-	Social Services & Housing	0	None this quarter
-	Environment & Leisure	0	There were no audits issued with limited or no assurance this quarter.
-	Corporate Services & Resources	2	There were 2 audits within Corporate Service and Resources within this category during the fourth quarter of 2005/06. 1. Pericles – Council tax and Housing Benefits System and Windows operating system audit – access rights on the version used at the time of audit have subsequently been updated therefore weaknesses addressed; issues regarding IT access controls on the operating system. 2. Agresso Operating System – actual Agresso operating system satisfactory but the operating system audit is limited for the same reason noted with regards to Pericles above, i.e. access controls (Report not yet finalised)
-	Chief Executive's Office	0	None this quarter

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	Sickness levels (The Employers Organisation for the SE 04/05 is 8.9 days and Bracknell Forest 05/06 was 7.85 days)	Days per FTE	Projected days per fte unless stated	Interpretation of performance / remedial action
-	Education, Childrens Services & Libraries	1.37	11.24	Figures include Long Term Sickness: Children & Families (SC) 3, Strategy, Support & Resources 2, Libraries & Information 2, Youth Service 2 and Pupil Referral Service 2.
-	Social Services & Housing	3.82	10.72	Since September 2005 the absence reporting has been completed electronically, this coincides with an increase in the absence reported, possibly indicating that we are now getting a more complete picture. Having identified the increase in Short Term Sickness, in order to reverse this development, a new return to work form and absence monitoring escalation plan has been developed and will be implemented
-	Environment & Leisure	2.15	7.50	The above includes 6 employees on long term sick (20 days and over). The total number of days long term sick for the department is 255 with reasons for absence being 5 operations and 1 maternity related absence. The total number of days leave for was 3249 days for 05/06 in comparison to 3576 days in 04/05. The average number of days per employee was 7.50 in 2005/6 in comparison to 8.68 in 2004/5.
-	Corporate Services & Resources	2.50	8.90	The department's management team continues to track sickness levels across the department and take action to resolve where possible.
-	Chief Executive's Office	0.41	3.28	
	Staff turnover (2005/06 turnover for Council is 13.6%, 2004/05 average turnover for SE LA's 04/05 is 15.6%, excluding schools)	Turnover for 4 th Qtr	Turnover for 12 months preceding 31 March 2006	Interpretation of performance / remedial action
-	Education, Childrens Services & Libraries	2.02%	13.53%	Improvement since last quarter.
-	Social Services &	3.64%	14.3%	The turnover figure for this 3rd quarter has remained stable with an increase of only 0.04%.

Key :

● = good performance/ low risk, ○ = satisfactory performance/ medium risk, ○ = poor performance / high risk
(to indicate the overall level of performance)

	Housing			The annual rolling figure also remained stable with a decrease of 0.4% A significant decrease of 5.99% on the previous year.
-	Environment & Leisure	4.25%	16.45%	In total there have been 23 leavers which include one redundancy, two retirements and two related to capability issues.
-	Corporate Services & Resources	4.85%	10.91%	Staff turnover within Corporate Services and Resources for the Quarter ending 31 March 2006 was 4.85%. This is higher than the previous quarter's figure (1.52%) but is broadly in line with the departmental figure for the same period in the previous financial year (5.20%). The annual average turnover rate for the department at the end of the quarter is higher than the figure for the previous quarter (10.30%) but continues to run lower than both the 2004/05 averages for both the Council (15.9%) and Local Authorities within the South East (13.8%).
-	Chief Executives Office	0%	14.29%	

Key :

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(to indicate the overall level of performance)

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OVERVIEW & SCRUTINY COMMISSION 20 JULY 2006

IMPLEMENTING THE BEST VALUE REVIEW OF TRANSPORT PROVIDED BY THE COUNCIL (Borough Treasurer)

1. INTRODUCTION

- 1.1 In January 2005 the Executive approved in principle the recommendations arising from the Best Value Review of Transport Provided by the Council, subject to a more detailed feasibility study on the work necessary to establish a centralised transport unit. This report updates the Overview and Scrutiny Commission on the progress that has been made to date.

2. SUGGESTED ACTION

- 2.1 **That the Overview & Scrutiny Commission comment on the action that has been taken and that which is planned over the next 12 months.**

3. SUPPORTING INFORMATION

Findings and Recommendations

- 3.1 The Review identified the following main findings;
- a) The delivery and management of transport across the Council is fragmented
 - b) Generally, users of the service have high levels of satisfaction with the service provided
 - c) The service is being delivered in a very inefficient way with a significant amount of duplication and waste in the journeys being funded by the Council
 - d) There is potential for delivering the service in partnership with other organisations
 - e) The service is not commissioned or delivered in a cost effective way, and
 - f) The Council's transport fleet could be procured and maintained more cost effectively.
- 3.2 As a result of these findings, five recommendations were put forward by the review team:
1. Set up an integrated, centralised transport unit for the whole Council
 2. Develop a policy for transport provided by the Council
 3. Review all contracting and procurement arrangements related to transport provided by the Council
 4. Set up a forum/partnership of all transport stakeholders, and
 5. Develop, measure and regularly monitor performance indicators related to transport provided by the Council.
- 3.3 The review concluded that implementation of these recommendations in full would not only result in an improved, less fragmented and more effective service but would also result in substantial revenue savings. In order to start the process of implementing the recommendations of the review a Transport Manager was recruited

in September 2005 to carry out a feasibility study outlining the work necessary to establish a centralised transport unit and to begin work on recommendations 2, 3 and 4 of the best value review.

- 3.4 Following the appointment of the Transport Manager the implementation plan fell into three further phases:

September 2005 – August 2006

Carry out a feasibility study outlining the work necessary to put in place an integrated transport unit, rationalising transport routes, reviewing the delivery or procurement of new routes and developing joint working arrangements with other organisations and partners.

September 2006 – September 2007

Set up an integrated transport unit, if the study confirms the best value review recommendation. Deliver remaining actions identified in the implementation plan and maximise savings.

September 2007

Post implementation review of effectiveness of the role of the Transport Manager and unit and report back to the Executive. Final structure of unit and service put in place.

Progress To Date

- 3.5 Damian James was appointed to the position of Head of Transport Provision in September 2005. During the first nine months the main focus of activity has been to engage with transport stakeholders to obtain a comprehensive understanding of the way in which services are currently provided and to begin to assess the potential benefits of establishing an integrated transport unit. This has resulted in:

- a) The establishment of a Transport User Group, involving all major transport users across the Council. The group is being used to collect data/information about existing transport arrangements and report progress back to their respective departments. It is also capable of being extended to include partner organisations in the future.
- b) The production of work flow patterns for transport processes within each department.
- c) Initial assessment of routing and scheduling software packages available to maximise potential financial savings. This software is desirable given the volume and complexity of travel within the Council.
- d) Benchmarking visits to those authorities that have established integrated transport units. These have included Norfolk County Council, Southampton City Council and Gloucestershire County Council.
- e) Discussions with other Berkshire authorities via the inter authority education transport group and the Royal Berkshire Ambulance Trust to establish the scope for collaborative working.
- f) Ongoing negotiations with contractors to improve the utilisation of depot facilities resulting in some potential increased income.

- 3.6 In addition to the above the Council's Strategic Procurement Group has conducted a detailed analysis of the Council's expenditure to identify the larger spend areas not currently addressed by corporate or departmental contracts. This together with departmental suggestions has identified a number of topics which were further considered in terms of volume of spend, number of suppliers and invoices, business impact and savings potential. This analysis identified expenditure of £2.1m on taxi,

minibus and coach services, including home to school transport, delivered by 18 different suppliers and generating nearly 2,000 invoices per annum. In addition to this expenditure on vehicle purchase and leasing identified further expenditure of £1.4m. Based on this analysis and building on the work already undertaken by the Head of Transport Provision, Corporate Management Team agreed, on 8 February 2006, that these two areas should form a major component of the Council's corporate contract programme in 2006/07. These have now been included in Department's Service Plan for 2006/07 as Key Actions and will, therefore, be monitored and reported at three monthly intervals through the Quarterly Operations Reports.

Financial Implications

- 3.7 The report to the Executive in January 2005 anticipated the following costs and savings on an incremental basis:

	2005/06 £000	2006/07 £000	2007/08 £000
Total Savings	-100	-150	-100
Total Costs	50	20	20
Net Savings	-50	-130	-80

- 3.8 A review of home to school transport contracts has identified efficiency savings of £100,000 in 2005/06 and £130,000 in 2006/07. These have been included in the Education, Children's Services and Libraries budget proposals for these two years.

- 3.9 The costs in 2005/06 provided for the appointment of the Head of Transport Provision part way through the financial year (£25,000), together with set up costs which were predominantly the purchase or routing and scheduling software (£25,000). The software is being evaluated by the TUG and has yet to be purchased so the one off cost has been deferred until 2006/07. In addition to this the current Fleet Manager is due to retire in June 2006. He will not be replaced and his duties will be subsumed by the Head of Transport Provision. This will reduce the additional cost of this latter post from £50,000 per annum to £10,000 per annum. Whilst this will inevitably impact upon the capacity of the Head of Transport Provision to deliver the full range of recommendations arising from the Best Value Review of Transport Provided by the Council within the original timescales it not expected to affect the achievement of future savings delivered via the corporate contracts programme. These latest developments result in the following changes to the savings profile:

	2005/06 £000	2006/07 £000	2007/08 £000
Original Net Savings Target	-50	-130	-80
Defer Purchase of Routing and Scheduling Software	-25	+25	-

Retirement of Fleet Manager	-	-30	-10
Revised Net Savings Target	-75	-135	-90

- 3.10 The savings for 2005/06 and 2006/07 have been incorporated within the Council's revenue budget, whilst those for 2007/08 are still to be realised. Given the total spend on taxi, minibus and coach services, together with vehicle purchase and leasing a savings target of £80,000 (or 2.3% of total spend) is considered to be achievable. The provisional programme included in the Department's Service Plan is for corporate contracts for vehicle purchase and leasing to be in place by December 2006, with taxi, minibus and coach services, including home to school transport, being implemented from September 2007 to coincide with the expiry of existing contracts and the start of a new school year. The latter is, however, highly dependent upon existing contractual arrangements and an incremental approach may, therefore, be the most desirable approach in order to achieve some savings in the shorter term.

Next Steps

- 3.11 The Head of Transport Provision has been in post for approximately nine months and much of the initial work has now been completed in order to finalise the feasibility study into the establishment of an integrated transport unit by the end of August 2006. If approved, the unit would become the transport service provider for the Council enabling non-transport professionals to concentrate on their primary role of delivering services to clients and eliminate many of the inefficiencies identified in the Best Value Review.
- 3.12 At the same time a number of organisational changes have been put into place which result in the Head of Transport now reporting to the Borough Treasurer, via the Head of Finance, in accordance with proposals approved by the Executive in January 2006 for the recruitment of a Director of Corporate and an enhanced role for the Borough Treasurer focusing on the "resources" elements of the department including finance, information technology, property and transport. This will ensure that the clear synergies and scope for closer integration, with the corporate procurement team in particular, are realised and that the savings anticipated in the Best Value Review of Transport are delivered.
- 3.13 Progress against these key objectives will be reported regularly through the Quarterly Operations Reports.

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OVERVIEW AND SCRUTINY COMMISSION 20 JULY 2006

AUDIT COMMITTEES – CURRENT DEVELOPMENTS (Borough Treasurer)

1 BACKGROUND

- 1.1 Local authorities are not obliged to have a separate Audit Committee. Such Committees are, however, increasingly seen as good practice and are also gaining prominence through the requirements of the Comprehensive Performance Assessment (CPA) to have an independent forum to receive reports on the progress of Internal Audit and External Audit.
- 1.2 The Chartered Institute of Public Finance and Accountancy, in its publication “Audit Committees – Practical Guidance for Local Authorities” (2005), comes down in favour of an independent Audit Committee, though it acknowledges that other approaches are valid.
- 1.3 This paper reviews the Council’s existing arrangements, considers the advantages and disadvantages of Audit Committees and identifies an alternative approach.

2 SUGGESTED ACTION

- 2.1 **That the Overview and Scrutiny Commission notes developments around Audit Committees within local government and considers whether any change to Bracknell Forest’s existing arrangements would be desirable.**

3 SUPPORTING INFORMATION

Current Arrangements

- 3.1. The importance of a Member forum to consider audit related issues is recognised. This role is carried out by the Overview & Scrutiny Commission (although not specifically recognised in its terms of reference) the main advantages of which are considered to be:
 - Members of the Commission are familiar with the scrutiny function and can apply these skills to audit and governance issues
 - The Commission is an established Member group, with set dates and support from Democratic Services and other officers
 - Audit and governance issues are discussed in a public arena
- 3.2 The disadvantages are:
 - Audit and governance issues are only part of the remit and could potentially get little attention.
 - After 2006 it is likely that the Council will need a member group with “audit and governance issues as the principal responsibility in its terms of reference” to sustain the current score of 3 (out of 4) in the CPA Use of Resources judgement.

Audit Committees

- 3.3 The publication “Audit Committees – Practical Guidance for Local Authorities” notes that less than half of local authorities have Audit Committees but, elsewhere in the public sector, Audit Committees are required (for example all NHS Boards have been required to have an Audit Committee since 1994). They are also increasingly common in the private sector.
- 3.4 The underlying aim is to improve an organisation’s governance arrangements and CIPFA contends that an independent Audit Committee achieves this and provides greater transparency than any other arrangement. CIPFA also argues that any Audit Committee should be independent from the scrutiny function. The role of scrutiny is to review and challenge both policy decisions and individual decisions made. The role of the Audit Committee is to provide independent assurance that controls are in place and operating effectively.
- 3.5 CIPFA asserts that the Audit Committee could, and probably should, examine the scrutiny function to ensure that it is operating effectively. It cannot carry out this function effectively (and, more importantly, be seen to do it independently and effectively) if it is itself part of the scrutiny function. CIPFA feels that the Audit Committee should report to Full Council. This reinforces its independence from both the executive and scrutiny functions.
- 3.6 CIPFA’s reasons for recommending the independent Audit Committee approach also include: -
- A separate Audit Committee highlights the independence of the audit function
 - It can provide additional assurance to the Borough Treasurer that systems of internal control are effective
 - It gives Internal and External Audit more authority and makes implementation of audit recommendations more likely
 - It should be well placed to ensure co-ordination of the audit and inspection functions, eliminating any unnecessary duplication
- 3.7 The main disadvantages of a separate Audit Committee are the practical ones created by extra and regular meetings which would need to take account of existing Member commitments and the need for officer support.

Alternative Approaches

- 3.8 A refinement of the Audit Committee approach would be an Audit Working Group (which could operate as a Panel reporting to Overview and Scrutiny). This could be small and specialist. Such a Group could be set up as a Member/Officer working group and need not be a public meeting. This has advantages, in that it would not be appropriate to discuss current frauds or irregularities in public.
- 3.9 In this private forum, Members could question Officers more closely, for example, about failures to implement audit recommendations. Equally, they can challenge auditors about the practicality and reasonableness of their recommendations.
- 3.10 An Audit Working Group can also demonstrate its independence further by having an independent Chairman (e.g. an academic or businessperson with relevant knowledge and experience) whilst any Committee of the Council must be chaired by an elected Councillor. An Audit Working Group would, of course, have to report to an official

Committee of the Council (e.g. Council, the Executive or the Overview and Scrutiny Commission).

- 3.11 A disadvantage of the Working Group approach is that its small size may preclude Members, particularly from smaller opposition Groups, from attending. This can cause concern that key governance work is being done in private and important decisions could be made privately. One answer to this is to allow a single representative of any smaller political group, which is not represented formally on the Group, to attend the meetings as an observer.
- 3.12 Another disadvantage of the Working Group approach is that Democratic Services are less likely to be able to find the capacity to service an 'unofficial' Group and it is yet another meeting for Officers to support and for Members to fit in to their diaries.

Summary

- 3.13 There are perceived disadvantages to combining the scrutiny and Audit Committee roles and a separate Audit Committee is now considered to be best practice. The Council's current arrangements, however, have been working reasonably effectively and setting up a separate Audit Committee could strain the capacity of both Members and Officers.
- 3.14 If the status quo is the preferred option, it is suggested that the Overview and Scrutiny Commission's Terms of Reference be amended to include specific references to audit and governance issues.

Background Papers

Audit Committees – Practical Guidance for Local Authorities (CIPFA 2005)
Key Lines of Enquiry for Use of Resources (Audit Commission April 2006)

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