

## **NOTICE OF MEETING**

### **Overview and Scrutiny Commission**

**Thursday 20 March 2014, 7.30 pm**

**Council Chamber, Fourth Floor, Easthampstead House, Bracknell**

### **To: OVERVIEW AND SCRUTINY COMMISSION**

Councillor Leake (Chairman), Councillor Angell (Vice-Chairman), Councillors Baily, Mrs Birch, Ms Brown, Finnie, Gbadebo, Harrison, Heydon, Mrs McCracken, McLean, Sargeant and Virgo

#### **Church Representative Members** (Voting in respect of education matters only)

Reverend Cannon N Parish and One Vacancy

#### **Parent Governor Representative Members** (Voting in respect of education matters only)

Mr R Briscoe and One Vacancy

#### **cc: Substitute Members of the Commission**

Councillors Allen, Kensall, Ms Miller, Mrs Pile, Mrs Temperton and Worrall

ALISON SANDERS  
Director of Corporate Services

### **EMERGENCY EVACUATION INSTRUCTIONS**

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Published: 11 March 2014



**Overview and Scrutiny Commission**  
**Thursday 20 March 2014, 7.30 pm**  
**Council Chamber, Fourth Floor, Easthampstead House,**  
**Bracknell**

Sound recording, photographing, filming and use of social media at meetings which are held in public are permitted subject to the provisions of the Council's protocol for recording. Those wishing to record proceedings at a meeting are advised to contact the Democratic Services Officer named as the contact for further information on the front of this agenda as early as possible before the start of the meeting so that arrangements can be discussed and the agreement of the Chairman can be sought.

**AGENDA**

There will be a private meeting for members of the Commission at 6.45pm in the Function Room, Easthamsptead House

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**

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Commission held on 30 January 2014.

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3. **Declarations of Interest and Party Whip**

Members are requested to declare any disclosable pecuniary or affected interest, including the existence and nature of the Party Whip, in respect of any matter to be considered at this meeting.

*Any Member with a Disclosable Pecuniary Interest or an affected 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.*

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.

5. **Public Participation**

To receive submissions from members of the public which have been submitted in advance in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

6. **Economic and Skills Development**

To receive an update from David Cook, Chairman, and Victor Nicholls, Assistant Chief Executive on the work of the Economic and Skills Development Partnership, and progress in implementing the Economic Development Strategy.

7. **Appointment of Children's Social Care Representative**

To appoint Catherine Barrett as a non-voting co-optee member, representing children's social care interests, on the Children, Young People and Learning Overview and Scrutiny Panel, for a period expiring on 31 May 2015.

7 - 10

**Holding the Executive to Account**

8. **Executive Forward Plan**

Forthcoming items on the Executive Forward Plan of a corporate nature are attached for consideration.

11 - 24

**Performance Monitoring**

9. **Quarterly Service Reports 2013/14**

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the Quarterly Service Reports for the third quarter 2013/14 (October to December) relating to:

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- Chief Executive's Office
- Corporate Services Department

**Please bring your copies of the previously circulated Quarterly Service Reports to the meeting. Copies are available on request and attached to this agenda if viewed online.**

*The Chairman has asked that any questions arising from the Quarterly Service Reports should be referred to either the Assistant Chief Executive or Director of Corporate Services in advance and only raised in the meeting if you consider the issue requires wider discussion.*

10. **Corporate Performance Overview Report 2013/14**

To consider the Chief Executive's Corporate Performance Overview Report covering the third quarter (October to December) of the 2013/14 financial year.

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*The Chairman has asked that any questions arising from the report should be referred to the Assistant Chief Executive in advance and only raised in the meeting if you consider the issue requires wider discussion.*

## **Overview and Policy Development**

### **11. Work Programme and Panel Activity Update**

To note the progress against the Overview and Scrutiny work programme for 2013-14, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work programme.

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### **12. 2013/14 Overview and Scrutiny Annual Report**

To receive an oral update on the production of the annual report of Overview and Scrutiny for 2013/14.

## **Date of Next Meeting**

The next scheduled meeting of the Overview and Scrutiny Commission will be on 1 May 2014.



**OVERVIEW AND SCRUTINY COMMISSION  
30 JANUARY 2014  
7.30 - 8.50 PM**

**Present:**

Councillors Leake (Chairman), Angell (Vice-Chairman), Baily, Mrs Birch, Gbadebo, Harrison, Heydon, Sargeant and Virgo

Reverend Canon Parish, Church of England Representative  
Mr R Briscoe, Parent Governor Representative

**Executive Member:**

Councillor Ward

**Apologies for absence were received from:**

Councillors Ms Brown, Finnie and McLean  
Councillors McCracken, Executive Member  
Councillor Mrs McCracken

**In Attendance:**

Richard Beaumont, Head of Overview & Scrutiny  
Ann Moore, Head of Democratic & Registration Services  
Alan Nash, Borough Treasurer  
Victor Nicholls, Assistant Chief executive  
Alison Sanders, Director of Corporate Services

**43. Minutes and Matters Arising**

**RESOLVED** that the minutes of the meeting of the Overview and Scrutiny Commission held on 21 November 2013 be approved as a correct record and signed by the Chairman.

Matters Arising:

The Head of Overview and Scrutiny reported that all outstanding actions had been completed from the last meeting, as detailed on page seven of the agenda papers.

**44. Declarations of Interest and Party Whip**

Councillor Mrs Birch declared an interest as the spouse of the Executive Member for Adult Social Care, Health & Housing.

**45. Urgent Items of Business**

There were no urgent items of business.

**46. Public Participation**

There were no representations submitted under the public participation scheme.

**47. Review of Seats on Overview and Scrutiny Panels and Panel Membership**

The Head of Democratic and Registration Services reported that on 27 November 2013 Council increased the membership of the O&S Commission as part of a review of the allocation of seats on committees which was triggered by the formation of a third political group on the Council. The previous position had been politically proportionate and following deliberations with Group Leaders it was agreed that political proportionality should be maintained.

She reported that the Minority Groups had agreed between them which Group would take which seat on each overview and scrutiny Panel where there was only one minority seat available. The exception to this was the Environment, Culture and Communities Panel where agreement could not be reached. Therefore as the current allocation of seats of the Panel complied with the proportionality principles set out in the report it was not proposed to recommend any changes to the allocation of seats on this Panel.

The Head of Democratic and Registration Services advised the Commission that revised recommendations had been tabled.

Upon being put to the vote the Commission AGREED that;

- i) the size and allocation of seats on the four overview and scrutiny Panels remains unchanged, as set out in paragraph 5.2 of the report.
- ii) Further to paragraph 6.1 regarding the Conservative vacancy on the Adult Social Care and Housing Panel, to endorse the appointment of Councillor Mrs Phillips.
- iii) That the co-option of Dr David Norman as a non-voting co-optee of the Health O&S Panel for a period expiring on 31 May 2015 be endorsed.

**48. The Council's Budget Consultation**

The Borough Treasurer reported that the end of the consultation period was approaching and that the Executive would be considering all representations made at its meeting on 11 February 2014, before recommending the budget to Council.

The provisional settlement had now been received and although the year ahead would be challenging, the settlement was in line with expectations, overall. The most significant changes since the previous year were around the formula grant.

In response to members' queries, officers made the following points:

- The Borough Treasurer stated that it was expected that all staff except Chief Officers would receive a 1% pay award.
- The Director of Corporate Services reported that in terms of the Corporate Services department, draft revenue budget pressures were initially £134,000. She reported that glide path savings for the department totalled £610,000. This had been as a result of staff reductions, contract savings and careful use of budgets through the year. The savings target for the facilities category management strategy would be challenging. In addition, she asked that members note that the proposal to charge unions for the space they used at the Commercial Centre may not be realised as Unison had indicated that they would not be able to pay.

- In addition, the Director of Corporate Services reported that the contract for lift maintenance had now been terminated and a more significant programme of work to completely refurbish the lifts was being pursued to assure the reliability and future of the lifts in Easthampstead House.
- The Borough Treasurer reported that two savings had been made in respect of insurance. The first saving arose from a reduction in insurance premiums following a competitive tendering exercise. The second resulted from a cancellation of annual Terrorism and Personal Accident premiums. No claims had been made against the Personal Accident insurance in recent years. It is not a mandatory insurance and as a result, was seen as another low risk saving.
- The Borough Treasurer reported that the level of contingency funding necessary was always a judgement call. Last year there had been three unknown risks which led to contingency funding being higher, these included:
  - i) the localisation of council tax benefit, however take up had been lower than predicted. Therefore this risk was currently non-existent.
  - ii) Localisation of business rates, income had been higher than expected and therefore this risk had also been reduced.
  - iii) The transfer of Public Health responsibilities and the risk as to whether funding would be sufficient. It was now confirmed that this work could be delivered under current grant levels.
- The Borough Treasurer reported that contingency funding had been used in previous years mainly to tackle changes in demand for services. The most significant service area in recent years had been Looked After Children, where the Council could require funding of up to £200,000 a year for a single child.

The Director of Corporate Services thanked Helen Pennington, Group Accountant for working hard to pull together all the savings for the department.

The chairman confirmed that the Commission had noted the minutes of the Panel meetings at which the budget proposals had been considered, and the Commission did not have any comments to make to the Executive at this stage.

**49. Recommendations to the Overview and Scrutiny Commission From the Health Overview and Scrutiny Panel's Working Group on the Francis Report**

Councillor Virgo reported that this working group had sought input from a range of stakeholders and had been able to set out a slightly different way of working as a result. It had been an incredibly worthwhile piece of work, one of the recommendations of the working group was that Members specialise in specific areas, enabling the Panel to cover a lot of ground in greater depth.

The Chairman asked that his thanks be passed on to all of the working group members and that he would watch with interest as this work progressed.

Members queried whether Local Healthwatch was now operational. It was reported that they were operational and had attended one or two Health O&S Panels, however there did seem to be some communication issues and it was hoped that these would be resolved imminently. Healthwatch now had observer status at the Health O&S Panel. It was reported that the Health O&S Panel would continue to support Healthwatch and work with them as fully as possible to ensure that the patient voice was heard.

The Chairman commented that further consideration would be given to enhancing officer resources as referred to in recommendation 2.1 b) of the report. Members of

the Panel felt that whilst this was desirable, they should remain respectful of the Council's priorities in terms of finances. It was agreed that the Chairman would consider paragraph 5.32 relating to officer resources further and report back to the Commission.

In addition, the Chairman asked that each O&S Chairmen consider paragraph 5.32, applying the lessons of Francis to other panels further.

It was confirmed that whilst the Commission and O&S panels had a public participation scheme, it had not been taken up to a great extent by the public.

It was AGREED that;

- i) the Commission had carefully considered the recommendations of the working group on the Francis report
- ii) public engagement mechanisms be kept under review, with the underlying aim of learning about residents' healthcare concerns as directly as possible, in concert with Healthwatch, to ensure the voice of the public was heard.
- iii) recognise that officer resources were fully stretched and to decide in consultation with the Health O&S Panel how to meet the new demands on officer time by considering ceasing lower priority O&S work and divert resources accordingly, or by not implementing all of the Working Group's recommendations. The Chairman to consider this further and report back to the Commission.
- iv) Each O&S chairman should review the scope for replicating the improvements to the Health O&S panel to their respective O&S Panel.

#### **50. Work Programme and Panel Activity Update**

The Head of Overview and Scrutiny stated that the report provided an update on the Overview and Scrutiny Work Programme for 2013-14 and Panel activity, with particular reference to Working Groups of the O&S Commission.

The Chairman stated that if Members would like to participate in the Re-localisation of Business Rates Working Group which would start in April 2014, they should inform him or the Head of Overview and Scrutiny, if there were not enough volunteers the invitation would be extended to all O&S Members. Councillor Heydon volunteered for this working group.

Councillor Harrison stated that the Adult Social Care and Housing O&S Panel wanted to explore the possibility of running an additional working group in the current year. The Head of Overview and Scrutiny reported that this could lead to difficulties, at present each O&S Panel ran one working group and this led to officer resources being fully stretched. All reviews were different in terms of size and complexity, if one Panel ran an additional working group this would slow everything down.

It was agreed that in order to optimise resources, no more than one review per panel should be run at any one time.

#### **51. Overview & Scrutiny Progress Report**



The Head of Overview and Scrutiny stated that the report provided an update of all Overview and Scrutiny activity between May and November 2013. He stated that positive feedback had been received on O&S reviews to date as detailed on page 96 of the agenda papers.

In response to Members' queries the Head of Overview and Scrutiny reported that the Chief Officer had taken on board the views of the Bus Strategy Working Group in his final report to the Executive. The Executive report had been circulated to the Working Group Members. If there were any further queries, these should be raised with the Director of Environment, Culture and Communities.

**52. 2014/15 Overview and Scrutiny Work Programme**

The Head of Overview and Scrutiny reported that Members' views were sought on what work they wanted to carry out in 2014/15 and the Corporate Management Team (CMT) and the Executive would be consulted on the 2014/15 work programme. It was then due to be submitted at Council in April 2014. A draft would be pulled together and submitted to the O&S Commission before being submitted to CMT and the Executive. Members indicated their support for the future reviews in the current work programme. The Chairman indicated that following the meeting, he would be providing an input to the draft work programme.

**53. Executive Key and Non Key Decisions**

In response to members' queries about the Customer Relationship Management (CRM) System, the Director of Corporate Services reported that feasibility work had now been completed. The current system being used was 6-7 years old and the market had changed dramatically since. The system currently used was relatively expensive and the service had deteriorated. The new CRM would be procured on an invest to save basis from G cloud. The procurement plan had just been signed off. The system would be used across the Council, it would be used to manage waste, health and safety reporting and would include an alert system to alert staff to dangerous people.

In response to members' queries, the Assistant Chief Executive reported that the results of the Bracknell Market consultation had been 4% in favour of option 1 (retain market in current location), 72% in favour of option 2 (outdoor market) and 24% in favour of option 3 (close the market).

**54. Corporate Performance Overview Report**

The O&S Commission noted the Corporate Performance Overview Report and thanked the Director of Corporate Services and her staff for the ward alerts, they were very useful.

**55. Date of Next Meeting**

20 March 2014.

**CHAIRMAN**

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**TO: OVERVIEW AND SCRUTINY COMMISSION  
20 MARCH 2014**

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**APPOINTMENT OF CHILDREN'S SOCIAL CARE REPRESENTATIVE  
Assistant Chief Executive**

**1 INTRODUCTION**

- 1.1 This report invites the Overview and Scrutiny Commission to co-opt Catherine Barrett as a non-voting co-optee member, representing Children's social care interests, onto the Children, Young People and Learning Overview and Scrutiny Panel, for a period expiring on 31 May 2015.

**2 RECOMMENDATION**

- 2.1 **That the Overview and Scrutiny Commission co-opt Catherine Barrett as a non-voting co-optee member on the Children, Young People and Learning Overview and Scrutiny Panel, for a period expiring on 31 May 2015.**

**3 SUPPORTING INFORMATION**

- 3.1 The Council's Constitution stipulates that the Overview and Scrutiny Commission appoints members of Overview and Scrutiny Panels, and that the Commission and the Panels are entitled to appoint non-voting co-optees to Overview and Scrutiny Panels.
- 3.2 As the remit of the Children, Young People and Learning Overview and Scrutiny Panel includes children's social care in addition to education, in 2010 it was decided to be appropriate for the externally drawn membership of the Panel to reflect the scope of the Panel's work and the Panel previously agreed that its membership would include a children's social care representative. The previous co-optee was Mrs Catriona Mitchell, co-opted on 27 October 2010, and who resigned on 6 September 2013. Following a recent recruitment exercise, one nomination for the position has been received, from Catherine Barrett, and the Panel is therefore invited to co-opt her on to the Panel.
- 3.3 Catherine Barrett's nomination statement is attached for information.

**ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable**

Background Papers

Minutes of meetings of the Overview and Scrutiny Commission and the Children, Young People and Learning Overview and Scrutiny Panel.

Contact for further information

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Andrea Carr - 01344 352122  
e-mail: [andrea.carr@bracknell-forest.gov.uk](mailto:andrea.carr@bracknell-forest.gov.uk)

Catherine Barrett Nomination Statement

I have a real passion for supporting children and Families in Bracknell. I currently work self-employed as a Play therapist, supporting children in schools. Through this role I supporting children and families through different issues including those on CP plans, looked after children, where there has been separation, family bereavement, domestic abuse etc. I normally do one-to-one work with the child, but where possible also try and meet with the parents, teachers and other professionals involved with the child to ensure a holistic approach to support.

I have also been piloting some family support through Kerith Community church, working with both children and parents in a therapeutic way. Through this role I have supported families to access other services through the Kerith and other local voluntary and statutory services. I have also offered families support with how they feel and are coping with their current situations.

Whilst training to become a Play therapist I worked as a Children's centre manager for the Alders and Chestnuts centres covering Sandhurst and Crowthorne. Here I built up links with different agencies and support services for children and families within Bracknell Forest. Prior to this I worked for Reading borough council as a young carers and learning difficulties and disabilities coordinator. Here I set up and ran projects for people affected by these areas, and worked with schools, youth services, families and voluntary groups to ensure young people were supported.

I have lots of experience of working with children and families from different backgrounds within the local area, and have also worked closely with different voluntary and statutory agencies. Through my work with Kerith I am keen to support families in all areas of their lives, first dealing with the practical support they need, but also helping them to cope with things emotionally as well.

I feel this would be a great opportunity for me to be part of this scrutiny panel, as I already have a lot of understanding and experience of linking in with the different services available within Bracknell Forest. I feel I have a passion for helping families and seeing people's lives transformed, so that we help people to help themselves and maintain change. I also have experience of working therapeutically with children and families, and am keen to explore gaps in services and how the voluntary and statutory services can work together to bridge these gaps.

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**TO: OVERVIEW & SCRUTINY COMMISSION  
20 MARCH 2014**

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**EXECUTIVE KEY AND NON-KEY DECISIONS RELATING TO  
CORPORATE ISSUES  
Assistant Chief Executive**

**1 PURPOSE OF REPORT**

- 1.1 This report presents scheduled Executive Key and Non-Key Decisions relating to corporate issues for the Commission's consideration.

**2 RECOMMENDATION(S)**

- 2.1 That the Overview and Scrutiny Commission considers the scheduled Executive Key and Non-Key Decisions relating to corporate issues appended to this report.**

**3 REASONS FOR RECOMMENDATION(S)**

- 3.1 To invite the Commission to consider scheduled Executive Key and Non-Key Decisions.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

- 5.1 Consideration of Executive Key and Non-Key Decisions alerts the Commission to forthcoming Executive decisions and facilitates pre-decision scrutiny.
- 5.2 To achieve accountability and transparency of the decision making process, effective Overview and Scrutiny is essential. Overview and Scrutiny bodies are a key element of Executive arrangements and their roles include both developing and reviewing policy; and holding the Executive to account.
- 5.3 The power to hold the Executive to account is granted under Section 21 of the Local Government Act 2000 which states that Executive arrangements of a local authority must ensure that its Overview and Scrutiny bodies have power to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the Executive. This includes the 'call in' power to review or scrutinise a decision made but not implemented and to recommend that the decision be reconsidered by the body / person that made it. This power does not relate solely to scrutiny of decisions and should therefore also be utilised to undertake pre-decision scrutiny.

**6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

No advice was sought from the Borough Solicitor, the Borough Treasurer or Other Officers or sought in terms of Equalities Impact Assessment or Strategic Risk Management Issues. Such advice will be sought in respect of each Executive Forward Plan item prior to its consideration by the Executive.

**7 CONSULTATION**

None.

Background Papers

Local Government Act 2000

Contact for further information

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## OVERVIEW & SCRUTINY COMMISSION

### EXECUTIVE WORK PROGRAMME

<b>REFERENCE</b>	I044271
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**TITLE:** Decision to upgrade or replace the Customer Relationship Management (CRM) system

**PURPOSE OF DECISION:** The Director will decide whether to upgrade the existing Customer Relationship Management system to the latest version, or to replace the system with an alternative.

**FINANCIAL IMPACT:**

**WHO WILL TAKE DECISION:** Director of Corporate Services

**PRINCIPAL GROUPS TO BE CONSULTED:**

**METHOD OF CONSULTATION:**

**DATE OF DECISION:** Monday, 24 Mar 2014

<b>REFERENCE</b>	I040158
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**TITLE:** Financial Reporting Process (Budget Book 2014/15)

**PURPOSE OF DECISION:** To approve the Council's "Cash" Budget Book for 2014/15

**FINANCIAL IMPACT:** None at this time

**WHO WILL TAKE DECISION:** Executive Member for Transformation & Finance

**PRINCIPAL GROUPS TO BE CONSULTED:** N/A

**METHOD OF CONSULTATION:** None

**DATE OF DECISION:** Friday, 28 Mar 2014

<b>REFERENCE</b>	I039187
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**TITLE:** Discretionary Rates Relief - New Applications

**PURPOSE OF DECISION:** Discretionary Rates Relief new applications

**FINANCIAL IMPACT:** Within existing budget

**WHO WILL TAKE DECISION:** Executive Member for Culture, Corporate Services and Public Protection

**PRINCIPAL GROUPS TO BE CONSULTED:** Not required

**METHOD OF CONSULTATION:** Not required

**DATE OF DECISION:** Monday, 31 Mar 2014

<b>REFERENCE</b>	I045429
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**TITLE:** Review of Category Strategies: Food, Agency Workers & Construction

**PURPOSE OF DECISION:** A review of progress on the implementation of Category Strategies for Food, Agency Staff and Capital Construction, originally approved by the Executive in Sept 2012

**FINANCIAL IMPACT:** see report

**WHO WILL TAKE DECISION:** Executive Member for Transformation & Finance

**PRINCIPAL GROUPS TO BE CONSULTED:** see report

**METHOD OF CONSULTATION:** see report

**DATE OF DECISION:** Monday, 31 Mar 2014

<b>REFERENCE</b>	I045472
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**TITLE:** Discretionary Rates Relief - New Applications

**PURPOSE OF DECISION:** To consider new applications for discretionary rate relief and hardship relief.

**FINANCIAL IMPACT:** Within existing budget

**WHO WILL TAKE DECISION:** Executive Member for Culture, Corporate Services and Public Protection

**PRINCIPAL GROUPS TO BE CONSULTED:** Not required

**METHOD OF CONSULTATION:** Not required

**DATE OF DECISION:** Tuesday, 31 Mar 2015

<b>REFERENCE</b>	I046102
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**TITLE:** Voluntary Sector Core Revenue Grants 2014-15

**PURPOSE OF DECISION:** Subject to Service Level Agreements being concluded between the Council and each grantee, to award grants to various voluntary bodies for 2014-15.

**FINANCIAL IMPACT:** Contained within the report

**WHO WILL TAKE DECISION:** Executive Member for Culture, Corporate Services and Public Protection

**PRINCIPAL GROUPS TO BE CONSULTED:** Chief Executive's Office  
Borough Treasurer  
Borough Solicitor

**METHOD OF CONSULTATION:** Internal email only

**DATE OF DECISION:** Monday, 31 Mar 2014

<b>REFERENCE</b>	I046242
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**TITLE:** Estate Management CIPFA Benchmarking Report 2012/13 Data

**PURPOSE OF DECISION:** Property Services have participated in the CIPFA Benchmarking club for the second time; a review of the estates management of the Council. The Council last undertook this exercise in 2011 (based on 2009/10 data) and therefore this report, as well as benchmarking against other organisations, can also reflect on the Council's performance compared with the last review.

**FINANCIAL IMPACT:** None.

**WHO WILL TAKE DECISION:** Executive Member for Transformation & Finance

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** Not applicable.

**DATE OF DECISION:** Thursday, 24 Apr 2014

<b>REFERENCE</b>	I038042
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**TITLE:** Community Consultation and Engagement Services Contract Award

**PURPOSE OF DECISION:** To approve the contract award for the Community Consultation and Engagement Services Contract.

**FINANCIAL IMPACT:** Within existing budgets.

**WHO WILL TAKE DECISION:** Director of Corporate Services

**PRINCIPAL GROUPS TO BE CONSULTED:** Service Efficiency Steering Group  
Corporate Management Team

**METHOD OF CONSULTATION:** Email and meetings in May 2013.

**DATE OF DECISION:** Friday, 9 May 2014

<b>REFERENCE</b>	I045676
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**TITLE:** Equality Framework for Local Government Peer Review Outcome

**PURPOSE OF DECISION:** To update the Executive on the outcome of the Council's LGA peer review on 28 March 2013.

**FINANCIAL IMPACT:** No financial implications

**WHO WILL TAKE DECISION:** Executive

**PRINCIPAL GROUPS TO BE CONSULTED:** N/A

**METHOD OF CONSULTATION:** Meeting with CMT and the Council's Equality Group.

**DATE OF DECISION:** Tuesday, 24 Jun 2014

<b>REFERENCE</b>	I046244
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**TITLE:** Community Safety Partnership (CSP) Plan 2014-17

**PURPOSE OF DECISION:** To endorse the Community Safety Partnership Plan 2014-17 and recommend to Council that it be adopted.

**FINANCIAL IMPACT:** Not applicable

**WHO WILL TAKE DECISION:** Executive

**PRINCIPAL GROUPS TO BE CONSULTED:** Partners of the Community Safety Partnership Overview & Scrutiny Commission (Crime & Disorder Committee)

**METHOD OF CONSULTATION:** The Plan has been consulted on with the Community Safety Partnership, Overview & Scrutiny Commission (Crime & Disorder Committee)

**DATE OF DECISION:** Tuesday, 24 Jun 2014

<b>REFERENCE</b>	I046348
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**TITLE:** Revenue Expenditure Outturn 2013/14

**PURPOSE OF DECISION:** To note outturn expenditure and make recommendations to the Governance and Audit Committee on Reserves.

**FINANCIAL IMPACT:** None at this time.

**WHO WILL TAKE DECISION:** Executive

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** None

**DATE OF DECISION:** Tuesday, 24 Jun 2014

<b>REFERENCE</b>	I046414
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**TITLE:** Corporate Performance Overview Report

**PURPOSE OF DECISION:** To inform the Executive of the Council's performance over the fourth quarter of 2013/14.

**FINANCIAL IMPACT:** No financial implications

**WHO WILL TAKE DECISION:** Executive

**PRINCIPAL GROUPS TO BE CONSULTED:** None

**METHOD OF CONSULTATION:** None

**DATE OF DECISION:** Tuesday, 24 Jun 2014

<b>REFERENCE</b>	I045466
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**TITLE:** Discretionary Rates Relief - New Applications

**PURPOSE OF DECISION:** To consider new applications for discretionary rate relief and hardship relief.

**FINANCIAL IMPACT:** Within existing budget

**WHO WILL TAKE DECISION:** Executive Member for Culture, Corporate Services and Public Protection

**PRINCIPAL GROUPS TO BE CONSULTED:** Not Required

**METHOD OF CONSULTATION:** Not Required

**DATE OF DECISION:** Monday, 30 Jun 2014

<b>REFERENCE</b>	I045468
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**TITLE:** Discretionary Rates Relief - New Applications

**PURPOSE OF DECISION:** To consider new applications for discretionary rate relief and hardship relief.

**FINANCIAL IMPACT:** Within existing budget

**WHO WILL TAKE DECISION:** Executive Member for Culture, Corporate Services and Public Protection

**PRINCIPAL GROUPS TO BE CONSULTED:** Not required

**METHOD OF CONSULTATION:** Not required

**DATE OF DECISION:** Tuesday, 30 Sep 2014

<b>REFERENCE</b>	I046350
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**TITLE:** Draft Revenue Budget 2015/16

**PURPOSE OF DECISION:** To approve the Council's budget proposals for consultation.

**FINANCIAL IMPACT:** Council's annual budget proposals

**WHO WILL TAKE DECISION:** Executive

**PRINCIPAL GROUPS TO BE CONSULTED:** Targeted consultation exercises will be undertaken with business rate payers, the Schools Forum, Parish Councils and voluntary organisations. In addition, this report and all the supporting information will be publicly available to any individual or group who wish to comment on any proposal included within it. Internal consultation is via officers, members and more specifically the Overview & Scrutiny Commission and its panels.

**METHOD OF CONSULTATION:** Method of Consultation: The Council's web site, a dedicated mailbox and a letter to all business ratepayers.

**DATE OF DECISION:** Tuesday, 16 Dec 2014

<b>REFERENCE</b>	I045470
------------------	---------

**TITLE:** Discretionary Rates Relief - New Applications

**PURPOSE OF DECISION:** To consider new applications for discretionary rate relief and hardship relief.

**FINANCIAL IMPACT:** Within existing budget

**WHO WILL TAKE DECISION:** Executive Member for Culture, Corporate Services and Public Protection

**PRINCIPAL GROUPS TO BE CONSULTED:** Not required

**METHOD OF CONSULTATION:** Not required

**DATE OF DECISION:** Wednesday, 31 Dec 2014

<b>REFERENCE</b>	1046352
------------------	---------

**TITLE:** Revenue Budget 2015/16

**PURPOSE OF DECISION:** To recommend to Council the annual budget

**FINANCIAL IMPACT:** Council's annual budget

**WHO WILL TAKE DECISION:** Executive

**PRINCIPAL GROUPS TO BE CONSULTED:** Targeted consultation exercises will be undertaken with business rate payers, the Schools Forum, Parish Councils and voluntary organisations. In addition, this report and all the supporting information will be publicly available to any individual or group who wish to comment on any proposal included within it. Internal consultation is via officers, members and more specifically the Overview & Scrutiny Commission and its panels.

**METHOD OF CONSULTATION:** Method of Consultation: The Council's web site, a dedicated mailbox and a letter to all business ratepayers.

**DATE OF DECISION:** Tuesday, 10 Feb 2015

<b>REFERENCE</b>	1046354
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**TITLE:** Financial Reporting Process (Budget Book 2015/16)

**PURPOSE OF DECISION:** To approve the Council's "Cash" Budget Book for 2015/16

**FINANCIAL IMPACT:** None at this time

**WHO WILL TAKE DECISION:** Executive Member for Transformation & Finance

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** None

**DATE OF DECISION:** Tuesday, 31 Mar 2015

<b>REFERENCE</b>	I042308
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**TITLE:** Bracknell Town Centre Regeneration Committee - Update Report

**PURPOSE OF DECISION:** To obtain endorsement and approval to the continuing approach to the Town Centre Regeneration]

**FINANCIAL IMPACT:** None

**WHO WILL TAKE DECISION:** Bracknell Town Centre Regeneration Committee

**PRINCIPAL GROUPS TO BE CONSULTED:**

**METHOD OF CONSULTATION:** None

**DATE OF DECISION:** Monday, 17 Mar 2014

<b>REFERENCE</b>	I046098
------------------	---------

**TITLE:** Bracknell Town Centre Regeneration - Update

**PURPOSE OF DECISION:** To update the Bracknell Town Centre Regeneration Committee on current issues.

**FINANCIAL IMPACT:** To be included in the report (likely to involve exempt information)

**WHO WILL TAKE DECISION:** Bracknell Town Centre Regeneration Committee

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** Not applicable.

**DATE OF DECISION:** Monday, 31 Mar 2014

<b>REFERENCE</b>	I046102
------------------	---------



**TITLE:** Voluntary Sector Core Revenue Grants 2014-15

**PURPOSE OF DECISION:** Subject to Service Level Agreements being concluded between the Council and each grantee, to award grants to various voluntary bodies for 2014-15.

**FINANCIAL IMPACT:** Contained within the report

**WHO WILL TAKE DECISION:** Executive Member for Culture, Corporate Services and Public Protection

**PRINCIPAL GROUPS TO BE CONSULTED:** Chief Executive's Office  
Borough Treasurer  
Borough Solicitor

**METHOD OF CONSULTATION:** Internal email only

**DATE OF DECISION:** Monday, 31 Mar 2014

<b>REFERENCE</b>	I046246
------------------	---------

**TITLE:** Bracknell Town Centre Regeneration Committee - Update Report

**PURPOSE OF DECISION:** To obtain endorsement and approval to the continuing approach to the Town Centre Regeneration

**FINANCIAL IMPACT:** Contained within the report.

**WHO WILL TAKE DECISION:** Bracknell Town Centre Regeneration Committee

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** None.

**DATE OF DECISION:** Tuesday, 22 Apr 2014

<b>REFERENCE</b>	I042310
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**TITLE:** Bracknell Town Centre Regeneration Committee - Update Report

**PURPOSE OF DECISION:** To obtain endorsement and approval to the continuing approach to the Town Centre Regeneration

**FINANCIAL IMPACT:** Contained within the report

**WHO WILL TAKE DECISION:** Bracknell Town Centre Regeneration Committee

**PRINCIPAL GROUPS TO BE CONSULTED:** None

**METHOD OF CONSULTATION:** None

**DATE OF DECISION:** Monday, 19 May 2014

<b>REFERENCE</b>	I046244
------------------	---------

**TITLE:** Community Safety Partnership (CSP) Plan 2014-17

**PURPOSE OF DECISION:** To endorse the Community Safety Partnership Plan 2014-17 and recommend to Council that it be adopted.

**FINANCIAL IMPACT:** Not applicable

**WHO WILL TAKE DECISION:** Executive

**PRINCIPAL GROUPS TO BE CONSULTED:** Partners of the Community Safety Partnership Overview & Scrutiny Commission (Crime & Disorder Committee)

**METHOD OF CONSULTATION:** The Plan has been consulted on with the Community Safety Partnership, Overview & Scrutiny Commission (Crime & Disorder Committee)

**DATE OF DECISION:** Tuesday, 24 Jun 2014

<b>REFERENCE</b>	I046121
------------------	---------

**TITLE:** Bracknell Town Centre Regeneration - Update

**PURPOSE OF DECISION:** To obtain endorsement and approval to the continuing approach to the Bracknell town centre regeneration.

**FINANCIAL IMPACT:** To be detailed in the Assistant Chief Executive's report (likely to contain exempt information).

**WHO WILL TAKE DECISION:** Bracknell Town Centre Regeneration Committee

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** Not applicable.

**DATE OF DECISION:** Monday, 7 Jul 2014

<b>REFERENCE</b>	I046157
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**TITLE:** Bracknell Town Centre Regeneration - Update

**PURPOSE OF DECISION:** To obtain endorsement and approval to the continuing approach to the Bracknell town centre regeneration.

**FINANCIAL IMPACT:** To be detailed in the Assistant Chief Executive's report (likely to contain exempt information).

**WHO WILL TAKE DECISION:** Bracknell Town Centre Regeneration Committee

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** Not applicable.

**DATE OF DECISION:** Monday, 8 Sep 2014

<b>REFERENCE</b>	I046170
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**TITLE:** Bracknell Town Centre Regeneration - Update

**PURPOSE OF DECISION:** To obtain endorsement and approval to the continuing approach to the Bracknell town centre regeneration.

**FINANCIAL IMPACT:** To be detailed in the Assistant Chief Executive's report (likely to contain exempt information).

**WHO WILL TAKE DECISION:** Bracknell Town Centre Regeneration Committee

**PRINCIPAL GROUPS TO BE CONSULTED:** None.

**METHOD OF CONSULTATION:** Not applicable.

**DATE OF DECISION:** Monday, 3 Nov 2014

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# QUARTERLY SERVICE REPORT

# CHIEF EXECUTIVE'S OFFICE

Q3 2013-14  
October - December 2013

Portfolio holders:  
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:  
Victor Nicholls

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## Section 1: Director's Commentary

The Broadway and Crossway were demolished between September and December 2013. This part of the town centre is now ready for the development of the Northern Retail Quarter West.

Meanwhile, a conditional development agreement was exchanged with the owners of Winchester House, that would see the demolition of the building (the former 3M HQ), subject to the vacant possession of the Market Hall, and the grant of reserved matters planning approval. Extensive public consultation on the future of the Market and Winchester House began in November 2013. A planning application for new apartments was submitted in December 2013.

The Bracknell Forest Careers event was held on 10 October 2013 at the Capitol Building, and was bigger than ever before with more than 1,400 visitors to the event and approximately 80 exhibitors. 67 one-to-one interview and CV sessions were also held and feedback from visitors was very positive, with 83.1% of visitors saying the event was useful or very useful.

The Performance and Partnerships team has also published the ward level analysis of census 2011 data, and updated Bracknell Forest Story of Place.

The delivery of the work programme for Overview & Scrutiny in 2013-14 is on track, with a high rate of acceptance by the Executive of recommendations made by O&S.

The annual report on complaints made against the Council in 2012-13 was considered by the Executive. This showed a continuation of the positive trend of relatively few complaints, and highlighted examples of how the Council had learnt from complaints received.

The overall level of crime in Bracknell Forest has fallen by 4.6% in the first three quarters of 2013-14. Bracknell Forest continues to have the lowest level of recorded crime in Berkshire and lower than any other police area in Thames Valley. There have been significant falls in the numbers of recorded burglaries and offences of criminal damage. There have been rises in numbers of vehicle crime offences and violent crime but the numbers remain low. Sexual offences have risen in number but remain the second lowest in Berkshire.

Anti-social behaviour as recorded by CADIS continues to reduce. At the end of Q3 the reduction is 6% since April 2013.

New CCTV cameras for Bracknell town centre are due to be operational in the early part of Q4 which will make an impact on town centre crime.

Work to reduce the harm caused by domestic abuse is being evaluated by Cambridge University. Conclusions are premature but there is evidence that the DASC project is having a positive impact in reducing the seriousness and the harm caused by domestic abuse.

The Community Safety Partnership strategic assessment has been completed and has identified new priorities for inclusion in the 2014 – 17 Community Safety Partnership plan.

Communications and marketing inputs to several major projects was a feature of this quarter's activity with both the Bracknell Market/Winchester House consultation and progress with the demolition and regeneration of Bracknell Town Centre being given

intensive support. This quarter also saw the launch of consultation on the budget for 2014/15 and continuing support to plans for the first Bracknell Forest residents parking scheme.





Other notable projects included delivery of event marketing and on the day support to The Bracknell Forest Careers event, management of intensive public information and news media activity around the Twin Bridges phase 1 road works and designing and delivering pan-Berkshire Public Health awareness campaigns.

The latest edition of the residents newspaper Town and Country was published in the Autumn together with the regular readership survey the results of which show that more than 87% of readers rate the publication good or excellent.



## Section 2: Department Indicator Performance

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with same period in previous year
<b>Communications and Marketing - Quarterly</b>						
L167	Number of media enquiries received (Quarterly)	142	52	N/A	N/A	
L168	Number of news releases issued in the quarter (Quarterly)	82	81	50		
L169	Increase in number of Facebook and Twitter followers (Quarterly)	375	1,059	200		
L171	Percentage of respondents who give an overall rating of good or excellent to Town & Country (Annually)	95.0%	87.3%	80.0%		
<b>Community Safety - Quarterly</b>						
CSP1.01	Reduce the number of repeat incidents of DA committed by the 2012/13 DASC cohort (Quarterly)	36.0	54.0	77.6		
CSP1.03	Achieve and improve on the detection rate for domestic abuse assaults with injury (Quarterly)		43.40%	45.00%		
CSP2.01	Reduce the number of sexual offences involving under 18s (Quarterly)	26	31	27		
CSP3.01	Reduce the number of incidents of burglary dwelling (Quarterly)	76	114	166		
CSP3.02	Achieve the detection rate target for burglary dwelling (Quarterly)		24.30%	18.00%		
CSP7.01	Reduce all environmental anti-social behaviour as recorded by CADIS (Quarterly)	1,019	1,615	1,526		
CSP8.01	Reduce all nuisance anti-social behaviour as recorded by CADIS (Quarterly)	2,049	2,919	3,098		
CSP9.01	Reduce all personal anti-social behaviour as recorded by CADIS (Quarterly)	744	974	1,022		
L185	Reduce all crime (Quarterly)	2,514	3,733	3,707		
<b>Overview and Scrutiny - Quarterly</b>						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	100%	100%	92%		
L132	Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	3		

Performance and Partnerships - Quarterly						
L115	Performance reports produced to corporate timetable (Quarterly)	100%	100%	100%		
L166	Number of unique views on BFP website (Quarterly)	7,242	8,555	13,200		

## Traffic Lights

Compares current performance to target



On, above or within 5% of target



Between 5% and 10% of target



More than 10% from target

## Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



Performance has improved



Performance sustained



Performance has declined

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

Ind Ref	Short Description
L170	Percentage of staff who feel; generally, the council keeps them well informed (Biennial)
L165	Percentage of O&S Members satisfied with Overview & Scrutiny officer support (Annually)

## Section 3: Complaints

### Corporate Complaints received

The number of complaints received in this quarter – 0.

The number of complaints received from quarter 1 to quarter 3 (*year to date*) - 0

Stage	New complaints activity in quarter 3	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	0	•	•
New Stage 3	0	•	•
New Stage 4	0	•	•
Local Government Ombudsman	0	•	•

### Nature of complaints/ Actions taken/ Lessons learnt:

The Chief Executive's Office received no stages 2-4 or Ombudsman complaints in quarter 3. For other council departments, the Office investigated one stage 4 complaint during the quarter and co-ordinated the action on two complaints to the Local Government Ombudsman (LGO).

## Section 4: People

### Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	2	0	2	0	0
Chief Executive's Office	25	21	4	23.5	2	7.4
<b>Department Totals</b>	<b>27</b>	<b>23</b>	<b>4</b>	<b>25.5</b>	<b>2</b>	<b>6.8</b>

### Staff Turnover

For the quarter ending	31 Dec 2013	4%
For the last four quarters	1 Jan 2013 – 31 Dec 2013	8%

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

### Comments:

## Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2013/14 annual average per employee
Chief Executive	2	0	0	0
Chief Executive's Office	25	14	0.56	8.05
<b>Department Totals (Q3)</b>	<b>27</b>	<b>14</b>	<b>0.51</b>	
<b>Totals (13/14)</b>				<b>7.46</b>

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

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

*N.B. 20 working days or more is classed as Long Term Sick.*





### Comments:

The number of days sickness this quarter has decreased from 68.5 days last quarter to just 14 this quarter.


There were no days sickness due to long term sickness which has also meant the projected annual average per employee for the Department has also reduced to 7.46 days per employee. The projected annual average per employee for the department excluding Long Term Sick currently stands at 1.73 days per employee.

## Section 5: Progress against Medium Term Objectives and Key Actions

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

Overall 1 action was completed at the end of Quarter 3 () , while 26 actions are on schedule () and 1 was causing concern ( and ) .

The 0 actions that are causing concern are:

Ref	Action		Progress
1.8.4	Produce strategic brief for the Northern Retail Quarter East.		Work on hold pending availability of resource.

## Section 6: Money

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

## Section 7: Forward Look

### Regeneration & Enterprise

- The next phase of regeneration is substantial works to divert utilities, remove the Bond Way flyover and change traffic flows. This work is due to start in March 2014.

### Performance & Partnerships

- Hilary Hall, Head of Performance and Resources in ECC will be splitting her time to cover key areas of work while the Head of Performance and Partnerships is on maternity leave.
- Starting consultation on the Sustainable Community Strategy
- Administering the process for 2014/15 core grants to be awarded to the voluntary sector
- Collating 2014/15 service plans ready for publishing

### Overview & Scrutiny

- Continuing the delivery of the 2013/14 work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and progressing the reviews being carried out by Overview and Scrutiny working groups.
- Continuing to ensure that complaints against the Council at stage 4 and through the Local Government Ombudsman are responded to fairly and promptly.









### Community Safety Team

- New CCTV cameras in Bracknell town centre to be operational and controlled by BRP in Princess Sq.
- 2014-17 CSP plan together with new targets to be agreed by the CSP and prepared for publication. New targets to address those crime types that have risen during 2013-14.
- New action plan with targets to be agreed by the DA Forum to further reduce the harm caused by domestic abuse.
- Community Safety Team to support and advise on regeneration issues to minimise crime and disorder associated with new development *and to advise* re planning application for Winchester House.

### Communications & Marketing

- Bracknell Town Centre regeneration phase 2
- Future of Bracknell Market and Winchester House
- Blue Mountain Project communications
- Town and Country Spring 2014
- Residents parking scheme project
- Recruitment of new Head of Communications and Marketing

## Annex A: Progress on Key Actions

MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
<b>1.2 Regenerate Charles Square</b>				
1.2.1 Agree a variation to the land and development agreement.	30/06/2013	CXO		Complete
1.2.2 Implement the Compulsory Purchase Order.	31/03/2014	CXO		No further CPO notices served this quarter
1.2.3 Identify opportunities for external funding to support regeneration.	31/03/2014	CXO		Work on seeking further funding continued
<b>1.3 Deliver the framework which enables regeneration of Bracknell Town Centre.</b>				
1.3.6 Produce a town centre regeneration strategy.	31/03/2014	CXO		Work continues in liaison with BRP and other landowners.
1.3.7 Produce a strategy for Market Square and the existing market	31/03/2014	CXO		Consultation on the future of the market and Winchester House commenced in November 2013. Will underpin the council's strategy for the market in the regenerated town centre.
<b>1.4 Attract new retailers and leisure operators to underpin the regeneration of the Broadway based northern retail quarter and the creation of an '18 hour' economy.</b>				
1.4.1 Provide support to development partners where required through joint working arrangements.	31/03/2014	CXO		Ongoing support provided to development partners through regular joint working sessions and associated action.
1.4.2 Co-ordinate the work of the Town Centre Partnership through devising and monitoring the work programme.	31/03/2014	CXO		Ongoing. Public realm management group making good progress in planning for new TC management arrangements.
<b>1.6 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre</b>				
1.6.1 Work with landowners and development partners to promote redevelopment and refurbishment, in particular through frequent contact with town centre landowners.	31/03/2014	CXO		Ongoing



**1.7 Promote residential development in the town centre, where viable, to take pressure off of our countryside to deliver housing.**

1.7.1 Co-ordinate and seek funding for proposals for residential development at Stanley Walk/ Jubilee Gardens	31/03/2014	CXO		Coordination work continues.
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**1.8 Deliver high quality public realm and public spaces.**


1.8.4 Produce strategic brief for the Northern Retail Quarter East.	31/03/2014	CXO		Work on hold pending availability of resource.
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1.8.5 Produce strategic brief for Market Square.	31/03/2014	CXO		Work will be underpinned by consultation on the future of the market. Consultation started November 2013 and runs until January 2014.
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**MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners**

Sub-Action	Due Date	Owner	Status	Comments
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**5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation**






5.10.4 Examine potential for joint City Deal bid based upon Skills & Learning in Reading, Wokingham and West Berkshire.	31/03/2014	CXO		The Thames Valley Berkshire City Deal bid was signed off by all six Berkshire authorities and the Local Economic Partnership. The bid is based on a 'hub and spoke' model - with a set of services being delivered centrally across all the authorities (the hub) and individual projects in each of the six authorities to reflect local need (spokes). The development of detailed plans for implementation in Bracknell Forest continues and all projects will be signed off by the new Joint Committee in March 2014.
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**MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place**





Sub-Action	Due Date	Owner	Status	Comments
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**8.1 Continue to seek to reduce overall crime levels, focusing particularly on domestic violence, sexual crimes and burglary.**



8.1.1 Implement the Community Safety Plan priorities.	31/03/2014	CXO		The CSP plan is currently green on all its targets within the 2013-14 CSP plan. Over all crime has reduced by 4.5% at the end of Q3 and the Bracknell Forest LPA now has the lowest crime of any Local Police Area in the Thames Valley. There have been particular successes in reducing burglary dwelling (-29%) and criminal damage (-19.6%). There has also been great success in addressing domestic abuse protecting vulnerable
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				people on line.
8.1.2 Continue to seek to reduce overall crime levels through targeted action on prolific offenders and supporting other targeted projects e.g. Ladybird.	31/03/2014	CXO		Overall recorded crime down by 4.5% at the end of Q3. Prolific offenders continue to be targeted through the Integrated Offender management process and well as the Enhanced Offender Management process. Significant reductions in numbers of burglary dwelling and recorded drug offences are evidence of this process.
<b>8.2 Reduce the incidence of anti-social behaviour.</b>				
8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour.	31/03/2014	CXO		ASB as recorded by the CADIS system is showing a continued reduction for 2013-14 at the end of Q3. Many of the persistent / resistant cases which have been responsible for large numbers of repeat reports have been resolved throughout the year.
<b>8.3 Press for more visible policing.</b>				
8.3.1 Press for more visible policing in hotspot areas in particular by working through the Joint Tasking process with the Police.	31/03/2014	CXO		Community Safety Manager attends police Daily Management Meetings and Joint Tasking meetings to represent the needs of the Council and to influence the deployment of police resources. The CSM remains a member of the Bracknell police management team. Community Safety Manager has been involved in discussions with the Police & Crime Commissioner regarding crime levels and resourcing in Bracknell Forest.
<b>8.4 Work with a newly elected police and crime commissioner to maximise the benefits to residents of the borough.</b>				
8.4.1 Work with a newly elected police and crime commissioner to maximise the benefits to residents of the borough in particular by ensuring timely communication with the new commissioner.	31/03/2014	CXO		Community Safety Manager attended a rural crime conference in November 2013 together with the PCC and a public 'Have Your Say' meeting in October. Agreed CSP performance information sent to the PCCs office quarterly.
<b>MTO 9: Sustain the economic prosperity of the Borough</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms</b>				
9.1.1 Promote superfast broadband through the implementation of the Berkshire Broadband plan.	31/03/2014	CXO		The programme is on schedule with BT starting the infrastructure survey in Q4.






**9.2 support the work of the Economic and Skills Partnership to sustain the local economy, in particular by co-ordinating the implementation of the Bracknell Forest Local Economic Development Strategy.**

9.2.1 Promote commercial links to China, and other emerging economies, in particular through a programme of engagement and events.	30/09/2013	CXO		The outcome of the facilitation by BFC on the Museum project and University collaboration have resulted in the projects being taken forward by the various organisations. This has included Oxford University Museum and the Museum of Tianjin. The Bath-Spa University is collaborating with University of Tiajin on a media course. A delegation from Hubei is due in January 2014 to discuss education across a number of areas. This will be hosted by BFC in collaboration with Wellington College.
9.2.2 Promote Bracknell Forest as a premier business location through the development of a new brand identity.	30/06/2013	CXO		The plan for usage and circulation of the brand is being developed with an expected roll-out in 2014 in specific environments.
9.2.5 Sustain the borough's economic prosperity through co-ordination of the Bracknell Forest Economic and Skills Development Partnership.	31/03/2014	CXO		The re-shaping of the ESDP is taking place with a reduction of the number of work streams. There is also a drive to recruit more business representation in both the ESDP and the work streams.
9.2.6 Review the Local Economic Strategy action plan.	31/03/2014	CXO		The need to review the strategy has been acknowledged due to the changes in the economy since it was written. This will be developed with external support and a tendering process for it will be published in 2014.

**MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money**

Sub-Action	Due Date	Owner	Status	Comments
<b>11.7 work with partners and engage with local communities in shaping services.</b>				
11.7.5 Assist members in delivering effective Overview & Scrutiny.	31/03/2014	CXO		Assistance continued for Members on O&S, and delivery of the work programme is broadly on track.
11.7.9 Investigate and respond to high level complaints fairly and promptly in accordance with our published standards.	31/03/2014	CXO		Complaints have been responded to fairly and promptly, in line with standards.

11.7.10 Continue to support the voluntary sector through the provision of core grants.	31/03/2014	CXO		Quarter 3 payments have been processed and monitoring meetings have taken place. New conditions of grant are being developed and will be discussed further with the organisations concerned.
<b>11.8 implement a programme of economies to reduce expenditure</b>				
11.8.6 Develop proposals to help the Council produce a balanced budget in 2014/15.	31/03/2014	CXO		Ongoing
11.8.10 Maintain and enhance the local performance framework.	31/03/2014	CXO		Work to develop more qualitative measures continues and will be included in the Service Plans for 2014-2015.
<b>11.9 Implement actions identified following the LGA Corporate Peer Challenge</b>				
11.9.1 Produce an action plan following the LGA Corporate Peer Challenge and start implementation.	31/03/2014	CXO		The action plan focusing on four key themes has been approved by the Council and implementation has commenced. Each of the key themes has Corporate Management Team sponsorship and the implementation groups include staff volunteers.

<b>Status Legend</b>	
Where the action has not yet started but should have been, or where the action has started but is behind schedule	
Where the action has not yet started or where the action has been started but there is a possibility that it may fall behind schedule	
Where the action has started, is not yet completed, but is on schedule	
Where the action has been completed (regardless of whether this was on time or not)	
Where the action is no longer applicable for whatever reason	

# QUARTERLY SERVICE REPORT

## CORPORATE SERVICES

Q3 2013-14  
October - December 2013

Portfolio holders:  
Councillor Iain McCracken  
Councillor Alan Ward

Director:  
Alison Sanders

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## Section 1: Director's Commentary

### General Highlights:

#### Work to support Town Centre redevelopment

Retailers supported the development of a retailers guide for customers with disabilities at the Bracknell Regeneration Partnership Annual Awards dinner and two businesses have signed up to help produce it.

The Time Square works programme (to consolidate the Council into two offices) has continued as planned. The contractors have now completed work on 7 of 10 wings in the Time Square building as planned and within the agreed budget. Staff from Amber House are scheduled to move into Time Square in January.

ICT continue to be heavily involved in the Time for a Change project and to date have carried out in excess of 600 staff moves. The need to adhere to PSN has resulted in the distribution of a further 150 laptops bringing the total laptop population to 650. It also necessitated the closing of BFAywhere, the web-based secure portal. This has required some teams to review working styles and practices to deal with this change.

#### Work with the community

Capacity building work is underway with the Bracknell and Sandhurst Nepalese Societies to enable them to take over the running of the Nepali cafés from April 2014.

The Sandhurst Town Council Respect, Responsibility and Rights Project has been independently evaluated by the ICoCo Foundation and shown to have a positive impact and deserves to attract wider interest.

#### Asset Management

As part of the Council's disposals programme, the sale of Brackworth was completed on 11 December 2013. A capital receipt of £570,000 has been obtained from the disposal. The sales of Santa Catalina and land at Rainforest Walk have also been completed for £190,000 and £250,000 respectively.

The contract for sale of the land at Binfield Nursery has been exchanged following evaluation of all bids in the competitive process. This has required significant input from Property and Legal teams.

#### Performance highlights

The Annual Audit Letter was presented to the Executive (and will also be presented to the Governance and Audit Committee in January). The letter contained no specific recommendations from the external auditor.

As mentioned above PSN continues to have a large influence on the ICT teams work. The project required the rapid deployment of a further 150 laptops, completion of server and desktop software patching schedules, re-configuration of the data network and completion of our submission. Our documents were submitted at the end of November and we were informed on 9 January that we had been successful and received our certificate on 14 January. Our submission date for this year is the

end of August. Work is in hand to detail the revenue and capital impact of the project.

The Digital Services Team has become the first website team in the country where every member of the team has become accredited in accessibility through Siteimprove. The team all undertook two new accessibility courses.

Repayment of over £1m in outstanding debts secured by Legal Services (including large contribution payable under Jennett's Park Section 106 Agreement).

The Print Room successfully transferred, on the 6 January, to a shared service with Wokingham Borough Council based at their Shute End offices. 1.5FTE BFC staff are now located in Shute End giving them access to modern printing technology. The Council now have access to more modern machinery which produces better quality print with the addition of staff resilience as there is pooled resource from both Councils. This initiative has avoided BFC having to invest in new machinery and resource.

The annual parental survey on Special Educational Needs Home to School Transport had a 64% response rate (180 out of 281). 95% of respondents were either satisfied or very satisfied with the overall service, 97% with their driver and 94% with their passenger escort. An overall average of 95% satisfied or very satisfied matches figures from 2012 which is the highest since the survey started in 2008.

Following the review of the work of the Surveyors team, monitoring of key Performance Indicators is undertaken each quarter. In respect of capital projects there were 5 questionnaires returned 1 October to 31 December 2013. Of the 5 returned, the average ratings were:

3 projects Excellent (60%)  
2 projects Good (40%)  
0 projects Satisfactory (0%)  
0 projects Poor (0%)

Of the 36 projects completed 1 October to 31 December 2013.

28 (78%) projects were completed on time and on budget.  
31 (86%) projects were completed within budget.  
5 (14%) projects additional works were required to complete the project and or additional works were requested by the Client.  
33 (92%) projects were completed on time.  
3 (8%) projects additional works were required.

#### Other significant projects

The Council's draft budget proposals for 2014/15 were finalised and approved by the Executive for consultation.

The Autumn Statement and Provisional Local Government Finance Settlement were announced in December. A detailed analysis shows that these are in line with the Council's expectations.

Formal project arrangements were put in place for the replacement of the Council's Payroll and HR system. A Project Board and Project Team were established and held their initial meetings.



While PSN formed the majority of the team's work-load this quarter major strides were achieved in the Microsoft migration and SAN replacement projects and the Time Square refurbishment remains on target.

The 'Have Your Say' Consultation Portal was launched this quarter and it is now being used by all departments to run their consultations.

Human Resources significant work in the quarter includes:

- The collation of personal data has now been completed with a return rate from employees of 49% (excluding schools). Work will now commence on analysing the data ahead of the new Workforce Monitoring Report.
- Considerable work has been done towards implementing a Bracknell Forest equivalent of the "Living Wage" as a way of recognising the issues around low pay in some areas of the Council's workforce.
- The organisation Change Protocol commenced in the quarter; this deals with the staffing changes arising from the requirement to balance the 2015/16 budget. The formal consultation with staff and trade Unions began in November with At Risk letters issued during December.
- Work has continued on a key strategic HR area – the action plan from the "Good to Great" concept. This included two significant strands around Recognising and Releasing Talent and Improving Performance.

Legal significant work in the quarter includes:

- Extensive legal advice provided in connection with request to release Blue Mountain Golf Course Section 52 Agreement and Community Infrastructure Levy.
- Legal Services heavily involved in large number of SEN cases arising from change in eligibility threshold.
- Extensive legal support provided in connection with procurement of Public Realm Services.

#### **Areas where performance has been more difficult are:**

The Revenues team has seen a slight downturn in collection of Council Tax and Business Rates of 0.2% and 2.26% respectively during quarter 3 in comparison to the same time period during the previous year. A new Revenue Services Manager has been appointed and debt profiles will be analysed and recovery processes will be reviewed throughout quarter 4 and into 2014/15 to try and improve these statistics. The team has also experienced some staff shortages and increased workload during the last quarter, this has resulted in a higher number of work items outstanding and therefore an increased response time for correspondence. The team is currently reprioritising work areas in order to deal with this and to support this. Revenues Services calls have transferred successfully to Customer Services, with few difficulties.

Customer Service Performance against target has improved since the last report and is just below target. Q3 has been a busy quarter with the annual canvass, the secondary school admissions process and the start of the renewal process for payment for the garden waste collection service. There was a slight dip in our customer satisfaction scores in comparison to Q2, however, the performance was still just below target and is within tolerance levels. The team is currently developing ways of improving performance in call handling, and this is beginning to show in improvements in waiting times.

It had been planned to launch auto-operator for external calls in December 2013, but unfortunately the supplier did not complete the 3rd party access agreement for the BFC network in time. The service will now be launched during January 2014.

A bid to the European Integration Fund in September to support the integration of the Nepali and other migrant communities in the borough was not successful however this result has been challenged and the bid will be resubmitted in January.

ICT support has found that staff in some locations are suffering from protracted logon times and as a result work is underway to identify the root cause. Some individual fixes have been applied but it is hoped that a pattern can be detected and a more general fix applied.

#### **Areas where risk is closely monitored:**
































##### Risk Register

The Corporate Services Risk Register was reviewed on 19 December 2013 when the completeness and scoring of risks was reviewed and the mitigating actions updated. The main change made was to include an additional risk on potential fraud. To enable this risk to be properly assessed, officers were tasked with reviewing where fraud may potentially arise in their service areas and the adequacy of controls in place to prevent such frauds arising and to feed back to DMT at the end of January.

#### **Limited Assurance Internal Audit Reports**

No audit reports were finalised with limited assurance opinions in Corporate Services during Quarter 3.

## Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with same period in previous year
<b>Corporate Property - Quarterly</b>						
L059	Percentage of post sent second class (Quarterly)	95.00%	97.00%	96.00%		
L076	Planned maintenance spend (Quarterly)	30.50%	90.40%	60.00%		
L077	Staff cleaning surveys results (6 monthly)		64.15%	70.00%		
<b>Customer Services - Quarterly</b>						
L051	Percentage of current year's Council tax collected in year (Quarterly)	57.04%	84.84%	85.00%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	48.85%	86.24%	90.00%		
L055	Satisfaction level expressed in survey of telephone contact with Customer Services (Quarterly)	98.00%	87.00%	90.00%		
L194	Percentage of calls answered within 20 seconds (Quarterly)	61.00%	76.90%	80.00%		
<b>Democratic and Registration Services - Quarterly</b>						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.00%	100.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	76.00%	87.00%	70.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)	89.00%	85.00%	90.00%		
<b>Finance - Quarterly</b>						
BV8	Percentage of invoices paid within 30 days (Quarterly)	94.7%	94.2%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	7.00%	5.00%	9.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.63%	0.61%	0.50%		
<b>ICT - Quarterly</b>						
L079	Resolution of reported ICT incidents (Quarterly)	96%	93%	94%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	97.80%	97.70%	99.00%		
<b>ICT - Annual</b>						
L078	ICT User satisfaction - service user survey (Annually)	5.08	5.08	5.25		
<b>Legal Services - Quarterly</b>						
L084	Number of section 106s completed (Quarterly)	11	13			

L085	Amount of money recovered in debt collection (Quarterly)	51,559.30	1,086,569.56			
L086.1	Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publically available (Quarterly)	8%	4%			
L086.2	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	4%	3%			
L086.3	Number of Freedom of Information requests received (Quarterly)	242	272			
L088	Number of leases completed (Quarterly)	21	38			

Note: Key indicators are identified by shading

## Traffic Lights

Compares current performance to target



On, above or within 5% of target



Between 5% and 10% of target



More than 10% from target

## Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



Performance has improved



Performance sustained



Performance has declined

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

Ind Ref	Short Description
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years))
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))
NI006	Participation in regular volunteering (Biennially (every two years))
NI023	Perceptions that people in the area don't treat one another with respect and consideration (Biennially (every two years))
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)
L075	Number of commercial property voids (Annually)
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually)
L060	Percentage response to the annual canvass (Annually)
BV14	Percentage of early retirements as a percentage of total employees (Annually)
L066	Top five percent earners - women (Annually)
L067	Top five percent earners - minority ethnic communities (Annually)
L068	Top five percent earners - with disability (Annually)
L070	Percentage of employees with a disability (Annually)
L071	Percentage of black and ethnic minority employees (Annually)

L072	Gender pay gap (Annually)
L073	Average number of off the job training days per employee (Annually)
L074	Average amount spent on training per employee (Annually)
L130	Percentage staff voluntary turnover (Annually)
L131	Percentage of staff leaving within one year of starting (Annually)
L174	Average number of working days lost to sickness per employee (Annually)
L080	ICT Project management - 5 metrics (Annually)
L087	Percentage of time recorded as chargeable time (Annually)

## Section 3: Complaints

### Corporate Complaints received

The number of complaints received in this quarter – 7.

The number of complaints received from quarter 1 to quarter 3 (*year to date*) - 30

Stage	New complaints activity in quarter 3	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	4	23	17 upheld, 0 partially upheld, 5 not upheld, 1 ongoing
New Stage 3	3	3	1 upheld, 0 partially upheld, 2 not upheld, 0 ongoing
New Stage 4	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
Local Government Ombudsman	0	4	0 upheld, 0 partially upheld, 4 not upheld, 0 ongoing

### Nature of complaints/ Actions taken/ Lessons learnt:

4 new stage 2 complaints received in Q3:

- One customer was unhappy that Revenues telephone calls are now channelled through the Customer Services team meaning that they were required to queue twice to have their enquiry resolved, the customer was also unhappy with the attitude of the member of staff in Revenues that they spoke to. Their total waiting time was under 4 minutes. An apology was given regarding the attitude of the individual for any distress caused. A review of the queuing software will be undertaken in the next quarter.
- Complaint that council tax liability had been miscalculated following end of entitlement to single person discount. It was calculated correctly and an explanation was provided to the customer. A review of the billing stationery will be undertaken over the next quarter.
- Land ownership dispute – the occupier has concerns about the ownership of land to the rear of his garden. Officers are continuing to try and assist in finding a satisfactory solution.
- Complaint concerned the administrative process relating to a relative's marriage which then progressed to Stage 3 in this quarter and was not upheld.

3 new stage 3 complaints.

- One complaint mentioned above regarding the administrative process relating to a relative's marriage which was not upheld.
- Two complaints relating to Council Tax payments.

## Section 4: People

### Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	4	3	1	3.5	0	0
Community Engagement	3	1	2	2.42	0	0
Customer Services	42	30	12	37.69	2	4.55
Democratic & Registration Services	20	11	9	16.87	1	4.76
Finance	38	27	11	33.85	0	0
Human Resources	18	16	2	17.28	1	5.26
ICT	38	35	3	36.85	0	0
Legal	13	8	5	11.41	0	0
Property Services	43	32	11	38.48	0	0
<b>Department Totals</b>	<b>219</b>	<b>163</b>	<b>56</b>	<b>198.35</b>	<b>4</b>	<b>1.79</b>

### Staff Turnover

For the quarter ending	31 Dec 2013	1.38
For the last four quarters	1 Jan 2013 – 31 Dec 2013	5.88

Total voluntary turnover for BFC, 2012.13: 12.48%

Average UK voluntary turnover 2012: 10.6%

Average Public Sector voluntary turnover 2011: 8.1%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

### Comments:

The Vacancy Rate has again decreased this quarter. There has been a small reorganisation of posts within ICT and they are now fully staffed. Recruitment within Democratic and Registrations Services has also reduced the number of vacancies they currently hold. During Quarter 4 one of the posts within Customer Services will also be filled.

Turnover rates for the Department remain very low and well below that of the whole authority.

## Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2013/14 annual average per employee
Directorate	4	1	0.25	0.33
Community Engagement	3	2.5	0.83	8.22
Customer Services	42	57	1.36	6.89
Democratic Services	20	16.5	0.83	2.07
Finance	38	36	0.95	3.53
Human Resources	18	16	0.89	1.33
ICT	38	37.5	0.99	3.74
Legal	13	3	0.23	0.62
Property Services	43	27.5	0.64	2.73
<b>Department Totals (Q3)</b>	<b>219</b>	<b>197</b>	<b>0.90</b>	
<b>Projected Totals (13/14)</b>				<b>3.57</b>

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 12/13	5.56 days
All local government employers 2012	9.0 days
All South East Employers 2012	8.7 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2013)

### Comments:

*[20 working days or more is classed as Long Term Sick.]*

Sickness for this quarter stands at 197 days. This compares favourably with last quarter when the figure was 206.5, however there have been only 4 day attributable to long term sick this quarter (the end of one absence in Finance).





It is expected that sickness levels in this quarter will be slightly higher than during the summer months because of the increased likelihood of cold and flu.

The current projected absence figure for Corporate Services for the year still stands at 3.57 which is lower than the actual for last year for the Authority and that for Corporate Services. With just one quarter left this year it looks likely that the absence figures for Corporate Services will compare favourably with those of the whole authority.





## Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key actions contained in the Corporate Services Service Plan for 2013 - 2014. This contains 41 actions to be completed in support of 7 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions:

Overall 3 actions were completed at the end of Quarter 3 () , while 36 actions are on schedule () and 2 were causing concern ( and ).

The 2 actions that are causing concern are:

Ref	Action		Progress
11.1.1	Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey.		Due to changes in the PSN code of connection (CoCo) it has been necessary to delay the review of Unicorn services available to the authority until certification has been achieved.
11.5.1	Identify where “avoidable contact” with customers exists and reduce by 10%. Take appropriate action to minimise waste in processes. Use ‘Systems Thinking’ methodology to redesign services identified as priority.		We are progressing with the procurement of a replacement or upgraded CRM system, and once in place, will establish whether it can be used to report on avoidable contact.

## Section 6: Money

### Revenue Budget

The original cash budget for the department was £15.121m. Net transfers of -£0.541m have been made bringing the current approved cash budget to £14.580m. A detailed analysis of these budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.028m over the current approved cash budget. A detailed analysis of the new variances this quarter is available in Annex B.

The department has identified the following as budgets that can pose a risk to the Council's overall financial position, principally because they are vulnerable to significant changes in demand for a service. The current position with regard to each of these is as follows:

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(1,605)	(1,605)	Increased voids and void periods, resulting in reduced income.
Bracknell Market	14	14	Traders potentially leave due to falling footfall.
Print Services	(72)	(72)	As other departments look to cut expenditure, printing income will be affected and income target not achieved.

Although these budgets pose a risk to the Council, careful management has ensured that there is little adverse impact forecast at this point.

### Capital Budget

The total approved capital budget for the year is £8.994m.

Expenditure to date is £3.796m representing 42% of the budget. The Department anticipates 74% of the total approved budget to be spent by the end of the financial year. A detailed list of schemes together with their approved budget and forecast spend is available in Annex B.

## Section 7: Forward Look

### Town Centre & Civic Accommodation

- Legal drafting to enable highways and utilities works to commence as soon as possible.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- Amber House CTPLD staff and services move into Time Square in January 2014.
- Work to the Time Square building will be complete by early June as predicted initially. At that point the Council will be occupying two rather than four office buildings in the town centre.
- The lease for Amber House will end in March 2014 and all staff will be moved into Time Square.
- Customer Services and all other town centre front facing services will be moved from Easthampstead House into Time Square by April.
- CYPL will move from Ocean House into Time Square by May 2014.
- Preparation for Easthampstead House improvements to the ground floor to accommodate ICT.
- Specifications drawn up for the redesign of the vacant registrars' office area and first floor accommodation in Easthampstead House.

### Community Engagement & Equalities

- Prepare for and manage the LGA Equality Framework Peer Review
- Manage the procurement of a Framework agreement for Community Consultation and Engagement Services
- Lead a community empowerment scoping project.
- Publish the Council's Equality Information Reports for 2012-13.
- Publish the 'All of Us' Equality Scheme Impact Report for 2012-13.
- Facilitate the development of The Parks Community Centre/Sports Pavilion and manage the phase two Great Hollands Community Centre improvement works.
- Support the EIA process on budget proposals.
- Continue to manage the roll out of new corporate consultation software to improve the accessibility and quality of the Council's consultations.

### Customer Services

- The team will be relocating to Time Square, and a review of the staffing structure and working arrangements will begin as a result of this move.
- Work will continue on the procurement of a new or upgraded CRM system.
- Digital Services team will begin work on an online bookings project, and improvements to the Open Data website.
- Work on the new JSNA and Youth websites will continue through the next quarter.
- The Revenues Service will begin reviewing debt collection arrangements, to identify opportunities to improve collection rates.
- Further Digital Inclusion sessions will be run, and an investigation into incentivising customers for using online services will begin.

### Democratic & Registration Services

- Implementing the outcomes of the Independent Remuneration Panel's report.
- Launching the biennial Members' survey.
- Establishing the City Deal Joint Committee.
- Supporting the Serious Case Review.
- Supporting the budget decision-making process.

- Completing the delayed 2013 annual canvass.
- Commencing preparations for the European Parliamentary election.
- Finalising arrangements for the relocation of the Register Office to Time Square.
- Introducing arrangements for single sex marriages.

#### Corporate Property

- Options for development of Coopers Hill for a new youth hub to be considered with planning officers over the next three months.
- Complete leases for youth centres at Whitegrove.
- Progress options for identifying sites for school accommodation.
- Negotiate terms for the sale of Downside.
- Following an Executive decision in February/March 2014 to progress the sale of Adastron House.
- Undertake a staff survey of catering services.
- Progress the sale of Binfield Nursery site. Following invitations for parties to make best and final bids the successful party is due to submit a planning application.
- Working with West Berks Council to jointly procure the heating boiler service contracts which will start in July 2014.
- Participate in CIPFA Benchmarking of the Estates function.
- Monitoring of the new shared bulk print service with Wokingham.
- Assist in the market consultation process underway.
- Review the ongoing occupation at Ocean House with the view to terminate the lease hold occupation.

#### ICT Services

- Completion of Microsoft migration (not all applications will be migrated during this time).
- Begin upgrade to Windows 7 and Office 2010.
- Begin installation of new SAN and Core Switch replacement.
- Email on the move solution implementation.

#### Legal Services

- The Planning Committee is due to consider an application for development of the former TRL Site. If approved a major Section 106 Agreement will be required.
- Continuing extensive Legal support will be required in connection with Blue Mountain Golf Course, Bracknell Market and the Community Infrastructure Levy.
- Conveyancing Team likely to be engaged in connection with disposal of Adastron House.
- Large number of school attendance and housing benefit prosecutions scheduled for hearings in the Magistrates' Court.

#### Finance






- Consultation on the Council's 2014/15 budget proposals will be concluded.
- The final budget package for 2014/15 will be prepared, incorporating the Final Local Government Finance Settlement, and presented to Full Council for approval on 27 February, where the Council Tax for 2014/15 will also be agreed.
- Preparations will begin for the closure of the Council's 2013/14 accounts and the drafting of the financial statements.
- Development of the Agresso financial system will continue. The focus will be on the successful go live of a fixed assets module to support the preparation of the Council's financial statements for 2013/14.

- Work on the preparation of the internal audit plan for 2014/15 will be completed and the plan will be presented to the Governance and Audit Committee in March for approval.
- Updated Financial Regulations will be presented to the Governance and Audit Committee and Full Council for approval.
- Work on the replacement of the Council's Payroll and HR system will continue. The focus will be on concluding business process improvements and the finalisation of the procurement plan and specification.

#### Human Resources

- Subject to further analysis and Member approval, officers will be discussing with the trade unions how best to approach the implementation of the "Living Wage".
- The Organisational Change Protocol timetable will continue over the coming period culminating in a Special Meeting of the Employment Committee which will deal with the staffing implications required to balance next years budget.
- Corporate Management Team will be dealing with a report recommending the approach to be adopted in respect of the On-Line Update service of the Disclosure and Barring Service (previously the Criminal Records Bureau).
- There are some significant recruitment activities planned for the quarter, both at Chief Officer level and in staffing the Council's new Economic Development Section.
- The new Learning and Management system is now in place but further development activities will be needed over the period to refine the database.

## Annex A: Progress on Key Actions

MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
<b>1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council.</b>				
1.9.1 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council	31/10/2014	CS		All actions identified in the accommodation strategy to rationalise the number of buildings are ongoing. Preparations to move CTPLD staff into Time Square on 16th January are complete. All ASCHH services will cease to operate from Amber House by 7th February and the building will be released in March. Work to Time Square remains on schedule to enable all customer facing services to move there from Easthampstead House in March.
1.9.2 Implement ICT work plan to support new ways of working and Accommodation Strategy.	31/03/2014	CS		Roll-out of laptops completed on schedule and BFAnywhere portal closed. Working through organisations such as Socitm to lobby for relaxation of stance on BYOD.
1.9.3 Let and manage all building contracts resulting from implementation of Accommodation Strategy and arrange disposals in accordance with the Development Agreement.	31/03/2014	CS		Time Square refurbishment continues through the programme which is on time and on budget. Arrangements in place to end Ocean House lease and Amber House lease.
1.9.4 Establish Time Square as the primary town centre reception service area by moving customer-facing staff (Customer Services, Revenue Services and Registrars) currently in Easthampstead House to the ground floor of Time Square north.	31/10/2014	CS		On track to be delivered as part of Time for a Change programme. Customer journeys for new services in Time Square have been mapped, and system developments are underway to ensure a smooth transition. Interim arrangements for during the works are being finalised.
1.9.5 Move CYPL to Ocean House.	31/04/13	CS		All staff were moved to Floor 1 and 2 of Ocean House on 14th March. All public facing meeting and correspondence is through Time Square. Seymour House was emptied and handed back to Property section by end of April 2013. Demolished in October 2013.

1.9.7 Move ECC, CYPL and ASCHH to final locations in Time Square.	31/10/2014	CS		Work to Time Square is 75% complete with only the Ground floor wings and 3 South to be finished. ASCHH occupy the first floor in their final locations. By 7th February, Housing Benefits and Options will have moved to Ground South. This places the whole ASCHH department in its final location including CTPLD. All other final locations will be achieved in June when floor 3 South is complete ECC will relocate in Time Square and CYPL move from Ocean House to Time Square floors 2 and 3 South.
1.9.11 Implement flexible and mobile working across all town centre offices.	31/03/2014	CS		Actions continue to support the implementation of flexible working. The headcount audit was issued in December to identify the number of flexible working staff. This is to calculate the desks required in town centre buildings. ASCHH final location is complete for first floor and are working on a 5:4 ratio of shared desks. Training for new laptop users was completed in December on schedule. A review of the on line training packages for flexible working is underway.
<b>MTO 4: Support our younger residents to maximise their potential</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>4.3 Increase opportunities for young people in our youth clubs and community based schemes.</b>				
4.3.5 Implement phase three of the Modernisation of the Youth Service Programme, including the development of options for the Town Centre Youth Hub.	31/03/2014	CS		Proposal for a Youth Hub and affordable housing is being developed with a registered provider due to submit a planning application by the end of March 2014.
<b>MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>5.11 Ensure systems in place for effective pupil and school place planning.</b>				
5.11.3 Support CYPL in finding suitable sites for school extensions and new schools.	31/03/2014	CS		Property Services are assisting CYPL in the development of a new SEN facility at Eastern Road. Negotiations are

				continuing for additional land to support the Garth Hill college 6th form temporary extension. A programme and project team is established for the future options at Blue Mountain.
<b>MTO 6: Support Opportunities for Health and Wellbeing</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough.</b>				
6.2.3 Work with colleagues to implement, support and advise the Health and Wellbeing Board.	31/03/2014	CS		The Board continues to operate effectively and the Public Participation Scheme has been used.
<b>6.7 Recognise the value libraries play in our communities.</b>				
6.7.2 Carry out option appraisals for the relocation and enhancement of library facilities in Harmans Water.	31/03/2014	CS		A further project appraisal is being carried out for a community library scheme as the first was not affordable.
<b>MTO 7: Support our older and vulnerable residents</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care.</b>				
7.5.2 Work with the PCT to extend Bridgewell and increase bed capacity.	31/03/2014	CS		The lease has been completed and the memory clinic have taken up occupation.
7.5.4 Work with housing association partners in provision of Extra Care unit at Garth site.	31/03/2014	CS		The sale of the site for the construction of the extra care facility has now been completed and construction on site has now commenced.
7.5.5 Dispose of Binfield Nursery site for residential including older people's accommodation.	31/12/2013	CS		The purchaser has now submitted a full planning application and completion is subject to the outcome of the planning application.
<b>MTO 10: Encourage the provision of a range of appropriate housing</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>10.1 Ensure a supply of affordable homes.</b>				
10.1.6 Work with Thames Valley Housing Authority on development of affordable homes on the Adastron/ Byways site.	31/03/2014	CS		TVHA have submitted two final revised offers which will be considered by the Council's Executive in quarter 4.
<b>10.2 Support people who wish to buy their own home.</b>				
10.2.3 Assist applicants in purchasing houses under the homebuy scheme.	31/03/2014	CS		Assistance will be provided to applicants under the homebuy scheme throughout the year.



10.2.4 Assist applicants in purchasing houses under the homebuy scheme.	31/03/2014	CS		Two Homebuy transactions were completed during the quarter.
<b>MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money</b>				
<b>Sub-Action</b>	<b>Due Date</b>	<b>Owner</b>	<b>Status</b>	<b>Comments</b>
<b>11.1 ensure services use resources efficiently and ICT and other technologies to drive down costs.</b>				
11.1.1 Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey.	31/10/2013	CS		Due to changes in the PSN code of connection (CoCo) it has been necessary to delay the review of Unicorn services available to the authority until certification has been achieved.
11.1.2 Implement a programme of property reviews to ensure Council buildings are fully utilised, dealing with vacant accommodation as appropriate, taking into account market conditions and other possible Council uses, to secure disposals.	31/03/2014	CS		The terms of reference for a property review/audit are being taken through the Asset Management Group. The Property review should be conducted in the first quarter 2014/15.
11.1.3 Explore opportunities to expand the electronic distribution of agendas and meeting papers.	31/03/2014	CS		Members have been advised of the availability of the app as a means of accessing confidential papers in addition to the public papers. Instructions are available on Boris and Members have been offered help in downloading the app, however take-up has been minimal.
<b>11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need.</b>				
11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development Programme.	31/03/2014	CS		Sessions for the Member Development Programme continue to be scheduled. There were 75 attendances at five sessions and 12 attendances at nine conferences. The final tranche of the 360° feedback programme was completed.
11.2.2 Using agreed methods but with an emphasis on e-learning, deliver the agreed corporate training plan with priority given to key areas such as management development, information security and safeguarding.	31/03/2014	CS		Information Security & Data Protection Workshops continue to be run on a regular basis. A number of e-learning packages are already in use including autism, faith & belief, using social media, work experience and using assistive technology. A new support area within the e-learning zone has been created for managers undertaking the ILM Level 3 & 5 programmes

				which commenced in September 2013 and more development of this approach to training is in place based on the identified needs of employees.
11.2.3 Implement the 5 priority areas of the 6th Pay and Workforce Strategy specifically those related to organisational development, leadership capacity, enhancing workforce skills and ensuring that the overall resources, pay and reward structure of the Council are appropriate and in line with best practice.	31/03/2014	CS		Progress is being made in accordance with individual key dates outlined in the Action Plans approved by Employment Committee on 5th December 2012. A new (7th) Pay & Workforce Strategy was taken to Employment Committee approval in Quarter 3 and is due to be approved by full Council in Quarter 4 i.e. on 22nd January 2014. Actions arising from that will form a key part of the work of the HR function in 2014/15.
<b>11.3 publish information about the Council to promote openness and cost-effectiveness and accountability.</b>				
11.3.1 Implement the Data Transparency Best Value Guidance by developing an open data website to improve the accessibility of information to the public.	31/03/2014	CS		No further action has been required during the quarter. However, in December 2013 the government published a draft revised Code of Recommended Practice for Local Authorities on Data Transparency and the final version of a revised Code is anticipated shortly. An analysis of actions required to implement the revised Code will be undertaken when it is published.
11.3.2 Compile and publish the 2012/13 notice of Members allowances and expenses.	31/07/2013	CS		The notice was published on 27 June 2013.
11.3.4 Implement the Data Transparency Best Value Guidance by developing an open data website to improve the accessibility of information to the public.	31/03/2014	CS		Continuing to review and update the open data site. JSNA site is now in design phase, and we expect to have a test site built by the middle of the next quarter.
<b>11.4 ensure residents have fair access to the services they need.</b>				
11.4.1 Deliver the Equality Scheme 2012-16 action plan and monitor its implementation.	31/03/2014	CS		2012-13 impact report and action plan monitoring completed. Will be approved and published in Q4.
11.4.2 Carry out a feasibility study to establish whether to conduct civil funerals.	31/03/2014	CS		The report is scheduled for completion by March 2014.
11.4.3 Continue implementing the programme to improve public access to Council buildings to 92.5%.	31/03/2014	CS		Works are ongoing to improve public access to Council buildings to 92.5% at the end of 2013/14. Currently 90.2%.
11.4.4 Maintain the Achieving Level of the Equality Framework externally assessed by a LGA Peer Review.	31/03/2014	CS		Preparing for the peer review in March 2014.

<p>11.4.5 Increase engagement in and awareness of the democratic process among members of the public by: undertaking a programme of activities throughout the year; maximising the use of social media and the website</p>	<p>31/03/2014</p>	<p>CS</p>	<p>Facebook and Twitter were used to create and promote awareness of the annual update of the electoral register. The Council supported Local Democracy Week with students from Edgbarrow School participating in a Citizenship Ceremony and decisions from both the Executive and Planning Committee were tweeted in real time. The Council supported National Takeover Day with six young politicians from across the borough spending a day shadowing five Bracknell Forest councillors and the Mayor. The Mayor and members of the Executive attended a Youth Council meeting for a discussion on local issues. Three local scouts attended the November Council meeting and pupils from Wildmoor Heath and St. Josephs' Catholic Primary Schools visited the Chamber to discover more about civic life.</p>
<p><b>11.5 develop appropriate and cost effective ways of accessing council services</b></p>			
<p>11.5.1 Identify where "avoidable contact" with customers exists and reduce by 10%. Take appropriate action to minimise waste in processes. Use 'Systems Thinking' methodology to redesign services identified as priority.</p>	<p>31/03/2014</p>	<p>CS</p>	<p>We are progressing with the procurement of a replacement or upgraded CRM system, and once in place, will establish whether it can be used to report on avoidable contact.</p>
<p>11.5.2 extend the range of online and transactional services which may be used by customers on a 24/7 basis to support channel shift.</p>	<p>31/03/2014</p>	<p>CS</p>	<p>Excellent progress has been made with channel shift for School Admissions, with an increase in online applications for secondary school places from 22% in 2012 to 65.9% in 2013. In addition a number of internal processes have been redesigned and online forms created to replace paper. Work to redesign other priority services as 'digital first' will be a key part of the CRM implementation plan, beginning next quarter.</p>
<p>11.5.3 Review CRM and CMS and investigate of new technologies and channels available, e.g. instant messaging, SMS, mobile apps.</p>	<p>30/09/2013</p>	<p>CS</p>	<p>CMS project is continuing well, with a beta version of the Youth website currently in test. The JSNA website is currently in the design phase, and a beta version is planned to be</p>

				published in Q4. The CRM project will continue into the next year, with a contract awarded next quarter, followed by implementation. This project will aim to deliver services on a 'digital first' basis, and will include the investigation of integration of new channels and technologies, such as SMS and Instant Messaging. We continue to investigate the business case for a subscription-based messaging service across the council.
<b>11.7 work with partners and engage with local communities in shaping services.</b>				
11.7.1 Publish and deliver the new Partnership Community Engagement Strategy.	31/03/2014	CS		The strategy has been published and the action plan is being implemented.
11.7.2 Develop partnership working with the parish and town Councils on neighbourhood engagement through joint activities.	31/03/2014	CS		Discussions are taking place with the Parish and Town Councils regarding community empowerment. The Sandhurst Town Council 3 R's project evaluation report will be published in Q4.
11.7.3 Implement corporately consultation software to improve the transparency and quality of consultations increasing consultation skills Council wide.	31/03/2014	CS		The consultation portal was launched this quarter. User testing has helped to improve the usability of the portal.
<b>11.8 implement a programme of economies to reduce expenditure</b>				
11.8.1 update the Medium Term Financial Strategy to include changes to the local government finance regime, strategic policy changes and lead on the development of the Council's annual budget.	31/03/2014	CS		The Council's updated Medium Term Financial Strategy and Commitment Budget was reported to the Executive on 15 October and approved. The Executive agreed the Council's draft budget proposals for consultation on 10 December. The Autumn Statement and Provisional Local Government Finance Settlement were announced in December. Detailed analysis has shown that these are in line with the Council's expectations. The final budget package and council tax for 2014/15 will be presented to Full Council for approval on 27 February.
11.8.2 monitor the delivery of the annual budget and produce the financial statements, having regard to recommendations made by the external auditor.	30/09/2013	CS		The financial statements were approved by the Governance and Audit Committee on 30 September. An unqualified external audit opinion was

			issued. Budget monitoring for 2013/14 indicates that spending should be within budget for the sixteenth consecutive year.
11.8.3 Implement the necessary organisational change processes in line with service changes.	31/03/2014	CS	The organisation Change Protocol commenced in the quarter; this deals with the staffing changes arising from the requirement to balance the 2014/15 budget. The formal consultation with staff and Trade Unions began in November with At Risk letters issued during December.
11.8.4 Develop proposals to help the Council produce a balanced budget in 2014/15.	31/03/2014	CS	Draft budget proposals have been prepared and were published for consultation on 10 December.

<b>Status Legend</b>	
Where the action has not yet started but should have been, or where the action has started but is behind schedule	
Where the action has not yet started or where the action has been started but there is a possibility that it may fall behind schedule	
Where the action has started, is not yet completed, but is on schedule	
Where the action has been completed (regardless of whether this was on time or not)	
Where the action is no longer applicable for whatever reason	

## Annex B: Financial Information

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	Original Cash Budget	Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter	
	2013/2014	C/Fwds	NOTE						NOTE
	£000	£000		£000	%	£000	£000	£000	
<b>Director of Corporate Services</b>									
Director of Corporate Services	206	72	H	278	63	278	0	0	
Community Engagement & Equalities	177	8	H	185	31	185	0	0	
	<b>383</b>	<b>80</b>		<b>463</b>	<b>50</b>	<b>463</b>	<b>0</b>	<b>0</b>	
<b>Head of Democratic &amp; Registration Services</b>									
Committee Services	427	-76	H	351	62	351	0	0	
Member and Mayoral services	901	47	H	948	65	948	0	0	
Registration of Births, Deaths & Marriages	-48	28	H	-20	290	-20	0	0	
Registration of Electors / Elections	218	-38	H	180	70	180	0	0	
	<b>1,498</b>	<b>-39</b>		<b>1,459</b>	<b>62</b>	<b>1,459</b>	<b>0</b>	<b>0</b>	
<b>Chief Officer: Customer Services</b>									
Local Tax Collection incl Cashiers	380	-65	H	315	12	282	-33	-33	5
Customer Services	942	79	H	1,021	65	1,021	0	-20	3
	<b>1,322</b>	<b>14</b>		<b>1,336</b>	<b>53</b>	<b>1,303</b>	<b>-33</b>	<b>-33</b>	
<b>Borough Solicitor</b>									
Legal	601	43	H,I	644	63	644	0	0	

<b>Chief Officer: Human Resources</b>									
Human Resources	540	-41	<i>H,I</i>	<b>499</b>	85	499	<b>0</b>	<i>0</i>	
Unified Training Unit	444	-15	<i>H</i>	<b>429</b>	42	429	<b>0</b>	<i>0</i>	
Health & Safety	97	-40	<i>H</i>	<b>57</b>	107	57	<b>0</b>	<i>0</i>	
	<b>1,081</b>	<b>-96</b>		<b>985</b>	<b>67</b>	<b>985</b>	<b>0</b>	<b>0</b>	
<b>Borough Treasurer</b>									
Finance	2,145	-131	<i>H,I,O</i>	<b>2,014</b>	77	2,014	<b>0</b>	<i>0</i>	
Insurance	868	-438	<i>H,I</i>	<b>430</b>	90	430	<b>0</b>	<i>0</i>	
	<b>3,013</b>	<b>-569</b>		<b>2,444</b>	<b>79</b>	<b>2,444</b>	<b>0</b>	<b>0</b>	
<b>Chief Officer: Property Services</b>									
Property Services	532	-109	<i>H,J</i>	<b>423</b>	55	423	<b>0</b>	<i>34</i>	<i>2,7</i>
Industrial & Commercial Properties	-1,587	-29	<i>H</i>	<b>-1,616</b>	109	-1,616	<b>0</b>	<i>0</i>	
Construction & Maintenance	378	78	<i>H,M</i>	<b>456</b>	68	468	<b>12</b>	<i>12</i>	<i>6</i>
Operations Unit	3,863	35	<i>H,N,P</i>	<b>3,898</b>	61	3,898	<b>0</b>	<i>0</i>	<i>8</i>
	<b>3,186</b>	<b>-25</b>		<b>3,161</b>	<b>37</b>	<b>3,173</b>	<b>12</b>	<b>12</b>	
<b>Chief Officer: Information Services</b>									
ICT Services	2,179	0	<i>H,K</i>	<b>2,179</b>	76	2,179	<b>0</b>	<i>0</i>	
<b>Chief Executive's Office</b>									
Chief Executive	340	28	<i>H</i>	<b>368</b>	96	368	<b>0</b>	<i>0</i>	
Chief Executive's Office	776	48	<i>H</i>	<b>824</b>	72	824	<b>0</b>	<i>0</i>	
Town Centre Redevelopment	51	0		<b>51</b>	-588	100	<b>49</b>	<i>74</i>	<i>1,4</i>
Voluntary Sector Grants	171	60		<b>231</b>	76	231	<b>0</b>	<i>0</i>	

NI136 - Grant Contributions to Shopmobility & CAB	219	-25		<b>194</b>	72	194	<b>0</b>	0
Community Safety	301	-60	<i>H,L</i>	<b>241</b>	35	958	<b>0</b>	0
	<b>1,858</b>	<b>51</b>		<b>1,909</b>	<b>55</b>	<b>1,839</b>	<b>49</b>	<b>74</b>
<b>TOTAL CS AND CX OFFICE</b>	<b>15,121</b>	<b>-541</b>		<b>14,580</b>	<b>60</b>	<b>14,573</b>	<b>28</b>	<b>67</b>
<b>Memorandum item</b>								
Devolved Staffing Budget - CS and CX	9,149	182		9,331	<b>70</b>	9,331	<b>0</b>	0
<b>Non Cash Budgets</b>								
Capital Charges	1,422	0		1,422		1,422	<b>0</b>	0
IAS19 Adjs	617	0		617		617	<b>0</b>	0
Recharges	-9,746	624		-9,122		-9,122	<b>0</b>	0
	<b>-7,707</b>	<b>624</b>		<b>-7,083</b>		<b>-7,083</b>	<b>0</b>	<b>0</b>



**CORPORATE SERVICES / CX OFFICE QSR 3 – SEPTEMBER TO NOVEMBER 2013**

Note	Total £'000	Explanation
<b>-495 Virements reported in QSR2 Period</b>		
A	-1	<p><b>Industrial &amp; Commercial Properties</b> The budgets for insurance premiums and the income from their recovery from tenants for units in Market Street has been transferred from ECC as the responsibility for these properties is with Corporate Services</p>
B	-34	<p><b>Property Services</b> Following finalisation of the Crowthorne Enterprise Centre accounts, the deposit returned from Legal and General was in excess of the final payment due to Oxford Innovations who ran the Centre. CMT approved the resulting underspend of -£0.034m be transferred to the Contingency fund from which £0.100m had previously been received in 2012/13 to support the Centre.</p>
C	15	<p><b>Finance</b> CMT have approved contingency funding of £0.015m to cover the professional fees relating to the submission of a High Court claim for landfill tax.</p>
D	-25	<p><b>Grant Contributions to CAB</b> Following CMT approval, -£0.025m has been transferred to the contingency fund to reflect the receipt of funding from Bracknell Regeneration Partnership to cover CAB relocation costs paid from contingency in 2012/13</p>
E	20	<p><b>Customer Services</b> Following approval from CMT a virement of £0.020m has been made from contingency to cover the costs of the CRM/CMS feasibility study.</p>
F	4	<p><b>Carbon Reduction Commitment</b> A budget of £0.004m has been vired from Contingency to cover the cost of CO2 emissions from properties within the Operations Unit.</p>
G	16	<p><b>Energy Budgets</b> The gas and electricity budgets have been recalculated following the receipt of the Energy Managers projected volumes and price increases from the 1st April. This has resulted in budget increases of £0.012m for the Civic Buildings and £0.004m for Industrial and Commercial Properties vired from Contingency.</p>
H	0	<p><b>Corporate Services DSB</b> In order to balance the Corporate Services DSB staffing budgets, contributions of £0.139m have been made from the following non-DSB budgets, which have identified underspends, to the Corporate Services DSB budgets: Insurance £0.060m, Property Services £0.010m, Operations Unit £0.010m, Industrial &amp; Commercial Properties £0.015m, Human Resources £0.025m and Members &amp; Mayoral services £0.019m.</p> <p>The DSB budgets have then been realigned to reflect in year staff turnover and amendments to staffing structures.</p>
I	6	<p><b>Cash/Non Cash Budgets</b> The previously reported virement of £0.006m from non-cash to cash budgets for the recharges to the Pupil Referral Unit, within Children Young People and Learning, was not required and the virement has been reversed.</p>

J	-15	<b><u>Property Services</u></b> Previously reported underspends have been vired to Construction and Maintenance to support consultancy costs of conditions based surveys
K	3	<b><u>ICT</u></b> The Operations Unit have vired £0.003m to support the planned Project Manager infrastructure training.
L	10	<b><u>Community Safety</u></b> The Operations Unit have vired £0.010m to support the Domestic Abuse project undertaken in conjunction with TVPA
M	15	<b><u>Construction &amp; Maintenance</u></b> Property Services have vired £0.015m to cover the cost of consultancy fees for condition based surveys
N	-13	<b><u>Operations Unit</u></b> Previously reported underspends within the Operations Unit have been vired to ICT and Community Safety to support Project Manager Infrastructure training (£0.03m) and a Domestic Abuse project with TVPA (£0.010m).
O	-20	<b><u>Finance</u></b> Following the award of the contract for the e-Procurement Hosted Solution the virement of £0.035m previously received from the Transformation & Innovation Fund is not all required in this financial year and £0.020m can be returned.
P	-27	<b><u>Operations Unit</u></b> Due to the refurbishment of Times Square the full maintenance budget has not been required and has been used in part to support the purchase of office furniture and equipment. This is capital expenditure and a revenue contribution to capital is therefore required.
	<b>-46</b>	<b>Total Virements in QSR3 Period</b>
	<b>-541</b>	<b>Total Virements Reported To Date</b>

**CORPORATE SERVICES / CX OFFICE QSR 3 – SEPTEMBER TO NOVEMBER 2013**

**Variances**

<b>Note</b>	<b>Total £'000</b>	<b>Explanation</b>
	-39	<b>Variances reported in QSR2 Period</b>
1	25	<p><b><u>Town Centre Redevelopment</u></b> Following CMT approval -£0.025m has been transferred to the Contingency fund to reflect the receipt of funding from Bracknell Regeneration Partnership to cover CAB relocation costs previously paid from contingency. This reverses the previously reported underspend.</p>
2	34	<p><b><u>Property Services</u></b> Following CMT approval -£0.034m has been transferred to the Contingency fund to reflect the return of the deposit for Crowthorne Enterprise Centre, reversing the previously reported underspend.</p>
3	-20	<p><b><u>Customer Services</u></b> Contingency funding of £0.020m has been received for the CRM/CMS feasibility study, reversing the previously reported overspend.</p>
4	49	<p><b><u>Town Centre Redevelopment</u></b> The Council has agreed to meet the planning fees for Winchester House of £0.049m. Contingency funding is requested to cover these costs.</p>
5	-33	<p><b><u>Local Tax Collection</u></b> Following changes to the accounting treatment for Business Rates, the budget set aside for discretionary rates relief is no longer required, resulting in an underspend. The cost of discretionary rates relief will be met from the Collection Fund in future.</p>
6	12	<p><b><u>Construction &amp; Maintenance</u></b> There has been a reduced take up of maintenance service offered to Schools resulting in a pressure on the Construction &amp; Maintenance income budget.</p>
7	0	<p><b><u>Property Services</u></b> Property Services have identified savings of £0.010m due to a reduction in Town Centre Events and various supplies and services budgets for £0.005m.</p> <p>These underspends have been offset following a virement of £0.015m to Construction and Maintenance to support the consultancy costs for condition based surveys.</p>
8	0	<p><b><u>Operations Unit</u></b> Savings of £0.005m have been identified from the postal contract and £0.008m from an increase in income from the Transport function.</p> <p>These variances have been reduced following the virements to support ICT (£0.003m) and Community Safety (£0.010m)</p>
	<b>67</b>	<b>Variances reported in QSR3 Period</b>
	<b>28</b>	<b>Total Variances Reported To Date</b>

Corporate Services & Chief Executive's Office Capital Monitoring as at 30 <sup>th</sup> November 2013												
Cost	Project Description	2012/2013	2013	Approved	Cash	Expenditure	Current	2013/14	Carry Forward	(Under) / Over	Target for	Current status of the project
Centre		brought forward	/2014 Budget	Budget	Budget	to date	Commitment	Cash	2014	Spend	Completion	Notes
			Budget		2013/14			Budget	2014			
								unspent/ uncommitted	/2015			
					(1)	(2)	(3)	(1)-(2+3)				
				(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
<b>Prior Year Funded Schemes</b>												
<b>Prior Year Funded Schemes - Corporate Services &amp; Chief Executive's</b>												
YM245	Jennett's Park Community Centre	0.3	0.0	0.3	0.3	3.3	0.0	-3.0	0.0	3.0	March 2014	Project complete
YM248	The Parks Community Centre/Sports Pavilion	175.8	25.0	200.8	0.0	0.0	0.0	200.8	0.0	0.0	March 2015	The budget includes a virement of £0.025m from ECC towards works on a multi use games area.
72 YM249	Provision of Technology to Members	25.2	0.0	25.2	25.2	5.6	0.0	19.6	0.0	0.0	March 2014	Works have commenced to provide laptops to all Members using their own kit as part of the requirements of PSN.
YM254	New Hope	4.2	0.0	4.2	4.2	0.0	0.0	4.2	0.0	-4.2	March 2014	Project complete
YM255	CRM – Upgrade to Version 8	5.0	0.0	5.0	5.0	0.0	5.0	0.0	0.0	0.0	March 2014	This budget was retained as a result of dissatisfaction with the system upgrade. It is not expected that the outstanding amount will be paid. However, the budget may be used to support delivery of the new CRM.
YM259	North Ascot Community Centre	16.3	0.0	16.3	16.3	0.0	0.0	16.3	0.0	0.0	March 2014	The improvement works started in July 2012. Planning approval gained for the next stage of works, which will be completed in 2013-14
YM291	CRM – Reporting Enhancements	25.0	0.0	25.0	0.0	0.0	0.0	0.0	25.0	0.0	March 2015	A further review of this project is being carried out in light of the decision to move forward with a replacement CRM system. A new system may be able to provide the 'Avoidable Contact' reporting without the need for a separate system in which case this capital can be returned. Or we may need to use this capital to fund development work in the new system to facilitate this. We should know the

													capabilities of the new system by March 2014, and could then implement the original solution if necessary.
YM300	Easthampstead and Wildridings Community Centre	30.0	0.0	30.0	30.0	27.9	1.0	1.1	0.0	0.0	September 2013	Works completed September 2013	
YM302	Bullbrook Community Centre	5.6	0.0	5.6	5.6	2.4	0.0	3.2	0.0	.0.0	March 2014	Works completed August 2013	
<b>Total of Prior Year Funded Schemes - Corporate Services &amp; Chief Executive's</b>		<b>287.4</b>	<b>25.0</b>	<b>312.4</b>	<b>86.6</b>	<b>39.2</b>	<b>6.0</b>	<b>41.4</b>	<b>225.8</b>	<b>-1.2</b>			
<b>Prior Year Funded Schemes - Council Wide</b>													
YM260- YM265	Members Initiative	99.1	0.0	99.1	69.1	36.5	7.7	24.9	30.0	0.0	March 2015	Some small schemes in the pipeline. Web pages set up and Members recently reminded of funding.  New fund established in 2013/14 from revenue	
YM215	Replacement Revenue & Benefits System	55.3	0.0	55.3	0.0	0.0	0.0	0.0	55.3	0.0	March 2015	The new CRM may facilitate easier integration with the Revenues system, thereby making the purchase of the e-Revenues model unnecessary, although some capital would be required to fund the integration. The capacity of this system should be known by January 2014, enabling a decision on how to take this project forward to be made early 2014. It will be necessary to carry this capital forward to 2014-15, to enable completion of this.	
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	23.2	0.0	0.0	23.2	0.0	0.0	March 2014	Required for speeding up at remote sites. Delayed due to PSN.	
YM247	Market Street Properties	454.1	0.0	454.1	454.1	0.0	0.0	454.1	0.0	0.0	January 2014	A provision of £1.716m was created to comply with grant conditions, this amount represented the £1.46m received from HCA and £0.256m from the Bracknell Forest budget of £0.4m. To date £1.546m of costs has been incurred against this provision. The total budget agreed by the Executive for this project is as follows:- Initial HCA grant       £1.46m Additional HCA grant   £0.107m	

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													BFBC £0.4m - note. The grant money will be called on first with additional funding by BFBC and BRP on a pound for pound basis. BRP £0.4m TOTAL £2.367m
YM250	Backup System Replacement	45.1	0.0	45.1	45.1	7.7	0.0	37.4	0.0	0.0	March 2014	Pilot complete. Running some servers in live and dual running. Remainder to be transferred over to Aimstore apart from Novell. Required to buy extra space on cloud and boost data. Determining method to recover data in the event of an incident. Priority orders agreed.	
YM251	Laptop Refresh	88.8	0.0	88.8	88.8	136.7	5.1	-53.1	0.0	0.0	March 2014	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles. New rollout in progress. Currently using this budget to purchase additional laptops required for PSN, unmanaged endpoints which was not budgeted for. Costs being captured separately	
YM252	IPT Migration Project (Invest To Save)	59.1	0.0	59.1	59.1	0.0	3.7	55.4	0.0	0.0	March 2014	Install in central offices completed. New Cisco Manger expansion commissioned. Communication programme being developed by Learning & Development. Decommissioning of current PBX underway. This links to the accommodation strategy. To be used for integration of call manager with AD and Tiger.AD integration complete.	
YM294	Vasco Token System Replacement	12.8	0.0	12.8	12.8	5.0	0.0	7.8	0.0	0.0	March 2014	Replacement under review and new portal to be designed. Being used for Microsoft migration.	
YM296	Times Square Data Cabling	65.0	0.0	65.0	65.0	51.4	6.8	6.8	0.0	0.0	March 2014	To fall in line with the Time for Change accommodation moves. On schedule in line with refurbishment and moves scheduled.	
YM297	Superfast-Broadband Match Funding	29.1	0.0	29.1	0.0	0.0	0.0	0.0	29.1	0.0	March 2014	Capital funding for a market procurement using the Broadband Delivery UK procurement framework to buy a broadband infrastructure improvement solution across the Thames Valley.	
<b>Total of Prior Year Funded Schemes - Council Wide</b>		<b>931.6</b>	<b>0.0</b>	<b>931.6</b>	<b>817.2</b>	<b>237.4</b>	<b>23.3</b>	<b>556.5</b>	<b>114.4</b>	<b>0.0</b>			

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<b>Total Prior Year Funded Schemes</b>		<b>1,219.0</b>	<b>25.0</b>	<b>1,219.0</b>	<b>903.8</b>	<b>276.5</b>	<b>29.3</b>	<b>597.9</b>	<b>340.2</b>	<b>-1.2</b>		
<b>Percentages</b>						<b>31%</b>	<b>3%</b>	<b>66%</b>	<b>38%</b>	<b>0%</b>		
<b>Current Year Programme</b>												
<b>Current Year Programme - Corporate Services &amp; Chief Executive's</b>												
YM243	Community Centres - S106	147.2	0.0	147.2	0.0	0.0	0.0	0.0	147.2	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM293	Property & Asset Management System	12.3	40.0	52.3	33.0	10.9	22.1	0.0	19.3	0.0	March 2015	Works are ongoing to develop the system. Further development work is still required that will run to the end of 2013/14.. The next phase will be arranging training to roll out to building managers.
YM305	Town Centre CCTV	0.0	7.5	7.5	7.5	7.5	0.0	0.0	0.0	0.0	July 2013	New ANPR camera system at the junction of Drift road and the A330 Ascot Road
75 YM306	Council Chamber Audio & Visual Replacement	0.0	43.0	43.0	43.0	39.6	0.0	3.4	0.0	0.0	September 2013	The audio/visual equipment in the Council Chamber has been replaced and tested in various settings.. Initial snagging took place by the end of August but there were some additional minor changes as a result of the testing which have been completed .The operation of the system will be reviewed in 6 months.
YM312	On-Line Booking Systems	0.0	20.0	20.0	5.0	0.0	0.0	5.0	15.0	0.0	March 2015	The Digital Services team is currently investigating booking solutions that sit in the Drupal web environment. Alongside this we will be working with service teams over the coming months to analyse their requirements, so that we can evaluate possible solutions. We may need to carry some of this capital forward to 2014-2015, to facilitate implementation of preferred solution(s).
YM313	ICT Helpdesk Software Replacement	0.0	15.0	15.0	0.0	0.0	0.0	0.0	15.0	0.0	March 2015	Investigation into replacement Help desk system during 2013-14. Plan to only upgrade during 2014-15 not replace. Options being considered.
YM315	Customer Relationship Management System (Invest To Save)	0.0	86.2	86.2	36.2	0.0	0.0	36.2	50.0	0.0	December 2014	The procurement plan is progressing well, and we anticipate being able to select a system and award contracts in February 2014. Implementation should then take 6-9 months.
YM316	Farley Wood Community Centre	0.0	14.4	14.4	14.4	14.4	0.0	0.0	0.0	0.0	October 2013	Installation of sprung floor in the Main Hall of the Farley Wood Community Centre

Total of Current Year Programme - Corporate Services & Chief Executive's		159.5	226.1	385.6	139.1	72.4	22.1	44.6	246.5	0.0		
<b>Current Year Programme - Council Wide</b>												
YM002	Access Improvement Programme	102.6	100.0	202.6	87.6	45.9	33.2	8.5	115.0	0.0	Rolling Programme	Works this year are concentrating on Bracknell Leisure Centre and a scheme is currently being developed to meet the BVPI requirements. This work is likely to run over the end of the financial year and will require some of next years budget to complete.
YM003	ICT Infrastructure Development/Network refresh	34.0	237.0	271.0	271.0	244.6	17.4	9.0	0.0	0.0	March 2014	Need to replace core data switched, proxy servers and switches during 2013-14. Core data switches being reviewed alongside the Storage Area Network. Ordered Core switches. Work delayed due to PSN.
YM165	Server and Server Component Refresh	0.0	75.0	75.0	75.0	39.9	39.3	-4.2	0.0	0.0	March 2014	Server refresh to continue. Citrix servers purchased and being commissioned. Remainder of budget required for ESX hosts and licenses for servers. Additional servers ordered Oct/Nov for PSN and application upgrades.
YM179	Desktop Refresh	31.6	153.0	184.6	184.6	80.0	44.8	59.8	0.0	0.0	March 2014	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles. Rollout due for completion in June with new rollout for 2013-14 commencing in June. New rollout commenced but stalled whilst solution for PSN unmanaged endpoints determined. Should complete rollout by March 2014.
YM180	ICT Maint Prog – Photocopiers	10.2	70.0	80.2	80.2	36.5	24.3	19.5	0	0.0	March 2014	Final rationalisation underway (EH). New refresh capital received for 2013/14 as some MFD's are over 7 years old. In progress of update. Times square is a priority.
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	0.0	400.0	0.0	0.0	0.0	March 2014	Monies will be transferred when schemes are identified as part of the final accounts process.
YM214	Electronic Documents Records Management System	158.8	40.0	198.8	48.5	48.2	0.0	0.6	150.0	0.0	August 2014	Revised schedules being planned and revisiting file plans.
YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	1,130.0	500.0	1,630.0	1,430.0	1,112.6	317.4	0.0	200.0	0.0	Rolling Programme	Works on this years programme are underway .A significant proportion of the current budget (approximately £800k) is linked to the works proposed for Time Square. Project spend to date stands at 68.3% with a further 22.1% committed.
YM253	Times Square Accommodation	237.8	3,050.0	3,287.8	2,313.5	1,801.5	512.0	0.0	974.3	0	2015-16	Works to the 1st floor north wing (Phase 1) , 4th floor north and south wings (Phase 2), 3rd

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													floor north wing (Phase 3) ,2nd floor north wing (Phase 4) and 2nd floor south wing (Phase 5) and 1st floor south wing (phase 6) were completed and the floors handed back to the Council as programmed. Works have commenced on the ground floor south wing on the 16 December and the contractor is currently reporting that works will be completed as programmed on the 7 February. The works to install the new boilers is complete and the boiler control panel is currently being installed
YM298	Power Generator	10.0	104.0	114.0	114.0	0.0	171.7	-57.7	0.0	0.0	March 2014	Investigating options with suppliers to install a power generator. Project specification commenced and will be co-ordinated with TS Works. Order for generator being placed.	
77 YM304	Great Hollands Community Centre & Library	3.3	291.3	294.6	56.4	33.8	22.6	0.0	238.2	0.0	July 2014	Phase 1 - All works completed 1st March 2014. Works in defect period until 28th February 2014. Final account prepared and agreed. Phase 2 - on the 25th July the Council agreed the scope of the project. The tender documents have been prepared and sent out to tender on the 26th November to 5 tenderers. Tenders to be returned on the 19th December at 12 noon. It is programmed that the works will commence on site during March 2014.	
YM307	CITRIX Licensing	0.0	78.0	78.0	78.0	0.0	0.0	78.0	0.0	0.0	March 2014	Increment in licenses to support Mobile and Flexible working	
YM308	Phone System Replacement – Remote Sites	0.0	48.0	48.0	10.0	0.0	0.0	10.0	38.0	0.0	March 2015	A number of remote sites during 2013-14 will have phone systems transferred to CISCO solution. Delayed due to PSN. Cem and crem to commence shortly.	
YM309	Storage Area Networks	0.0	450.0	450.0	450.0	4.4	4.8	440.8	0.0	0.0	March 2014	Replacement of Storage Area Network in the Data Centre required. This scheme will cover replication to another site also to increase resilience. Procurement plan approved. Contract awarded.	
YM310	Easthampstead House Car Park	0.0	25.0	25.0	25.0	0.0	12.3	12.7	0.0	0.0	March 2014	A scheme is being drawn up to repair the deck of the covered area	
YM311	Phone System Replacement - Libraries	0.0	25.0	25.0	0.0	0.0	0.0	0.0	25.0	0.0	March 2015	A number of libraries during 2013-14 will have phone systems transferred to CISCO solution following completion of those remote sites that need replacing. Not started. Delayed due to PSN.	
YM314	Garth Hill College Land Valuations	0.0	0.0	0.0	0.0	0.0	3.0	-3.0	0	00	March 2014	Costs of land valuations for options to expand Garth Hill College. To be met from land acquisition budget if purchase goes ahead.	

<b>Total Current Year Programme - Council Wide</b>	1,718.3	5,646.3	7,364.6	5,624.1	3,447.3	1,602.8	574.1	1,740.5	0.0
<b>Total Current Year Programme</b>	<b>1,933.5</b>	<b>5,816.7</b>	<b>7,750.2</b>	<b>5,763.2</b>	<b>3,519.7</b>	<b>1,624.9</b>	<b>618.7</b>	<b>1,987.0</b>	<b>0.0</b>

**Percentages** 61% 28% 11% 26% 0%

<b>Total - Council Wide</b>	2,699.9	5,596.3	8,296.2	6,441.3	3,684.6	1,626.1	1,130.6	1,854.9	0.0
<b>Total - Corporate Services &amp; Chief Executives</b>	502.6	195.4	698.0	225.7	111.6	28.1	86.0	472.3	-1.2
<b>Total Capital Programme</b>	<b>3,202.5</b>	<b>5,791.7</b>	<b>8,994.2</b>	<b>6,667.0</b>	<b>3,796.2</b>	<b>1,654.2</b>	<b>1,216.6</b>	<b>2,327.2</b>	<b>-1.2</b>

**Percentages** 57% 25% 18% 26% 0%



# CORPORATE PERFORMANCE OVERVIEW REPORT

Q3 2013-14  
October - December 2013

Chief Executive:  
Timothy Wheadon

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## Section 1: Chief Executive's Commentary

### 1 Introduction

- 1.1 This report sets out an overview of the Council's performance for the third quarter of 2013/14 (October – December 2013). It complements the detailed Quarterly Service Reports (QSRs) produced by each Director, which were circulated to Members in February. The purpose of this report is to provide the Executive with a high-level summary of key achievements, and to highlight areas where performance is not matching targets or expectations, along with any remedial action that is being taken.
- 1.2 The work for 2013/14 is contained in departmental service plans. At the end of the quarter, of the actions included in these service plans, progress showed
- 54 (22%) blue - complete
  - 188 (73%) green – on target
  - 9 (3%) amber (not yet started or possibly could fall behind schedule)
  - 5 (2%) red (not yet started but should have been or behind schedule).
- 1.3 Section 2 of this report, contains information on the key performance indicators, across the Council. Again, the picture is positive, showing that the current status is
- 62 (84%) green
  - 3 (4%) amber
  - 9 (12%) red
- (In addition there is 1 indicator awaiting data and 17 indicators which are essentially indicators of workload or service volume where it is not appropriate to set a target)

### ***Overview of the 3<sup>rd</sup> quarter***

- 2.1 Against a general background of effective performance a number of issues merit special mention
- Performance in the public health services, which transferred to local government in April 2012, has been excellent. In particular NHS Health checks have continued to exceed predicted levels. The Stop Smoking success rate now significantly exceeds the national average and this has attracted attention from the local media. The 'Stoptober' campaign in Bracknell Forest produced the highest number of 'sign-ups' per capita than any other local authority in the Thames Valley area. In addition the 'What's in your glass' campaign has also been very successful, leading to a change in the drinking behaviour in a significant number of people. The findings are due to be presented to a national conference in February.
  - The average time from when a customer is first seen to receipt of their benefit payment, has reduced considerably from 13 to 7 days (target 14) following the restructuring and refocusing of

the service. In addition the time taken for Forestcare customers to receive the service from enquiry to installation has also reduced significantly from 12 to 7 (target 15).

- NEET (not in employment, education or training) levels have reduced to the lowest level in three years
- The number of days overrun on streetwork projects by statutory undertakers has reduced considerably during the quarter.
- Trading Standards officers' actions have resulted in refunds or replacement goods to the value of over £100,000 being returned to residents within the last 12 months.
- The percentage of calls answered within 20 seconds has come within its target. This is a noticeable increase in performance
- The results of the regular readership survey of Town & Country show that more than 87% of readers rate the publication as good or excellent.

2.2 Inevitably in such a large and diverse organisation, there are a small number of areas where performance did not match targets (see Section 2). The most noteworthy are highlighted below.

- Child protection figures continue to be high, with 113 at the end of December. This is in line with national trends though, with neglect being the highest category, both locally and nationally.
- The achievement gap between pupils eligible for free school meals and their peers, at Key Stage 4, remains the same as last year.
- The percentage of children looked after, achieving 5 A\* - C GCSEs at Key Stage 4 (including mathematics and English) has not reached the target of 25% although it does show a significant increase from the previous year (0% in 2012, 7% in 2013). There were only 14 students in this cohort – one student achieved 5+ A\*-C out of 4 that attended a mainstream school. 100% of the students who took examinations achieved at least 1 or more GCSEs at A\*-G grade compared to 78% in the previous year. A number of pupils have enrolled on entry level and college-based courses and qualifications which have enabled them to seek an alternative way onto further education.
- The number of homeless households who require emergency accommodation has increased each month since August. It is increasingly difficult to secure homes in the private rented sector for households so they can avoid homelessness. The Council took ownership of two properties in September/October which it has purchased to provide accommodation for homeless households and this has helped to prevent the figures being even higher.
- In regulatory services, a contractor has been appointed to help cover the staff vacancies and maintain performance with targeted inspections. It is anticipated that all relevant high and medium risk inspections will be undertaken by the end of March 2014. The Highways section continues to carry a number of key post vacancies that are due to advertised during quarter 4.

- The number of visits to libraries has not reached its target for quarter 3. However this is partly due to effect on Bracknell library of the works in the town centre and this library also being closed one day per week throughout October for essential electrical work and Sandhurst library being closed for a couple of weeks in November for refurbishment.

2.3 Other issues of note during the quarter which are not included in the performance data include:

- The Broadway and Crossway were demolished between September and December 2013. This part of the town centre is now ready for the development of the Northern Retail Quarter West. The next phase of the regeneration is substantial works to divert utilities, remove the Bond Way flyover and change traffic flows. This work is due to start in March 2014. Meanwhile a conditional development agreement was exchanged with the owners of Winchester House, that would see the demolition of the building (the former 3M HQ), subject to the vacant possession of the Market Hall, and the grant of reserved matters planning approval. Extensive public consultation on the future of the Market and Winchester House began in November 2013. A planning application for new apartments was submitted in December 2013.
- A successful anti-bullying project was undertaken with schools, culminating in a presentation to students by a local celebrity, Glen Hoddle.
- A significant consultation of children and young people was undertaken in partnership with the Children's Society. Nearly 2,500 responses were received and in addition, over 200 children and young people took part in focus groups. The results are being analysed and will inform the new Children & Young People's Plan to be published in April 2014.
- The Joint Strategic Needs Assessment (JSNA) has been refreshed and developed into a new, interactive and web-based design, with unique features to engage a wider audience. This was designed and built by the Council's own Digital Service team. The findings of the Public Health survey have also been incorporated into the JSNA.
- The major works at the Twin Bridges continues, in order to ensure this significant junction will enable people to access the new town centre as well as minimising delays for motorists travelling through the borough. The work will continue throughout the spring,
- There are some large income streams attached to significant planning applications. In addition a considerable amount of time is being spent on the procurement of Public Realm services, but this reflects that as much as £126m could be spent on highways, street cleansing and landscaping over the next 14 years, if contractors perform well.
- The Autumn Statement and Provisional Local Government Finance Settlement were announced in December. A detailed analysis shows that these are in line with our expectations.

During the quarter the annual audit letter was presented, with no specific recommendations from the external auditor

- The Bracknell Forest Careers Event, held in October, was bigger than ever, with more than 1,400 visitors; 83% thought the event was useful or very useful.
- Work undertaken to reduce the harm caused by domestic abuse is being evaluated by Cambridge University. Conclusions are premature but there is evidence that the Domestic Abuse Service Co-ordination (DASC) project is having a positive impact in reducing the seriousness and the harm caused by domestic abuse.

- 2.4 There was one authorisation regarding RIPA applications. This was for nine premises for test purchasing of alcohol.

### ***External inspections, audit and scrutiny***

- 3.1 During the quarter, five schools were inspected by Ofsted. Wooden Hill Primary and Nursery school and Birch Hill Primary school were both judged to require improvement (grade 3); Holly Spring Infant and Nursery school was judged to be a good school (grade 2). Two schools, Kennel Lane and Sandy Lane, were both judged to be inadequate (grade 4). Both of these judgements were extremely disappointing, particularly as primary provision at Kennel Lane was judged to be good. The LA will work with an HMI assigned to the schools to support their progress with a view to realising the speedy improvements that have been affected in other schools that have gotten into difficulty. Previously inspected schools that were judged to require improvement, were also visited (The Pines, Harmans Water, Wildmoor Heath, College Town Junior, Wooden Hill and St Michael's Sandhurst). The Ofsted reports from these visits show good progress is being made in addressing the issues identified for each school.
- 3.2 Bracknell Leisure Centre and Coral Reef were both awarded with Customer Service Excellence awards..
- 3.3 The Overview and Scrutiny (O&S) work programme for 2013/14 is being delivered broadly as planned. The Executive accepted, or in a few cases partly accepted, all the recommendations of the Working Groups which reviewed School Governance and Delegated Authorities. The Working Groups on the Bus Strategy and on ensuring that the lessons of the Francis report are being applied, both by our local NHS Trusts and in the way Health scrutiny is carried out, concluded their work and their recommendations are under consideration. Further Working Groups commenced in quarter 3 on the Provision of School Places, and on the Council's Role in Regulated Adult Social Care Services. A Working Group on Cultural Services is planned to commence in quarter 4.

## **4 Strategic Risks**

- 4.1 The Strategic Risk Register is reviewed quarterly by the Strategic Risk Management Group (SRMG), twice a year by the Corporate Management Team (CMT) and once a year by the Executive. The Register was taken to the Executive for information on 26 November 2013.



During quarter 3 a slight increase was experienced in the likelihood of a potential failure to work effectively with partners/residents /service users and businesses, due to the increased risk of failure of voluntary sector umbrella support. However, this is being addressed and the level of risk will, hopefully, reduce again at the next review.































## **5 Forward Look**










- 5.1 Looking forward, the next quarter will see the recruitment of some key posts for the Council, both Chief Officers and for the new Economic Development Section, with a final budget package for 2014/15 to be presented to full council.
- 5.2 Key sites around the borough are due to be progressed. These include the sale of the Binfield Nursery site and Adastron House; the consideration of an application for the development of the former TRL site; consideration of the options for the development of Coopers Hill for a new youth hub; and the lease agreement due to be signed for a 34 hectare public open space of Peacock Meadows (Jennetts Park). Following the decision to release to S52 agreement for the Blue Mountain site in January, efforts will also focus on progressing the master plan for that site.
- 5.3 The coming quarter will see some important conferences take place, including the Annual Education Conference for head-teachers and annual conference for school governors. The former will be focused on being prepared for the new national curriculum to be introduced from September 2014 and the latter has the theme of 'The Changing Educational Landscape'.
- 5.4 Internally, there are several key changes e.g. to introduce the blue bin reward scheme; the implementation of a new library management system across all libraries; and preparing for the Local Government Association (LGA) Equality Framework Peer Review.

*Timothy Wheadon*  
*Chief Executive*




## Section 2: Key Indicator Performance































### Adult Social Care, Health & Housing

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with the same period in the previous year
<b>All Sections</b>						
NI132	Waiting times for assessments (Quarterly)	88.0%	92.3%	90.0%		
NI133	Waiting times for services (Quarterly)	Data not available	Awaiting data	90.0%	N/A	N/A
NI135	Carers receiving needs assessment or review and a specific carer's service, or advice and information (Quarterly)	20.3%	28.0%	27.8%		
OF2a.1	Adults aged 18-64 admitted on a permanent basis to residential or nursing care per 100,000 population (Quarterly)	2.70	2.70	5.10		
OF2a.2	Older people admitted on a permanent basis to residential or nursing care per 100,000 population (Quarterly)	343.40	415.50	562.95		
L137	Number in residential care (quarterly)	167.00	165.00	N/A	-	
L138	Number in nursing care (Quarterly)	141.00	138.00	N/A	-	
L159	People receiving Self-Directed Support as a percentage of Eligible People (Quarterly)	99.2%	99.8%	98.0%		
L172	Timeliness of financial assessments (Quarterly)	97.50%	97.50%	95.00%		
<b>Community Mental Health Team</b>						
OF1f	Adults receiving secondary mental health services in employment (Quarterly)	17.0%	17.0%	13.0%		
OF1h	Adults receiving secondary mental health services in settled accommodation (Quarterly)	91.0%	80.0%	84.0%		
<b>Community Response and Reablement</b>						
OF2c.1	Delayed transfers of care – total delayed transfers per 100,000 population (Quarterly)	3.9	5.0	10.0		
OF2c.2	Delayed transfers of care – delayed transfers attributable to social care per 100,000 population (Quarterly)	1.4	1.7	7.0		
L135.1	Percentage of Enhanced Intermediate Care Referrals seen within 2 hours (quarterly)	100.0	100.0	97.00		
L135.2	Waiting time for OT support (Quarterly)	90.60	91.40	90.00		
<b>Community Support &amp; Wellbeing</b>						
L136.1	Number in receipt of direct payments (Quarterly)	218.00	231.00	N/A	N/A	
L136.2	Number in receipt of community support excluding direct payments (Quarterly)	1,192.00	1,290.00	N/A	N/A	
<b>Community Team for People with Learning Difficulties</b>						
OF1e	Adults with learning disabilities in employment (Quarterly)	16.3%	16.9%	15.0%		

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with the same period in the previous year
OF1g	Adults with learning disabilities in settled accommodation (Quarterly)	85.4%	87.0%	86.0%		→
<b>Housing – Benefits</b>						
NI181	Time taken to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	11.0	10.0	11		→
L033	Percentage of customers receiving the correct amount of benefit (Sample basis) (Quarterly)	96.8%	96.7%	96.5%		→
L177	Average time from when customer first seen to receipt of benefit payment (Quarterly)	13	7	14		New indicator
<b>Housing – ForestCare</b>						
L030	Number of lifelines installed (Quarterly)	139	129	120		↗
L180	Time taken for ForestCare customers to receive the service from enquiry to installation (Quarterly)	12	7	15		New indicator
<b>Housing – Options</b>						
NI 155	Number of affordable homes delivered (Quarterly)	82	96	104		↗
L178	Number of household nights in B&B across the quarter (Quarterly)	679	783	475		New indicator
L179	Percentage of homeless or potentially homeless customers who the council help to keep their home or find another one (Quarterly)	92.00%	94.00%	90.00%		New indicator

## Children, Young People & Learning

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with the same period in the previous year
<b>Children's Social Care</b>						
NI043	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody (Quarterly)	0 (Q1 2013/14)	0 (Q2 13/14)	9		→
CSP 6.01	Reduce the reoffending rate of the Bracknell Forest local cohort of all young offenders	0.16 (Q1 2013/14)	0.26 (Q2 13/14)	N/A	N/A	↘
L092	Number of children on protection plans (Quarterly)	112	113	N/A	N/A	↘
L140	Percentage of children looked after in family placement or adoption (Quarterly)	68%	68%	64%		↗
L161	Number of Looked After Children (Quarterly)	107	114	N/A	N/A	N/A
<b>Learning and Achievement</b>						
NI103.1	Special Educational Needs – statements issued within 26 weeks – excluding exception cases (Quarterly)	100.00%	100.00%	100.00%		→

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with the same period in the previous year
NI103.2	Special Educational Needs – statements issued within 26 weeks – all cases (Quarterly)	72.7%	85.7%	90.0%		
L139	Schools judged good or better by Ofsted (Quarterly)	69%	64%	75%		
NI 073	Achievement at level 4 or above in reading, writing and maths at Key Stage 2 (Annual)	79.0%	78.0%	80.0%		
NI 075	Achievement of 5 or more A*-C grades at GCSE or equivalent including maths and english (Annual)	61.4%	63.0%	64.0%		
NI 092	Narrowing the gap between the lowest achieving 20 percent in the Early Years Foundation Stage profile and the rest	25.4%	27.3%	25.0%		
NI 102.1	Achievement gap between pupils eligible for free school meals and their peers _ Key Stage 2 (Annual)	18.0%	20.0%	20.0%		
NI 102.2	Achievement gap between pupils eligible for free school meals and their peers – Key Stage 4 (Annual)	32.0%	32.0%	24.0%		
NI 107	Key Stage 2 attainment for black and minority ethnic groups containing more than 30 pupils who achieve level 4 in reading (Annual)	77.3%	95.2%	78.0%		
NI 108	Key Stage 4 attainment for black and minority ethnic groups (Annual)	354	347	360		
L 153	Percentage of children looked after reaching level 4 in reading at Key Stage 2 (Annual)	N/A	50%	50%		
L 154	Percentage of children looked after reaching level 4 in maths at Key Stage 2 (Annual)	0.0%	50.0%	50.0%		
L 155	Percentage of children looked after achieving 5 A*-C GCSEs at key Stage 4 including maths and English (Annual)	0.0%	7.0%	25.0%		
L 158	Reduction in number of schools where fewer than 60% of pupils achieve Level 4 in reading, writing, maths at Key Stage 2 (Annual)	1	0	0		
L 190	Percentage of children looked after reaching level 4 in writing at Key Stage 4 (Annual)	New indicator	50.0%	50.0%		New indicator
L 191	Progression by 2 levels in writing between key stage 1 and key stage 2 (Annual)	New indicator	94.0%	84.0%		New indicator
L 192	Key Stage 2 attainment for black and minority ethnic groups containing more than 30 pupils who achieve level 4 in writing (Annual)	New indicator	93.3%	78.0%		New indicator
L 193	Key Stage 2 attainment for black and minority ethnic groups containing more than 30 pupils who achieve level 4 in maths (Annual)	New indicator	93.3%	78.0%		New indicator

Strategy, Resources and Early Interventions						
NI067	Percentage of child protection cases which were reviewed within required timescales (Quarterly)	100.0%	100.0%	98.0%		
L141	Number of youth centre attendances (Quarterly)	7,042	8,333	Baseline year	N/A	

## Chief Executive's Office

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with the same period in the previous year
<b>Community Safety</b>						
CSP 2.01	Reduce the number of sexual offences involving under 18s (Quarterly)	26	31	27		
CSP 3.01	Reduce the number of incidents of burglary dwelling (Quarterly)	76	114	166		
CSP 8.01	Reduce all nuisance anti-social behaviour as recorded by CADIS (Quarterly)	2,049	2,919	3,098		
L185	Reduce all crime (Quarterly)	2,514	3,733	3,707		
<b>Overview and Scrutiny</b>						
L116	Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly)	100%	100%	92%		
L132	Number of local government ombudsman complaints requiring a local settlement (Quarterly)	0	0	3		






## Corporate Services




Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with same period in previous year
<b>Customer Services</b>						
L051	Percentage of current year's Council tax collected in year (Quarterly)	57.04%	84.84%	85.00%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	48.85%	86.24%	90.00%		
L055	Satisfaction level expressed in survey of telephone contact with Customer Services (Quarterly)	98.00%	87.00%	90.00%		
L194	Percentage of calls answered within 20 seconds (Quarterly)	61.00%	76.90%	80.00%		New indicator
<b>Finance</b>						
BV8	Percentage of invoices paid within 30 days (Quarterly)	94.7%	94.2%	95.0%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.63%	0.61%	0.50%		
<b>Legal Services</b>						
L086.1	Percentage of Freedom of Information requests refused because information is	8%	4%	N/A	N/A	

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with same period in previous year
	publically available (Quarterly)					
L086.2	Percentage of Freedom of Information requests refused because the time limit would be exceeded (Quarterly)	4%	3%	N/A	N/A	
L086.3	Number of Freedom of Information requests received (Quarterly)	242	272	N/A	N/A	

## Environment, Culture & Communities

Ind Ref	Short Description	Previous Figure Q2 2013/14	Current Figure Q3 2013/14	Current Target	Current Status	Comparison with same period in previous year
<b>Environment &amp; Public Protection</b>						
N191	Residual household waste per household (Quarterly)	170 (Q1)	334 (Q2)	355		
NI192	Percentage of household waste sent for reuse, recycling and composting (Quarterly)	38.1% (Q1)	38.3% (Q2)	42.0%		
NI193	Percentage of municipal waste land filled (Quarterly)	21.70% (Q1)	23.75% (Q2)	25.00%		
L006.2	Number of highways service requests outstanding at quarter end (Quarterly)	198	155	250		
L021.2	Percentage of regulatory service requests received which are outstanding (Quarterly)	21.0%	23.1%	20%		New indicator
L128	Number of reported missed collections of refuse bins (Quarterly)	116	136	180		
L146.1	Percentage of borough where environmental cleanliness is above EPA standard – Litter (Quarterly)	100.00%	100.00%	99.00%		
L146.2	Percentage of borough where environmental cleanliness is above EPA standard – Detritus (Quarterly)	97.31%	99.93%	97.00%		
L146.3	Percentage of borough where environmental cleanliness is above EPA standard – Graffiti (Quarterly)	100.00%	100.00%	99.00%		
<b>Leisure and Culture</b>						
L003	Number of visits to leisure facilities (Quarterly)	1,224,086	1,715,205	1,500,000		
L017	Number of web enabled transactions in libraries (Quarterly)	78,237	125,519	43,950		
L018	Number of web enabled transactions in leisure (Quarterly)	18,934	25,815	15,000		
L020	Number of people enrolled in the Leisure Saver Scheme (Quarterly)	551	548	520		
L035	Income from Leisure Facilities (Quarterly)	5,033,000	6,875,000	7,200,000		
L151	Number of visits to libraries (Quarterly)	203,240	289,944	330,000		

Planning and Transport						
NI 154	Net additional homes provided (Quarterly)	160	256	N/A	-	→
L008	Number of planning applications received to date (Quarterly)	280	228	N/A	-	↗
L009	Number of full search requests received (Quarterly)	421	388	N/A	-	↗
L014	Number of people slightly injured in road traffic accidents (Quarterly)	-21.80%	-23.8%	N/A	-	↗
L046	Percentage of full searches answered in 10 working days (Quarterly)	100%	100%	90%		→
L048.1	Number of days overrun on streetworks projects – statutory undertakers (Quarterly)	22	5	0		↗
L048.2	Number of days overrun on street works projects – BFC Contractors (Quarterly)	11	24	0		↘
L175	People killed or seriously injured in road traffic accidents (Quarterly)	-41.7%	-33.3%	N/A	-	↗
NI 167	Congestion – average journey time per mile during the morning peak (Annual)	2.15	2.17	No target	-	↘
NI 168	Principal roads where maintenance should be considered (Annual)	8%	8%	7%		↘
NI 169	Non-principal classified roads where maintenance should be considered (Annual)	8%	8%	6%		↘

Traffic Lights		Performance Trend	
Compares current performance to target		Identifies direction of travel compared to same point in previous year	
On, above or within 5% of target		Performance has improved	↗
Within 5% and 10% of target		Performance Sustained	→
More than 10% from target		Performance has declined	↘

The following indicators are annual measurements where data is not due to be reported this quarter:-

### Adult Social Care, Health & Housing

Ind Ref	Short Description
OF1a	Social Care Related Quality of Life (Annual)
OF1b	Proportion of People who use services who have control over their daily life (Annual)
OF1c.1	Proportion of social care clients receiving Self Directed Support (Annually)
OF1c.2	Proportion of social care clients receiving Direct Payments (Annually)
OF1d	Carer – reported quality of life (Annual)
OF2b	Achieving independence for older people through rehabilitation or intermediate care (Annual)
OF3a	Overall satisfaction of people who use services with their care and support (Annual)
OF3b	Overall satisfaction of carers with social services (Every two years)
OF3c	The proportion of carers who report that they have been included or consulted in discussion about the person they care for (Every two years)
OF3d	Proportion of people who use services or carers who find it easy to find information about services (Every two years)
OF4a	The proportion of people who use services who feel safe (Annual)
OF4b	The proportion of people who use services who say that those services have made them feel safe and secure (Annual)

### Children, Young People & Learning

Ind Ref	Short Description
NI061	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption (Annually)
NI062	Stability of placements of looked after children - number of placements (Annually)
NI063	Stability of placements of looked after children - length of placement (Annually)
NI064	Child Protection Plans lasting 2 years or more (Annually)
NI065	Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time (Annually)
NI066	Looked after children cases which were reviewed within required timescales (Annually)
NI147	Care leavers in suitable accommodation (Annually)
NI148	Care leavers in suitable education, employment or training (Annually)
NI058	Emotional and behavioural health of looked after children (Annually)
NI112	Under 18 conception rate (Annually)
NI117	16 to 18 year olds who are not in education, training or employment (NEET) (Annually)
NI103.1	SEN - statements issued within 26 weeks - Percentage of final statements of special educational needs issued within 26 weeks excluding exception cases (Annually)
NI103.2	SEN - statements issued within 26 weeks - Percentage of final statements of special educational need issued within 26 weeks (Annually)
NI079	Achievement of a Level 2 qualification by the age of 19 (Annually)
NI080	Achievement of a Level 3 qualification by the age of 19 (Annually)
NI081	Inequality gap in the achievement of a Level 3 qualification by the age of 19 (Annually)
NI082	Inequality gap in the achievement of a Level 2 qualification by the age of 19 (Annually)
NI091	Participation of 17 year-olds in education or training (Annually)
NI067	Percentage of child protection cases which were reviewed within required timescales (Annually)
NI019	Rate of proven re-offending by young offenders (Annually)
NI111	First time entrants to the Youth Justice System aged 10-17 (Annually)
NI086	Secondary schools judged as having good or outstanding standards of behaviour (Annually)
NI105	The Special Educational Needs (SEN_non SEN gap -- achieving 5 A(star)-C GCSEs including English and Maths (Annually)



NI114	Rate of permanent exclusions from school (Annually)
NI087	Secondary school persistent absence rate (Annually)
L188	Percentage of single assessment for children's social care carried out within 45 working days (Annual)
L189	Percentage of referrals to children's social care – single assessment
NI052.1	Take up of school lunches – Primary (Annual)
NI052.2	Take up of school lunches – Secondary (Annual)

## Chief Executive's Office

Ind Ref	Short Description
L170	Percentage of staff who feel, generally, the council keeps them well informed (Biennially)
L165	Percentage of O&S Members satisfied with Overview & Scrutiny officer support (Annually)

## Corporate Services

Ind Ref	Short Description
NI 006	Participation in regular volunteering (Biennially)
L060	Percentage response to the annual canvass (Annually)
L078	ICT user satisfaction – service user survey (Annually)
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)
L075	Number of commercial property voids (Annually)
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)
L054	Cumulative percentage of Business Rates collected for the previous year at 31 March (Annually)
BV14	Percentage of early retirements as percentage of total employees (Annually)
L070	Percentage of employees with a disability (Annually)
L071	Percentage of black and ethnic minority communities (Annually)
L072	Gender pay gap (Annually)
L073	Average number of off the job training days per employee (Annually)
L130	Percentage of staff voluntary turnover (Annually)
L131	Percentage of staff leaving within one year of starting (Annually)
L174	Average number of working days lost to sickness per employee (Annually)

## Environment, Culture & Communities

Ind Ref	Short Description
NI191	Residual household waste per household (Annually)
NI192	Percentage of household waste sent for reuse, recycling and composting (Annually)
NI193	Percentage of municipal waste land filled (Annually)
NI 196	Improved street and environmental cleanliness – fly tipping (annually)
NI047	People killed or seriously injured in road traffic accidents (Annually)
NI154	Net additional homes provided (Annually)
L160	Supply of ready to develop housing sites (Annually)
L175	People killed or seriously injured in road traffic accidents (Annually)

## Section 3: Corporate Health

### A) Summary of Complaints

#### Corporate Complaints

The total number of corporate complaints received this quarter was 16.

The total number of corporate complaints received this year to end of December was 61.

Department	Stage	New complaints activity in Quarter 3	Complaints activity year to date	Outcome of total complaints activity year to date
Housing	Stage 2	2	7	3 partially upheld, 4 not upheld
	Stage 3	2	6	2 partially upheld, 4 not upheld
	Stage 4	1	2	3 partially upheld
	Ombudsman	0	1	1 no upheld
Corporate Services / Chief Executive's Office *	Stage 2	4	23	17 upheld, 0 partially upheld, 5 not upheld, 1 ongoing
	Stage 3	3	3	1 upheld, 0 partially upheld, 2 not upheld
	Stage 4	0	0	
	Ombudsman	0	4	4 not upheld
Children, Young People & Learning	Stage 2	0	1	1 ongoing
	Stage 3	0	1	1 not upheld
	Stage 4	0	0	
	Ombudsman	0	0	
Environment, Culture & Communities	Stage 2	4	9	3 upheld, 5 not upheld, 1 ongoing
	Stage 3	0	2	2 upheld
	Stage 4	0	1	1 not upheld
	Ombudsman	0	1	1 not upheld

\* There were no complaints in Chief Executive's Office.

## Statutory Complaints

The total number of statutory complaints received this quarter was 11.

The total number of statutory complaints received this year to end December was 36.

Department	Stage	New complaints activity in Quarter 3	Complaints activity year to date	Outcome of total complaints activity year to date
Adult Social Care Health & Housing	Statutory procedure	4	14	0 upheld, 5 partially upheld, 6 not upheld, 3 ongoing
	Ombudsman	0	1	1 not upheld (withdrawn)
Children, Young People & Learning	Statutory Procedures Stage 1	7	19	3 upheld, 3 partially upheld, 8 not upheld, 4 ongoing
	Stage 2	0	1	1 not upheld
	Stage 3	0	1	1 ongoing
	Ombudsman	0	0	

## B) Audits with Limited or No Assurance Opinions

Department	Q3	Notes
Adult Social Care, Health & Housing	0	
Corporate Services	0	
Chief Executive's Office	0	
Children, Young People & Learning	0	
Environment, Culture & Communities	0	

## C) Summary of People

### Staff Voluntary Turnover

Department	Quarter 3 (%)	For the last four quarters (%)	Notes
Adult Social Care, Health & Housing	2.13	7.82	Staff turnover has decreased slightly again this quarter from 2.19% to 2.13%.
Corporate Services	1.38	5.88	Turnover figures remain very low.
Chief Executive's Office	4	8	-
Children, Young People & Learning	4.17	12.56	High turnover of staff this quarter. Exit interviews have been carried out to identify any common patterns or issues that need to be addressed
Environment, Culture & Communities	3.03	12.75	Quarterly staff turnover has increased slightly this quarter with two more leavers compared to last year

Comparator data	
Total voluntary turnover for BFC, 2012/13	12.48%
Average UK voluntary turnover 2011	9.3%
Average Public Sector voluntary turnover 2012	8.1%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

### Staff Sickness

Department	Quarter 3 (days per employee)	2013/14 Annual Average (days per employee)
Adult Social Care, Health & Housing	2.23	7.68
Corporate Services	0.90	3.57
Chief Executive's Office	0.51	7.46
Children, Young People & Learning	1.45	5.81
Environment, Culture & Communities	1.22	5.33

Adult Social Care, Health & Housing – there are 5 employees with long term sickness.

Corporate Services – Sickness compares favourably with last quarter with only four sickness days in the quarter attributable to long term sickness.

Chief Executive's Office – sickness has decreased significantly since last quarter. There are no cases of long term sickness.

Children, Young People & Learning – of the total sickness this quarter, 44% was due to long term sickness. These have all been resolved and there are no ongoing long term sickness cases.

Environment, Culture & Communities – sickness has decreased this quarter which is mainly due to a decrease in long term sick – 11 employees this quarter compared to 17 long term sickness cases last quarter.

*N.B. 20 days or more are classed as long term sickness*

### Staff Sickness Comparators

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 12/13	5.56 days
All local government employers 2012	9.0 days
All South East Employers 2012	8.7 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2013)

## D) Summary of Money

### REVENUE BUDGET MONITORING

At the end of the third quarter the budgetary control reports for the General Fund reported a potential over spend of £0.189m. When the balance on the Contingency Fund is taken into account this becomes a -£1.636m under spend. £1m of the under spend has been earmarked for future budget plans. Details of individual variances are outlined in each department's Quarterly Service Report (QSR).

This net under spend comprises the following:

- There have been a number of changes to Looked after Children placements since the budget was set resulting in an over spend. The strategy of developing more in-house foster carers, thereby reducing reliance on Independent Fostering Agencies (IFAs) continues to be successful; however due to changes in overall numbers and some new placements in residential homes an overspend is projected (£0.496m). In addition to this legal costs are also forecast to overspend as the number of children subject to care proceedings continues to rise (£0.050m).
- Additional staff and agency staff costs within Children's Social Care arising from the increase in number of looked after children and the number and complexity of legal cases (£0.242m)
- An under spend on Housing primarily due to under spends on the Welfare Provision budget, Supporting People and staffing (-£0.330m).
- Within Older People and Long Term Conditions, demand and cost pressures associated with individual packages are creating an over spend. In addition, as there are few staffing vacancies there is little contribution to the budgeted vacancy factor (£0.469m).
- An under spend on Adults and Commissioning, in particular on Learning Disabilities, which is partly offset by over spends on Mental Health care packages (-£0.169m).
- Additional income is being generated at the Cemetery and Crematorium (-£0.150m) and the Look Out/Coral Reef car parks (-£0.155m).
- A large application for a development in the Warfield area together with a higher volume of applications in general has resulted in additional Development Control income (-£0.219m).
- There is an unspent balance of £1.825m on the Contingency Fund.

At this stage in the financial year some of the significant risks to the budget begin to diminish. Those budgets representing the greatest risk will, however, continue to be scrutinised in detail as part of the Council's usual budget monitoring arrangements.

**TO: OVERVIEW AND SCRUTINY COMMISSION  
20 MARCH 2014**

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**WORK PROGRAMME AND PANEL ACTIVITY UPDATE REPORT  
Assistant Chief Executive**

**1 PURPOSE OF REPORT**

- 1.1 This report provides an update on the Overview and Scrutiny (O&S) Work Programme for 2013-14 and Panel activity, with particular reference to Working Groups of the Overview and Scrutiny Commission.

**2 RECOMMENDATION**

**That the Overview and Scrutiny Commission:**

- 2.1 **Reviews the progress by the O&S Commission and the O&S Panels against the work programme**
- 2.2 **Notes the progress achieved to date by the Commission's Working Groups.**

**3 SUPPORTING INFORMATION**

O&S Work programme

- 3.1 The O&S Work Programme for 2013-14, incorporating where available each Chairmen's assessment of progress, is at Appendix 1.

Delegated Authorities Working Group

- 3.2 The Working Group, comprising Councillors Angell (Lead Member), Mrs Birch, Finnie, Gbadebo and Leake has completed its work, and the Executive's response to the Working Group's report has been considered by the Commission.

Re-Localisation of Business Rates Working Group

- 3.3 This Working Group is not planned to commence until later in 2013-14.

**ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable**

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### Monitoring Of Work Programme for Overview and Scrutiny in 2013/14

The Overview and Scrutiny (O&S) Chairmen's assessment of the progress on the work programme for O&S in 2013/14 is shown below, where the symbols represent:



Completed or on course for completion



Delayed or completion at risk



Will not be achieved in 2013-14

The minutes of all Overview and Scrutiny meetings can be viewed at <http://democratic.bracknell-forest.gov.uk/ieDocHome.aspx?Categories=>

#### Comments By Overview and Scrutiny Commission Chairman, Councillor Leake

Members will see from the attached 'Traffic light' report that most items are on track. The two items of concern (numbers 3 and 6 on the Work Programme) carry with them the impact of resource restrictions (items 3 and 6b) and (6a) issues relating to a possible failure to keep the Commission consulted and updated about potential changes to Executive thinking.

Appropriate actions arising from the last meeting (see agenda item 2) have been taken and circulated.

As a consequence of the meeting in January, all matters relating to the filling of vacant seats on the Commission and its Panels have now been resolved<sup>1</sup>.

The Executive noted the Commission's comments on the Budget proposals for 2014/15 and the Budget was subsequently approved by Council.






Following the Health Panel's report to the Executive on the Francis report, a meeting was held between the Commission Chairman and the Chairman/Vice- Chairman of the Health Panel. Agreement was reached on the future way in which the Health Panel would organise its work, and that this would be treated as a pilot scheme for the rest of the municipal year for future consideration of the way the whole of the Scrutiny function might operate.

An Executive Decision has been called in for examination.

OVERVIEW AND SCRUTINY COMMISSION		Status / Comment
1.	<b>Co-ordination of the work of the Overview and Scrutiny Panels</b>	
2.	<b>Routine monitoring of the performance of the Council's corporate functions</b>  To include: the Corporate Performance Overview Reports; the Quarterly Service Reports of the Chief Executive's Office and the	

<sup>1</sup> Save for the Catholic Diocese representative, the Secondary School Parent Governor representative (under recruitment), and the Children's social care co-optee (see agenda item 7).







	<p>Corporate Services Department; on-going monitoring of departmental performance and expenditure; progressing the regeneration of Bracknell Town Centre; and the application of Regulation of Investigatory Powers functions.</p> <p>To receive briefings on: the Commercial Property portfolio; the work of the Economic and Skills Development Partnership; progress in implementing the Economic Development Strategy; and the implementation of the customer contact channel strategy.</p> <p>To receive briefings on the implementation of strategies where the Commission made an input to their formulation, including the Communications Strategy.</p>	
3.	<p><b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b></p> <p>To selectively contribute to the formulation of new policies in advance of their consideration by the Executive.</p>	
4.	<p><b>2014/15 Budget Scrutiny</b></p> <p>To review the Council's budget proposals for the Chief Executive's Office and the Corporate Services Department for 2014/15, and plans for future years. To include a discussion with the Borough Treasurer during 2013 on the evolving budgetary position. Overview and Scrutiny Panels will also scrutinise the budget proposals in their departmental areas.</p>	
5.	<p><b>Crime and Disorder Committee</b></p> <p>To carry out the role of statutory 'Crime and Disorder Committee', to include an annual meeting with representatives of the Community Safety Partnership, and relationship building with the Police and Crime Commissioner. Particular attention will be given to measures to tackle domestic violence and anti-social behaviour.</p>	
6.	<p><b>Other Policy Development</b></p> <p>a) To keep a watching brief on the introduction of the Community Infrastructure Levy.</p> <p>b) To form a Working Group to review the impact of <u>Re-Localisation of Business Rates</u>, and the connection with economic development initiatives.</p>	
7.	<p><b>Delegated Authorities</b></p> <p>To complete the Working Group reviewing the scheme of delegation and the extent of powers delegated to officers.</p>	


Comments By Adult Social Care and Housing Panel Chairman, Councillor Harrison

The ASCH Panel met on January 14<sup>th</sup> and considered the Council's Draft Budget Proposals. After a thorough examination and questioning, the Panel was satisfied that the budget represented a realistic plan to deliver services over the planned period and made no recommendations for amendments.

The Panel considered a report in respect of the modernisation and transforming of Older People's services and noted the commitment to ensure that expanding demand would be met by seeking new ways of delivering service while quality care would be maintained. The Working Group on Council's Role in Regulated Adult Social Care Services met on 25<sup>th</sup> February and considered a number of case studies to find out how the Care Quality Commission's inspection regime interacts with the Council's own powers. The Working Group also flagged up concern over care in hospital and suggested that with the Government's agenda of further integrating Health and Social Care, a Working Group of the Commission with members from both the ASCH and Health Panels might be worthwhile when resources allow.

In the next cycle, the panel will be considering the Learning Disabilities Commissioning Strategy, continue to review the departmental Service Plan Key Actions and Indicators and receive an update briefing on the Government's latest plans for the Integration of Health and Social Care.

<b>ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL</b>		<b>Status / Comment</b>
1.	<p><b>Monitoring the performance of the Adult Social Care, Health and Housing Department</b></p> <p>To include on-going review of the Quarterly Service Reports, receiving statutory plans and reports (such as the annual reports on complaints received), monitoring the action taken by the Executive to earlier reports by the Panel, and being briefed on the implications of new legislation. This will include the implementation of the new national structure for Housing and Council Tax benefits, and any assessment of the impact of those changes.</p>	
2.	<p><b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b></p> <p>To selectively contribute to the formulation of new policies in advance of their consideration by the Executive.</p>	
3.	<p><b>2014/15 Budget Scrutiny</b></p> <p>To review the Council's Adult Social Care and Housing budget proposals for 2014/15, and plans for future years.</p>	
4.	<p><b>The Council's Role in Regulated Adult Social Care Services</b></p> <p>To form a Working Group to review the Council's role in regard to care governance and managing safeguarding in regulated services.</p>	

5.	<p><b>Other Policy Development</b></p> <p>a) To form a Working Group to contribute to the annual review of the <u>Local Council Tax Benefit Scheme</u>.</p> <ul style="list-style-type: none"> <li>• <u>Adult Social Care White Paper</u> – to receive briefings on the progress of the White Paper and monitor the implementation of any new legislation.</li> </ul>	
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Comments By Children, Young People and Learning Panel Chairman, Councillor Mrs Birch

The panel has had two meetings this year; Wednesday 15th January and Wednesday 5th March. The January meeting had a full agenda with looking at the budget position, The annual Report from the Bracknell Forest Local safeguarding Children's Board, the New Ofsted Inspection Framework, Annual review of the Children and Young People's Plan, Local Healthwatch protocol and the Child Poverty strategy.


For the first time we received a self assessment of the Lead member and the Director of their roles against the department of Education Statutory Guidance. This self assessment is planned to be reviewed by the Panel annually so the panel can evaluate how the Lead member and the director are meeting their responsibilities as set out in the statutory guidance. The Panel asked for a numerical assessment according to Ofsted in all areas to be included in the next self assessment.





The panel meeting on Wednesday march 5th focused on Education with presentations about 'Narrowing the Gap', support for English as an additional Language, Children Missing from Education( a national issue), Education transport policies and a presentation and school Improvement Support that we give by Bob Welch.

The questions from the Quarterly Service report focused on the high vacancy rates of staff in Children's services and how many agency staff we employ.

Our review of the School Places Overview and Scrutiny working group is nearly complete and it is hoped that it will be discussed at the next meeting on Wednesday 11th June. Our next working group is on Substance misuse and 6 members have indicated that they are willing to take part.

The scoping process will take place before the next panel meeting and Gillian Hunt from New Hope is going to attend our next panel meeting to give a presentation about Substance misuse and the impact it has on children and families.



CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW AND SCRUTINY PANEL		Status / Comment
1.	<p><b>Monitoring the performance of the Children, Young People and Learning Department</b></p> <p>To include on-going review of the Quarterly Service Reports, receiving statutory plans and reports (such as the annual reports of the Local Safeguarding Children Board, and on complaints received). Monitoring:</p> <ul style="list-style-type: none"> <li>• The number of Looked After Children, and the implications for service delivery and resources;</li> <li>• Schools' performance, particularly secondary schools;</li> <li>• The action taken by the Executive to earlier reports by the Panel, in particular an update on the transfer from Primary to Secondary education.</li> </ul>	





2.	<b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b>  To selectively contribute to the formulation of new policies in advance of their consideration by the Executive. To include education transport.	
3.	<b>2014/15 Budget Scrutiny</b>  To review the Council's Children, Young People and Learning budget proposals for 2014/15, and plans for future years.	
4.	<b>Schools Governance</b>  To complete the review of the arrangements being made to ascertain and achieve effective governance in all schools.	
5.	<b>The Provision of School Places</b>  To review the Council's arrangements for planning and providing places for children in Bracknell Forest's schools, to include the school admissions process and national comparisons. One focus of the review might be the greater complexity introduced by the Academies and Free Schools legislation.	

Comments By Environment, Culture and Communities Panel Chairman, Councillor Finnie

In addition to standard items which include review of Budget, Quarterly Service Reports, Performance Monitoring, we are currently considering Recycling Award Scheme, Schools Annual Environmental Management Report, Integrated Transport Capital Programme, Highway Maintenance Programme, Local Plan Update, Flooding and we have recently set up a Working Group to Review Cultural Services in our Borough. We have decided to review cultural services provided by the Borough Council in the first case but try to prepare a comprehensive list of all cultural services provided throughout the Borough.




We are planning to review the grant given by the Borough Council to South Hill Park immediately and also to review current Library Services .

<b>ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL</b>		<b>Status / Comment</b>
1.	<b>Monitoring the performance of the Environment, Culture and Communities Department</b>  To include on-going review of the Quarterly Service Reports; the performance of the Leisure operations, review of any inspection reports or self-evaluations; and monitoring the action taken by the Executive to earlier reports by the Panel.	
2.	<b>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</b>  To selectively contribute to the formulation of new policies in	

	advance of their consideration by the Executive.	
3.	<p><b>2014/15 Budget Scrutiny</b></p> <p>To review the Council's Environment, Culture and Communities budget proposals for 2014/15, and plans for future years.</p>	
4.	<p><b>Monitoring significant departmental issues:</b></p> <ul style="list-style-type: none"> <li>• The Site Allocations process, including the outcome of the Public Examination of the Site Allocations proposals</li> <li>• The procurement of public realm works</li> <li>• Receiving a presentation on measures to maintain the public realm during the regeneration of Bracknell town centre.</li> </ul>	
5.	<p><b>Bus Strategy</b></p> <p>To complete the Working Group making an input to the development of a Bus Strategy for the Borough.</p>	
6.	<p><b>Other Policy Development</b> (the O&amp;S input will be conducted at Panel meetings)</p> <ul style="list-style-type: none"> <li>a) <u>Local Transport Plan</u> – To contribute to the development of future policy, with a particular focus on highway improvements.</li> <li>b) <u>The Environmental Management of Schools</u> – To receive progress updates.</li> </ul>	

Comments By Health Panel Chairman, Councillor Virgo

The panel had an extremely busy year tracking the complex changes that have been the consequences of the new Health bill on our health provision. This also includes the addition of local public health. The panel arranged 2 additional meetings to consider the Care Quality Commission reports relating to the Heatherwood and Wexham Park NHS Trust. The contents of these reports were extremely serious and we decided to write to Care Quality Commission, Monitor and Thames Valley Area Team, NHS England with our recommendations. We also completed our findings, under the chair of Cllr McCracken, into the Francis report on the failures at Mid Staffordshire. As a result of those recommendations each member will undertake individual responsibility for parts of the NHS in order that we can achieve better scrutiny to services and analyse the flow of data from the many different sources that are available. We also intend to work much closer with Heath Watch to improve the flow of local knowledge from residents who have recently experienced those services. We welcomed the addition of a retired GP – Dr David Norman – to our panel which will strengthen our knowledge tremendously. Lastly, we begin our 6 weekly meetings to share our work and discuss the pressing problems that I am sure will arise and form part of our panel agenda.

<b>HEALTH OVERVIEW AND SCRUTINY PANEL</b>		<b>Status / Comment</b>
1.	<p><b>Policy development and monitoring the implementation of the major changes from the 2012 Health and Social Care Act</b></p> <p>To contribute to and monitor the Council's and NHS policy development, in particular:</p> <ul style="list-style-type: none"> <li>• Completing the transfer of the Public Health responsibilities from the PCT to the Council;</li> <li>• The work of the Health and Wellbeing Board;</li> <li>• The Joint Strategic Needs Assessment and the Health and Wellbeing Strategy;</li> <li>• Further integration of health and social care functions (with particular focus on hospital discharge and managing long-term health conditions);</li> <li>• Relationship building with Local Healthwatch, MONITOR and the Care Quality Commission.</li> </ul> <p>[Panel updates]</p>	<p><b>Continuing Our work throughout the year</b></p>
2.	<p><b>The Brants Bridge Health Facility</b></p> <p>Forming a Working Group to review the operation of the cancer and renal facilities, also the creation of the Urgent Care Centre.</p>	
3.	<p><b>2014/15 Budget Scrutiny</b></p> <p>To review the Council's budget proposals for public health in 2014/15, and plans for future years.</p>	
4.	<p><b>Monitoring the performance of the NHS trusts and Clinical Commissioning Group serving Bracknell Forest</b></p> <p>This will include: the work of the Bracknell Forest and Ascot CCG; reviewing the application of any lessons learnt from the Francis Report on the failings of the NHS and Health Overview and Scrutiny in Mid Staffordshire; the implementation of the actions from the 'Shaping The Future' consultation; delivery of the national NHS priorities set by the Department of Health; the progress of health service providers; the results of the GP Patient Survey; and the financial position of Heatherwood and Wexham Park Hospitals Trust.</p>	
5.	<p><b>Responding to NHS Consultations</b></p> <p>The Health O&amp;S Panel is a statutory consultee for any substantial variation in NHS services affecting the Borough.</p>	