

NOTICE OF MEETING

Overview and Scrutiny Commission

Thursday 19 November 2015, 7.30 pm

Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: OVERVIEW AND SCRUTINY COMMISSION

Councillor Leake (Chairman), Councillor Angell (Vice-Chairman), Councillors Allen, Mrs Angell, Mrs Birch, Brossard, Finnie, Harrison, Mrs McCracken, Mrs Mattick, Phillips, Porter and Mrs Temperton

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

One Vacancy

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

Mr R Briscoe and Mrs L Wellsted

cc: Substitute Members of the Commission

Councillors Dudley, King OBE, Tullett, Thompson and Worrall

ALISON SANDERS
Director of Corporate Services

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Published: 10 November 2015



Overview and Scrutiny Commission
Thursday 19 November 2015, 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. Those wishing to record proceedings at a meeting are however 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 any special arrangements can be made.

AGENDA

Page No

1. Apologies for Absence/Substitute Members

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

2. Minutes and Matters Arising

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Commission held on 24 September 2015.

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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.

OVERVIEW AND POLICY DEVELOPMENT

6. **Human Resources**

To receive a presentation from the Chief Officer: Human Resources on the work of the Human Resources function, its current priorities, challenges and plans.

7. **Customer Contact**

To receive an update on the customer contact strategy, including performance on telephone response rates in the Customer Services Contact Centre.

8. **Complaints Against the Council in 2014/15**

To receive a briefing about complaints made against the Council in 2014/15 as part of the ongoing work to be responsive to residents' concerns.

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PERFORMANCE MONITORING

9. **Quarterly Service Reports (QSRs) 2015/16**

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the second quarter of 2015/16 (July to September 2015) relating to:

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- The Chief Executive's Office
- The Corporate Services Department

Please bring 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 detailed or procedural questions arising from the Quarterly Service Reports should be referred to either the Assistant Chief Executive or Director of Corporate Services in advance. Except in cases of urgency, only issues of strategic importance or of wider implications should be raised at the meeting.

HOLDING THE EXECUTIVE TO ACCOUNT

10. **Executive Forward Plan**

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

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OVERVIEW & POLICY DEVELOPMENT

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

To note the progress against the Overview and Scrutiny work programme for 2015-16, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work

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programme.

DATE OF NEXT MEETING

The next meeting of the Overview and Scrutiny Commission will be on 28 January 2016.

**OVERVIEW AND SCRUTINY COMMISSION
24 SEPTEMBER 2015
7.30 - 9.02 PM**



Present:

Councillors Leake (Chairman), Angell (Vice-Chairman), Mrs Angell, Mrs Birch, Brossard, Finnie, Harrison, Mrs McCracken, Mrs Mattick, Porter, Mrs Temperton, and Thompson (Substitute)

Mr R Briscoe (Parent Governor Representative)

Apologies for absence were received from:

Councillors Allen and Phillips

Executive Member:

Councillor McCracken

Also Present:

Councillors Heydon and Peacey

In Attendance:

Richard Beaumont, Head of Overview and Scrutiny
Alan Nash, Borough Treasurer
Victor Nicholls, Assistant Chief Executive
Amanda Roden, Democratic Services Officer
Alison Sanders, Director of Corporate Services

17. Apologies for Absence/Substitute Members

The Panel noted the attendance of the following substitute member:

Councillor Thompson for Councillor Allen

18. Minutes and Matters Arising

RESOLVED that the minutes of the Overview and Scrutiny Commission meeting held on 9 July 2015 be approved as a correct record and signed by the Chairman.

19. Declarations of Interest and Party Whip

Councillor Mrs Birch declared an interest as the spouse of the Executive Member for Adult Services, Health and Housing. Councillor Mrs McCracken declared an interest as the spouse of the Executive Member for Culture, Corporate Services and Public Protection. There were no indications that Members would be participating under the party whip.

20. Urgent Items of Business

There were no urgent items of business.

21. **Public Participation**

There were no submissions from members of the public in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

22. **Council Budgetary Position**

The Executive Member for Transformation & Finance and the Borough Treasurer presented the Council's current budgetary position, in preparation for scrutiny of the 2016/17 budget proposals.

The Government pledge was to eliminate the national deficit by 2019/20, and most would be achieved through reductions in public spending. Health, education and overseas aid had been protected in the past. Defence would be protected as well in future. Real term reductions of 25% or 40% over 4 years were being explored, and this followed 5 years of austerity. Local government and Bracknell Forest needed to play its part.

Budget Strategy: Underlying Principles: Recognition of political priorities, for example, 'clean and green'; Efficiencies and savings would be taken as early as possible and would not be constrained by financial years; Savings would be focussed on efficiencies and the back office with the impact on front line services to be minimised; Twin track immediate savings and transformational change; Reserves and balances would be used in a measured way to facilitate the implementation of savings; and Business rates from the regenerated town centre and council tax from housing growth would help to bridge the budget gap.

Key planning assumptions included: a grant reduction in 2016/17 of £3m; a reduction of 6% in government support for each of the remaining 4 years; a pay award of 1% each year; general inflation (CPI) to be below 2% throughout the period and only approaching this level in 2-3 years; pressures consistent with previous years (£2.0m); and a Council funded core capital programme of £8m each year. There was a budget gap of £25 million over the next 5 years.

Bridging the gap for the 2016/17 budget would involve taking a firm line to limit future year's pressures but, they reflected demographic changes and increases in demand for services; increasing Council Tax by 1% would generate £0.5m; a referendum for excessive increases (2%+?); Utilising balances such as £7.0m of accumulated business rates surplus plus £10.0m of general fund balances; £4.0m minimum prudent balance; £13.0m available but only delay the need for alternative measures Identifying savings such efficiencies, back office or front line services; reducing or stopping non-statutory services.

Budget risks included: Local government finance settlement; New Homes Bonus/Referendum criteria; Waste Tonnages; Looked After Children; Deprivation of Liberty Safeguards; Business rate appeals and revaluation in 2017; and the impact of the living wage. There was a contingency of £1 million but this would be reviewed following the settlement received.

Budget Timetable

| | |
|--------------------|--|
| 24 September 2015 | Overview & Scrutiny Commission – Budget Prospects |
| 25 November 2015 | Spending Review |
| 15 December 2015 | Executive – approves budget package for consultation |
| Late December 2015 | Provisional Finance Settlement |
| 28 January 2015 | Overview & Scrutiny Commission – review budget proposals |

| | |
|------------------|--|
| End January 2015 | Consultation Closes |
| 9 February 2015 | Executive recommends budget to Council |
| 24 February 2015 | Budget and Council Tax agreed |

In response to Members' questions, the following points were made:

- The budget gap was larger in 2016-17 than later years due to reserves having been used in 2015-16.
- The cost of a 1% pay award was based on the current pay bill with current staffing.
- The general principle was to use CPI as it was relevant to the costs the Council incurred and was lower in terms of inflation but there was also a need to use RPI. Fees and charges would increase in line with RPI; they should charge what the market would bear and were expected to be 2 – 3% over the planning period.
- The revaluation of town centre shops at a reduction of 15% had been taken into account. Allowance had been made for possible revisions and appeals. Rateable values were determined by the Valuation Office. Work was undertaken a few years ago on an estimate of £6 million in additional business rates arising from the regeneration of Bracknell town centre. The Council did not keep all extra income it received. There was a levy on business rates estimated at £1.5 million per year in line with business growth.
- The Council did not expect to hear the outcome of the possible change in government approach to Council Tax until December.
- The majority of additional business rates income was from the transfer of Vodafone from a central to a local list in 2013. Vodafone had appealed their valuations, so the £7 million could be used but only as a one-off. It had been accumulated from previous years and it was hoped that there would not be a need to refund it.
- The assumption was that the CPI would be zero. If, however, it went negative it would benefit the Council in budget terms.
- Statutory duties included Education, Social Care, and the maintenance of roads. Much of the Council's spend was statutory.

23. **Introductory Briefing - Transformation and Finance**

The Executive Member for Transformation & Finance gave an introductory briefing on his priorities over the next four years, the differences to be achieved, and the goals for 2015/16. This was dominated by the need to achieve savings of £25 million over the next five years, which meant that change was essential.

Overarching priorities were: Climate of austerity; Government policy and legislative changes; and changes in size and shape of the Council to reflect this.

Areas of responsibility included: Finance, Human Resources, and Property, which were all required to support Transformation.

There was an IESE workshop in November 2013. Innovations could be transitional, transformational, or mould breaking.

A Transformation Board had been established with the Executive Member for Transformation (Sponsor), the Leader, Chief Executive (lead Senior Officer), Corporate Management Team, and supported and challenged by IESE and Activist.

Projects to cover included: cost reviews, alternative provider models, shared services, major property reviews, policy/principle reviews, structure reviews, and service reductions.

Mechanisms to be included were: innovative procurement/ commissioning, business process improvements, service review/redesign, shared services/collaborative working, shared/pooled budgets, benchmarking, social enterprise, working with the voluntary sector, asset sharing/reduction, technology driving change, workforce changes, energy consumption, and customer focus.

Priority actions for 2015/16 were to: support town centre property transactions; support key projects with a property dimension, for example, Coopers Hill youth facility, school sites, Binfield Learning Village, Bridgewell & Ladybank; utilise some Council sites for affordable housing; carry out a property review; and improve the health and wellbeing of staff through health checks and employee engagement groups. Implement a new HR/Payroll system and Learning Management system; implement a new appraisal process and improve; performance management; update the Medium Term Financial Strategy; and develop the Council's annual budget.

In response to Members' questions, the following points were made:

- Activist was a small consultancy which had operated around the public sector for a while in relation to managing change.
- The Transformation Board would report to the Executive for changes and decisions requiring approval.
- Playing fields would not be disposed of. A detailed property review was in progress.
- A comprehensive property review had not been undertaken for some time but property was reviewed regularly as property issues arose.
- There were a number of properties but not much change could be made to school or leisure sites. All property usage was driven by service provision. Consolidation and co-location would be considered, along with opportunities to reduce costs, such as selling the site Easthampstead House was on, and reviewing big opportunity costs such as the Depot site. Some small car parks were poorly used and could provide a better revenue stream or be sold.
- A Member suggested that Human Resources (HR) senior functions within the Council could be amalgamated to create efficiencies as the Chief Officer: Human Resources was due to retire at the end of the year. The devolved staff budget would be reviewed.
- Figures would be requested by the Transformation Board to show how different options could create savings and efficiencies.
- The Adult Social Care, Health and Housing Department worked in conjunction with the voluntary sector to provide large scale services at reduced costs.
- There were joint areas and lists of land, and in addition to this the Council was involved in claw-back arrangements with HCA. It was complicated in Bracknell Forest but if information was requested about a specific property, this could be provided. Many claw-back arrangements in relation to land were due to expire in 2018. This would be part of the property review.
- The covenant had been released on Downside, and Coopers Hill was another example of a property where full ownership would be with the Council but this also had covenants on it.

24. Quarterly Service Reports (QSRs)

The Commission noted the latest trends, priorities and pressures in terms of departmental performance as reported in the Quarterly Service Reports for the first quarter of 2015/16 (April to June) relating to the Chief Executive's Office and the Corporate Services Department.

In response to Members' questions, the following points were made:

- The level of media interest could depend on how benchmarks were defined. There had been much media coverage of the town centre generation and it was thought that the Council was receiving good coverage.
- A second electric vehicle had been ordered, an electric courier van which would replace an existing vehicle. The cost savings of using an electric vehicle were requested.
- There had been issues during the trial of the Blackberry service, as part of the ICT Members' implementation arrangements, but a range of devices had been fully tested with Members. Planning demonstrations were due for Members in October with a view to rolling out devices after this training session.
- One or two shop units had been sold to individuals and this had hampered some of the Council's work. An opportunity arose to purchase two shop properties in Wildridings and this was taken as the properties provided a good rate of return and gave the Council a more strategic foothold.
- 23 car parking spaces had been allocated to Oxford Innovations to support their running of an Enterprise Centre in Ocean House. The car parking spaces were offered on flexible terms in the form of passes.

25. Corporate Performance Overview Report

The Commission considered the Chief Executive's Corporate Performance Overview Report (CPOR) for the first quarter of 2015/16 (April to June).

In response to Members' questions, the following points were made:

- Further information would be sought for Members on additional temporary accommodation not completed in Quarter 1 of 2015/16.
- Figures would be provided on the number of visits to all libraries in Bracknell. There were different ways to approach people regarding the use of libraries and school libraries were used for this purpose.
- Statutory duties in relation to libraries were clearly defined.
- Further information would be sought for Members in relation to the number of households and nights spend in Bed & Breakfast across the Quarter and figures for Quarter 2 would be sought.
- Staffing figures were reported in Departmental reports and the CPOR.
- Overview and Scrutiny had previously reviewed library provision and other provision under the area of culture.
- The difference between corporate and statutory complaints was that statutory complaints were defined by a regulator and corporate complaints were defined by the Council's complaints process.

26. Executive Forward Plan

The Commission noted the forthcoming Key and Non-Key Decisions of a corporate nature.

Item: I056132 Comensura Contract Retender Procurement

This was an example of effective procurement over five years involving bundled agency workers contracts to handle all contracts for agency staff. Comensura had the highest use of agency workers, and there was a need to retender for the contract for 3 + 1 + 1, which would make a five year term.

27. Work Programme and Panel Activity Update

The Commission noted the progress against the Overview and Scrutiny work programme 2015-16, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work programme.

The covering report referred to the two working groups on Economic Strategy and The Draft Council Plan (Formerly Medium Term Objectives), and the work of these two working groups had both been completed.

In response to Members' questions, the following points were made:

- Concerns raised in relation to the Francis Report being finalised could be raised at the Health Overview and Scrutiny Panel meeting on 1 October 2015. The actions from the working group were of a continuing nature or a one-off, with the remaining actions being a combination of the two. It was thought that this work would be finished before there was a review on GP capacity. The Chairman of the Commission would speak to the Chairman of the Health Overview and Scrutiny Panel to ensure that this was co-ordinated.
- Over the coming 12 – 18 months comments were expected over work programmes and work needed to be undertaken flexibly.
- The Chairman of the Commission had met with Heathwatch representatives regarding a member of Heathwatch possibly being an observer on a number of Overview and Scrutiny Panels. Heathwatch would review their position regarding this.
- The Vice-Chairman of the Commission reported that a visit to Elmbridge Council was being arranged and would be discussed at a working group at the end of September. There would also be a look at the legal input into Section 106 agreements.
- The Chairman of the Commission advised that a working group was looking at planning policy and procedures. If there were any comments or observations, these could be put forward.

CHAIRMAN

INFORMATION REQUESTED : OVERVIEW AND SCRUTINY COMMISSION
MEETING - 24 SEPTEMBER 2015

| <u>Agenda Item</u> | <u>Information Requested</u> | <u>Response</u> |
|--|---|--|
| Quarterly Service Report – Corporate Services Department | To provide details of the cost savings to be achieved from the purchase of the electric courier van | See below |
| Corporate Performance Overview Report | To clarify whether the reference to additional temporary accommodation in the pipeline relates to TA or Bed and Breakfast accommodation. | The reference is for both temporary accommodation and emergency accommodation. In the first case this is the property purchased under the temporary to permanent programme and secondly the purchase of Tenterden lodge as emergency accommodation. |
| | To provide quarter 2 figure for the number of household nights in B&B, and if this shows a continuing upward increase, to advise what action is being taken on the matter | The number of household nights in B&B during quarter 2 was 2512 which is circa 11% reduction. An action plan is in place to generate additional housing supply for homeless households. Amongst other things this include the appointment of two accommodation officers for a six week period to source more private rented sector properties. |
| | To provide a breakdown of the number of visits to libraries, showing each of the neighbourhood libraries and the central library | See below |

Electric Vehicles

Officers have provided the following comparison of Whole Life Costs for the new Nissan NV200 Van, which delivers almost £9,000 in fuel saving (estimated) and in total gives the Council a saving over 5 years of £5870.77.

| | Ford Transit Connect L1H1 Trend 1.6 TDCi 95ps Diesel | Nissan NV200 Acenta Rapid |
|---------------------------|---|------------------------------|
| 5 Years at 15000 miles pa | | |
| Lease Charges | £13,430.00 | £15,274.80 |
| Charger | £0.00 | £1,267.08 |
| Insurance | £500.00 | £500.00 |
| Fuel cost | £10,620.65 | £1,638.00 |
| Fuel cost PPM | £0.31 | £0.25 |
| Whole Life Costs | £24,550.65 | £18,679.88 |

Notes:

1. The Charger cost is based on British Gas installation quote for 1 x charger at the Commercial Centre.
2. Fuel costs are based on last 5 years diesel v 18kwh charge @ £0.07 per kw x 5 x 260.
3. In addition to the Nissan Van (due for delivery in December), the Council already has a Nissan Leaf Pool car.

Bracknell Forest Library Service Statistics 2014/15

ITEMS ISSUED

| | |
|----------------|---------|
| Ascot Heath | 28,343 |
| Binfield | 33,455 |
| Birch Hill | 38,409 |
| Bracknell | 84,420 |
| Crowthorne | 85,281 |
| Great Hollands | 21,816 |
| Harmans Water | 18,490 |
| Sandhurst | 70,900 |
| Whitegrove | 75,485 |
| <i>Total</i> | 456,599 |

VISITS

| | |
|----------------|---------|
| Ascot Heath | 22,588 |
| Binfield | 26,591 |
| Birch Hill | 32,052 |
| Bracknell | 79,164 |
| Crowthorne | 63,545 |
| Great Hollands | 16,543 |
| Harmans Water | 11,904 |
| Sandhurst | 45,268 |
| Whitegrove | 53,903 |
| <i>Total</i> | 351,558 |

PUBLIC COMPUTER SESSIONS

| | |
|----------------|--------|
| Ascot Heath | 931 |
| Binfield | 2,389 |
| Birch Hill | 2,217 |
| Bracknell | 21,216 |
| Crowthorne | 6,648 |
| Great Hollands | 1,844 |
| Harmans Water | 1,038 |
| Sandhurst | 3,422 |
| Whitegrove | 5,181 |
| <i>Total</i> | 44,866 |

| | |
|-------------------------------------|---------|
| E BOOK and E AUDIO LOANS | 11,301 |
| No of e book/e audio book providers | 5 |
| E RESOURCE USE | 103,387 |
| No.of online information resources | 18 |

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**TO: OVERVIEW AND SCRUTINY COMMISSION
19 NOVEMBER 2015**

**COMPLAINTS AGAINST BRACKNELL FOREST COUNCIL IN 2014/15
Assistant Chief Executive**

1 PURPOSE OF DECISION

- 1.1 To brief the Overview and Scrutiny Commission about complaints made against the Council in 2014/15, as part of the ongoing work to be responsive to residents' concerns, in pursuit of Medium Term Objective 11, a key action for which is, 'publish information about the Council to promote openness and cost-effectiveness and accountability'. The report below was endorsed and noted by the Executive at its meeting on 22 September 2015.

2 RECOMMENDATIONS

That the Overview and Scrutiny Commission notes:

- 2.1 **The approach taken to dealing with and learning from complaints to the Council;**
- 2.2 **The Annual Review letter of the Local Government Ombudsman to the Council for 2014/15;**
- 2.3 **The information on other complaints against the Council in 2014/15; and**
- 2.4 **The developments in complaints handling.**

3 REASONS FOR RECOMMENDATIONS

- 3.1 This report gives the O&S Commission information on an important aspect of the Council's services to residents, in keeping with the Council's Charter for Customers, which includes always putting the customer first, learning from feedback, and continually aiming to improve the Council's service and performance.
- 3.2 To support the implementation of the corporate Customer Contact Strategy, endorsed by the Council's Executive on 5 July 2011. This strategy's overarching aim is to improve the quality of customer service to residents and service users.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

Annual Review Letter From the Local Government Ombudsman

- 5.1 The Local Government Ombudsman (LGO) has statutory powers under the Local Government Act 1974 to investigate complaints of injustice arising from maladministration by local authorities. The LGO investigates complaints about most council matters including housing, planning, education, social services, consumer protection, drainage and council tax. The objective of the LGO is to secure, where appropriate, satisfactory redress for

Unrestricted

complainants and better administration for the authorities. Since 1989, the LGO has had power to issue advice on good administrative practice in local government based on experience derived from their investigations.

- 5.2 The LGO usually requires complainants to give the council concerned an opportunity to deal with a complaint against it first, using the council's own complaints procedure, and if this has not been done, the LGO deems such complaints to be 'premature'. If the complainant is not satisfied with the action the council takes, he or she can complain to the LGO, or ask a councillor to do so on their behalf. The LGO's Annual Letter is therefore an important, independent 'barometer' of the effectiveness of the Council's complaints resolution process and service to residents generally.
- 5.3 Within the Council, the Chief Executive's Office co-ordinates the responses to any complaints referred from the LGO to the Council in liaison with departmental officers, and acts as the main contact point with the LGO.
- 5.4 The LGO's Annual Review Letter to the Council for 2014/15 is attached at Appendix 1. Drawing on this, also other published and internal information, notable points are:
- a) The 18 complaints received by the LGO against the Council in 2014/15 is:
 - a. Lower than the 28 complaints received in 2013/14, and similar to the annual average of 19 complaints the LGO received about the Council over the preceding three years 2010/13.
 - b. Lower than the average of 50 complaints the LGO received for all councils in 2014/15.
 - c. Lower than all other Unitary authorities in Berkshire (the next lowest being 31, and the highest being 62 complaints to the LGO).
 - b) The LGO made formal decisions on 18 complaints against the Council (some of which related to complaints from 2013/14) and decided to uphold one complaint; the circumstances of which were reported publicly to the Executive in February 2015. All other Unitary Authorities in Berkshire had one or more complaint upheld by the LGO.
 - c) In their 2014/15 Annual Report, the LGO stated, '*We upheld 46% of all complaints where we carried out a detailed investigation*'. The corresponding figure for Bracknell Forest Council was much lower, at 17%.
 - d) The Council's average speed in responding to LGO cases has remained well within the 28 days requested by the LGO.
 - e) The LGO have asked that councillors should be encouraged to make use of a workbook they have produced on supporting local people with their complaints. This has been drawn to the attention of Member Services for their consideration.
 - f) The LGO have asked that councils review their complaints procedures with reference to a new service standards document they have produced. This has been drawn to the attention of the Chief Officer: Customer Services for her consideration.
- 5.5 In summary, the number of complaints to the LGO concerning Bracknell Forest Council has fallen since 2013/14 and is low when compared to other authorities, and very low in view of the huge number of customer interactions by the Council each year. The extent to which complaints to the LGO are upheld is lower still. This continues the positive trend in recent years. Nevertheless, it must be recognised that, however few complaints are made, they are all important to the people who raise them.
- 5.6 There was a significant change in the way the LGO issued its decisions on complaints from 1 April 2014. The most notable points were:
- In cases where councils had been at fault and had made an appropriate apology and remedy, the LGO had previously usually issued the decision, '*Investigation complete and satisfied with authority actions or proposed actions and not*

appropriate to issue report S30(1B)). From April 2014, the LGO replaced this with decision wording: *'upheld/not upheld; Maladministration/No Maladministration; Injustice/no Injustice'*. The LGO has stated, *'We record a complaint as upheld when we find some fault in the way a council acted, even if it has agreed to put things right during the course of our investigation or had accepted it needed to remedy the situation before the complainant approached us.'*

- Even very minor faults can now result in an LGO decision that there was Maladministration: *'In the past, the term maladministration was often reserved for reports, where the fault is likely to have been significant. However, it is not how significant the fault is that decides whether there is maladministration. If there has been administrative fault, then it is maladministration'*.

- 5.7 The consequence of the changes is that all councils can expect to receive more LGO decisions that complaints have been upheld, and that there has been maladministration. The fairness of the changes was challenged by the Public Sector Complaints Network (a group of some 850 local authority corporate complaint managers across the UK public sector) in 2014, without success. The LGO has reported that in 2014-15 they upheld 46% of all complaints where they carried out a detailed investigation, adding that, *'This year we saw a small, yet unprecedented, increase in the number of councils that sought to challenge our decisions'*.
- 5.8 Bracknell Forest did this and it resulted in significant changes to draft decisions, including one where the LGO had initially concluded maladministration. It is very time consuming and costly challenging incorrect assessments and we will only do so on really significant cases.
- 5.9 The Borough Solicitor, as Monitoring Officer, is required by Section 5A of the Local Government and Housing Act 1989 to prepare a report to the Executive on any cases where the LGO had determined there was maladministration, and these reports are required to be copied to each Member of the Council. The LGO has acknowledged this, saying, *'While we recognise this may mean a change in your own practices and reporting arrangements, we consider this is an important step to increase the transparency and accountability of LGO'*.

Other Complaints Against the Council

- 5.10 The Council's overall complaint statistics for 2014/15, as reported by departments in their Quarterly Service Reports (QSR), shows a 25% reduction on the 2013/14 figures, and are given in Appendix 2. Individual complaints which move through the different stages are recorded separately at each stage of the process. The figures at Appendix 2 exclude complaints dealt with at the point of service, such as verbal reports to front line staff, where issues are resolved locally. No central records are kept of such stage 1 complaints. The figures also exclude complaints to schools, matters for which a right of appeal to a tribunal or other legal remedy exists, and any complaints about councillor conduct, for which there is a separate procedure. Following Executive approval, there are separate annual reports published on complaints received by Adult Social Care, also on Children's Social Care and Public Health, which are governed by statutory requirements.
- 5.11 The statistics in Appendix 2 continue to show that the majority of complaints are resolved without recourse to later stages in the process. The figure of 8 LGO complaints cases differs to the 18 in the LGO letter mainly because it excludes complaints dealt with by the LGO without reference to the Council. Officers have queried with the LGO why they no longer inform us of such cases.

Learning From Complaints in 2014/15

- 5.12 The Council's overall approach has continued, to train and empower front line staff to deal effectively with complaints at the earliest opportunity. The Council's publication, 'Comments, Compliments or Complaints about council services' was last revised and reissued in 2014, as were the Council's internal guidelines for staff on handling complaints. This revision reduced the number of levels through which a complainant can appeal a decision. This is now more in line with most other local authorities. Quarterly Service Reports, which are reviewed by Departmental Management Teams, the Corporate Management Team, the Executive and Overview & Scrutiny members, publish information on complaints and how the Council has learnt from them. Examples of this learning process in 2014/15 have included:

Adult Social Care, Health and Housing

- 5.13 Improvements in practices and processes arising from complaint investigations in 2014-15 included:
- There has been a review of procedures to ensure that there is a lead named worker co-ordinating a person's care and support.
 - A more robust supervision structure has been implemented for locum Social Workers working within Council teams, to monitor and support their work and understanding of services provided.
 - Everybody who funds their own care and support, but chooses to have the Council arrange it for them, are more clearly informed of all the implications, and the responsibilities of all parties, so that an informed choice can be made
 - The Recording Policy was improved, to incorporate timescales for individuals to receive written copies of reviews and other documentation
 - There has been a review of the role of staff undertaking reviews and how to ensure that any outstanding actions are taken forward and that individuals and their families are clear about who is taking responsibility for co-ordinating and communicating the outcomes to all significant people
- 5.14 As a result of a complaint concerning the Emergency Duty Service, the department decided to review: its guidance and procedures for investigating allegations against a volunteer Appropriate Adult (AA) ensuring staff know how to report concerns; and the frequency of feedback to volunteer AAs.
- 5.15 On housing, a number of complaints concerned customers' dissatisfaction with the response they received to their housing register applications. The lesson learnt was that the service failed to properly advise customers at the outset of the likely waiting time before their application would be successful and also the nature of the property that would be likely to become available. To address this all welfare and housing caseworkers were provided with information on the average waiting times by applicant band for different sizes of properties. Although a rough indicator, it provides better information to customers. Some complaints relating to housing pointed to a need for further customer care training around officers' understanding and awareness of the customer's position.
- 5.16 Complaints related to homelessness/housing advice indicated a lack of awareness by customers of the service the Council could offer, leading to their dissatisfaction. In order to address this, the process of advising customers on the homelessness route and what the Council can offer and how much the accommodation will cost that the council can offer, was reviewed. Advice on options and costs now begins much earlier in the process.

Corporate Services

- 5.17 A complaint was received from a customer who purchased a marriage certificate which Royal Mail subsequently failed to deliver. The complainant was unhappy that he had not been given the option to have the certificate sent by recorded delivery. Information on the website was subsequently clarified and the web forms were updated to allow for recorded delivery to be selected at the point of payment.

Children, Young People and Learning

- 5.18 Where a complaint has been difficult or complex, 'a learning from complaints' meeting is held with Senior Managers in Children's Social Care to ensure the Council is able to reflect and learn from the situation and put in place measures to reduce the risk of issues arising in the future. Examples of actions included:
- Social Workers are now asked to provide their direct email addresses to the families they work with, so that they have an alternative means of contact.
 - Social Workers are encouraged to update the 'child or young person' they are working with at every step of the process involved.
 - Templates are used to ensure consistencies of process and documentation.
 - Managers proof read assessments before they are sent out to the family.
 - Appointments for Looked After Children reviews are now confirmed by letter (not by telephone, unless this is unavoidable).
- 5.19 As a result of a complaint about children's services, it was decided to make two service improvements:
- Officers in the Family Placement Team were reminded to promptly seek appropriate alternatives for care, when a need becomes apparent.
 - Officers in the Disabled Children team were reminded of the need to formally acknowledge, in writing, all correspondence.

Environment, Culture and Communities

- 5.20 Arising from a complaint about Planning, it was decided to:
- Consider the wider learning points from the case, and ensure they are applied in staff and management training;
 - Expand the standard acknowledgement letter to planning applicants, concerning their right to appeal to the Planning Inspectorate if the time target was not met;
 - Remind Planning Officers that they should seek to agree in writing to planning applicants any extension of the determination dates for decisions, give reasons for that request and if not agreed to determine the application with the information they hold; and
 - Ensure that all requests for substantial information such as a sequential test are made within the pre-planning advice stage.
- 5.21 The learning points actioned from other complaints included:
- Clarification around taxi licensing delegation to officers
 - A contractor was reminded about the correct recording of Parking charge notices
 - Reviewing procedures to deal with vacant properties.

Developments in Complaints Handling and Records

- 5.22 The Corporate Management Team decided to streamline the Corporate Complaints Procedure, by reducing the number of stages from four to three, from 1 January 2015:
- Stage 1: Informal complaint to member of staff
 - Stage 2: Formal complaint to Director of relevant service area
 - Stage 3: Formal complaint to Chief Executive
- 5.23 This speeded up the process for customers, whilst retaining the involvement of officers at a senior level, and the Chief Executive for the final stage. This change was accompanied by a revised procedure published for customers and revised internal guidance for staff.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The Monitoring Officer is required by law to report to the Executive on any Local Government Ombudsman findings of maladministration against the Council. He has had cause to issue one such report in 2014/15. This related to the provision of a consultancy service provided by the Council in connection with a Sustainable Homes Assessment. No action was required to be taken by the Executive pursuant to the contents of the report.

Borough Treasurer

- 6.2 There are no financial implications arising from the recommendations in this report.

Equalities Impact Assessment

- 6.3 There are no direct impact issues to be considered.

Strategic Risk Management Issues

- 6.4 This report presents no strategic risk management issues for the Council.

Other Officers

- 6.5 The views of other relevant officers in departments have been sought in the production of this information report.

7 CONSULTATION

Principal Groups Consulted

- 7.1 Corporate Management Team

Method of Consultation

- 7.2 Consultation was carried out on the draft information report.

Representations Received

- 7.3 None.

Background Papers

Quarterly Corporate and Departmental performance reports 2014/15

Contact for further information

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Local Government
OMBUDSMAN

18 June 2015

By email

Mr Timothy Wheadon
Chief Executive
Bracknell Forest Borough Council

Dear Mr Wheadon

Annual Review Letter 2015

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2015. This year's statistics can be found in the table attached.

The data we have provided shows the complaints and enquiries we have recorded, along with the decisions we have made. We know that these numbers will not necessarily match the complaints data that your authority holds. For example, our numbers include people who we signpost back to the council but who may never contact you. I hope that this information, set alongside the data sets you hold about local complaints, will help you to assess your authority's performance.

We recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year we will be gathering more comprehensive information about the way complaints are being remedied so that in the future our annual letter focuses less on the total numbers and more on the outcomes of those complaints.

Supporting local scrutiny

One of the purposes of the annual letter to councils is to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of our key business plan objectives for this year and we will continue to work with elected members in all councils to help them understand how they can contribute to the complaints process.

We have recently worked in partnership with the Local Government Association to produce a workbook for councillors which explains how they can support local people with their complaints and identifies opportunities for using complaints data as part of their scrutiny tool kit. This can be found [here](#) and I would be grateful if you could encourage your elected members to make use of this helpful resource.

Last year we established a new Councillors Forum. This group, which meets three times a year, brings together councillors from across the political spectrum and from all types of local authorities. The aims of the Forum are to help us to better understand the needs of councillors when scrutinising local services and for members to act as champions for learning from complaints in their scrutiny roles. I value this direct engagement with elected members and believe it will further ensure LGO investigations have wider public value.

Encouraging effective local complaints handling

In November 2014, in partnership with the Parliamentary and Health Service Ombudsman and Healthwatch England, we published *'My Expectations'* a service standards framework document describing what good outcomes for people look like if complaints are handled well. Following extensive research with users of services, front line complaints handlers and other stakeholders, we have been able to articulate more clearly what people need and want when they raise a complaint.

This framework has been adopted by the Care Quality Commission and will be used as part of their inspection regime for both health and social care. Whilst they were written with those two sectors in mind, the principles of *'My Expectations'* are of relevance to all aspects of local authority complaints. We have shared them with link officers at a series of seminars earlier this year and would encourage chief executives and councillors to review their authority's approach to complaints against this user-led vision. A copy of the report can be found [here](#).

Future developments at LGO

My recent annual letters have highlighted the significant levels of change we have experienced at LGO over the last few years. Following the recent general election I expect further change.

Most significantly, the government published a review of public sector ombudsmen in March of this year. A copy of that report can be found [here](#). That review, along with a related consultation document, has proposed that a single ombudsman scheme should be created for all public services in England mirroring the position in the other nations of the United Kingdom. We are supportive of this proposal on the basis that it would provide the public with clearer routes to redress in an increasingly complex public service landscape. We will advise that such a scheme should recognise the unique roles and accountabilities of local authorities and should maintain the expertise and understanding of local government that exists at LGO. We will continue to work with government as they bring forward further proposals and would encourage local government to take a keen and active interest in this important area of reform in support of strong local accountability.

The Government has also recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. We currently await the outcome of the consultation but we are pleased that the Government has recognised that there are some aspects of local service delivery that do not currently offer the public access to an independent ombudsman. We hope that these proposals will be the start of a wider debate about how we can all work together to ensure clear access to redress in an increasingly varied and complex system of local service delivery.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

Local authority report – Bracknell Forest Council

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>Complaints and enquiries received

| Local Authority | Adult Care Services | Benefits and tax | Corporate and other services | Education and children's services | Environmental services and public protection | Highways and transport | Housing | Planning and development | Total |
|--------------------|---------------------|------------------|------------------------------|-----------------------------------|--|------------------------|---------|--------------------------|-------|
| Bracknell Forest C | 3 | 1 | 2 | 4 | 2 | 3 | 2 | 1 | 18 |

Decisions made

| | <u>Detailed investigations carried out</u> | | | | | | |
|--------------------|--|------------|--------------|--------------------------------|--------------------|------------------------------------|-------|
| Local Authority | Upheld | Not Upheld | Advice given | Closed after initial enquiries | Incomplete/Invalid | Referred back for local resolution | Total |
| Bracknell Forest C | 1 | 5 | 0 | 3 | 1 | 8 | 18 |

Explanatory Notes by LGO

- **Upheld:** These are complaints where we have decided that an authority has been at fault in how it acted and that this fault may or may not have caused an injustice to the complainant, or where an authority has accepted that it needs to remedy the complaint before we make a finding on fault. If we have decided there was fault and it caused an injustice to the complainant, usually we will have recommended the authority take some action to address it.
- **Not upheld:** Where we have investigated a complaint and decided that a council has not acted with fault, we classify these complaints as not upheld.
- **Advice given:** These are cases where we give advice about why LGO would not look at a complaint because the body complained about was not within the LGO's scope or we had previously looked at the same complaint from the complainant, or another complaints handling organisation or advice agency was best placed to help them.
- **Closed after initial enquiries:** These complaints are where we have made an early decision that we could not or should not investigate the complaint, usually because the complaint is outside LGO's jurisdiction and we either cannot lawfully investigate it or we decide that it would not be appropriate in the circumstances of the case to do so. Our early assessment of a complaint may also show there was little injustice to a complainant that would need an LGO investigation of the matter, or that an investigation could not achieve anything, either because the evidence we see shows at an early stage there was no fault, or the outcome a complainant wants is not one we could achieve, for example overturning a court order.
- **Incomplete/invalid:** These are complaints where the complainant has not provided us with enough information to be able to decide what should happen with their complaint, or where the complainant tells us at a very early stage that they no longer wish to pursue their complaint.
- **Referred back for local resolution:** We work on the principle that it is always best for complaints to be resolved by the service provider wherever possible. Furthermore, the Local Government Act 1974 requires LGO to give authorities an opportunity to try and resolve a complaint before we will get involved. Usually we tell complainants how to complain to an authority and ask them to contact it directly. In many instances, authorities are successful in resolving the complaint and the complainant does not recontact us.

COMPLAINTS – 2014/15

| Department | Statutory Stage 1 | Statutory Stages 2&3 | Stage 2 ¹ | Stage 3 ² | Ombudsman | Total Complaints | Of Which (excluding on-going cases): | | |
|--------------------------------------|-------------------|----------------------|----------------------|----------------------|-----------|------------------|--------------------------------------|---------------------|---------------------|
| | | | | | | | Upheld | Partially Upheld | Not Upheld |
| Chief Executive's Office | N/A | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Corporate Services | N/A | N/A | 13 | 0 | 0 | 13 | 2 | 3 | 8 |
| Environment, Culture and Communities | N/A | N/A | 10 | 8 | 4 | 22 | 8 | 1 | 11 |
| Children, Young People & Learning | 10 | 3 | 3 | 1 | 2 | 19 | 1 | 2 | 13 |
| Adult Social Care, Health & Housing | 21 | N/A | 17 | 4 | 2 | 44 | 6 | 17 | 19 |
| Total | 31 | 3 | 43 | 13 | 8 | 98 | 17 (19%) | 23 (25%) | 50 (56%) |

¹ The former stages 2 and 3 were combined to form the new stage 2 from 1 January 2015

² The former stage 4 became the new stage 3 from 1 January 2015

Unrestricted

COMPLAINTS – 2013/14

27

| Department | Statutory Stage 1 | Statutory Stages 2&3 | Stage 2 | Stage 3 | Stage 4 | Ombudsman | Total Complaints | Of Which (excluding 14 on-going): | | |
|--------------------------------------|-------------------|----------------------|---------|---------|---------|-----------|------------------|-----------------------------------|------------------|-------------|
| | | | | | | | | Upheld | Partially Upheld | Not Upheld |
| Chief Executive's Office | N/A | N/A | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 |
| Corporate Services | N/A | N/A | 25 | 4 | 0 | 5 | 34 | 18 | 0 | 16 |
| Environment, Culture and Communities | N/A | N/A | 14 | 3 | 4 | 4 | 25 | 5 | 0 | 15 |
| Children, Young People & Learning | 23 | 2 | 1 | 1 | 0 | 2 | 29 | 3 | 6 | 15 |
| Adult Social Care, Health & Housing | 19 | N/A | 9 | 7 | 4 | 2 | 41 | 2 | 13 | 22 |
| 2013/14 Total | 42 | 2 | 49 | 15 | 8 | 14 | 130 | 28 (24%) | 19 (16%) | 69 (59%) |

| | | | | | | | | | | |
|----------------------|----|---|----|---|----|----|----|---------------------------|--|--|
| 2012/13 Total | 39 | 3 | 28 | 9 | 11 | 9 | 99 | Information not collected | | |
| 2011/12 Total | 41 | 3 | 20 | 8 | 5 | 15 | 92 | | | |

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QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q2 2015 - 16
July - September 2015

Portfolio holders:
Councillor Iain McCracken
Councillor Peter Heydon
Councillor Paul Bettison

Director:
Alison Sanders

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Section 1: Director's Commentary

There has been good progress on the key objectives for the second quarter.

General Highlights for the quarter include

Work with the Community

The European Integration Fund financed 'Stronger Voices' project, which finished at the end of June, has been awarded a Britain in Bloom Award for the work it did in supporting non EU migrants to grow their own food and integrate with other users of the Jeallotts Hill Community Landshare project.

Performance Highlights

The Council's new HR and Payroll System went 'live' in August.

The Council's financial statements were approved by the Governance & Audit Committee on 23 September. The external auditor commented that they were prepared to a high standard and subsequently issued an unqualified audit opinion.

As part of the Member Induction Programme, the Member Mentoring Programme commenced with 8 mentors and 13 mentees.

The tranche of primary admission appeals was completed. Five Panels sat for a total of five days and heard 24 appeals. In total, appeals were heard for 11 primary schools: Ascot Heath Infant, Ascot Heath Junior, Birch Hill, Crowthorne, Holly Spring Infant, Jennett's Park, Meadow Vale, St Margaret Clitherow, St Michael's Easthampstead, Uplands and Warfield. One appeal was allowed for Ascot Heath Infant School and all others were refused.

The Assessment Centre and interviews for the candidates for the "Step up to Social Work" were held in the quarter including managers from partner Berkshire authorities, Slough and West Berkshire. 12 candidates were successfully recruited.

ICT Services achieved Public Services Network (PSN) compliance.

Legal Services dealt with a high profile prosecution of car dealer engaged in unlawful trading which secured a 42 week custodial sentence (suspended for 12 months).

Other significant projects

Democratic & Registration Services

The annual voter registration canvass commenced mid-August. The canvass is different this year as a result of Individual Electoral Registration (IER). All households (almost 49,000) received a Household Enquiry Form (HEF) which contained the information currently held on the electoral register for that address, and asked residents to check whether the information was correct. Anyone whose name was added to the HEF received an individual electoral form asking them to register. In the region of 17,000 reminders were sent to non-responding households mid-September requesting a response by 9 October to ensure that the 1 December register is as accurate as possible.

Customer Services

The redevelopment of the public website using an open source content management system is continuing and the Digital Services Team have so far completed 14 workshops with service teams to review and simplify customer journeys.

Development of the Customer Relationship Management (CRM) system continues, with significant work undertaken to review the Waste and Recycling processes. This has included the development of self-service processes for reporting a missed collection and for booking a bulky waste collection. The number of online account holders has reached 7,000.

Human Resources

- The new HR/Payroll system based on iTrent software has been successfully launched.
- Corporate contribution to the implementation of the Coral Reef HR strategy continued to address contentious and complex staffing issues.
- A replacement for the Chief Officer: Human Resources was recruited in the quarter
- The recruitment process for the Executive Officer at Sandhurst Town Council was commenced – the CO:HR is providing support to the Members at Sandhurst.

ICT Services

- Transfer of the telephone call contract from Vodafone to BT Unicorn was commenced.
- Major upgrades to Children's Service, Adult Services, and document management systems were completed.
- Completed Socitm benchmarking exercise for ICT Services.
- Evaluated members' technology pilot, new equipment to be deployed next quarter.
- Carried out Mobile and Flexible technology assessment for officers and beginning deployment.
- Carried out an upgrade to Email on the Move product BlackBerry Enterprise Server (BES) to latest version.
- Technology support was provided for Children's Social Care (CSC) work styles and plan set-up of the Multi-agency Safeguarding Hub (MASH).
- Added two more sites on corporate phone system (Portman Close and Rowans).
- MS Active Directory upgraded to latest version.
- Completed rollout of new password policies.
- Achieved PSN compliance.

Legal Services

- Debts of £32,072.82 recovered (banked).
- Further County Court judgements of £32,511 obtained.
- Conveyancing - purchase of Tenterden Lodge guest house to be used for homeless families. Expecting to exchange and complete early October.
- Completed agreement and long lease of playing fields at St Margaret Clitherow, upon academy status being achieved on 1st September.
- FOI requests received and processed have now exceeded 500 in the current financial year.
- 4 nominations of Assets of Community Value received and processed.
- The creation and adoption of governance arrangements for the Neighbourhood Planning Decision making process for all future Neighbourhood Planning applications and the smooth progression of the Binfield Neighbourhood Plan.
- Continued legal advice to the Warfield Major Project and negotiations with the Western Consortium and ATLAS in regards to a legal model agreement to bring forth comprehensive development on-site.
- The commencement of legal negotiations on the s106 Heads of Terms for Blue Mountain scheme.

- Advice to Children's Disability Team in respect of the interaction between the Children Act 1989 and Mental Capacity Act 2005.

Property Services

- Planning permission has now been granted for East Lodge for 9 affordable housing units, however, Radian Housing Association have withdrawn their offer for East Lodge due to viability issues.
- Surveys commissioned for surplus Garth Hill land to propose for sale.
- The catering contract with Something Else to Eat (SETE) commenced on 1 June 2015 and is being robustly managed. To date there have been no formal complaints via the contract manager about this service. SETE continue to improve their service with innovative ideas.
- New centralised secure waste contract will bring into line all Bracknell Forest Council sites and ensure Information Management (IM) and Payment Card Industry (PCI) compliance.
- New Home to School contract for 2016 – The Official Journal of the European Union (OJEU) was published on 2 September 2015, pre-qualification questionnaire (PQQ) is now on South East (SE) portal, parent consultation is live on Bracknell Forest Council public website and a face to face consultation took place at Bracknell Leisure Centre on 29 September 2015.
- Procurement of the new term maintenance contractor has been completed, with the appointment to be announced in October 2015.
- There were 5 capital projects questionnaires returned between 1 July to 30 September 2015. Of the 5 returned, the ratings were: 4 project excellent (80%) and 1 project good (20%).
- As from 1 July to 30 September 2015 there were 23 projects completed. Of the 23 projects completed 22 (96%) projects were completed on time and on budget.

Significant changes in service use and associated financial impact:

In Council Tax a single person discount review has been undertaken as a result of the National Fraud Initiative (NFI) data matching exercise with the electoral roll. Collection rates for both Council Tax and Business Rates remain in line with previous years' performance, with an additional Court being held in August to ensure the recovery is proceeding as swiftly as possible for those who are not making payments.

Areas where performance has been more difficult are:

- Business Rates avoidance remains an ongoing issue, with evidence still to be received from The Photographic Angle before a revised opinion can be obtained from Counsel. Delays and a change in focus at the Valuation Office Agency are causing an increase in the length of time it is taking for new Business Rate premises to be added to the list, thus creating a delay in receiving the additional income that results from any growth. These issues are monitored closely by the Revenues Manager.
- Debt outstanding as percentage of gross debt (L064).
Awaiting recovery of £0.5m of debt from Clinical Commissioning Group. Should be paid in coming weeks bringing indicator L064 in line with target.

Areas where risk is closely monitored:

The Corporate Services Risk Register was reviewed by the Directorate Management Team on 3 September 2015. The only significant change made was to reduce the risk of contractor failure.































Limited Assurance Internal Audit Reports








There were two limited assurance reports in Corporate Services quarter 2.

The first was on a Council Wide audit of procurement where 2 priority one recommendations were raised in respect of weaknesses in controls over waivers.







The second limited assurance report was on Network Infrastructure where 5 priority 1 recommendations were raised. ICT advised Internal Audit that some controls had been knowingly disabled while the authority was transitioning from Novell Directory Services (NDS) to Microsoft Active Directory (AD). ICT have advised the auditors that the relevant policies, etc have been re-instated now that migration has been completed. The audit of PSN/Network Infrastructure due to complete in quarter 3 will verify this. PSN compliance was achieved in August.

Section 2: Department Indicator Performance

| Ref | Short Description | Previous Figure Q1 2015/16 | Current Figure Q2 2015/16 | Current Target | Current Status | Comparison with same period in previous year |
|---|---|----------------------------|---------------------------|----------------|---|---|
| Corporate Property - Quarterly | | | | | | |
| L059 | Percentage of post sent second class (Quarterly) | 84.00% | 93.20% | 95.00% |  |  |
| L076 | Planned maintenance spend (Quarterly) | 14.60% | 32.90% | 30.00% |  |  |
| L229 | Number of clients with learning difficulties using the R-bus (Quarterly) | 63 | 66 | 60 |  |  |
| Customer Services - Quarterly | | | | | | |
| L051 | Percentage of current year's Council tax collected in year (Quarterly) | 29.41% | 56.93% | 57.20% |  |  |
| L053 | Percentage of current year's Business Rates collected in year (Quarterly) | 31.80% | 57.59% | 53.60% |  |  |
| L221 | Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly) | 100.00% | 86.00% | 75.00% |  |  |
| L233 | Percentage of abandoned calls to the main Council contact number (Quarterly) | 6.7% | 3.7% | 5.0% |  | |
| Democratic and Registration Services - Quarterly | | | | | | |
| 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) | 88.00% | 81.00% | 85.00% |  |  |
| L182 | Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly) | 88.00% | 92.50% | 80.00% |  |  |
| L231 | Number of entries on the Electoral Register (Quarterly) | 87,537 | 87,054 | N/A |  | |
| Finance - Quarterly | | | | | | |
| BV8 | Percentage of invoices paid within 30 days (Quarterly) | 97.0% | 96.5% | 95.0% |  |  |
| L064 | Debt outstanding as percentage of gross debt (Quarterly) | 6.00% | 9.00% | 7.00% |  |  |
| L065 | Return on investments exceeds 7-day LA cash benchmark rate (Quarterly) | 0.53% | 0.57% | 0.50% |  |  |
| L234 | Number of Council Tax cases in arrears (Quarterly) | 4,252 | 4,765 | N/A | N/A | N/A |
| ICT - Quarterly | | | | | | |
| L079 | Resolution of reported ICT incidents (Quarterly) | 96% | 95% | 95% |  |  |
| L082 | ICT service availability - percentage of time service is available for use (Quarterly) | 99.80% | 97.70% | 99.00% |  |  |

| Ref | Short Description | Previous Figure Q1 2015/16 | Current Figure Q2 2015/16 | Current Target | Current Status | Comparison with same period in previous year |
|-----------------------------------|--|----------------------------|---------------------------|----------------|----------------|---|
| L220 | Number of ICT Helpdesk Calls (Quarterly) | 6,368 | 5,310 | N/A | N/A |  |
| Legal Services - Quarterly | | | | | | |
| L084 | Number of section 106s completed (Quarterly) | 5 | 5 | N/A | N/A |  |
| L085 | Amount of money recovered in debt collection (Quarterly) | 4,476.98 | 32,072.82 | N/A | N/A |  |
| L086.1 | Number of Freedom of Information requests received (Quarterly) | 261 | 266 | N/A | N/A |  |
| L086.2 | Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publically available (Quarterly) | 7% | 9% | N/A | N/A |  |
| L086.3 | Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly) | 1% | 1% | N/A | N/A |  |
| L088 | Number of leases completed (Quarterly) | 28 | 18 | N/A | N/A |  |

Note: Key indicators are identified by shading

| Traffic Lights | | Comparison with same period in previous year | |
|--|---|--|---|
| 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 |  |
| Between 5% and 10% of target |  | Performance Sustained |  |
| More than 10% from target |  | Performance has declined |  |

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

| Ind Ref | Short Description | Quarter due |
|----------------|--|--------------------|
| BV 156 | Buildings accessible to people with a disability | Q4 |
| L052 | Cumulative percentage of Council Tax collected for the previous year at 31 March | Q4 |
| L054 | Cumulative percentage of business rates collected for the previous year at 31 March | Q4 |
| L066 | Top 5% earners: women | Q4 |
| L067 | Top 5% earners: minority ethnic communities | Q4 |
| L068 | Top 5% earners: with disability | Q4 |
| L070 | Percentage of employees with a disability | Q4 |
| L071 | Percentage of black and ethnic minority employees | Q4 |
| L072 | Gender pay gap | Q4 |
| L073 | Average number of off the job training days per employee | Q4 |
| L074 | Average amount spent on training per employee | Q4 |
| L075 | Number of commercial property voids | Q4 |
| L078 | ICT User Satisfaction - service user survey | Q3 |
| L080 | Project Management - 5 metrics (SOCITM) | Q4 |
| L087 | Percentage of time recorded as chargeable time | Q4 |
| L130 | Percentage staff turnover | Q4 |
| L131 | Percentage staff leaving within one year of starting | Q4 |
| L174 | Working days lost due to sickness absence | Q4 |
| L222 | An annual staff satisfaction survey for town centre buildings to be undertaken on facilities support and service | Q4 |
| NI001 | Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years)) | Q4 – 2016/17 |
| NI004 | Percentage of people who feel they can influence decisions in their locality (Biennially (every two years)) | Q4 – 2016/17 |
| NI006 | Participation in regular volunteering (Biennially (every two years)) | Q4 – 2016/17 |
| NI023 | Perceptions that people in the area don't treat one another with respect and consideration (Biennially (every two years)) | Q4 – 2016/17 |

Section 3: Complaints

Corporate Complaints received

The following table excludes Stage 1 complaints and those complaints which are dealt with through separate appeals processes. It should also be noted that complaints which move through the different stages are recorded separately at each stage.

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

1 Complaint upheld in Q1:

Partial refund for customer. Website information clarified by ECC regarding bulky waste collection, fees and charges.

Section 4: People

Staffing Levels

| | Establishment Posts | Staffing Full Time | Staffing Part Time | Total Posts FTE | Vacant Posts | Vacancy Rate |
|------------------------------------|---------------------|--------------------|--------------------|-----------------|--------------|--------------|
| Directorate | 2 | 2 | 0 | 2 | 0 | 0 |
| Community Engagement | 3 | 1 | 2 | 2.51 | 0 | 0 |
| Customer Services | 45 | 37 | 8 | 42.45 | 2 | 4.26 |
| Democratic & Registration Services | 18 | 11 | 7 | 16.09 | 3 | 14.29 |
| Finance | 36 | 26 | 10 | 33.27 | 1 | 2.70 |
| Human Resources | 19 | 14 | 5 | 17.05 | 1 | 5 |
| ICT | 39 | 36 | 3 | 37.85 | 1 | 2.5 |
| Legal | 13 | 8 | 5 | 11.25 | 0 | 0 |
| Property Services | 38 | 26 | 12 | 33.56 | 2 | 4.26 |
| Department Totals | 213 | 161 | 52 | 196.02 | 10 | 4.48 |

Staff Turnover

| | | |
|----------------------------|-----------------------|------|
| For the quarter ending | 30 September 15 | 1.4 |
| For the last four quarters | 1 Oct 14 – 30 Sept 15 | 7.48 |

Total voluntary turnover for BFC, 2013/14: 12.64%
Average UK voluntary turnover 2013: 12.5%
Average Local Government England voluntary turnover 2013: 12.0%

(Source: XPerthR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2012/13)

Comments:

3 members of staff left voluntarily this quarter. A slight decrease on last quarter. Voluntary Turnover for the last 12 months stands at 7.48%.

Vacancies within HR, Democratic & Registration Services and Property Services will be filled during October.

Staff Sickness

| Section | Total staff | Number of days sickness | Quarter 2 average per employee | 2015/16 projected annual average per employee |
|------------------------------------|-------------|-------------------------|--------------------------------|---|
| Directorate | 2 | 0 | 0 | 0 |
| Community Engagement | 3 | 1.5 | 0.5 | 4.33 |
| Customer Services | 45 | 109 | 2.42 | 9.8 |
| Democratic & Registration Services | 18 | 1.5 | 0.08 | 1.28 |
| Finance | 36 | 68 | 1.89 | 7.06 |
| Human Resources | 19 | 48 | 2.53 | 5.79 |
| ICT | 39 | 75.5 | 1.94 | 5.90 |
| Legal | 13 | 0 | 0 | 1.38 |
| Property Services | 38 | 36 | 0.95 | 3.08 |
| Department Totals (Q2) | 213 | 339.5 | 1.59 | |
| Totals (15/16) | | | | 5.66 |

| Comparator data | All employees, average days sickness absence per employee |
|-------------------------------------|---|
| Bracknell Forest Council 13/14 | 5.50 days |
| All local government employers 2013 | 8.0 days |
| All South East Employers 2013 | 6.9 days |

(Source: Chartered Institute of Personnel and Development Absence Management survey 2014)





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

Comments:




Sickness for this quarter stands at 339.5 days. This is higher than last month, however there was a higher proportion of long term sick this quarter. There were 200 days attributable to long term sick this quarter. However, there is now only one person off on long term absence as others have returned. The projected annual average currently stands at 5.66 days which is lower than the authority figure for 14/15. It is, however, slightly higher than the corporate Services figure for 2014/15 mainly because of the effect of the long term sickness days.

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 April - September 2015. This contains 59 actions to be completed in support of 8 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions.

Overall 7 actions were completed at the end of the quarter () , while 49 actions are on schedule () and 3 were causing concern ( and ).

The 3 actions that are causing concern are:

| Ref | Action | | Progress |
|--------|---|---|--|
| 6.7.2 | Facilitate the development and opening of a new Community Centre and Library at Harmans Water |  | Options for developing the building are being explored. |
| 6.7.3 | Facilitate the development and opening of a new Community Centre and Library at Harmans Water |  | Alternative options are being considered for the property. |
| 11.8.5 | Implement the Electronic Document Management Strategy to enhance and extend document scanning |  | Review carried out to advise on strategy moving forward. Upgrade of current system underway. It is anticipated that EDRMS will be an enabler for both mobile working and digital services. |

Section 6: Money

Revenue Budget

The original cash budget for the department was £14.243m. Net transfers of £0.166m have been made bringing the current approved cash budget to £14.409m. A detailed analysis of the budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.008m over the current approved cash budget. A detailed analysis of the 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 | (1,879) | (1,879) | Increased voids and void periods, resulting in reduced income. |

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 £14,541.9m.

Expenditure to date is £5,488.6m representing 38% of the budget. The Department anticipates 97% 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

- Continue to work with principal developer to deliver town centre regeneration through providing financial, legal and property advice.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- Continue to work with Comer Homes to monitor demolition site clearance and delivery of new Winchester House.

Community Engagement & Equalities

- Develop an action plan to move to the Excellent Level of the Equality Framework.
- Develop the ownership and management arrangements for the new Community Hubs in the strategic housing areas particularly focussing on plans for a Blue Mountain community facility.
- Finalise action plans for the Civilian/Military Partnership.
- Launch the new Community Events Diary on the All Services Hub.
- Finalise Equality Information reports for publishing in Q4.
- Monitor the 'All of Us' Equality Scheme for 2014-15.

Customer Services

- The Revenues Service will consult on the proposed use of penalties for failure to supply information, which if approved, would take effect from 1 April 2016.
- The Digital Services team will continue to run workshops with service teams to redesign customer journeys for implementation on the new website. The site structure and initial designs will continue to be developed, with a view to launching a beta version of the site in November.
- The development of the Customer Relationship Management system will continue, with redesigned Waste and Recycling services due to go live at the start of the quarter, and work will begin to develop Registrars, Elections and Revenues services in the new system.

Democratic & Registration Services

- Completion of the household canvass and publication on 1 December of the Revised Register of Electors.
- Preparation and delivery of Binfield By-Elections for 3 seats on Binfield Parish Council.
- Induction of new Principal Registration Officer.
- Results of the competition to win a child's Naming Ceremony in the Syrett Suite.
- Completion of the refresh of Members' ICT equipment.
- Delivery of induction feedback workshops for new councillors.
- Delivery of Local Democracy Activities during Local Democracy Week (12-16 October) to promote the democratic process and the councillor role.
- Delivery of the National Takeover Challenge in Bracknell Forest, which sees organisations across England opening their doors to children and young people to take over adult roles. It puts children and young people into decision-making positions and encourages organisations and businesses to hear their views. Children gain an insight into the adult world and organisations benefit from a fresh perspective about their work.

Corporate Property

- The Executive have approved the continuing procurement and delivery of the Education Village (Blue Mountain). Details of the land transaction continue to be negotiated.
- A cross directorate property review will work on the findings of the Vail Williams report and seek to identify service efficiencies and property savings to align to the Council's future budget plans.
- Consideration of draft Heads of Terms and viability for proposed development of flats and youth facility at Coopers Hill.
- Consider options for the sale of East Lodge site.
- Commence legal work for transfer of Ladybank and purchase of Dennis Pilcher House.
- Property services framework to be evaluated and in place by 1 December 2015.
- Surveys to be completed for surplus Garth Hill land and options for future sale to be considered.
- Fixed electrical and emergency lighting contract currently being evaluated.
- Coral Reef flumes being designed by the ride vendor (Van Egden) and tender for main contract being prepared.
- Start the first phase of Asbestos surveys.
- New Term Maintenance contract will be in place by December 2015.
- New mini framework for minor works to be procured and in place by 1 January 2016.
- New Home to School contract for 2016 – Pre-qualification questionnaire (PQQ) closing date is 12 October 2015 and invitation to tender (ITT) will be issued 9 November 2015 with a return date of 18 December 2015.
- A Nissan ENV200 electric vehicle van was ordered in July as a replacement for one of the current postal courier vehicles. This is due to be delivered mid-December.

ICT Services

- Complete transfer of telephone call contract from Vodafone to Unicorn.
- Begin new Wide Area Network (WAN) contract with Unicorn.
- Complete deployment of new ICT equipment to Members.
- Complete Mobile and Flexible technology assessment through a range of pilot projects and begin deployment.
- Complete upgrade to Email on the Move product BlackBerry Enterprise Server(BES) to latest version.
- Extend wireless availability in all town centre buildings.
- Major upgrade of Call Centre Management system, Netcall.
- New server backup system implementation.
- Corporate phone system (Cisco) upgrade. New DR test plan being developed.
- Upgrade of Opentext software.
- Commence project on mobile technology contract renewal.
- Service Improvement plan impact on other services e.g. Communication and Marketing – regarding BF Alerts for high priority alerts for staff.
- Screens savers being aligned with new Council Plan.
- Citrix single sign-on.
- Corporate Email signature blocks.
- MASH set-up planning.
- Office moves for various teams and departments.
- Framework upgrade to Mosaic.

Legal Services

- Binfield Learning Village project is expected to place significant demands on legal resources.
- Various new Public Health agreements affecting several of the Berkshire Unitary Authorities in the pipeline.
- A number of potential Special Educational Needs Tribunal appeals have been identified in the coming quarter.
- Legal input into the setting up of Downshire Homes as a Local Authority owned housing company tasked with helping to meet the demand for emergency housing in the Borough
- Advice to be provided to Adult Social Care department to facilitate future management of Deprivation of Liberty safeguarding cases in the light of emerging case law.
- Legal Team Business Planning event scheduled in November to launch future service strategy.






Finance






- The outcome of the Spending Review will be announced on 25 November and the Provisional Local Government Finance Settlement will follow in late December. Both will have a significant impact on the Council's financial plans over the next four to five years, with particular reference to the emerging proposals around the future of business rates.
- The Council's budget proposals for 2016/17 will be finalised and published for consultation in December.
- Following the successful go-live of the new HR and Payroll system further development work will be undertaken including web recruitment, electronic payslips and the introduction of self service for employees.
- Finance and Procurement support will continue for major capital projects including Binfield Learning Village and Coral Reef.
- A new internal audit contract needs to be in place on 1 April 2016. The intention is to use an existing framework agreement set up by the London Borough of Croydon. Arrangements will be made to utilise this agreement during the quarter.
- Working with other Berkshire councils on options for the future delivery of a sustainable and resilient finance function will be progressed.










Human Resources








- Preparations will be put in place for the new Chief Officer: Human Resources who will commence employment at the end of the quarter including handover arrangements
- The start of the Organisational Change process will take place in the quarter after the Executive has agreed the draft budget for Consultation. The consultation process for any staff changes will begin in the quarter.
- The Coral Reef staffing reduction programme will continue during the period.
- Major development work around the iTrent HR module will be worked on including self service.
- A new group of staff volunteers will begin work in a cross-departmental group looking at employee "Reward & Recognition" in much the same approach adopted by the Good to Great staff engagement groups.
- A full review will be carried out on the new digitised appraisal scheme to address any improvements which have become necessary since its introduction in this year's cycle.










Annex A: Progress on Key Actions









| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|--|
| MTO 1: Re-generate Bracknell Town Centre | | | | |
| 1.3 Deliver the framework which enables regeneration of Bracknell Town Centre | | | | |
| 1.3.4 Manage property transactions in accordance with the Town Centre Development Agreement to support town centre regeneration | 31/03/2016 | CS |  | Continue to monitor the final CPO's for the Town Centre. Conclude the property transfers to enable the regeneration. Working on strategic acquisition of any sites to support future areas of Town Centre regeneration. |
| 1.3.5 Support the development of a strategy for deployment of technologies in the Public Realm to support the Town Centre | 31/03/2016 | CS |  | Specification for infrastructure in the Public Realm developed. Includes infrastructure for the deployment of CCTV and public Wi-Fi. Areas such as use of social media and interaction with the mesh network for digital signage and traffic light control being investigated. |
| 1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council | | | | |
| 1.9.1 Surrender of the leases for temporary accommodation at Ocean House | 31/08/2015 | CS |  | Surrender of the lease has been completed. |
| MTO 2: Protect communities by strong planning policies | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 2.5 Take strong enforcement action against those that do not comply with planning law | | | | |
| 2.5.2 Provide effective legal support for planning enforcement including issuing of enforcement notices | 31/03/2016 | CS |  | The team has issued two additional Enforcement Notices for this quarter and has provided enforcement advice in regards to particular outstanding cases. A large number of Enforcement Notices are anticipated to be forwarded to Legal Services. We are advised that 5 Enforcement Notices are to be forwarded to Legal imminently in addition to 20 Section 215 Notices |
| MTO 3: Keep Bracknell Forest clean and green | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 3.1 Maintain our open spaces to a high standard | | | | |
| 3.1.4 Improve access to information and ability to report issues about the environment through online citizen accounts | 31/03/2016 | CS |  | Developments are well advanced to enable access to waste and recycling services through the online account, and these services are expected to go live at the beginning of October 2015. The number of account holders has now increased to over 7,000 |










| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| MTO 4: Support our younger residents to maximise their potential | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 4.3 Increase opportunities for young people in our youth clubs and community based schemes | | | | |
| 4.3.3 Work with Thames Valley Housing to finalise plans for a residential development to underpin the modernisation of the Youth Service programme to develop a new Town Centre Youth hub. | 31/03/2016 | CS |  | Work is being undertaken on the viability of the project. |
| MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 5.10 Encourage all residents to continue as learners, both in relation to future employment and recreation | | | | |
| 5.10.3 Coordinate a partnership approach to delivering opportunities for a digital inclusion programme | 31/03/2016 | CS |  | We continue to work with partners to develop opportunities for supporting development of digital skills. Work is underway to deliver a range of digital inclusion sessions during 'Get Online' week in October. |
| 5.10.4 Oversee the management of the European Investment Fund (EIF) funded Stronger Voices project ensuring targets are met to support migrants to learn English and improve their well-being | 31/03/2016 | CS |  | The project has achieved all of its targets. A successful end of project celebration event has been held with project participants and a project evaluation is now being completed. |
| 5.11 Ensure systems in place for effective pupil and school place planning | | | | |
| 5.11.2 Support CYPL in finding suitable sites for school extensions and new schools and supporting procurement activity around these | 31/03/2016 | CS |  | Property Services continue to support CYPL with the identification and delivery of expansion space for schools, including the recent Garth College 6th Form expansion. |
| 5.11.4 Provide advice & support in relation to land acquisition and community facilities for the Blue Mountain site for the provision of a Learning Village | 31/05/2015 | CS |  | A hybrid planning application is due to be submitted in the Autumn to progress the development. |
| MTO 6: Support Opportunities for Health and Wellbeing | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |








| Sub-Action | Due Date | Owner | Status | Comments |
|--|------------|-------|---|--|
| 6.7 Recognise the value libraries play in our communities | | | | |
| 6.7.1 Work with ECC to develop and implement the Good to Great programme theme of Community Empowerment in libraries | 31/03/2016 | CS |  | Volunteers have been used to enhance opening times at Great Hollands Library. The lessons learnt from the pilot are being collated. |
| 6.7.2 Facilitate the development and opening of a new Community Centre and Library at Harmans Water | 31/03/2016 | CS |  | Options for developing the building are being explored. |
| 6.7.3 Facilitate the development and opening of a new Community Centre and Library at Harmans Water | 31/03/2016 | CS |  | Alternative options are being considered for the property. |
| 6.8 Support health and wellbeing through Public Health | | | | |
| 6.8.7 Promote healthy living by implementing employee health checks including school staff | 31/03/2016 | CS |  | Whilst the health check programme is now finished, the Council is looking to build on the impetus created by the strategy of improving the health of the workforce by concentrating on reducing sickness absence due to stress. It will elicit the help of its Occupational Health provider and its provider of counselling services to raise awareness and promote ways for employees to manage stress. |
| 6.9 Support people who misuse drugs and/or alcohol to recover by providing appropriate interventions | | | | |
| 6.9.7 Deliver alcohol and drug abuse website | 31/03/2016 | CS |  | Work is progressing on the development of this website |
| MTO 7: Support our older and vulnerable residents | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 7.4 Continue to modernise support and include new ways of enabling the delivery of that support | | | | |
| 7.4.8 Develop an easy-read version of key parts of the website | 31/03/2016 | CS |  | This work will be planned for later in the website redevelopment project. |
| 7.4.9 Pilot sign language interpretation of parts of the website | 31/03/2016 | CS |  | An exercise will be undertaken later in the website redevelopment project, to establish the full requirements relating to this objective. |
| 7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care | | | | |
| 7.5.2 Complete the sale of Binfield Nursery site for residential use | 31/05/2015 | CS |  | The sale has completed, subject to the payment terms amended in accordance with the Executive Member for Transformation's & Finance agreement. |
| 7.5.3 Work with partners to identify a suitable location to enable the relocation of | 31/03/2016 | CS |  | Estimates have been prepared for several refurbishment options and are under consideration. |






| Sub-Action | Due Date | Owner | Status | Comments |
|--|------------|-------|---|---|
| the Bridgewell and Ladybank Centre | | | | |
| MTO 9: Sustain the economic prosperity of the Borough | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 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 | | | | |
| 9.2.12 Deliver website for the Business and Enterprise Service | 31/03/2016 | CS |  | Excellent progress has been made, with the design of the website completed, and the technical build well underway. Content is almost developed, and training is due to take place first week of October. The beta site will go live mid October, followed by further content population and beta testing. |
| 9.2.13 Implement recommendations of the O&S Working Group on Business Rates | 31/03/2016 | CS |  | The Executive considered the discount scheme, and decided not to proceed at the present time. |
| MTO 10: Encourage the provision of a range of appropriate housing | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 10.1 Ensure a supply of affordable homes | | | | |
| 10.1.12 Commence disposal of surplus land adjacent to Garth Hill College | 31/03/2016 | CS |  | Surveys of the site are currently being undertaken. |
| 10.1.13 Support Housing and Planning for the off-site provision of affordable homes from the TRL site in Bracknell Town Centre | 31/05/2015 | CS |  | Contracts have exchanged for the purchase of Amber House. Completion anticipated December 2016. Planning application being progressed. |
| 10.1.6 Complete work with Thames Valley Housing Association on development of affordable homes on the Adastron / Byways site | 31/05/2015 | CS |  | The disposal of Adastron House and Byways has been completed |
| 10.1.7 Dispose of Downside for affordable housing | 31/05/2015 | CS |  | Negotiations have been finalised. Legal documents being worked on. Completion planned within the next quarter. |
| 10.2 Support people who wish to buy their own home | | | | |
| 10.2.1 Purchase properties for let to Housing Clients | 31/03/2016 | CS |  | Continue to identify properties for purchase as necessary. |
| MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 11.1 Ensure services use resources efficiently and ICT and other technologies to drive down costs | | | | |

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|--|
| 11.1.1 Start to implement recommendations of the property review carried out by Vail Williams | 31/03/2016 | CS |  | A property review group (PRG) has been established reporting to CMT on a number of work streams to release assets and provide more efficient accommodation for a number of service areas. |
| 11.1.10 Review and deploy tablet technologies to support flexible and mobile working | 31/03/2016 | CS |  | Initial pilot phase nearing completion. Members technology roll-out to begin at the end of October. Feedback from staff being collated and deployment being planned. |
| 11.1.11 Move website to open source platform and content management system | 31/03/2016 | CS |  | Work continues carrying out workshops with services. The procurement is underway to appoint a design agency to support the initial design phase of the website. The technical build of the site is also well underway. We expect to have an 'alpha' site to demonstrate in November. |
| 11.1.12 Roll out CRM system taking opportunities to rationalise use of third party systems and encouraging take-up of self-service by residents | 31/03/2016 | CS |  | Work on waste and recycling services has taken longer than anticipated, although we do now expect these to go live in early October. Communication of the self-service account has been successful, with over 7,000 account holders by the end of September. |
| 11.1.2 Further develop Frontline Property Management System to enable additional Council services to access and update their property data | 31/03/2016 | CS |  | Training of building managers is underway; this will enable the building manager to raise their own requests for maintenance and repairs on the frontline system. |
| 11.1.3 Use Pan Berkshire/Surrey PSN contract (Unicorn) to provide telephone calls and inter-site broadband communications | 31/05/2015 | CS |  | Work underway to move telephone call traffic to Unicorn/BT service. Also re-negotiated inter-site links contract generating further savings. Work to transfer to the new service to be undertaken this quarter |
| 11.1.5 Implement new Payroll and HR business processes in tandem with a replacement system | 31/08/2015 | CS |  | In this quarter the first payroll run on the new iTrent system was successful, with subsequent runs showing a below average error rate. This represents a major achievement for what was a complex and challenging project. The next phase of the project implementation plan will see the introduction of Incident Reporting, Recruitment Management and Employee Self Service. |
| 11.1.6 Develop, implement and validate a new HR/Payroll System | 31/08/2015 | CS |  | System went live in August, as planned. Further development work now underway. |
| 11.1.8 Develop use of Unique Property Reference Number (UPRN) and standard addressing format to improve information exchange with other organisations | 31/03/2016 | CS |  | Investigating possibility of a pilot with Revenues and Benefits as a proof of concept (poc) to test the business case. Project plan to be agreed. |

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| 11.1.9 Review provision of ICT for Members and implement new arrangements | 31/05/2015 | CS |  | The trial of new devices is complete and the Project Board will be meeting in October to finalise options so that the roll-out to Members can begin. |
| 11.2 Ensure staff and elected members have the opportunities to acquire the skills and knowledge they need | | | | |
| 11.2.1 Review the Member Development Strategy and deliver a comprehensive Member Development Programme | 31/03/2016 | CS |  | Seventeen development sessions were attended by 130 Councillors, 3 approved conferences were attended by 5 Councillors and four briefing sessions were attended by 93 Councillors. |
| 11.2.10 Implement and validate a new appraisal scheme as part of a new performance management system | 31/05/2015 | CS |  | The appraisal cycle was completed during the quarter. The response rate was very good and on par with previous years which, considering it was a completely new digitised system with a number of new features such as a competency framework for non-managerial staff is an excellent response. Quarter 3 will see the scheme reviewed by an Officer group to assess the need for any improvements. |
| 11.2.2 Ensure the new Learning & Management System is in place to deliver the agreed corporate training plan | 31/03/2016 | CS |  | Good Progress. The new Learning & Management System is now linked to the revised appraisal scheme. Employees completing their appraisal forms will be automatically/electronically directed to the LMS to complete their PDPs |
| 11.2.3 Implement the Pay and Workforce Strategy Action Plan, relating to Organisational development, Leadership development, Skill development, Recruitment and retention, Pay and reward | 31/03/2016 | CS |  | For the 2015/16 Pay and Workforce Strategy the focus has continued on recruitment and retention in Children's Social Care for the quarter. The measures put in place as the result of the work in this area have resulted in immediate benefits through an improved recruitment response and reduced vacancy levels. Work has started on the 2016/17 Pay and Workforce Strategy and the action plans arising from that. |
| 11.2.5 Develop any of the Good to Great themes which are agreed following the 2014/15 staff survey | 31/03/2016 | CS |  | The first meeting of Recognition and Reward in the working environment group is scheduled for Quarter 3. An update will be provided in the next PARIS update. |
| 11.2.7 Develop and implement the Good to Great programme theme of community empowerment working with the voluntary sector | 31/03/2016 | CS |  | Prioritising working on actions to improve the Council's use of volunteers and support businesses to contribute to the community. |
| 11.2.9 Deliver an induction programme for newly elected Members | 31/03/2016 | CS |  | Induction programme sessions are scheduled until May 2016 and included in the statistics for Objective 11.2.1. Evaluation of the initial welcome pack and early sessions to be completed by focus groups of newly elected Members during October. |
| 11.4 Ensure residents have fair access to the services they need | | | | |

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| 11.4.1 Raise public awareness of the democratic process through a series of activities throughout the year | 31/03/2016 | CS |  | Preparations have commenced for a number of local democracy activities with schools across the borough. Information about the 2015 annual canvass and timeline is on the Council's website and BORIS. Twitter and Facebook have been used to raise awareness of the canvass and to encourage return of the household enquiry forms. |
| 11.4.2 Develop a new 'All of Us' Equality Scheme for 2016-20 | 31/03/2016 | CS |  | The 'All of Us' Equality Scheme 2012-16 will be extended for a year to April 2017 to allow further time to develop a new Equality Scheme in 2016/17 once the new Council Plan and Departmental Service Plans have been developed. |
| 11.4.3 Deliver the Equality Framework action plan working towards the Excellent level | 31/03/2016 | CS |  | On track |
| 11.4.4 Deliver the Combined Parliamentary, Borough and Town/Parish Elections | 31/05/2015 | CS |  | All three elections delivered |
| 11.4.5 Deliver the Cabinet Office Individual Electoral Registration Phase 2 Programme | 31/08/2015 | CS |  | The IER canvass commenced in September and will run to 30 November. Associated legislative activities are also being undertaken to ensure that the new register will be as accurate as possible. |
| 11.5 Develop appropriate and cost effective ways of accessing council services | | | | |
| 11.5.1 Extend use of automated telephony channel | 31/03/2016 | CS |  | The upgrade of the telephony system is planned for autumn 2015, and following this we will review the use of automated telephony, with a view to extending it to other services. |
| 11.5.2 Develop a Digital Strategy | 31/03/2016 | CS |  | A decision has been taken by the Customer Contact Strategy Group to include the Digital Strategy as a key aspect of the Customer Contact Strategy. This is in the early stages of development, with consultation with staff and members planned for autumn 2015. |
| 11.5.3 Review and publish revised Customer Contact Strategy | 31/03/2016 | CS |  | Work continues to develop the new strategy. Planning is underway to carry out consultation on the content, with staff and members, in the autumn. |
| 11.5.4 Facilitate self-service monitoring of case progress by publishing open cases through website / on-line account | 31/03/2016 | CS |  | The majority of services in the new CRM have agreed to case status / progress being published, although some have not. Later in this project we hope to be able to develop the publication of all open cases to the website, to reduce avoidable contact and duplicate reporting, and to support transparency. |
| 11.7 Work with partners and engage with local communities in shaping services | | | | |

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|---|
| 11.7.1 Develop a new Community Engagement Strategy 2016-19 | 31/03/2016 | CS |  | To be developed to compliment the new implementation of the new Council Plan Q4 in 2015/16 |
| 11.7.5 Facilitate the development of Community Hubs at Blue Mountain (Binfield); Warfield and Transport Research Laboratory (Crowthorne) | 31/03/2016 | CS |  | A working group has been established to assess the best approach to delivering the Blue Mountain Community Facility working with Binfield Parish Council. A feasibility study is planned for the Warfield Community Hub working with Warfield Parish Council. |
| 11.8 Implement a programme of economies to reduce expenditure | | | | |
| 11.8.1 Redesign services using a digital first approach to encourage channel shift to more cost effective channels, where appropriate | 31/03/2016 | CS |  | We continue to develop all services with a 'digital first' approach, and are not publicising alternatives to customers, although these are still available to customers who are unable to access the digital option. |
| 11.8.2 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 | 31/03/2016 | CS |  | Initial five year projections prepared. Medium Term Financial Strategy agreed by the Executive in September. Further updates required following the Spending Review in November and the Provisional Local Government Finance Settlement in December. |
| 11.8.5 Implement the Electronic Document Management Strategy to enhance and extend document scanning | 31/03/2016 | CS |  | Review carried out to advise on strategy moving forward. Upgrade of current system underway. It is anticipated that EDRMS will be an enabler for both mobile working and digital services. |
| 11.8.7 Implement Facilities Category Management Strategy | 31/03/2016 | CS |  | Recurring future year savings have been identified of around £50K per annum and work continues to deliver further consolidation and efficiencies in contract management. |
| 11.8.9 Complete the Home to School and occasional transport services tendering process | 31/05/2015 | CS |  | Public consultation has been completed and the tendering process continues. |

| Status Legend | |
|---|---|
| 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

| | Original Cash Budget | Virements & Budget | | Current Approved Cash Budget | Spend to Date % | Projected Outturn | Department's Over/(Under) Spend | Variance This Quarter | |
|---|-------------------------|-----------------------|------|---------------------------------------|-----------------------|----------------------|---------------------------------------|-----------------------------|------|
| | 2015/2016 | C/Fwds | NOTE | | | | | | NOTE |
| | £000 | £000 | | £000 | % | £000 | £000 | £000 | |
| Director of Corporate Services | | | | | | | | | |
| Director of Corporate Services | 218 | 1 | | 219 | 41 | 219 | 0 | 0 | |
| Community Engagement & Equalities | 190 | 0 | | 190 | 36 | 190 | 0 | 0 | |
| | 408 | 1 | | 409 | 39 | 409 | 0 | 0 | |
| Head of Democratic & Registration Services | | | | | | | | | |
| Committee Services | 334 | 2 | | 336 | 39 | 336 | 0 | 0 | |
| Member and Mayoral services | 911 | 4 | B | 915 | 41 | 915 | 0 | 0 | |
| Registration of Births, Deaths & Marriages | -35 | 13 | | -22 | 236 | -22 | 0 | 0 | |
| Registration of Electors / Elections | 268 | 1 | | 269 | 75 | 269 | 0 | 0 | |
| | 1,478 | 20 | | 1,498 | 43 | 1,498 | 0 | 0 | |
| Chief Officer: Customer Services | | | | | | | | | |
| Local Tax Collection incl Cashiers | 382 | 9 | | 391 | 49 | 421 | 30 | 30 | A |
| Customer Services | 988 | 3 | B | 991 | 47 | 991 | 0 | 0 | |
| | 1,370 | 12 | | 1,382 | 47 | 1,412 | 30 | 30 | |
| Borough Solicitor | | | | | | | | | |
| Legal | 594 | 3 | | 597 | 44 | 597 | 0 | 0 | |
| Chief Officer: Human Resources | | | | | | | | | |
| Human Resources | 483 | 2 | B | 485 | 37 | 490 | 5 | 5 | B |
| Unified Training Unit | 410 | 2 | | 412 | 15 | 412 | 0 | 0 | |
| Health & Safety | 58 | 0 | | 58 | 12 | 58 | 0 | 0 | |
| | 951 | 4 | | 955 | 26 | 960 | 0 | 0 | |

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|--|---------------|------------|----------|---------------|-----------|---------------|------------|------------|
| Borough Treasurer | | | | | | | | |
| Finance | 1,968 | 7 | <i>B</i> | 1,975 | 41 | 1,975 | 0 | <i>0</i> |
| Insurance | 333 | 0 | | 333 | 5 | 333 | 0 | <i>0</i> |
| | 2,301 | 7 | | 2,308 | 36 | 2,308 | 0 | 0 |
| Chief Officer: Property Services | | | | | | | | |
| Property Services | 392 | 1 | <i>B</i> | 393 | 41 | 393 | 0 | <i>0</i> |
| Industrial & Commercial Properties | -1,879 | 20 | <i>A</i> | -1,859 | 75 | -1,859 | 0 | <i>0</i> |
| Construction & Maintenance | 498 | 3 | | 501 | 35 | 501 | 0 | <i>0</i> |
| Operations Unit | 3,839 | 26 | <i>B</i> | 3,865 | 42 | 3,838 | -27 | <i>-27</i> |
| | 2,850 | 50 | | 2,900 | 19 | 2,873 | -27 | <i>-27</i> |
| Chief Officer: Information Services | | | | | | | | |
| ICT Services | 2,443 | 67 | <i>B</i> | 2,510 | 53 | 2,510 | 0 | <i>0</i> |
| Chief Executive's Office | | | | | | | | |
| Chief Executive | 346 | 12 | <i>B</i> | 358 | 21 | 358 | 0 | <i>0</i> |
| Chief Executive's Office | 790 | 2 | <i>B</i> | 792 | 50 | 792 | 0 | <i>0</i> |
| Town Centre Redevelopment | 53 | 0 | | 53 | -638 | 53 | 0 | <i>0</i> |
| Voluntary Sector Grants | 163 | 0 | | 163 | 75 | 163 | 0 | <i>0</i> |
| N136-Grant Contributions to Shopmobility & CAB | 219 | 0 | | 219 | 75 | 219 | 0 | <i>0</i> |
| Community Safety | 277 | -12 | | 265 | 24 | 265 | 0 | <i>0</i> |
| | 1,848 | 2 | | 1,850 | 26 | 1,850 | 0 | 0 |
| TOTAL CS AND CX OFFICE | 14,243 | 166 | | 14,409 | 36 | 14,417 | 8 | 8 |
| Memorandum item | | | | | | | | |
| Devolved Staffing Budget - CS and CX | 9,464 | 52 | | 9,516 | 47 | 9,516 | 0 | <i>0</i> |
| Non Cash Budgets | | | | | | | | |
| Capital Charges | 1,887 | 0 | | 1,887 | | 1,887 | 0 | <i>0</i> |
| IAS19 Adjs | 635 | 0 | | 635 | | 635 | 0 | <i>0</i> |
| Recharges | -9,293 | 0 | | -9,293 | | -9,293 | 0 | <i>0</i> |
| | -6,771 | 0 | | -6,771 | | -6,771 | 0 | 0 |

CORPORATE SERVICES / CX OFFICE QSR2 – JUNE TO AUGUST 2015

| Note | Total | Explanation |
|-------------|--------------|--|
| | 100 | Virements reported in QSR1 Period |
| A | 20 | Industrial & Commercial Properties In order to reflect the changes from the public realm contract the income budget for the hire of units at the Commercial Centre, occupied by Ringway, will be offset with the expenditure budget within ECC. |
| B | 46 | Mobile Phone Centralisation of Budget A new Vodafone contract was negotiated by ICT, the key element of which is that there is a fixed monthly charge for both standard mobile phones and BlackBerrys resulting in a Council Wide saving. CMT agreed that there was no value in splitting out the associated bill and it should be dealt with centrally and that the relevant budgets also be centralised to negate the need for cash recharges and the costs form part of the Corporate non-cash recharges. In total £0.046m of budgets have been vired from other Departments to ICT and £0.013m of Corporate Services budgets. |
| | 66 | Virements reported in QSR2 Period |
| | 166 | Total Virements Reported To Date |

CORPORATE SERVICES / CX OFFICE QSR2 – JUNE TO AUGUST 2015

| Note | Total £'000 | Explanation |
|-------------|------------------------|--|
| | 0 | Variances reported in QSR1 Period |
| A | 30 | Local Tax Collection Due to the increase in debit and credit card charges there is an anticipated overspend of £0.030m on the Cashiers banking charges budget. This has been taken in account when considering the 2016-17 budget proposals. |
| B | 5 | Human Resources There is an anticipated overspend of £0.005m on consultancy costs due to the staff survey working group |
| C | -27 | Operations Unit Rebates have been received for Easthampstead House and Ocean House Business Rates resulting in an underspend of £0.027m. |
| | 8 | Variances reported in QSR2 Period |
| | 8 | Total Variances Reported To Date |

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| Corporate Services & Chief Executive's Office Capital Monitoring as at 31 st August 2015 | | | | | | | | | | | | |
|---|--|---------|--------|----------|---------|-------------|------------|-------------|---------------|-----------|------------|--|
| Cost | Project Description | 2014/15 | 2015 | Approved | Cash | Expenditure | Current | 2015/16 | Carry Forward | (Under) / | Target for | Current status of the project |
| Centre | | brought | /2016 | Budget | Budget | to date | Commitment | Cash Budget | | Over | Completion | Notes |
| | | forward | Budget | | 2015/16 | | | Unspent/ | 2016 | Spend | | |
| | | | | | | | | uncommitted | /2017 | | | |
| | | | | | (1) | (2) | (3) | (1)-(2+3) | | | | |
| | | | | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | | |
| Prior Year Funded Schemes | | | | | | | | | | | | |
| Prior Year Funded Schemes - Corporate Services & Chief Executive's | | | | | | | | | | | | |
| YM245 | Jennett's Park Community Centre | 10.0 | 0.0 | 10.0 | 10.0 | 0.0 | 0.0 | 10.0 | 0.0 | 0.0 | March 2016 | Blake Morgan contribution to Jennett's Park Community Centre of £0.010m received. |
| YM248 | The Parks Community Centre/Sports Pavilion | 210.1 | 0.0 | 210.1 | 210.1 | 185.5 | 0.0 | 24.6 | 0.0 | 0.0 | March 2016 | The budget includes a virement of £0.025m from ECC towards the multi use games area. |
| YM259 | North Ascot Community Centre | 5.2 | 0.0 | 5.2 | 5.2 | 0.0 | 0.0 | 5.2 | 0.0 | 0.0 | March 2016 | The CA have placed an order for a mobile shelving system. |
| YM293 | Property & Asset Management System | 36.1 | 0.0 | 36.1 | 36.1 | 0.5 | 3.9 | 31.8 | 0.0 | 0.0 | March 2016 | Development work is now progressing steadily. Work has begun on preparing training programmes for building managers over the next few months. |
| YM312 | On-Line Booking Systems | 10.2 | 0.0 | 10.2 | 10.2 | 0.0 | 0.0 | 10.2 | 0.0 | 0.0 | March 2016 | We are currently developing an integration of the new CRM with Outlook, to enable booking of bulky waste collections. We will also investigate integration with Uniform, as this may facilitate booking of pest control and other appointments. The open learning Centre may also use some of this budget to modify the online access module of their current management system. |
| YM313 | ICT Helpdesk Software Replacement | 5.2 | 0.0 | 5.2 | 5.2 | 0.0 | 0.0 | 5.2 | 0.0 | 0.0 | March 2016 | Support required for configuration work - to be planned and ordered for V-fire module and associated training. |
| YM315 | Customer Relationship Management System (Invest To Save) | 53.5 | 0.0 | 53.5 | 53.5 | 4.8 | 5.3 | 43.4 | 0.0 | 0.0 | March 2016 | Confirm integration in live system is complete. Telephony integration is installed in the test system, and testing to start shortly. Phase 3 forms (Waste & Recycling) are almost complete, and planning is underway for the next phase of this project. The upgrade to the Capita payment portal will take place shortly, facilitating a move to New Forms. Forest Care have adopted the system for managing their incoming enquiries, and are due to go live in early September. |
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| Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's | | 330.3 | 0.0 | 330.3 | 330.3 | 190.7 | 9.2 | 130.4 | 0.0 | 0.0 | | |
|---|--|-------|------|-------|-------|-------|------|-------|-----|--------|------------|---|
| Prior Year Funded Schemes - Council Wide | | | | | | | | | | | | |
| YM165 | Server and Server Component Refresh | 52.5 | 0.0 | 52.5 | 52.5 | 0.0 | 8.0 | 44.5 | 0.0 | 0.0 | March 2016 | Citrix server hardware and VMWare EOL replacements to take place throughout the coming year. Further Servers to be ordered for Citrix Farm upgrade however EOL not until April 16 so will only purchase towards year end. Some design work required for the Citrix Farm. |
| YM215 | Replacement Revenue & Benefits System | 32.1 | 0.0 | 32.1 | 32.1 | 0.0 | 0.0 | 32.1 | 0.0 | 0.0 | March 2016 | Work is underway to investigate whether the new CRM will enable integration with the Revenues and Benefits system. We are identifying reference sites and evaluating the specifications for the e-Revenues and e-Benefits modules to establish their suitability. If they are found to be suitable, we aim to commence implementation in Q3 |
| 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 2016 | Required for speeding up at remote sites. Delayed due to PSN. Some funds required for extension of wireless links and potential Bridgewell expansion. Work continues to replace these. Additional funds are required for unreliable and poor performance of remote connections (many currently use EPS8 circuits) |
| YM247 | Market Street Properties | 471.8 | 0.0 | 471.8 | 471.8 | 0.0 | 23.8 | 448.0 | 0.0 | -348.0 | March 2016 | Following the settlement of the largest outstanding CPO claim, there are now 3 outstanding CPO's with an estimated value of £0.065m, which will be split 50/50 with BRP. Whilst the balance in the provision should be adequate to meet BFC costs a balance will be maintained within capital to ensure all CPO claims can be met. |
| YM250 | Backup System Replacement | 37.4 | 0.0 | 37.4 | 37.4 | 0.0 | 0.0 | 37.4 | 0.0 | 0.0 | March 2016 | New backup solution currently going through procurement. An Invest To Save bid was approved by CMT on the 2nd September. This balance will be used to support that. |
| YM252 | IPT Migration Project (Invest To Save) | 48.1 | 0.0 | 48.1 | 48.1 | 10.2 | 15.6 | 22.3 | 0.0 | 0.0 | March 2016 | Call Manager being installed in August/September now outstanding issues resolved. In progress but potentially more licences are required post upgrade. To determine by end of calendar year. |
| YM214 | Electronic Documents Records Management System | 115.0 | 40.0 | 155.0 | 155.0 | 15.8 | 29.3 | 109.9 | 0.0 | 0.0 | March 2016 | Budget to be used for renegotiation of contracts with Opentext and for CYP&L to develop an Information Management strategy to inform EDRMS. Budget may be required for system upgrade. Still under negotiation. |
| YM253 | Time Square Accommodation | 32.2 | 0.0 | 32.2 | 32.2 | 8.1 | 0.0 | 24.1 | 0.0 | -8.5 | June 2015 | All the works have been completed as programmed. Final account prepared and agreed. All the works are now out of defects. |

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|-------|--|------|-----|------|------|------|------|------|-----|-----|----------------|---|
| | | | | | | | | | | | | Contractor currently arranging for 2 minor defects to be rectified and all retention monies to be released by the end of September. |
| YM304 | Great Hollands Community Centre & Library | 53.9 | 0.0 | 53.9 | 53.9 | 0.0 | 18.3 | 35.7 | 0.0 | 0.0 | September 2015 | All works completed as programmed on the 18th July 2014. Final account prepared and agreed. Project in defects until 17th July 2015. The contractor has been issued a list of defects which when completed all retention monies to be released by the end of September. |
| YM307 | CITRIX Licensing | 72.0 | 0.0 | 72.0 | 72.0 | 0.0 | 0.0 | 72.0 | 0.0 | 0.0 | March 2016 | Licence requirements to be confirmed. Changes to Citrix farm over coming year being reviewed. In process of determining licence numbers. Any surplus budget will be returned - could potentially be ~£40k |
| YM308 | Phone System Replacement - Remote Sites | 44.7 | 0.0 | 44.7 | 44.7 | 1.3 | 0.0 | 43.4 | 0.0 | 0.0 | March 2016 | The Oaks and Rowans currently outstanding, being planned. Work anticipated to take place in the third quarter of the year where spend will occur. Any surplus at end of the year will be reported as an underspend. |
| YM309 | Storage Area Networks | 60.6 | 0.0 | 60.6 | 60.6 | 0.0 | 0.0 | 60.6 | 0.0 | 0.0 | March 2016 | Need to procure more storage. Being assessed ~£30k imminent spend. May be linked to backup installation |
| YM311 | Phone System Replacement - Libraries | 19.5 | 0.0 | 19.5 | 19.5 | 0.1 | 2.0 | 17.4 | 0.0 | 0.0 | March 2016 | Ascot Heath outstanding. Work to move BT circuit needs to accommodate this are complete. Recharging by Colin Yerrington from other budget spends required. |
| YM317 | Easthampstead House Accommodation | 1.0 | 0 | 1.0 | 1.0 | 1.5 | 0.0 | -0.5 | 0.0 | 0.5 | March 2016 | All snagging works completed and all retention monies paid |
| YM318 | Time Square Meeting Rooms - Display Screens | 13.8 | 0.0 | 13.8 | 13.8 | 17.5 | 1.5 | -5.3 | 0.0 | 5.3 | March 2016 | Complete |
| YM322 | Oracle 11 Upgrade | 62.0 | 0.0 | 62.0 | 62.0 | 0.0 | 0.0 | 62.0 | 0.0 | 0.0 | March 2016 | Some server upgrades required during year to Oracle v11 for business systems. Some systems require v12. Some dates for applications being scheduled including Uniform, M3, Confirm and EDRMS. This potentially needs carrying forward to 2016-17 when work is likely to be carried out. |
| YM323 | Time Square – Easthampstead House Network Link | 30.0 | 0.0 | 30.0 | 30.0 | 0.0 | 32.7 | -2.7 | 0.0 | 2.7 | March 2016 | Complete |
| YM324 | IPS Firewall | 30.0 | 0.0 | 30.0 | 30.0 | 0.0 | 0.0 | 30.0 | 0.0 | 0.0 | December 2015 | To be reviewed in autumn. Upgrades required as a result of PSN. |
| YM326 | DNS-DHCP-IPAM System | 20.0 | 0.0 | 20.0 | 20.0 | 0.0 | 0.0 | 20.0 | 0.0 | 0.0 | March 2016 | To install resilient system. Supplier visit took place, procurement to take place in Autumn. Only have enough funding for DHCP service. Not enough to cover DNS. |

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|---|---|----------------|-------------|----------------|----------------|----------------|--------------|----------------|------------|---------------|-------------------|--|
| YM327 | Wireless Expansion | 20.0 | 0.0 | 20.0 | 20.0 | 0.0 | 0.4 | 19.6 | 0.0 | 0.0 | September 2015 | To include additional wiring, firewalls, hardware and access points to expansion in Easthampstead House and Time Square. Firewall ordered. |
| YM328 | Network Management Software | 10.3 | 0.0 | 10.3 | 10.3 | 0.0 | 0.0 | 10.3 | 0.0 | 0.0 | September 2015 | Software to be procured to improve internal monitoring and reporting - Solarwinds - requires server patching and increased licensing. To be undertaken in December/January. |
| YM331 | Pocket Park | 187.3 | 0.0 | 187.3 | 187.3 | 26.7 | 9.0 | 151.6 | 0.0 | 0.0 | March 2016 | Pocket Park design services and demolition notice. |
| YM334 | Bracknell Bus Station | 4,300.0 | 0.0 | 4,300.0 | 4,300.0 | 4,300.0 | 0.0 | 0.0 | 0.0 | 0.0 | Complete | Purchase of Bracknell bus station |
| Total of Prior Year Funded Schemes - Council Wide | | 5,737.4 | 40.0 | 5,777.4 | 5,777.4 | 4,381.1 | 140.5 | 1,255.7 | 0.0 | -348.0 | | |
| | | | | | | | | | | | | |
| Total Prior Year Funded Schemes | | 6,067.7 | 40.0 | 6,107.7 | 6,107.7 | 4,571.9 | 149.7 | 1,386.1 | 0.0 | -348.0 | | |
| Percentages | | | | | | 75% | 2% | 23% | 4% | -6% | | |
| Current Year Programme | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| Current Year Programme - Corporate Services & Chief Executive's | | | | | | | | | | | | |
| YM243 | Community Centres - S106 | 140.5 | 0.0 | 140.5 | 140.5 | 0.0 | 0.0 | 140.5 | 0.0 | 0.0 | Rolling programme | Total S106 funding anticipated for the scheme. |
| YM329 | Replacement HR & Payroll System | 95.6 | 50.0 | 145.6 | 145.6 | 154.6 | 14.3 | -23.3 | 0.0 | 0.0 | August 2015 | Contract awarded to MidlandTrent. Backfill arrangements for project team implemented. System now live. Additional costs being funded from the Financial Systems Upgrade Reserve. |
| Total of Current Year Programme - Corporate Services & Chief Executive's | | 236.1 | 50.0 | 286.1 | 286.1 | 154.6 | 14.3 | 117.3 | 0.0 | 0.0 | | |
| Current Year Programme - Council Wide | | | | | | | | | | | | |
| YM002 | Access Improvement Programme | 93.7 | 100.0 | 193.7 | 193.7 | 19.3 | 2.2 | 172.1 | 0.0 | 0.0 | Rolling programme | Work at Bracknell Leisure Centre is complete. A new programme of work is now in hand across a range of social care buildings. |
| 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 2016 | Monies transferred as part of the final accounts process. |
| YM244 | Improvements and Capitalised Repairs – Council Wide – | 222.3 | 1,235.0 | 1,457.3 | 1,457.3 | 199.2 | 380.1 | 878.1 | 0.0 | 0.0 | Rolling programme | Works on this years programme are underway . To date 14% of the budget has been spent with a further 26% committed. |

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|-------|--|------|---------|---------|---------|------|-------|---------|-----|-------|------------|---|
| | Planned Maintenance | | | | | | | | | | | |
| YM320 | Network Refresh | 49.5 | 119.0 | 168.5 | 168.5 | 36.2 | 16.2 | 116.1 | 0.0 | 0.0 | March 2016 | Will spend on CUCM servers and EOL equipment throughout the year. In progress, to be completed in this financial year. Anticipated £30k spend in October and then £10k+ per month thereafter |
| YM325 | Computer Estate Refresh | 53.0 | 182.0 | 235.0 | 235.0 | 19.8 | 95.3 | 119.8 | 0.0 | -80.0 | March 2016 | To be used for replace on fail. Some budget may get used by mobile technology - tbc. Warranty extensions purchased. |
| YM333 | Harmanswater CC & Library | 0.0 | 1,276.0 | 1,276.0 | 1,276.0 | 14.2 | 124.7 | 1,137.2 | 0.0 | 0.0 | March 2016 | Project on hold pending a library review |
| YM335 | ALBACS Upgrade | 0.0 | 35.0 | 35.0 | 35.0 | 31.1 | 7.4 | -3.5 | 0.0 | 0.0 | March 2016 | Current system goes end of life in September 2015. New C-Series software installed. Initial set-up issues resolved and system live as of 30/06/2015. User review meeting held early August. |
| YM336 | Website Redevelopment 2015 | 0.0 | 35.0 | 35.0 | 35.0 | 0.0 | 0.0 | 35.0 | 0.0 | 0.0 | March 2016 | The redevelopment of the public website is now underway, and includes fundamental changes to design, structure and content, to provide a single responsive website, removing the need for a separate mobile site. The use of Drupal is providing greater flexibility for adding in new website functionality. A number of workshops with service teams have been completed, along with consultations with customers. The outcome of these activities is being used to design the customer journeys. A beta version of some services on the new site will be available soon. |
| YM337 | Netcall System Replacement | 0.0 | 40.0 | 40.0 | 40.0 | 0.0 | 0.0 | 40.0 | 0.0 | 0.0 | March 2016 | The Netcall system has been in service since 2010 and is used by Customer Services, Revenues, Housing Benefits, Children's Social Care, Adult Social Care and the ICT Helpdesk for managing, queuing and reporting of their customer-facing calls. The supplier has offered a reduced price for a transfer to the new Liberty platform, and a contract waiver is being sought to enable this to happen. If this is approved, we aim to start implementation towards the end of Q3. |
| YM338 | Data Centre Gas Canister 10 Year Renewal | 0.0 | 10.0 | 10.0 | 10.0 | 0.0 | 10.0 | 0.0 | 0.0 | 0.0 | June 2015 | Complete but costs need transferring to this cost centre. |
| YM340 | Server 2003 Upgrade | 0.0 | 40.0 | 40.0 | 40.0 | 0.0 | 0.0 | 40.0 | 0.0 | 0.0 | March 2016 | In progress with services and being co-ordinated with application upgrades where possible. ~80 servers to upgrade. On target for end of financial year. |

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|-------|--|------|---------|---------|---------|-------|-----|---------|-----|-----|------------|--|
| YM341 | SQL Upgrade | 44.0 | 98.0 | 142.0 | 142.0 | 89.1 | 0.0 | 52.9 | 0.0 | 0.0 | March 2016 | All SQL DBs need to be upgraded to SQL 2014. All SQL 2005 licences will no longer be supported by MS from 2015. Due to PSN requirements, unsupported software is not permissible on the BFC network. Servers in progress. Further licences are required - which will be ordered later in the year. Expected to spend prior to end of financial year. |
| YM342 | Server Hardware Replacement | 0.0 | 107.0 | 107.0 | 107.0 | 0.0 | 0.0 | 107.0 | 0.0 | 0.0 | March 2016 | Planning commenced, work to be undertaken January-March for Citrix Upgrade. Orders to take place during the period. |
| YM343 | Members ICT Equipment Refresh | 0.0 | 20.0 | 20.0 | 20.0 | 1.6 | 0.0 | 18.4 | 0.0 | 0.0 | March 2016 | Options currently being trialled by Members. Anticipate rollout from October 2015- subject to wireless being in place. |
| YM344 | MFD – Printer Refresh | 3.9 | 20.0 | 23.9 | 23.9 | 17.0 | 0.0 | 6.9 | 0.0 | 0.0 | March 2016 | Printers to be rolled out as per agreed schedule. Majority in this year replaced. Remainder of budget to be spent on break and fix. |
| YM345 | Town Centre Redevelopment | 0.0 | 3,600.0 | 3,600.0 | 3,600.0 | 0.0 | 0.0 | 3,600.0 | 0.0 | 0.0 | March 2016 | The Council will need to undertake its own planned investment on wider Town Centre infrastructure, in order to facilitate the Town Centre redevelopment works. All of these items have a much wider impact than the new development itself and will benefit the whole Borough |
| YM346 | Asbestos Control | 0.0 | 30.0 | 30.0 | 30.0 | 0.0 | 0.0 | 30.0 | 0.0 | 0.0 | March 2016 | A budget is required to cover any asbestos removal or encapsulating works in Corporate properties that is identified in future Asbestos Management Surveys. The surveys will be phased over a number of years |
| YM347 | Purchase of Shop 3-6 Wildridings Square - Invest to Save | 0.0 | 334.8 | 334.8 | 334.8 | 334.8 | 0.0 | 0.0 | 0.0 | 0.0 | Complete | Owning the additional shops gives advantages in the management of the whole parade as a coherent unit. |

| | | | | | | | | | |
|--|--------------|----------------|----------------|----------------|--------------|----------------|----------------|------------|--------------|
| Total Current Year Programme - Council Wide | 466.4 | 7,681.7 | 8,148.1 | 8,148.1 | 762.1 | 1,035.9 | 6,350.0 | 0.0 | -80.0 |
| Total Current Year Programme | 702.5 | 7,731.7 | 8,434.2 | 8,434.2 | 916.7 | 1,050.2 | 6,467.3 | 0.0 | -80.0 |
| Percentages | | | | | 11% | 12% | 77% | 0% | -1% |

UNRESTRICTED

| | | | | | | | | | |
|--|----------------|----------------|-----------------|-----------------|----------------|----------------|----------------|------------|-------------|
| Total - Council Wide | 6,203.8 | 7,721.7 | 13,925.5 | 13,925.5 | 5,143.3 | 1,176.5 | 7,605.7 | 0.0 | -428.0 |
| Total - Corporate Services & Chief Executives | 566.4 | 50.0 | 616.4 | 616.4 | 345.3 | 23.5 | 247.6 | 0.0 | 0.0 |
| Total Capital Programme | 6,770.2 | 7,771.7 | 14,541.9 | 14,541.9 | 5,488.6 | 1,199.9 | 7,853.4 | 0.0 | -428 |

Percentages

38%

7%

55%

0%

-3%

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QUARTERLY SERVICE REPORT

CHIEF EXECUTIVE'S OFFICE

Q2 2015 - 16
July - September 2015

Portfolio holders:
Councillor Paul Bettison, Leader of the Council

Assistant Chief Executive:
Victor Nicholls

Contents

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Section 1: Director's Commentary

Regeneration

- Continued work to assist Bracknell Regeneration Partnership to build the Northern Retail Quarter.
- Construction of steel on the Northern Retail Quarter.
- Charles Square hoarded off and internal soft strip of units.
- Demolition of the Corner Store on the Pocket Park.
- Launch of branding for The Lexicon.

Business & Enterprise

- Continue to meet with businesses on the Business Contact programme; one third of meetings have now been taken place.
- Consultation on the draft Economic and Inward Investment Strategy.
- The key elements of the “back room” systems in place now that the Tractivity system will provide a fully integrated business and property database to assist with business enquiries.
- Elevate continues to develop. All three aims; creating an IAG Hub, launching a local support website called Elevate Me Bracknell Forest and do business brokerage have been established or are in progress
- Elevate is now at its halfway point (1.5 years into the project) and all but one of the six objectives are well on target, with four of them being substantially overachieved (currently between 79% and 140% achieved at halfway point)¹. The current focus is now on the Berkshire EUSIF bid for additional European funding
- The first meeting of the Local Business Partnership has taken place to encourage closer working relationships with regulators and local businesses.
- Hosted a delegation from Liuzhou, China to learn about adult social care, health and community matters.
- The first Chinese company has located to the borough.

Community Safety

- Further substantial reductions in acquisitive crime (burglary, robbery and vehicle crime).
- Continue to see an increase in sexual offences due to new recording and risk assessment processes within the police and high profile celebrity cases which increase confidence to report. A significant proportion of cases reported are historical. N.B. This increase has been replicated nationally.
- New Prevent duty introduced by the Counter Terrorism and Security Act in July 2015. Over 400 staff in Bracknell Forest have now received training on their responsibilities under the Prevent agenda.
- The ASB trends as reported on CADIS for both quarter 1 and 2 combined show that vehicle nuisance is the most reported nuisance ASB with parking accounting for 715 and cruising 83. Loutish rowdy and noisy behaviour is the second most reported incident, recording 241 reports throughout Bracknell Forest. Reports revolving around substance misuse equate to 305 with the reports being split equally between

¹ Output “Work experience starts” is below target due to an error in outcome definitions at the beginning of the Berkshire wide project initiation which causes all six authorities to underperform; this has been acknowledged centrally.

suspicion of drug dealing and use. Complaints about parking and suspicion and observation of drug dealing as mapped by CADIS have been fed in to the police Joint Tasking meetings and the partnership are using a problem solving approach to address these issues.

Communications & Marketing

- Successful launch of the Lexicon brand as the new identity for Bracknell town centre regeneration - including stakeholder and community events and the announcements of key retailers Next and River Island signing up.
- Recognition from South East Water for the support received from the council's communications team in response in the potential water disruption.
- Extensive support for the council's CYP&L directorate including celebrating Garth Hill College's new £6.75m six form centre, another year of GCSE and A level successes and raising awareness of the signs of child exploitation to parents.
- Media reach continues to grow with just under 15,000 followers on our social media (a 15% increase on the last quarter). Print media reporting remains good with 98% of coverage fair and balanced. There have also been a number of positive radio broadcasts across council services and television coverage of the town centre regeneration over the quarter.

Performance & Partnerships





















- The Data Quality Audit took place in quarter 2 and received an outcome of satisfactory.


Overview & Scrutiny

- 2015/16 work programme being progressed as planned.
- Induction training for new Health Scrutiny Members complete.
- Working Groups completed on the new Council Plan and the draft Economic Strategy.
- Working Groups underway on Child Sexual Exploitation; Planning and Homelessness.
- Annual report on complaints against the Council for 2014-15 submitted to the Executive.







Section 2: Department Indicator Performance

[

| Ind Ref | Short Description | Previous Figure Q1 2015/16 | Current Figure Q2 2015/16 | Current Target | Current Status | Comparison with same period in previous year |
|---|--|----------------------------|---------------------------|----------------|---|---|
| Communications and Marketing - Quarterly | | | | | | |
| L167 | Number of media enquiries received (Quarterly) | 77 | 86 | N/A | N/A |  |
| L168 | Number of news releases issued in the quarter (Quarterly) | 55 | 58 | 50 |  |  |
| L169 | Increase in number of Facebook and Twitter followers (Quarterly) | 664 | 780 | 350 |  |  |
| Community Safety – Quarterly | | | | | | |
| CSP1.01 | Prevent a rise in the number of incidents of Burglary Dwelling (Quarterly) | 25 | 30 | 103 |  |  |
| CSP11.01 | Reduce the number of reported incidents of Nuisance ASB as per CADIS (Quarterly) | 1,074 | 1,977 | 1,857 |  |  |
| CSP2.01 | Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts (Quarterly) | 26.0 | Data not available | 33.0 | N/A | N/A |
| CSP7.02 | Reduce the number of reported incidents of theft of motor vehicle (Quarterly) | 14 | 14 | 15 |  |  |
| L185 | Reduce all crime (Quarterly) | 1,130 | 2,156 | 2,439 |  |  |
| Overview and Scrutiny – Quarterly | | | | | | |
| L116 | Percentage of high level complaints dealt with in accordance with corporate standards (Quarterly) | 100% | 89% | 90% |  |  |
| L132 | Cumulative number of local government ombudsman complaints requiring a local settlement (Quarterly) | 0 | 1 | 2 |  |  |
| Performance and Partnerships – Quarterly | | | | | | |
| L240 | Number of amendments required on PARIS which disrupted the performance reporting process (Quarterly) | 2 | 2 | 15 |  | New for 2015 - 16 |
| Regeneration and Enterprise - Quarterly | | | | | | |
| L235 | Number of 16-24 year olds in employment through City Deal interventions (Quarterly) | 51 | 26 | 14 |  | New for 2015 - 16 |
| L236 | Number of 16-24 year olds sustained in employment | 14 | 24 | 7 |  | New for 2015 - 16 |

| Ind Ref | Short Description | Previous Figure Q1 2015/16 | Current Figure Q2 2015/16 | Current Target | Current Status | Comparison with same period in previous year |
|---------|--|----------------------------------|---------------------------------|----------------|---|--|
| | through City Deal interventions (Quarterly) | | | | | |
| L237 | Number of apprenticeships starts for 16-24 year olds through City Deal interventions (Quarterly) | 7 | 7 | 3 |  | New for 2015 - 16 |

Note: Key indicators are identified by shading

| Traffic Lights | | Comparison with same period in previous year | |
|--|--|--|--------------------------|
| Compares current performance to target | | Identifies direction of travel compared to same point in previous quarter | |
|  | Achieved target or within 5% of target |  | Performance has improved |
|  | Between 5% and 10% away from target |  | Performance sustained |
|  | More than 10% away from target |  | Performance has declined |

The following annual indicators are not being reported this quarter:

| Ind Ref | Short Description | Quarter due |
|---------|--|--------------|
| L165 | Percentage of O&S members satisfied with officer support | Q2 – 2016/17 |
| L170 | Percentage of staff satisfied or very satisfied with internal communication | Q4 – 2016/17 |
| L171 | Percentage of respondents who give an overall rating of good or excellent (Town & Country survey) | Q3 |
| L238 | Number of apprenticeships starts for 16-24 year olds delivered as a direct result of the CD | Q4 |
| L239 | Number of apprenticeships delivered as a direct result of the CD from April 2014 – April 2017 sustained for 6 months | Q4 |

Section 3: Complaints

Corporate Complaints received

The following table excludes Stage 1 complaints and those complaints which are dealt with through separate appeals processes. It should also be noted that complaints which move through the different stages are recorded separately at each stage.

| Stage | New complaints activity in quarter 2 | Complaints activity year to date | Outcome of total complaints activity year to date |
|----------------------------|--------------------------------------|----------------------------------|---|
| Stage 2 | 0 | 0 | N/A |
| Stage 3 | 0 | 0 | N/A |
| Local Government Ombudsman | 0 | 0 | N/A |
| TOTAL | 0 | 0 | N/A |

Nature of complaints/ Actions taken/ Lessons learnt:

The Chief Executive's Office received no stage 2, stage 3 or Local Government Ombudsman (LGO) complaints in quarter 2.

For other council departments, the office investigated two stage 3 complaints and co-ordinated the action on three complaints to the LGO.

Section 4: People

Staffing Levels

| | Establishment Posts | Staffing Full Time | Staffing Part Time | Total Posts FTE | Vacant Posts | Vacancy Rate |
|--------------------------|---------------------|--------------------|--------------------|-----------------|--------------|--------------|
| Chief Executive | 3 | 3 | 0 | 3 | 0 | 0 |
| Chief Executive's Office | 29 | 24 | 5 | 27.28 | 2 | 6.45 |
| Department Totals | 32 | 27 | 5 | 30.28 | 2 | 5.88 |

Staff Turnover

| | | |
|----------------------------|------------------------------------|-------|
| For the quarter ending | 30 September 2015 | 3.57% |
| For the last four quarters | 1 October 2014 – 30 September 2015 | 7.41% |

Total voluntary turnover for BFC, 2013/14: 12.64%

Average UK voluntary turnover 2013: 12.5%

Average Local Government England voluntary turnover 2013: 12.0%

(Source: XPerTHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2012/13)

Comments: Vacancies are within Regeneration and Community Safety

Staff Sickness

| Section | Total staff | Number of days sickness | Quarter 2 average per employee | 2015/16 annual average per employee |
|-------------------------------|-------------|-------------------------|--------------------------------|-------------------------------------|
| Chief Executive | 3 | 0 | 0 | 0 |
| Chief Executive's Office | 29 | 34 | 1.17 | 3.36 |
| Department Totals (Q2) | 32 | 34 | 1.06 | |
| Totals (15/16) | | | | 3.03 |

| Comparator data | All employees, average days sickness absence per employee |
|-------------------------------------|---|
| Bracknell Forest Council 13/14 | 5.50 days |
| All local government employers 2013 | 8.0 days |
| All South East Employers 2013 | 6.9 days |

(Source: Chartered Institute of Personnel and Development Absence Management survey 2014)





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

Comments:



There were 13 days of sickness due to long term sickness. The projected annual average per employee for the Department stands at 3.03 days per employee. The projected average without long term absence stands at 2.13 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 April - September 2015. This contains 25 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 no actions were completed at the end of the quarter () , while 23 actions are on schedule () and 2 were causing concern ( and ).

The 2 actions causing concern are:

| Ref | Action | | Progress |
|-------|--|---|--|
| 9.2.2 | Produce a new Local Economic Framework (LEF) |  | The Economic Strategy has been produced in draft form and was presented to CMT on 23rd September 2015 but due to the budget discussions and Member away day in October it was decided to delay consideration of the strategy until the resourcing was further clarified. |
| 9.2.3 | Support small and medium sized enterprises through an agreed programme |  | Finance South East (FSE), in partnership with Oxford Innovation, are providing monthly drop-in business support at Ocean House as of 7th October. Other programmes of business support are also being explored. |

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

- Work on the roof of M&S is scheduled to begin.
- The car park slabs are due on site in November for construction.
- Fenwicks steel works is expected to be completed in October.
- Steelwork for Cineworld is arriving in October for construction.
- Demolition of Charles Square begins in October.
- Winchester House site to be cleared by the end of the year.
- Work is due to commence by the end of the year on Station Green.

Business & Enterprise

- To host at least two more delegations from China including a business delegation from Foshan. A number of local businesses will be involved in this.
- Continue to develop the Elevate programme via an interim Elevate Hub and implement the EU SIF programme.
- Organise and hold a Small Business Saturday event on 5th December 2015.
- The business web site will become operational.

Communications & Marketing

- Another area of work, linking in with key services to improve internal communication around incidents is also progressing well and a new protocol for information sharing between services is set to be circulated to directors for comment shortly.
- Work continues to develop and consider options for a future operating model for the communications and marketing service in line with the new narrative.

Community Safety

- Ongoing programme of training will be delivered to schools and other Local Authority departments to ensure the Council discharges its duties under the Counter Terrorism and Security Act 2015.
- Work will begin with a new cohort of clients on the DASC Project and Cambridge University will begin phase 2 of their evaluation of the project.
- The CADIS system will be developed to incorporate all crime data in addition to ASB data and this will be used to inform Joint Tasking and problem solving work with the police.
- The Information Sharing to Tackle Violence initiative will be introduced to Bracknell Forest with a view to reduce attendances at A&E due to assaults.

Performance & Partnerships








- Bracknell Forest Careers event on 15 October 2015.
- The process for awarding core grants in 2016/17 will start in October.
- Leading the Good to Great group on cross-department working and communications to start implementing the action plan.
- Finalising the new Council Plan.




- Starting to work with departments to develop new Service Plans reflecting the new Council Plan.








Overview and Scrutiny








- Completing the budget scrutiny Overview and Scrutiny training for members.
- Progressing the delivery of the work programme for Overview and Scrutiny, principally through supporting the programme of Commission and Panel meetings, and working groups' reviews.
- Continuing to ensure that complaints against the Council at stage 3 and through the Local Government Ombudsman are responded to fairly and promptly.


Annex A: Progress on Key Actions

| Sub-Action | Due Date | Owner | Status | Comments |
|---|------------|-------|---|--|
| MTO 1: Re-generate Bracknell Town Centre | | | | |
| 1.3 Deliver the framework which enables regeneration of Bracknell Town Centre | | | | |
| 1.3.1 Produce and implement a strategy for Market Square and the new market | 31/03/2016 | CXO |  | Negotiations are on-going with our development partners regarding time scales. |
| 1.3.3 Work with BRP to monitor and implement the construction programme for town centre regeneration | 31/03/2016 | CXO |  | Officers continue working with BRP on the construction programme. Completion is on track for Spring 2017. |
| 1.4 Attract new retailers and leisure operators to underpin the regeneration of the Broadway based northern retail quarter and the creation of an '18 hour' economy. | | | | |
| 1.4.1 Co-ordinate a programme of work through the Town Centre Management Group | 31/03/2016 | CXO |  | Joint town centre management group set up; management strategy agreed and group now focusing on public realm and events. |
| 1.4.2 Provide support to development partners and other occupiers to attract new retailers to the regenerated town centre | 31/03/2016 | CXO |  | Officers continue to support BRP. |
| 1.6 Maintain pressure on landowners to rebuild or refurbish unattractive buildings in the town centre | | | | |
| 1.6.1 Work with landowners to rebuild or refurbish the remaining unattractive buildings in the town centre | 31/03/2016 | CXO |  | Officers continue to build and maintain relationships with third party landowners in the town centre. |
| 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 proposals for residential development in Bracknell town centre including at Stanley Walk/Jubilee Gardens | 31/03/2016 | CXO |  | Officers continue to work with partners on residential developments in the town centre |
| 1.8 Deliver high quality public realm and public spaces | | | | |
| 1.8.2 Design the New Pocket Park on land to the north of the Goose Public House | 31/03/2016 | CXO |  | Work continues on the design of the New Pocket Park, now named Station Green. The corner store has been demolished. |
| MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 5.9 Increase the participation of school leavers in employment, education or training | | | | |

| Sub-Action | Due Date | Owner | Status | Comments |
|--|------------|-------|---|---|
| 5.9.3 Create a 16-24 Information, Advice & Guidance (IAG) hub for young people in Bracknell Forest (Elevate) | 31/03/2016 | CXO |  | Interim Hub operational in Open Learning Centre with Hub Co-ordinator located there during opening times. Permanent Hub arrangements currently being negotiated with two options under consideration currently. Interim arrangements have caused a decrease in footfall that is hoped to be increased again when moving to a permanent location. |
| MTO 8: Work with the police and other partners to ensure Bracknell Forest remains a safe place | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 8.1 Continue to seek to reduce overall crime levels focusing particularly on burglary, domestic abuse, Internet related crime, non-rape sexual offences, personal robbery, vehicle crime, violent crime and anti-social behaviour | | | | |
| 8.1.1 Implement the Community Safety Plan priorities | 31/03/2016 | CXO |  | <p>Violent crime and sexual offences continue to rise in Bracknell along with most other areas in the Thames Valley. This continues to be linked to the changes in the way that police record these offences and therefore does not represent a 'like for like' comparison as data covers a rolling 24 month period.</p> <p>Recorded domestic abuse rates have risen slightly and this can also be attributed to the change in police recording of incidents. Despite this small increase, rates continue to be amongst the lowest in the Thames Valley.</p> <p>Both strategic and operational groups are in place to address domestic abuse, child sexual exploitation, misuse of technology/e-safety and preventing violent extremism. The work of these groups is monitored by both the CSP and the LSCB.</p> <p>Other priority areas identified within the CSP plan have shown significant reductions in reported crime; personal robbery is down by 40%, burglary dwelling is down by 52% and motor vehicle crime is down by 19%. These figures are all amongst the lowest in the Thames Valley.</p> |
| 8.1.2 Continue to seek to reduce overall levels of crime through targeted action with prolific offenders | 31/03/2016 | CXO |  | <p>All crime, as recorded by Thames Valley Police for Bracknell Forest for quarter 2 has increased by just 1%. Whilst there have been increases in sexual and violent crime, which can be largely attributed to changes in the way police record crimes (including historical crime), the significant decreases in acquisitive crime has prevented an overall rise in crime. Burglary dwelling, personal robbery and motor vehicle crime have all shown significant decreases and the Offender Management</p> |

| Sub-Action | Due Date | Owner | Status | Comments |
|--|------------|-------|---|--|
| | | | | approach continues to target prolific local offenders, which is having a positive impact on crime figures. |
| 8.1.3 Work with partners to ensure crime and disorder is considered as part of the town centre regeneration plans | 31/03/2016 | CXO |  | Work has begun to replace the existing DPPO with a Public Space Protection Order within the town centre. This is being done in partnership with BRP and a mechanism is in place to address emerging concerns relating to crime and disorder. |
| 8.1.4 Review and publish the Prevent Strategy | 31/03/2016 | CXO |  | The action plan continues to be reviewed regularly and is available on the Community Safety section of Boris. |
| 8.2 Reduce the incidence of anti-social behaviour | | | | |
| 8.2.1 Implement a co-ordinated programme of action to address anti-social behaviour | 31/03/2016 | CXO |  | The total number of ASB incidents, as recorded on CADIS, continues to fall across all wards. Specific areas or issues of concern in relation to ASB are addressed using a partnership approach at the ASB Working Group and the Cleaner Borough Group. |
| 8.3 Press for more visible policing | | | | |
| 8.3.1 Work through the Joint Tasking process with the Police to ensure visible policing in the borough | 31/03/2016 | CXO |  | The Community Safety Manager attends the Daily Management Meeting at the police station where daily taskings are discussed. The Community Safety Manager and CADIS analyst attend the monthly Joint Tasking meetings to ensure areas of concern for the Local Authority are addressed and tasked appropriately. |
| MTO 9: Sustain the economic prosperity of the Borough | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 9.1 Contribute to the work of the Thames Valley Berkshire Local Enterprise Partnership, including the promotion of inward investment and support for existing firms | | | | |
| 9.1.1 Implement the Superfast Berkshire Broadband Plan | 31/03/2016 | CXO |  | Phase 1 of the Superfast Berkshire programme has been completed and Bracknell Forest has received all planned roll-out; achieving 96.1% superfast coverage. |
| 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 inward investment through the preparation and implementation of an inward investment strategy | 31/05/2015 | CXO |  | The business-centric website will be launched as a beta site on 19th October and go live in November; the welcome pack has been drafted and is being reviewed by Mary Whitehouse (an out-sourced PR consultant); a design document has been created for the Property Forum; and business and enterprise continue to be involved in the council's Local Plan. |
| 9.2.10 Co-ordinate the Bracknell Forest Careers Event | 31/03/2016 | CXO |  | Plans for the event are now in the final stages, it will be taking place on Thursday 15 October at The Coppid Beech Hotel. |

| Sub-Action | Due Date | Owner | Status | Comments |
|--|------------|-------|---|--|
| | | | | Approximately 900 students from the borough's secondary schools will attend during the day. This will be followed by a session that is open to the public. Over 80 exhibitors will be attending. |
| 9.2.11 Design and implement a system to recruit apprentices within the Council | 31/03/2016 | CXO |  | A revision of the first ATF Group CMT report has been started and the group has two meetings scheduled for October and November to finalise the new draft for submission to the ACX. |
| 9.2.2 Produce a new Local Economic Framework (LEF) | 31/03/2016 | CXO |  | The Economic Strategy has been produced in draft form and was presented to CMT on 23rd September 2015 but due to the budget discussions and Member away day in October it was decided to delay consideration of the strategy until the resourcing was further clarified. |
| 9.2.3 Support small and medium sized enterprises through an agreed programme | 31/03/2016 | CXO |  | Finance South East (FSE), in partnership with Oxford Innovation, are providing monthly drop-in business support at Ocean House as of 7th October. Other programmes of business support are also being explored. |
| 9.2.4 Develop a programme of engaging with local businesses | 31/03/2016 | CXO |  | Nine meetings of the BCP have occurred to date, and two are being planned in the next couple of months: 3M and HP. Progress is being achieved via actions recorded in meetings and relationships are being formed with some of the most critical businesses in Bracknell Forest. |
| 9.2.5 Promote commercial links to China, and other emerging economies, in particular through a programme of engagement and events | 31/03/2016 | CXO |  | On 24th September 2015 Liuzhou City delegation visited Bracknell Forest; on 19th October Foshan will visit regarding investment opportunities and on 26th October Zhejiang Province will visit. |
| MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money | | | | |
| Sub-Action | Due Date | Owner | Status | Comments |
| 11.2 Ensure staff and elected members have the opportunities to acquire the skills and knowledge they need | | | | |
| 11.2.6 Develop and implement the Good to Great programme theme of Communications and Cross-Department Working | 31/03/2016 | CXO |  | CMT agreed the proposed action plan in August. Progress has been limited over the Summer due to annual leave, however a number of new staff volunteers have come forward to join the group, and will be taking the action plan forward during the next quarter. |
| 11.7 Work with partners and engage with local communities in shaping services | | | | |
| 11.7.3 Continue to support the voluntary sector through the provision of core grants | 31/03/2016 | CXO |  | Monitoring meetings were held for Quarter 1 2015/16. Quarter 2 monitoring meetings will take place in November. The process for awarding core grants for 2016/17 will start in October. |

| Sub-Action | Due Date | Owner | Status | Comments |
|--|------------|-------|---|--|
| 11.7.6 Implement the Bracknell Forest Elevate programme in conjunction with local and pan-county partners including the Thames Valley Berkshire LEP. | 31/05/2015 | CXO |  | <ul style="list-style-type: none"> - Hub set-up is in progress with an interim solution operational - Hub Co-ordinator has been hired to Co-ordinate the Hub - Elevate Me website is launched, traffic is increasing; analytics filtering and SEO work for website has been completed with traffic now excluding Council IP's; traffic still increasing despite this - Social media has been launched successfully and is being managed by the Elevate Hub Co-ordinator - Elevate partnership is continuing to be exemplary amongst the Berkshire Elevate's - Work with Mace on an apprenticeship pathway project underway; work has been done on creating better links between social care and the local College; sector based employment pathways are available at the College - Elevate Berkshire ESIF bid submitted and success very likely; PID's created for two projects awaiting final confirmation of bid success to be progressed to the next stage |

**TO: OVERVIEW & SCRUTINY COMMISSION
19 NOVEMBER 2015**

**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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Corporate Services and Chief Executive Office Agenda Items:

| | |
|------------------|---------|
| REFERENCE | I039026 |
|------------------|---------|

TITLE: Bracknell Town Centre Development Agreement

Variations to the existing Development Agreement to enable the regeneration of Bracknell town centre to come forward as soon as possible.

FINANCIAL IMPACT: Outlined in the report (exempt information)

WHO WILL TAKE DECISION: Chief Executive

DATE OF DECISION: Not before 1 Jan 2015

| | |
|------------------|---------|
| REFERENCE | I057190 |
|------------------|---------|

TITLE: Annual Audit Letter

To note the contents of the External Auditor's Annual Audit Letter 2014/15.

FINANCIAL IMPACT: No financial implications

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 15 Dec 2015

| | |
|------------------|---------|
| REFERENCE | I055270 |
|------------------|---------|

TITLE: Bracknell Town Centre Regeneration Committee

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

DATE OF DECISION: 4 Jan 2016

| | |
|------------------|---------|
| REFERENCE | I057224 |
|------------------|---------|

TITLE: Bracknell Town Centre Regeneration Committee Update Report

To update the Committee on the regeneration of Bracknell town centre

FINANCIAL IMPACT: Contained within the report

WHO WILL TAKE DECISION: Bracknell Town Centre Regeneration Committee

DATE OF DECISION: 9 May 2016

| | |
|------------------|---------|
| REFERENCE | I057223 |
|------------------|---------|

TITLE: Bracknell Town Centre Regeneration Committee Update Report

To update the Committee on the regeneration of Bracknell town centre

FINANCIAL IMPACT: Contained within report

WHO WILL TAKE DECISION: Bracknell Town Centre Regeneration Committee

DATE OF DECISION: 14 Mar 2016

| | |
|------------------|---------|
| REFERENCE | I057221 |
|------------------|---------|

TITLE: Bracknell Town Centre Regeneration Committee Update Report

To update the Committee on the regeneration of Bracknell town centre.

FINANCIAL IMPACT: Contained within the report

WHO WILL TAKE DECISION: Bracknell Town Centre Regeneration Committee

DATE OF DECISION: 4 Jan 2016

| | |
|------------------|---------|
| REFERENCE | I054891 |
|------------------|---------|

TITLE: Calculation of Council Tax Base

The Council is required to consider and approve the calculation of the Council Tax Base which has to be calculated in accordance with the Local Authorities (Calculation of Council Tax Base) Regulations 2012.

FINANCIAL IMPACT: Required in order to set the Council Tax for the coming year

WHO WILL TAKE DECISION: Director of Corporate Services

DATE OF DECISION: 21 Dec 2015

| | |
|------------------|---------|
| REFERENCE | I052738 |
|------------------|---------|

TITLE: Capital Budget 2016/17

To recommend to Council the annual budget.

FINANCIAL IMPACT: Council's annual budget.

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 9 Feb 2016

| | |
|------------------|---------|
| REFERENCE | I052737 |
|------------------|---------|

TITLE: Capital Budget 2016/17

To approve the Council's budget proposals for consultation.

FINANCIAL IMPACT: Council's annual budget proposals.

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 15 Dec 2015

| | |
|------------------|---------|
| REFERENCE | I056853 |
|------------------|---------|

TITLE: Corporate Asset Management Plan - Annual Update

The Executive to agree the Council's Corporate Asset Management Plan.

FINANCIAL IMPACT: No financial implications

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 12 Apr 2016

| | |
|------------------|---------|
| REFERENCE | I052161 |
|------------------|---------|

TITLE: Corporate Performance Overview Report

To inform the Executive of the Council's performance over the second quarter of 2015-16.

FINANCIAL IMPACT: No financial implications.

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 15 Dec 2015

| | |
|------------------|---------|
| REFERENCE | I050875 |
|------------------|---------|

TITLE: Discretionary Rates Relief - New Applications

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

DATE OF DECISION: 31 Dec 2015

| | |
|------------------|---------|
| REFERENCE | I056492 |
|------------------|---------|

TITLE: Equality Information Publishing 2014-15

To approve the publication of workforce and service based equality information which the Council is required to produce annually together with an overarching report which summarises the above and includes other data relating to other aspects of the Equalities Act.

FINANCIAL IMPACT: Not applicable.

WHO WILL TAKE DECISION: Executive Member for Council Strategy and Community Cohesion

DATE OF DECISION: 26 Jan 2016

| | |
|------------------|---------|
| REFERENCE | I056594 |
|------------------|---------|

TITLE: Facilities Management Category Strategy Extension

To note progress on the Facilities Management category strategy action plan.

FINANCIAL IMPACT: To deliver revenue savings

WHO WILL TAKE DECISION: Executive Member for Transformation & Finance

DATE OF DECISION: 30 Nov 2015

| | |
|------------------|---------|
| REFERENCE | I052927 |
|------------------|---------|

TITLE: Financial Reporting Process (Budget Book 2016/17)

To approve the Council's "Cash" Budget Book for 2016/17

FINANCIAL IMPACT: None at this time.

WHO WILL TAKE DECISION: Executive Member for Transformation & Finance

DATE OF DECISION: 31 Mar 2016

| | |
|------------------|---------|
| REFERENCE | I056356 |
|------------------|---------|

TITLE: Home to School Transport and Occasional Transport Services

To approve the contract award for Home to School Transport and Occasional Transport Services.

FINANCIAL IMPACT: Within existing budgets

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 12 Apr 2016

| | |
|------------------|---------|
| REFERENCE | I056283 |
|------------------|---------|

TITLE: ICT Strategy / Digital Internal

To outline technology/ICT direction for the next three years. The action plan will be updated on an annual basis.

FINANCIAL IMPACT: Detailed in each work stream associated with the strategy and subject to capital bids.

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 12 Apr 2016

| | |
|------------------|---------|
| REFERENCE | I057119 |
|------------------|---------|

TITLE: Local Government Ombudsman Decision

For Noting

FINANCIAL IMPACT:

WHO WILL TAKE DECISION: Borough Solicitor

DATE OF DECISION:

| | |
|------------------|---------|
| REFERENCE | I057395 |
|------------------|---------|

TITLE: Local Government Ombudsman Investigation Report - Notification of Outcome by Monitoring Officer

To advise the Executive of the outcome of an investigation by the Local Government Ombudsman.

FINANCIAL IMPACT: None

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 15 Dec 2015

| | |
|------------------|---------|
| REFERENCE | I056945 |
|------------------|---------|

TITLE: Procurement Plan for the provision of Postal Services

To approve the procurement plan for procuring a new postal service to commence in 2016.

FINANCIAL IMPACT: Within existing budgets

WHO WILL TAKE DECISION: Executive Member for Transformation & Finance, Director of Corporate Services

DATE OF DECISION: 26 Nov 2015

| | |
|------------------|---------|
| REFERENCE | I052628 |
|------------------|---------|

TITLE: Revenue Budget 2016/17

To recommend to Council the annual budget.

FINANCIAL IMPACT: Council's annual budget.

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 9 Feb 2016

| | |
|------------------|---------|
| REFERENCE | I052627 |
|------------------|---------|

TITLE: Revenue Budget 2016/17

To approve the Council's budget proposals for consultation.

FINANCIAL IMPACT: Council's annual budget proposals.

WHO WILL TAKE DECISION: Executive

DATE OF DECISION: 15 Dec 2015

**TO: OVERVIEW AND SCRUTINY COMMISSION
19 NOVEMBER 2015**

**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 2015-16 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 2015-16, incorporating (where available) each Chairman's assessment of progress, is at Appendix 1. As previously explained to the Commission, the Panels have seen the need to make some changes to the previously adopted work programme.

O&S Commission's Working Groups

- 3.2 As reported previously to the O&S Commission, the Commission's Working Groups on the Economic Strategy and the Draft Council Plan have completed their work and no further meetings are planned.

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

Contact for further information

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Monitoring Of Work Programme for Overview and Scrutiny in 2015/16

The Overview and Scrutiny (O&S) Chairmen's assessment of the progress on the work programme for O&S in 2015/16 is shown below, where the symbols represent:



Completed or on course for completion



Delayed or completion at risk



Will not be achieved in 2015/16

Comments by O&S Commission Chairman

| OVERVIEW AND SCRUTINY COMMISSION | | Status / Comment |
|---|---|-------------------------|
| 1. | Co-ordination of the work of the Overview and Scrutiny Panels | |
| 2. | Routine monitoring of the performance of the Council's corporate functions | |
| 3. | Exercising pre-decision scrutiny by reference to the Executive Forward Plan | |
| 4. | 2016/17 Budget Scrutiny To review the Council's budget proposals for the Chief Executive's Office and the Corporate Services Department for 2016/17, and plans for future years. To include a discussion with the Borough Treasurer during 2015 on the evolving budgetary position. Overview and Scrutiny Panels will also scrutinise the budget proposals in their departmental areas. | |
| 5. | Crime and Disorder Committee To include an annual meeting with representatives of the Community Safety Partnership. | |
| 6. | The Council Plan (Formerly Medium Term Objectives) To contribute to the review of the Council's Plan (formerly Medium Term Objectives) following local government elections in May 2015. | |

Comments by Adult Social Care And Housing Overview And Scrutiny Panel Chairman





| ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL | | Status / Comment |
|--|--|-------------------------|
| 1. | Monitoring the performance of the Adult Social Care, Health and Housing Department To receive an introductory briefing on the role of the Adult Social Care, Health and Housing Department. 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 progress of any significant developments (such as the Care Act). | |
| 2. | Exercising pre-decision scrutiny by reference to the Executive Forward Plan | |
| 3. | 2016/17 Budget Scrutiny To review the Council's Adult Social Care and Housing budget proposals for 2016/17, and plans for future years. | |
| 4. | Homelessness Strategy To form a Working Group to make an input to the preparation of the new Homelessness strategy | |

Comments by Children, Young People and Learning Overview And Scrutiny Panel Chairman

The panel met on Wednesday 30th September and the focus of the meeting was education. We had the usual report on the outcomes of Ofsted school inspections, school results for summer 2015 with particular attention to the KS2 results, as they weren't as good as expected. There was a report on Elective Home Education which was very informative and an area that we are going to look at in the future as the policy and procedure is currently being reviewed. We have 39 children being home educated in the borough, higher than we had expected.

We considered the executive response to the Substance Misuse report and noted that all recommendations were accepted. It was a good review and the information and observations link with the current review, Child Sexual Exploitation. The CSE working group is progressing extremely well, three meetings having already taken place and three more in the diary.

The Independent Reviewing Officer annual Report, Children's Social Care complaints, concerns and compliments Annual Report 2014/2015 and changes to School designated areas were noted at the meeting.

| CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW AND SCRUTINY PANEL | | Status / Comment |
|--|--|---|
| 1. | <p>Monitoring the performance of the Children, Young People and Learning Department</p> <p>To receive an introductory briefing on the role of the Children, Young People and Learning Department.</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"> • The creation of the 'Learning Village' in Binfield • Schools' performance, particularly secondary schools; • The action taken by the Executive to earlier reports by the Panel |  |
| 2. | Exercising pre-decision scrutiny by reference to the Executive Forward Plan |  |
| 3. | <p>2016/17 Budget Scrutiny</p> <p>To review the Council's Children, Young People and Learning budget proposals for 2016/17, and plans for future years.</p> |  |
| 4. | <p>Child Sexual Exploitation</p> <p>To form a Working Group to review the Council's response to the risks of Child Sexual Exploitation, delivered in concert with Community safety partner organisations.</p> |  |





Comments by Environment, Culture and Communities Overview And Scrutiny Panel Chairman

The last report to the Commission covered the period to 22nd September 2015, both written and a verbal update.

The next Panel meeting is not until 12th January 2016 which leaves me only to report on the Working Groups progress in looking at the Planning practices and procedures including enforcement.

By the time of this Commission meeting the working group will have met on five occasions plus a visit to Elmbridge Borough Council to see how their planning operates. Why Elmbridge BC? Because they received an Excellence commendation from the Royal Town Planning Institute which is a national recognition.

These meetings have effectively been about seeking information and obtaining answers to many questions. The work of formulating our conclusions started during our meeting on 16th November. I do not anticipate the group to complete the work until late January/early February 2016.

| ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL | | Status / Comment |
|--|---|---|
| 1. | Monitoring the performance of the Environment, Culture and Communities Department To receive an introductory briefing on the role of the Environment, Culture and Communities Department. To include on-going review of the Quarterly Service Reports; the performance of the Department, review of any inspection reports or self-evaluations; monitoring the action taken by the Executive to earlier reports by the Panel, and monitoring significant departmental developments, particularly: <ul style="list-style-type: none"> • The works at Coral Reef • The Local Development Framework • The potential extended uses of the Council's E+ Smartcard. |  |
| 2. | Exercising pre-decision scrutiny by reference to the Executive Forward Plan |  |
| 3. | 2016/17 Budget Scrutiny To review the Council's Environment, Culture and Communities budget proposals for 2016/17, and plans for future years. |  |
| 4. | The Council's Planning Function To form a Working Group to review the Council's Planning Function, including making an input to the draft Local Enforcement Plan. |  |

Comments by Health Overview And Scrutiny Panel Chairman

The Health O+S panel has met on 2 occasions since the O+S Commission met in September.

In October we met with the Chief Executive of Frimley Health who gave an insightful overview of the current state of affairs across the three hospital sites and how they feel confident that the Wexham site will show improvement at the next imminent CQC inspection. Members of this panel are planning to attend the Listening In Event once dates are known.

The panel met to discuss the Health and Wellbeing Draft Strategy. Comments have been made and submitted to the Executive Member who has assured us they will be looked at.





The Panel revisited the recommendations made by the Francis report and are confident that systems are in place following the recommendations. This will continually be monitored and any slippage identified.


The Panel also agreed a date for the first meeting where GP Capacity would be explored. The panel had also had been briefed of what has occurred locally up to that date. The date of the first meeting will be Nov 19th and core members have been identified.

The Panel also agreed that a formal link needed be made with councillors who were not on the O+S panel but sat on external positions within the NHS locally. This first meeting is to take place on Nov 23rd to identify ways of sharing information in the view of improving care for our local residents.

Finally the panel also agreed that it would be useful to set up a data base of individuals who have professional knowledge of various health issues whose expertise could be called upon when the panel is working in a specific area. ie...ex psychiatrists, mental health nurses, etc...

We look forward to our next panel meeting exploring Public Health provision

| HEALTH OVERVIEW AND SCRUTINY PANEL | | Status / Comment |
|---|--|---|
| 1. | <p>Monitoring the performance of the Local NHS Organisations and the Adult Social Care, Health and Housing Department in relation to health</p> <p>To receive an introductory briefing on the Council's role in relation to Health. To include on-going review of the Quarterly Service Reports and monitoring significant developments, particularly:</p> <ul style="list-style-type: none"> • The Better Care Fund • The Care Act • Improvements at Heatherwood and Wexham Park Hospitals following the acquisition by Frimley Park Hospital Trust <p>Provision of sufficient GP surgeries to match long-term growth in the Borough's population (see below)</p> |  |
| 2. | <p>Implementing the new Approach to Health Scrutiny</p> <p>To deliver the new approach to health scrutiny as recommended by the Panel's Working Group on the Francis report.</p> |  |
| 3. | <p>2016/17 Budget Scrutiny</p> <p>To review the Council's budget proposals for public health in 2016/17, and plans for future years.</p> |  |
| 4. | <p>Responding to NHS Quality Accounts and Consultations</p> <p>Under Department of Health guidance, the Health O&S Panel should provide comments on the annual Quality Accounts produced by the NHS Trusts nearby, and the Panel is a statutory</p> |  |

| | | |
|----|--|---|
| | consultee for any substantial variation in NHS services affecting the Borough. | |
| 5. | GP Capacity To form a Working Group to review whether there is sufficient GP capacity to match the long-term growth in the Borough's population and other demands. |  |

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