

QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q1 2017 - 18
April - June 2017

Executive Members:

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Date completed: 10th August 2017

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

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Key

Actions

	Action is on schedule		Action has been completed
	Action may fall behind schedule		Action is no longer applicable
	Action is behind schedule	-	Not yet updated

Performance indicators

	On, above or within 5% of target
	Between 5% and 10% of target
	More than 10% from target

Section 1: Where we are now

Director's overview

Introduction

A key activity for the Directorate in the first quarter was to undertake the recruitment process for the new support services structure for ICT, HR and Finance. This was successfully completed and a small number of appeal hearings were held and concluded prior to the Employment Committee on 5 July, which considered and signed off the outcomes. Despite the large scale changes, there were only 6 compulsory redundancies. A small number of posts could not be filled internally, most notably the IT Business Partners, Organisational Development Manager and the Accountancy Support Manager, which will now be recruited to externally.

With a 10% reduction in the number of staff delivering support services, focus has turned quickly to reviewing current processes to ensure that the new structures will be sustainable. Inevitably there will be a transition period over the autumn as changes bed in, which will require careful management to ensure that sufficient focus is maintained on supporting the cross-council Transformation Programmes.

In order to help reinforce that there is more to the new support services arrangements than simply moving staff within the Council, it is intended that from the beginning of September the Directorate will be renamed "Resources", which is felt to better reflect the One Council ethos and underpins an enabling approach to working alongside other services areas.

Budget and savings delivered for 2017/18

The approved Corporate Services' cash budget for 2017/18 was £13.554m which included economies of £-0.392m and commitments of £-0.704m. Work is being undertaken during the summer to identify efficiency savings for the 2018/19 budget which will be in addition to those to come from the Transformation Projects.

Transformation projects progress

Council Wide Support Services Review (CWSS)

- A Director's briefing session for all staff in the new functions took place in early July, as well as a CS DMT planning session. A Corporate Services Senior Leadership Team session will take place in August and a whole directorate session in September.
- A series of engagement sessions have been planned to further develop the Business Partner roles. A workshop will be held with Chief Officers and Business Partners from HR, Finance and ICT in July, followed by attendance at DMTs and further discussion at the September cross-council Senior Leadership Group.
- Work is ongoing to determine the system update requirements for each of the support service systems to allow implementation of the new processes.
- Meetings have already been held with some new process leads, with further meetings planned, and some of the new processes have already been implemented.
- The Invotra intranet demo site has been created and shown to Board members with positive feedback. Stakeholder engagement on the demo site work is complete and work has now begun on full development of the intranet to facilitate self service in the new Target Operating Model.
- Early colocation of ICT, Finance and HR support service teams in Time Square alongside directorates has now been confirmed for September / October.
- An early version of the Business Intelligence review recommendations has been considered by the Board and discussed at CMT. The recommendations include consolidation of the function. However there is considerable work required to achieve

the ambition for this function which is to bring data and intelligence to the heart of decision making.

- The Business Case for the Legal shared service with West Berkshire is being developed, along with developing a single structure, and will be finished by the end of July for consideration by both CMTs, before developing a plan for implementation.

Citizen and Customer Contact Review (CCC)

- The implementation plan for the Customer Experience transformation has been developed covering the following workstreams:
 - Implementing the Customer Experience Blueprint - to ensure the operating principles are applied across all services and customer contact,
 - Developing closer partnership working - developing the involvement of the community and voluntary sector in the delivery of council services,
 - Implementing the new approach to processes, technology and information - reviewing how we manage post, email, telephone and face to face contact,
 - Better meeting the needs of high needs customers - ensuring the council provides a more joined-up approach to supporting customers who access a wide range of services;
 - Implementing the new model for governance - reframing the remit of the Chief Officer to create responsibility for the customer experience blueprint across the whole council,
 - Implementing service redesign across the Council - working with all services, to redesign with a digital focus, and implement the principles of the customer experience blueprint,
 - Implementing the new approach to communications - moving to more engagement, encouraging behaviour change and moving to a digital by default approach,
 - Embedding new roles and skills requirements - working with the Organisational Development Strategy to ensure staff have the skills required to deliver the blueprint principles.
- A number of key projects have begun in order to provide some of the underlying building blocks for delivery of the Customer Experience Blueprint. These include:
 - Online bookings - a proof of concept is underway, to demonstrate integrations between a booking system and other key systems - Outlook calendar and payments.
 - Subscription based email alerts - the GovDelivery product has been implemented across a small number of services, and plans are being developed to roll this out further.
 - Webchat - this module of the contact centre system has been installed in the test system and is being trialled within the team. A trial with the public will be rolled out in the next quarter.
 - Social Media management tool - a system has been procured and installed in test. Training for staff across the Council is planned for early in Q2.
- The website redevelopment has been delivered, with the new site made live in June. Customer feedback has been positive. Further work is being planned to add enhanced functionality.
- Work is underway testing a potential new intranet product, which will be a key enabler of enabling new ways of working and organisational development.

Property Review

- Further investigative work is underway to determine the future of Easthampstead Park Conference Centre.
- The sale of the land at Garth (formerly Garth Hill School land) has completed to CALA Homes, with a final payment subject to verification of a planning matter.

- The future of Easthampstead House, the Library and associated areas is subject to a working group considering a comprehensive scheme when the Council offices are relocated to Time Square.
- Plans for the redevelopment of the Commercial Centre are being fully appraised with an interim report to be presented to CMT in the summer.

Progress on other major projects

One Council: Time 2 Change

Plans are well in track for early moves ahead of the planned building changes to Time Square. ICT, HR and Finance relocate to Time Square in September with the remaining operations and democratic functions to be relocated by the spring 2018. Easthampstead House is planned for demolition over the summer 2018. Workstreams are in place to support the necessary changes in ICT, Facilities and Culture.

Mobile working

Four kit types have been agreed to rollout for mobile and flexible working supporting the Time2Change programme and are currently being trialled by users across directorates. New kit will be upgraded in line with the office moves to ensure staff can work in an agile way. A softphone solution will also be rolled out prior to office moves and desk phones removed.

Flexible demonstration desks have been trialled over the past few weeks. A solution will soon be chosen of how flexible desks will be kitted out in Time Square during the office moves.

ASCH&H have approximately 167 staff that need to be kitted out to support their move to mobile working. Equipment has been trialled, demonstrated and chosen and will be ordered so that it can be built and staff can be trained.

Public Website

The new public website went live on June 14th 2017, following a soft launch in early June. Following assistance from consultants, Microserve, the new Drupal website has been developed to provide both clear transactional pages and more design based promotional, information pages. Further work on the 'search' facility will be carried out to improve functionality, along with improvements as identified through ongoing user testing. The website has been assessed for accessibility with the Shaw Trust and their report is expected by mid-July. The site has achieved the clear English Crystal Mark accreditation.

The project board will conduct a project closure meeting in August.

Community Hubs development

Crowthorne Community Hub

- Crowthorne Parish Council have carried out some consultation with the other community venues in the Crowthorne area, to find out information including, what sort of facilities they have, the type of activities that go on and what they can't cater for.
- The developers, L&G, informed us that they will bring forward the provision of the community hub, so it will be ready by about June 2019 or earlier. This is instead of providing a temporary community facility ahead of the permanent one.
- Members of the Working Group met with L&G and their architects, Stride Treglown, to talk about the design of the hub. We are now waiting for them to draw up a draft design.

Warfield Community Hub

- The Working Group is coordinating the public consultation regarding the new Hub and the open space at Priory Fields. BFC's Property Department are carrying out some consultation regarding the retail units to be located alongside the HUB.
- Once the consultations have been completed, it will enable the Working Group to draw up a 'preferred option' list of uses/functions for the community hub and the open space, and identify the size of spaces and priorities/scope for compromise. The findings will then feed into the design stage, at which point a consultant will be engaged to draw up some designs for the community hub and neighbourhood centre as a whole.
- The Working Group are in the process of designing an online survey for residents and two workshops for existing and potential user groups
- Timescales for the public consultation are:
 - On-line Survey (paper copies to be made available) - 4th to 29th September
 - 2 Workshops (one with existing groups and one with potential/other groups) - early to mid October
 - Draw up preferred options for design consultant - by early November
- The next meeting of the Working Group will take place early September.

Blue Mountain

- BFC officers, Cllr Sarah Peacey and the Binfield Parish Council Clerk have met with representatives of Binfield Surgery and a representative from the NHS England's Design and Technical Services Team to discuss the proposal to house Binfield Surgery (who want to expand) at the Blue Mountain Clubhouse.
- Next steps:
 - assess the number of parking spaces needed for the GP and community facility.
 - explore parking options.
 - review community facility specification (questions about whether we can accommodate nursery with this layout).
 - produce draft timetable and more detailed conceptual plan for the first floor.

Other areas of note and significant activity to come in the next quarter

- The UK Parliamentary General Election (UKPGE) was successfully delivered on 8 June with a by-election for Bracknell Town Council, Hanworth Town Ward being held on the same day. The turnout was 70.76% for the UKPGE and 68% for the Hanworth By-election.
- The annual tranche of secondary school appeals was completed. The Admission Appeals Panel sat for three days to hear 11 appeals of which two were upheld.
- Mayor making and the Annual Council Meeting were held on 24 May. Cllr Tina McKenzie-Boyle was elected Mayor and Cllr Alvin Finch Deputy Mayor.
- Crematorium New Chapel - Works commenced on site 10 April 2017 and generally works are progressing well. Programme of works to be completed by 7 November 2017.
- The Commercial Property Investment Strategy has now acquired two commercial properties which will deliver net additional revenue to the Council in excess of £1m per annum and other properties are being identified pursuant to this project as part of the transformation programme.
- The postal courier service has reduced to one van as part of the Council's bid to adopt paperless processes. All locations are still supported, including library services, and staff are undergoing on the job training to complete more varied tasks. The Electric van has been redeployed to Adult Social Care, Health & Housing.

Activity to come in next quarter:

- Delivery of a By-election for the Ascot Priory Ward of Winkfield Parish Council on 20 July.

- Completion of the 360° feedback programme for councillors.
- Review of the Council's Members Allowances Scheme by the Independent Remuneration Panel.
- Recruitment has been undertaken for a Project Manager: Apprenticeships to take the work on the Apprenticeship Levy forward. The successful candidate is due to start in the next quarter.
- The new OH Contract will come into effect on 1st July 2017.
- The Workforce and Organisations Development Strategy has been developed and agreed by CMT. It will be going to Transformation Board in early July for them to agree the action plan contained within it.

Highlights and remedial action

Good performance

Coral Reef Project - Works are progressing well on site. The contractor is currently reporting that works to Sauna World are slightly behind schedule, but are currently trying to accelerate these works. All other areas will be handed back to the Council on 18 August 2017 as programmed.

Learning & Events and the new Appraisal System on iWork@BFC went live on 1st April 2017. Further enhancements to Manager Self Service will continue through the year including facilities to add staff to training courses, add new starters and make contractual changes. So far implementations have all been on target with the confirmed Project Plan.

Areas for improvement

- L293 - Percentage of maintenance projects completed on time and on budget - was 67% against a target of 100% which represents 2 of 3 projects completed both on time and on budget during this quarter.
- L256 - Percentage of transactions carried out online and the use of the customer portal. Positive engagement in customer self service continues and the number of online accounts has risen to 21,000. It should be noted that we are in the process of transferring forms across to the suppliers new product and, as a consequence, some online transactions will not be included in the quarter figure. A new suite of reports will be produced once the transfer is complete.
- L064 - Debt outstanding as percentage of gross debt – was 12% with a target of 5%. A large number of high value invoices raised in June are still outstanding - these are expected to be paid shortly and PI return to levels of about 5%.

Audits and Risks

The Corporate Services Risk Register was reviewed by the Departmental Management Team on 25th May 2017. The only key change was to reduce the impact and likelihood for the cyber risk.

One limited assurance audit reports was finalised in quarter 1 relating to the Construction and Maintenance Follow Up Audit.

Budget position

Revenue Budget

The original cash budget for the department was £13.554m. Net transfers of £0.348m have been made bringing the current approved cash budget to £13.902m. A detailed analysis of the budget changes in this quarter is available in Annex A.

There are no variances to report in the first quarter's monitoring.

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 (Historic portfolio)	(2,318)	(2,318)	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 £17.645m.











Expenditure to date is £4.504m representing 26% of the budget. The Department anticipates 100% 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 A.







Section 2: Strategic Themes





Value for money



1: Value for money			
Sub-Action	Due Date	Status	Comments
1.1 Council Tax is in the lowest 10% nationally amongst similar authorities			
1.1.01 Maintain Council Tax in the lowest 10% nationally of all unitary authorities	31/03/2018		Maintained
1.2 The cost quality and delivery mechanism of all services will be reviewed by 2019			
1.2.05 Undertake a council wide review of Citizen and Customer Contact and implement the findings (T)	31/03/2018		The Analyse and Plan phases of the Citizen and Customer Contact Review have been completed, and a cross-council Customer Experience Implementation Team has been established to deliver the agreed outcomes. A detailed implementation plan is currently being finalised, and project benefits decided.
1.2.06 Undertake a council wide review of support services (HR ICT Finance Property Legal Procurement Performance Management and Business Intelligence) and implement the findings (T)	31/03/2018		The project is progressing well with one of the work streams (staff restructure) now complete. Work is ongoing on improvements to technology to facilitate self service and implementation of the new 'to be' processes.
1.2.10 Conclude the delivery plan for the Facilities Management Category Strategy	31/03/2019		Final accounting to establish total savings across the Council is being collated in order to seek CMT agreement to conclude this project and its delivery targets.
1.2.11 Undertake a review of key council properties and implement the findings (including Time Square Easthampstead House Commercial Centre Easthampstead Park Conference Centre South Hill Park Open Learning Centre London Road waste site and Longshot Lane recycling centre)	31/08/2019		Several of the properties are now individual projects such as One Council; Time 2 Change, being the migration of all staff to Time Square. The future of the Commercial Centre will be considered by CMT over the summer and the other projects are continuing to reach positions where recommendations can be given to directors.
1.2.15 Implement the Accommodation Strategy for consolidation of Council office accommodation in Time Square.	31/01/2018		The tenders for the Time Square construction are being evaluated and the move management contract is due to be awarded shortly. Demonstration workstations have been set up and the staff survey results have been analysed. ICT are working with teams to ensure they have the flexible kit required to work in an agile way.
1.2.16 Prepare a Business case towards establishing a shared Legal Service with West Berkshire Council with a view to implementing a shared structure by 1 October 2017. (T)	01/10/2017		More Data Analysis underway to complete the business case.



1.3 We charge appropriately for services and seek opportunities to generate additional income			
1.3.05 Review Service Level Agreements and charging with schools and academies and explore opportunities for further service provision	31/03/2019		Refresh of current SLAs is underway.
1.3.06 Implement the changes to the discretionary Home to School Transport service	31/03/2019		In the last academic year we were in receipt of all appropriate contributions with the exception of one family who did not engage with us. In the interests of the child transport continued however there is a plan to seek bursary funding from Kennel Lane in the next academic year to pay the contribution that again will be required should the student continue in education. There was one non payment via Direct Debit which is currently being investigated and reimbursement sought.
1.3.07 Develop Property Investment Strategy to support Property Acquisitions in line with the Council's budget requirements and existing property investment portfolio and begin acquisitions	31/03/2019		The Council has adopted an investment strategy, released funds and purchases have been made to achieve the target income.
1.3.08 Develop and deliver a programme to embed commercial practices across the Council in order to maximise value from all available resources. (T)	31/03/2018		Sourcing decisions and Improving commercial practice are part of the phases of each Transformation project. The work on this is ongoing.
1.4 Self-service and the use of online services has increased			
1.4.01 Increase range of services available through the website and uptake of customer online account (E)(T)	31/03/2019		Focus of the CRM project is currently on redesigning existing online services to ensure all online forms are moved to the latest version of the system. We have seen an increase in the number of online account holders to over 21,000 in this quarter.
1.4.02 Develop an ICT and Digital Strategy to support increased use of online resources by staff. (T)	30/04/2017		Complete
1.4.03 Implement employee and manager self-service in the new HR and Payroll system (T)	31/03/2018		This should be fully implemented by March 2018.
1.4.05 Develop and implement a Workforce Transformation Strategy (T)	30/09/2017		The Workforce and Organisational Development Strategy has been developed and agreed by CMT. It will be going to Transformation Board in early July for them to agree the action plan contained within it.
1.4.17 Development and implementation of the Council's strategy to minimise the amount of apprenticeship levy paid and which will move towards meeting the apprenticeship levy quota.	31/03/2019		Recruitment has been undertaken in the last quarter for a Project Manager: Apprenticeships to take this work forward. The successful candidate is due to start in the next quarter.
1.4.18 Provision of a range of learning and development opportunities to ensure that Adult and Children's Social Care meet	31/03/2019		All registered social workers due to renew their HCPC registration during 2016-17 have successfully done that. With regard to Adult Social Care – a range of

their statutory obligations with regard to safeguarding and the continuous professional development of social workers in line with their re-registration requirements.			learning and development opportunities were provided covering all mandatory/statutory requirements. This included safeguarding, medication, health and safety, food hygiene and people moving and handling. All qualified Approved Mental Health Practitioners and Best Interest Assessors undertook the minimum amount of update training required. With regard to Children's Social Care – a range of learning and development opportunities were provided covering all mandatory/statutory requirements. This included safeguarding, child sexual exploitation, female genital mutilation and return from missing interviews. A number of social workers undertook the Achieving Best Evidence training in conjunction with Thames Valley Police. A range of specialist learning events have been delivered to enable employees to learn from good practice and serious case reviews.
1.5 Community involvement and the use of volunteers in the delivery of council services has increased			
1.5.03 Ensure that community based delivery models and the use of volunteers are considered as service delivery options in all Transformation Programme policy and service reviews (T)	31/03/2019		Considered in the assessment of sourcing options in the analyse phase of all service reviews.
1.6 Resident and staff satisfaction levels remain high			
1.6.03 Ensure that residents and staff are consulted on all proposed major changes to services and that the impact of these changes on them is assessed (E) (T)	31/03/2019		Consultation and equality impact assessments regularly undertaken including on all transformation reviews.
1.6.06 Respond and communicate results of the 2017 Residents' Survey	31/03/2018		Communications plan implemented. The results of the survey are informing all transformation reviews as well as service planning.
1.6.07 Analyse the staff survey results by protected characteristics and follow up on any areas of concern. (E)	31/12/2017		The next Staff Survey is due out in Autumn of this year. Work has begun on the development of the survey. Results will be analysed by protected characteristic and an action plan developed based on these results.
1.7 Spending is within budget			
1.7.02 Implement savings as identified for 2017-18 (T)	31/03/2018		Ongoing
1.8 Surplus assets are sold			
1.8.01 Set realistic targets for anticipated capital receipts as part of annual budget	31/03/2018		Property Services continue to work to deliver maximum possible capital receipts in accordance with the Council's budget plans.

1. Value for money					
Ref	Short Description	Previous Figure Q4 2016/17	Current Figure Q1 2017/18	Current Target	Current Status
L051	Percentage of current year's Council tax collected in year (Quarterly)	98.28%	29.43%	29.30%	
L053	Percentage of current year's Business Rates collected in year (Quarterly)	98.62%	35.07%	33.10%	
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	96.50%	90.50%	85.00%	
L256	Percentage of transactions carried out online and the use of the customer portal (Quarterly)	49.0%	39.9%	53.9%	
L261	Level of staff sickness absence (Quarterly)	1.93	1.57	N/A	N/A
L262	Level of voluntary staff turnover (Quarterly)	2.5%	2.7%	N/A	N/A

People live active & healthy lifestyles



4: People live active and healthy lifestyles			
Sub-Action	Due Date	Status	Comments
4.4 Personal choices available to allow people to live at home are increased			
4.4.11 Seek acquisitions of suitable properties through Downshire Homes Ltd supporting the Council's housing needs	31/03/2019		On 7 July 2017 Downshire Homes Ltd will have completed on 10 house purchases with 5 more in the pipeline. The Council's Estate Surveyor is awaiting client instructions on 4 of the remaining purchases for young adults with learning disabilities.
4.8 Learning opportunities are available for adults			
4.8.01 Work with partners to coordinate opportunities for Digital Inclusion activities (E)	31/03/2019		The Customer Experience Implementation Plan is currently being finalised, and will include a project, working with partners, to provide access to digital inclusion opportunities, and facilitated access to digital services.



A clean, green, growing and sustainable place











5: A clean, green, growing and sustainable place			
Sub-Action	Due Date	Status	Comments
5.2 The right levels and types of housing are both approved and delivered			
5.2.05 Support housing delivery where possible with the Council's own land holdings in particular Sandy Lane site and Heathlands site	31/03/2019		Sandy Lane site has been sold for housing. Property Services support the redevelopment of the former Heathlands site and are working with neighbouring authorities through the One Public Estate programme.
5.3 Appropriate infrastructure development is completed to support housing growth including; Warfield Link Road Coral Reef Junction Jennetts Park town centre			
5.3.03 Facilitate the development of new Community Hubs at three sites - Blue Mountain (Binfield) Warfield Transport Research Laboratory (Crowthorne) working with the Parish Councils	31/03/2019		Warfield - community consultation planned to inform the specification for the hub this September. Blue Mountain - discussions on-going with the CCG and Binfield surgery to explore if an expanded surgery could be co-located with the community facility. Crowthorne - community consultation on the specification for the hub underway.
5.4 Neighbourhood Plans and Community Infrastructure Levy (CIL) to support local community facilities and other infrastructure are in place			
5.4.02 Deliver Neighbourhood Planning Referenda in Warfield Bracknell Town and other parish council areas when developed	31/03/2019		None presently required.




























Strong, safe, supportive and self-reliant communities




6: Strong, safe, supportive and self-reliant communities			
Sub-Action	Due Date	Status	Comments
6.1 Levels of volunteering and community action in the borough are increased			
6.1.02 Develop the Council's approach to embedding community self reliance as a cross cutting theme across all the Council's services and activities through the Citizen and Customer Contact Review	31/03/2019		- Behaviour change toolkit finalised and about to be launched. - New communications strategy developed which focusses on engaging residents through more interactive and creative use of the Council's social media accounts. - Volunteering/community development strategy drafted.
6.1.04 Recruit volunteers to support redevelopment of the website and the customer's online account by carrying out testing	31/03/2019		The ongoing development of the website and the online services continue to be tested by customers. Where possible, customers are engaged in the redesign of services, to support the development.
6.2 High levels of community cohesion are maintained			
6.2.02 Ensure local work on the Prevent agenda addresses issues of community cohesion through the implementation of the Prevent Steering Group strategy (E)	31/03/2019		Prevent Action Plan reviewed with the involvement of community representatives.
6.2.04 Monitor the implementation of the new 'All of Us' Equality Scheme for 2017-20 which sets out the Council's cohesion objectives and actions (E)	31/03/2019		On track











Section 3: Operational Priorities





7: Operational			
Sub-Action	Due Date	Status	Comments
7.2 Corporate Services			
7.2.01 Deliver national and local elections without challenge and within budget	31/03/2019		Delivered UK Parliamentary General Election and Bracknell Town Council election on 8 June 2017.
7.2.03 Involve a wide range of people to sit on a range of Council bodies including the Education Appeals Panel the Independent Review Panel and Overview & Scrutiny Panels (E)	31/03/2019		No vacancies currently that the Council can appoint to.
7.2.05 Publish draft Statement of Accounts	31/05/2017		The draft accounts were signed on the 30 May 17.
7.2.06 Prepare monthly budget monitoring reports on time	31/03/2019		First report presented to CMT on 19 July as per timetable
7.2.07 Provide financial advice to the Council in its support for Downshire Homes Limited including the provision of loan finance	31/03/2019		Ongoing
7.2.08 Use monthly budget monitoring reports to identify and address any emerging overspends promptly	31/03/2019		A £1.9m net overspend has been identified in the first budget monitoring report. This is being considered by CMT.
7.2.10 Provide effective and timely legal support as required including Property Contracts Planning and Public Protection advice and drafting	31/03/2019		Continued provision of purchase of properties for Downshire Homes - Completion of land transfer at former Garth Hill College site-Commercial Transfer Agreements finalised for Great Hollands & Jennetts Park Primary schools - Significant input into Umbrella S106 agreement-Warfield Development
7.2.11 Provide Legal support to Downshire Homes Ltd including advice to the Board and conveyancing for property acquisitions	31/03/2019		Downshire Homes is aiming to buy another 20 properties this financial year. To date Legal have completed ten with another three pending within the next month.
7.2.12 Provide legal support to review of Community Infrastructure Levy Charging Schedule	31/03/2018		Will be provided when project initiated by Planning department.
7.2.13 Provide Legal support on all infrastructure projects	31/03/2019		A significant disposal completed on 7th July being the surplus land at the former Garth Hill college site. Completion monies of £5Million were received by the Council (minus a longstanding overage sum due to the Homes and Communities Agency) and further sums of up to £2.35 Million should be achievable for this site post planning, by way of overage. Two maintained schools and one church school have converted to academy status within the last two months, involving the granting of leases out of the council's freehold titles, together with associated documentation and commercial

			transfer agreements On going work Planning work on Warfield consortium developments and Binfield Learning Village site.
7.2.14 Retender the Occupational Health contract	30/06/2017		The new OH Contract came into effect on 1st July 2017
7.2.16 Refine and expand the Council's e-learning opportunities	31/03/2019		8 new e-learning packages have gone live within the last quarter including: COSHH, The Armed Forces Covenant, Introduction to Hoarding, Conflict Resolution.
7.2.18 Redevelop the public website to improve citizen use of online information and service access (E)	31/12/2017		The redeveloped website went live in June 2017. Further developments are underway, to enhance the search facility, and enable the integration of Webchat and other new channels. Technology is being implemented, to enable tracking of how customers use the website and online services, to better understand what is working, and where customer journeys are failing. This information will be analysed and used to inform the ongoing redevelopment.
7.2.26 Complete biennial review of Corporate Asset Management Plan	30/06/2017		This will be carried out in the 3rd/4th quarter of the year.
7.2.27 Support the Town Centre Compulsory Purchase Orders the Market and potential future phases of the town centre regeneration	30/06/2019		Property Services continue to support the Town Centre Regeneration.
7.2.28 Increase Self service use of Frontline (the building maintenance management system) by all building managers	31/03/2019		The next phase of roll out for the system is to train representatives from our community centres. The disparate nature of the audience means that arranging convenient times to do so is something of a challenge, but it is hoped to be able to complete the task by the end of the summer.
7.2.29 Provide professional support to CYPL seeking expansion of existing and development of new schools	31/05/2017		Property Services continue to support CYP&L as and when required.
7.2.30 Provide project management which supports the delivery and redevelopment of Coral Reef	03/04/2019		Construction works commenced on site on the 20th June 2016. Works are progressing well and the contractor is currently reporting that works are on programme to be completed on the 18 August . Atkins are currently reporting a £315k overspend
7.2.31 Support the maintenance of high levels of cohesion and the integration of our diverse communities including through work to implement the local community covenant with the RMAS. (E)	01/03/2019		2017 Resident Survey result - 96% of people believed that people from different backgrounds get on well in the borough. The Civilian Military Partnership continues to make good progress in implementing its action plan. Hate crime levels are monitored by the Community Cohesion partnership and remain low with no increase in hate crime despite a recent upward trend nationally following the Manchester and London terrorist attacks.
7.2.32 Work with Involve to support the activities of the Bracknell Forest Faith and Belief	01/03/2019		Supported the Faith and Belief Forum's AGM. The Forum continues to be represented on the Community Cohesion Partnership.

Forum including facilitating representation of faith and belief communities. (E)			
7.2.33 Support the Access Advisory Panel to advocate for the needs of people with disabilities across the borough. (E)	01/03/2019		Council continue to support and attend Access meetings.
7.2.34 Enable people with disabilities to contribute to the development of the Bracknell Forest Disabled Go Access guide through regular steering group meetings. (E)	01/03/2019		The Council's contract with Disabled Go was renewed in 2016 for three years, with Bracknell Regeneration Partnership agreeing to contribute 50% of the funding. In 2016 the decision was taken to roll forward the annual allocation of new access guides to 2017 to be used when Bracknell Town Centre opens.
7.2.35 Publish annual equality information reports and Identify any follow on actions that need to be taken as a result of equality monitoring and agree these with service areas. (E)	01/03/2019		Systems are in place to ensure that reports are produced in line with expected timescales.
7.2.36 Retender Mayoral Chauffeuring contract	01/06/2018		Process not yet due to commence.
7.2.37 Agree a clear way forward for the Cooper's Hill site	31/03/2018		Ongoing
7.2.38 Annual workforce monitoring conducted and report produced published and follow on actions identified. (E)	31/12/2017		The first draft of the Workforce Monitoring Report will be produced this quarter including Gender Pay Gap figures. This report is due to go to Employment Committee in October 2017.
7.2.39 Encourage staff to self disclose personal information to increase the accuracy of workforce. (E)	31/12/2017		Will be included as part of the planned data capture.
7.2.40 Carry out a user satisfaction survey (short and full survey)	31/03/2018		Survey developed and nearing completion prior to being sent out to staff.
7.2.41 Develop implementation plan for ICT Strategy	30/04/2017		In progress - working with partners to flesh this out.
7.2.42 Implement wireless expansion in key sites	30/04/2017		Done at Time Square and EPCC - will be expanded further on a needs basis.
7.2.43 Review two factor authentication soft token replacement	30/04/2017		Hard tokens now obsolete. Certificate solution now in place. No need for 2-factor entry by user.
7.2.44 Implement password Self-Service	30/04/2017		Will be done later when as part of Enterprise Agreement rollout -when Active Directory is in the cloud and also Windows 10 Enterprise with Bitlocker and Direct Access are on devices.
7.2.45 Review Protective Marking scheme for documents and implement change	30/04/2017		OFFICIAL and OFFICIAL- SENSITIVE approved and use of Secure Email portal for external use. To be implemented asap.
7.2.46 Implement a replacement for the ICT helpdesk system	31/03/2018		Alternatives being investigated and currently carrying out procurement tender process.
7.2.47 Implement and evaluate new access channels and technologies e.g. webchat SMS online bookings and	31/03/2019		Webchat has been installed in the test system, and staff in customer services and digital services are being trained on its use and management. GovDelivery has been

subscription-based email notifications.			implemented across a small number of services, and a further roll-out plan is being developed. The on-line bookings proof of concept project is underway, and is expected to deliver by Q3. A full evaluation of these projects will be undertaken, once they have been fully implemented.
7.2.48 Introduce a replacement new vehicle for the R-Bus community transport scheme for people with Learning Disabilities. (E)	01/07/2018		The R-Bus continues to operate successfully. The ITU are currently engaging with Kennel Lane School in order to familiarise current Year 14 students who next year will be attending BWC and may wish to utilise the R-Bus service.
7.2.49 Raise awareness of hate crime reporting and maintain low levels of hate crime through engaging partners in quarterly hate crime monitoring and action to address it. (E)	31/03/2019		Work continues to promote hate crime reporting and regular updates are received from Thames Valley Police.
7.2.50 Implement the requirements for compliance with General Data Protection Regulations (GDPR)	31/05/2018		Internal Audit undertaking gap analysis against GDPR requirements with support from Legal. Outcome will inform implementation plans.

Ref	Short Description	Previous Figure Q4 2016/17	Current Figure Q1 2017/18	Current Target	Current Status
BV8	Percentage of invoices paid within 30 days (Quarterly)	88.9%	98.0%	88.9%	
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.0%	100.0%	100.0%	
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	97.0%	100.0%	80.0%	
L059	Percentage of post sent second class (Quarterly)	97.5%	96.0%	95.0%	
L064	Debt outstanding as percentage of gross debt (Quarterly)	4.00%	12.00%	5.00%	
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.29%	0.13%	0.00%	
L076	Planned maintenance spend (Quarterly)	122.3%	18.8%	12.0%	
L079	Resolution of reported ICT incidents (Quarterly)	95%	95%	95%	
L085	Amount of money recovered in debt collection (Quarterly)	133,646.44	173,321.35	N/A	N/A
L086	Number of Freedom of Information requests received (Quarterly)	307	273	N/A	N/A
L220	Number of ICT Helpdesk Calls (Quarterly)	5,555	5,229	N/A	N/A
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	70	66	60	
L231	Number of entries on the Electoral Register (Quarterly)	88,176	89,959	88,176	
L233	Percentage of abandoned calls to the main Council contact number (Quarterly)	2.7%	3.9%	4.8%	
L234	Number of Council Tax cases in arrears (Quarterly)	5,922	4,931	N/A	N/A

Ref	Short Description	Previous Figure Q4 2016/17	Current Figure Q1 2017/18	Current Target	Current Status
L291	Number of new legal cases opened each quarter (Quarterly)	84	113	N/A	N/A
L292	Percentage of capital projects rated good or excellent (Quarterly)	100.0%	N/A*	100.0%	
L293	Percentage of maintenance projects completed on time and on budget (Quarterly)	75.0%	67.0%	75.0%	
L320	Number of major systems with downtime plus resolution time (Quarterly)	New	2	8	
L321	Network performance - internet capacity (Quarterly)	New	59.50%	80.00%	

*No questionnaires returned during this quarter

Section 4: People

Staffing levels

	Staff in Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	2	2	0	2	0	0
Customer Services	39	29	10	36.19	4	9.3
Democratic & Registration Services	18	12	6	16.42	1	5.26
Finance	31	22	9	28.06	3	8.82
Human Resources	19	14	5	17.11	0	0
ICT	36	35	1	35.6	2	5.26
Legal	10	6	4	8.84	3	23.08
Property Services	34	23	11	30.41	5	12.82
Department Totals	189	143	46	174.63	18	8.7

Staff Turnover

For the quarter ending	30 June 2017	2.04
For the last four quarters	1 July 2016 – 30 June 2017	9.55

Comparator data	
Total voluntary turnover for BFC, 2016/17:	13.8%
Average voluntary turnover rate UK public sector 2015:	15.4%
Average Local Government England voluntary turnover 2015:	13.5%

Source: XPerTHR Staff Turnover Rates and Cost Survey 2015 and LGA Workforce Survey 2014/15

Comments:

The Vacancy Rate has risen slightly this month. New Starters are due to start in the next quarter for vacancies within Legal and Finance.

It should also be noted that due to the Council Wide Support Services Review, posts within Finance, ICT and HR are being held vacant because of a new structure which comes into effect on 1st September. In addition, some posts in Property will be deleted.

Staff sickness

Section	Total staff	Number of days sickness	Quarter 1 average per employee	2017/18 annual average per employee
Directorate	2	0	0	0
Customer Services	39	90	2.25	9
Democratic & Registration Services	18	5.5	0.31	1.22
Finance	31	68.5	2.08	8.3
Human Resources	19	44	2.32	9.26
ICT	36	117	3.25	13
Legal	10	0	0	0
Property Services	34	68.5	2.01	8.06
Department Totals (Q1)	189	393.5	2.05	
Totals (17/18)				8.2

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 16/17	6.0 days
All local government employers 2015	10.5 days

Source: Chartered Institute of Personnel and Development Absence Management survey 2016

Comments:

Sickness for this quarter stands at 393.5 days for the quarter which is slightly higher than the last quarter but much higher than this time last year. There were 215 days attributable to long term sick over 6 members of staff. 3 of these staff have since returned to work but 3 still remain off on long term absence.

The projected annual average for 17/18 currently stands at 8.2 days per employee which is substantially higher than the figure for the authority as a whole last year and also that of the Corporate Services last year.

It should be noted that a large proportion of Corporate Services is undergoing major transformation at the current time and the increased sickness levels could be partly due to these changes and the upheaval this will cause.

Section 5: Complaints

Stage	New complaints activity in quarter	Complaints activity year to date	Outcome of total complaints activity year to date
Stage 2	1	1	Partially upheld
Stage 3	0	0	N/A
Local Government Ombudsman	0	0	N/A
TOTAL	1	1	-

NOTE: The 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.

Nature of complaints/ Actions taken/ Lessons learnt:

The single complaint is a joint ECC complaint and relates to a rental building and issues with associated car parking spaces which are being misused.

Annex A: Financial information

CORPORATE SERVICES / CX OFFICE BUDGET MONITORING - MAY 2017								
	Original Cash Budget	Virements & Budget C/Fwds	NOTE	Current Approved Cash Budget	Spend to Date %	Department's Projected Outturn	Variance Over/(Under) Spend	Variance This Month
	£000	£000		£000	%	£000	£000	£000
Director of Corporate Services								
Director of Corporate Services	212	0	H, L	212	16	212	0	
Community Engagement & Equalities	189	1	L	190	13	190	0	
	401	1		402	14	402	0	0
Head of Democratic & Registration Services								
Committee Services	342	3	A, L	345	11	345	0	
Member and Mayoral Services	886	-7	A, G, L	879	16	879	0	
Registration of Births, Deaths & Marriages	-38	1	L	-37	232	-37	0	
Registration of Electors / Elections	191	2	G, L	193	-25	193	0	
	1,381	-1		1,380	3	1,380	0	0
Chief Officer: Customer Services								
Local Tax Collection incl Cashiers	349	-3	H, J, L	346	42	346	0	
Customer Services	940	15	G, L, N	955	19	955	0	
	1,289	12		1,301	25	1,301	0	0
Borough Solicitor								
Legal	586	20	G, L	606	15	606	0	
Chief Officer: Human Resources								
Human Resources	444	8	G, H, J, L	452	11	452	0	
Unified Training Unit	431	13	C, L	444	-32	444	0	
Health & Safety	56	1	L	57	-35	57	0	
	931	22		953	-12	953	0	0
Borough Treasurer								
Finance	2,119	27	G, H, L	2,146	10	2,146	0	
Insurance	394	-2	H	392	-92	392	0	
	2,513	25		2,538	-6	2,538	0	0
Chief Officer: Property Services								
Property Services	378	25	E, F, G, I, L	403	15	403	0	
Industrial & Commercial Properties	-2,318	0		-2,318	71	-2,318	0	
Construction & Maintenance	475	-3	L	472	13	472	0	
Operations Unit	3,743	0	G, I, L	3,743	23	3,743	0	
	2,278	23		2,301	-29	2,301	0	0
Chief Officer: Information Services								
ICT Services	2,444	217	D, G, M, L	2,661	13	2,661	0	
Chief Executive's Office								
Chief Executive	383	4	B, H, L	387	10	387	0	
Chief Executive's Office (Support)	783	27	B, G, K, L	810	19	810	0	
Town Centre Redevelopment	53	0		53	-1,109	53	0	
Voluntary Sector Grants	304	0		304	25	304	0	
Community Safety	208	0		208	0	208	0	
	1,731	31		1,762	-18	1,762	0	0
Transformation Board	0	0		0	100	0	0	0
TOTAL CS AND CX OFFICE	13,554	348		13,902	-2	13,902	0	0
Memorandum item								
Devolved Staffing Budget - CS and CX	9,750	15	N	9,765	17	9,765	0	0
Non Cash Budgets								
Capital Charges	1,932	0		1,932		1,932	0	0
IAS19 Adjs	686	0		686		686	0	0
Recharges	-9,026	0		-9,026		-9,026	0	0
	-6,408	0		-6,408		-6,408	0	0

CORPORATE SERVICES / CX OFFICE BUDGET MONITORING - MAY 2017		
Virements		
Note	Total	Explanation
	£'000	
A	6	Democratic & Registration A carry forward is requested for 'Exclusions Appeals' training, Member training and the costs of the John Nike memorial.
B	10	Chief Executive's Office A carry forward is requested for delayed BID development works and Creative England promotion of Bracknell as a filming location works.
C	11	Learning & Development A carry forward is requested for the delay of the celebration of achievement ceremony and CMT/SLG mentoring/training.
D	6	ICT A delay has occurred in receiving mobile devices for more efficient working. A carry forward has been requested to meet the revenue contribution to capital required next year.
	33	Carry Forwards reported in First Budget Monitoring
E	8	Property Services A virement of £0.008m has been made to Property Services for the savings identified on the Fire Alarm contract. This is a saving that is to be attributed to the Facilities Management Category Strategy savings target. The virement was initially put through in 16/17 as a one-off however it now needs to be processed as recurring.
F	10	Property Services A virement of £0.010m has been made to Property Services from the other Departments for the savings identified on the stationery contract. This is a saving that is to be attributed to the Facilities Management Category Strategy savings target.
G	0	Property Services A virement of £0.003m has been made to Property Services for the savings identified on the stationery contract. This is a saving that is to be attributed to the Facilities Management Category Strategy savings target.
H	0	Occupational Health There is a full year effect pressure of £0.015m on the new occupational health contract, with the part year effect for 17/18 being £0.011m. A one off virement is to be made as follows to cover this cost: £0.003m Chief Executive's Consultants fees, £0.002m from Insurance, £0.002m from Internal Audit, £0.001m from the Director of Corporate Services (Furniture) and £0.004m from the printing/postage within Local Tax Collection.
I	0	Facilities Management Category Strategy A recurring virement is to be made between the Operations Unit to Property Services for a £0.001m saving attributable to the Facilities Management Category Strategy which was processed as a one-off virement in 2016/17.
J	0	Human Resources / Local Tax Collection A virement of £0.002m is to be made between Local Tax Collection to Human Resources to support the additional licence costs of the new HR/Payroll System. This was processed as a one-off virement in 2016/17 and now needs to be processed as recurring.
K	71	Legal/ICT/Finance Structural Changes Reserve A request is to be made to the Structural Changes Reserve for the redundancy costs associated with the PA review. The request is made as follows: £0.008m for ICT, £0.031m for Finance, £0.016m for Chief Executive's Office and £0.016m for Legal.
L	22	Pension Contributions A virement has been made from contingency to support the costs of the change to the pensions contribution rates for employers. The net effect on the budget is a virement of £0.022m to Corporate Services (spread across the department).

M	189	ICT - Virement from Contingency CMT agreed on 31st May for a virement to be made from Contingency to ICT to support the costs of the Microsoft Licences (Enterprise Agreement) to enable the use of 'cloud'. The purchase order was raised for a period of 12 months starting 1st July. The part year effect for 17/18 therefore is £189k.
N	15	Web Services Staffing Virement from ASCHH There is a vacant position of Web Officer that is being transferred to Corporate Services as part of a wider project and as such a part year effect budget virement of £0.015m is to be made from ASCHH to Customer Services.
	315	<i>Other Virements reported in First Budget Monitoring</i>
	348	Total Budget Virements Reported to Date

CORPORATE SERVICES / CX OFFICE BUDGET MONITORING - MAY 2017

Variances

Note	Variance		Explanation
	£'000	£'000	
	0		<i>Variances Reported in First Budget Monitoring</i>
	0		<i>Variances Reported in Second Budget Monitoring</i>
	0		<i>Variances Reported in Third Budget Monitoring</i>
	0		<i>Variances Reported in Fourth Budget Monitoring</i>
	0		<i>Variances Reported in Fifth Budget Monitoring</i>
	0		<i>Variances Reported in Sixth Budget Monitoring</i>
	0		<i>Variances Reported in Seventh Budget Monitoring</i>
	0		<i>Variances Reported in Eighth Budget Monitoring</i>
	0		<i>Variances Reported in Ninth Budget Monitoring</i>
	0		<i>Variances Reported in Tenth Budget Monitoring</i>
	0		<i>Variances Reported in Eleventh Budget Monitoring</i>
	0		Total Budget Variances Reported to Date

CAPIT L MONITORING 2017/18														ANNEX
Dept:	Corporate Services & Chief Executives Office													
As at:	31st May 2017													
Cost Centre	Cost Centre Description	2016/17 Brought Forward	2017/18 Budget	Total Virements	Approved Budget	Cash Budget 2017/18	Expenditure to Date	Current Comm'n'ts	Estimated Outturn 2017/18	Carry Forward 2018/19	(Under) / Over Spend	Target for Completion	Current Status of Project / Notes	
		£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's			
PRIOR YEAR FUNDED SCHEMES														
Prior Year Funded Schemes - Corporate Services & Chief Executive														
YM248	The Parks Community Centre/Sports Pavilion	14.0	0.0	0.0	14.0	14.0	2.6	0.0	14.0	0.0	0.0		Snagging works complete, await final invoice.	
YM293	Property & Asset Management System	31.2	0.0	0.0	31.2	31.2	0.0	0.0	31.2	0.0	0.0		Roll out of the asbestos management module of the system is underway and training is currently ongoing in schools. Lack of staff resources has slowed down implementation of other parts of the system but it is expected to be able to continue over the summer.	
YM312	On-Line Booking Systems	6.2	0.0	0.0	6.2	6.2	0.0	0.0	6.2	0.0	0.0		We have used some of this budget to pay for consultancy to develop booking of bulky waste collections. The carry forward is to fund the development of other booking facilities, such as appointments.	
YM313	ICT Helpdesk Software Replacement	5.2	0.0	0.0	5.2	5.2	0.0	0.0	5.2	0.0	0.0		Looking at replacement service desk system to replace current V-fire system to support the TOM and self-service. Remaining budget to be c/f to support this.	
YM315	Customer Relationship Management System (Invest To Save)	30.9	0.0	0.0	30.9	30.9	1.0	0.0	30.9	0.0	0.0		Work is underway to develop the telephony integration and integrate New Forms to the Capita payment portal. All services have now been taken off the Lagan system, and the final data downloaded. The project to come off Lagan is close to closure, as work becomes 'business as usual', with remaining funding to be used to develop CRM (CCC Review)	
YM329	Replacement HR & Payroll System	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		System now live and further developments underway e.g. web recruitment and self service. Additional costs and their funding agreed by CMT - year end budget virement from reserve.	
YM243	Community Centres - S106	135.0	0.0	0.0	135.0	135.0	0.0	0.0	135.0	0.0	0.0		Total S106 funding anticipated for the scheme.	
YM349	Waterside Park	1.0	0.0	0.0	1.0	1.0	0.0	0.0	1.0	0.0	0.0		Purchase complete - remaining budget to be used towards roofing works.	
YM350	Agresso Upgrade	20.3	0.0	0.0	20.3	20.3	0.0	0.0	20.3	0.0	0.0		Test module has been successfully loaded. Upgrade has been re-scheduled for June 2017 to avoid clash with work on iTrent.	
YM351	Disposal of land at Sandy Lane	30.0	0.0	0.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0		Awaiting approval for disposal plans (£10k) - £20k to be used for civic accommodation.	
YM359	Alert H&S System	5.4	0.0	0.0	5.4	5.4	0.8	0.0	5.4	0.0	0.0			
YM368	Intranet Development	20.0	0.0	0.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0			
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive		299.2	0.0	0.0	299.2	299.2	4.4	0.0	299.2	0.0	0.0			
Prior Year Funded Schemes - Council Wide														

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Total of Prior Year Funded Schemes - Corporate Services & Chief Executive		299.2	0.0	0.0	299.2	299.2	4.4	0.0	299.2	0.0	0.0	
Prior Year Funded Schemes - Council Wide												
YM215	Replacement Revenue & Benefits System	27.5	0.0	0.0	27.5	27.5	0.0	0.0	27.5	0.0	0.0	A delay in implementation of the Revenues module of the CRM was experienced. Work is also underway to develop a specification of requirements for e-benefits, for which £0.011m is available.
YM239	Replacement Network Circuits (Invest To Save)	3.6	0.0	0.0	3.6	3.6	0.0	0.0	3.6	0.0	0.0	Required for speeding up at remote sites. Some funds required for extension of wireless links. Work continues to replace these. Additional funds are required for unreliable and poor performance of remote connections (many currently use EPS8 circuits). Failed to procure s/fast broadband in required location so looking at options. If needed will be procured prior to year-end and if not spent budget not required. Broadband lines orders - Invoice 17//18. To c/f budget remaining.
YM247	Market Place Properties	100.0	0.0	0.0	100.0	100.0	0.0	0.0	100.0	0.0	0.0	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.
YM214	Electronic Documents Records Management System	67.5	0.0	0.0	67.5	67.5	0.0	0.0	67.5	0.0	0.0	File storage and collaboration strategy commenced. Outcomes of workshops being assessed. Being managed under Civic Accommodation strategy by S McKellar. Likely budget will need c/f for further investment. Invoice for iESE work for £29k approved March 17/ c/f remainder of budget
YM307	CITRIX Licensing	62.2	0.0	0.0	62.2	62.2	6.1	25.2	62.2	0.0	0.0	Licence requirements to be confirmed. Changes to Citrix farm over coming year being reviewed.Design work for newfarm and hardware set-up in progress. In process of determining licence numbers - to be ordered 16/17. Likely to spend ~£15K in Q3/4, orders for £5k paced , invoice likelyt 17/18. Remaining is underspend. To be agreed if can be repurposed for ICT strategy.
YM308	Phone System Replacement - Remote Sites	30.4	0.0	0.0	30.4	30.4	0.0	1.9	30.4	0.0	0.0	Heathlands closed, some other potential sites uncertain. Breakthrough and the Oaks to be done Q4/16/Q1/17. Order for £2-3k being palce - invoice 17/18.
YM309	Storage Area Networks	36.7	0.0	0.0	36.7	36.7	0.0	0.0	36.7	0.0	0.0	Extended storage required for new backup solution. Backup solution installed. Completed. May require budget for ICT Strategy.
YM311	Phone System Replacement - Libraries	10.3	0.0	0.0	10.3	10.3	0.0	0.0	10.3	0.0	0.0	Recharging by Colin Yerrington from other budget spends required. No further spend anticipated. To be used for ICT Strategy.

UNRESTRICTED

YM322	Oracle 11 Upgrade	44.8	0.0	0.0	44.8	44.8	6.0	0.0	44.8	0.0	0.0	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. Budget requires a carry forward when work is likely to be carried out. Schedule being agreed for upgrades.
YM323	TS - EH Network Link / Civic Accommodation	30.0	0.0	0.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0	Brought forward balance to be used for ICT works relating to Civic Accommodation move.
YM327	Wireless Expansion	16.0	0.0	0.0	16.0	16.0	0.0	0.0	16.0	0.0	0.0	To include additional wiring, firewalls, hardware and access points to expansion in Easthampstead House and Time Square. Firewall ordered. Work to continue throughout 2017-8. Order £11k paced. To c/f remainder.
YM328	Network Management Software	7.8	0.0	0.0	7.8	7.8	0.0	0.0	7.8	0.0	0.0	Software to be procured to improve internal monitoring and reporting - Solarwinds Server Patch Manager procured. Now looking at other requirements inc. DB management noe will be 17/18. To carry forward remainder.
YM331	Pocket Park	0.4	0.0	0.0	0.4	0.4	0.0	0.0	0.4	0.0	0.0	Works completed -unspent budget (£609k) returned to Town Centre project.
YM335	ALBACS Upgrade	0.6	0.0	0.0	0.6	0.6	0.0	0.0	0.6	0.0	0.0	Current system went end of life in September 2015. New C-Series software installed. Initial set-up issues resolved and system live as of 30/06/2015. New HSM's to be purchased in 16/17 to support the system.
YM336	Website Redevelopment 2015	0.4	0.0	0.0	0.4	0.4	0.0	0.0	0.4	0.0	0.0	The redevelopment of the public website is progressing well. The main aspects of the design and build have been completed, and the code for the site is now in the council's ownership.
YM337	Netcall System Replacement	3.0	0.0	0.0	3.0	3.0	0.0	0.0	3.0	0.0	0.0	The transfer to the new Liberty platform has been delivered, and the remaining budget will be used to implement the Q-buster functionality.
YM340	Server 2003 Upgrade	40.0	0.0	0.0	40.0	40.0	0.0	0.0	40.0	0.0	0.0	In progress with services and being co-ordinated with application upgrades where possible. ~80 servers to upgrade. To c/f.
YM341	SQL Upgrade	3.7	0.0	0.0	3.7	3.7	0.0	0.0	3.7	0.0	0.0	Oracle/Win 12 - £6400, £5k consultancy ofr Oracle/Win12 mrogation from Northgate, oracle Uniform upgrade - £12k, £5k Oracle from physical to virtual. To c/f remainder
YM342	Server Hardware Replacement	42.5	0.0	0.0	42.5	42.5	0.0	0.0	42.5	0.0	0.0	Planning commenced, work being undertaken. Budget underspend to be carried forward for review regarding ICT Digital Strategy
YM002	Access Improvement Programme	63.8	0.0	0.0	63.8	63.8	0.4	2.4	63.8	0.0	0.0	Work on this years programme is well underway - a few jobs in the design phase but will be complete this financial year. Small carry forward possible.

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YM165	Server and Server Component Refresh	47.1	0.0	0.0	47.1	47.1	0.0	2.8	47.1	0.0	0.0		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. Considering options with suppliers. Budget to be carried forward for review regarding ICT Digital Strategy
YM320	Network Refresh	19.9	0.0	0.0	19.9	19.9	21.3	1.0	19.9	0.0	0.0		Will spend on CUCM servers and EOL equipment throughout the year. In progress, to be completed this financial year. Planning delayed so spend in Q4. Remaining budget to be used to support ICT/Network costs of TS accommodation move in 17/18.
YM325	Computer Estate Refresh	254.4	0.0	0.0	254.4	254.4	14.3	24.5	254.4	0.0	0.0		To be used for replace on fail. Some budget may get used by mobile technology - tbc. Some screens require upgrades also and SSD replacements. To c/f balance. Budget to be carried forward for review regarding ICT Digital Strategy
YM344	MFD - Printer Refresh	2.0	0.0	0.0	2.0	2.0	0.3	0.0	2.0	0.0	0.0		Printers to be rolled out as per agreed schedule. Majority in previous year replaced. Remainder of budget to be spent on break and fix. Review of plotters being carried out.
YM354	Server Anti-Virus/Intrusion Prevention	2.5	0.0	0.0	2.5	2.5	0.0	0.0	2.5	0.0	0.0		Procured and installed. Some further configuration required. Some final configuration required. Possibly some expenditure before year end to accommodate this - if not underspend.
YM355	Magistrates Court Building (Purchase)	15.3	0.0	0.0	15.3	15.3	0.0	0.0	15.3	0.0	0.0		Purchase complete, final works being carried out.
YM356	Replacement of JEL Building Mgmt. System Controls	4.1	0.0	0.0	4.1	4.1	0.0	0.0	4.1	0.0	0.0		All works are underway but several final installations won't be completed until the Easter holiday period.
YM363	South Hill Park Ceremony Suite	25.0	0.0	0.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	Sep-17	Requirements have been drawn up but work has not yet been commissioned
YM364	Iken System Upgrade	6.0	0.0	0.0	6.0	6.0	0.0	0.0	6.0	0.0	0.0		
Total of Prior Year Funded Schemes - Council Wide		967.5	0.0	0.0	967.5	967.5	48.6	57.7	967.5	0.0	0.0		
Total Prior Year Funded Schemes		1,266.7	0.0	0.0	1,266.7	1,266.700	52.9	57.7	1,266.7	0.0	0.0		
Percentages							0.0	5%		0%	0%		
CURRENT YEAR PROGRAMME													
Current Year Programme - Corporate Services & Chief Executive													
YM366	EPC Regulations	0.0	50.0	0.0	50.0	50.0	0.0	0.0	50.0	0.0	0.0		
YM367	Civic Accommodation	0.0	3,400.0	0.0	3,400.0	3,400.0	52.1	0.0	3,400.0	0.0	0.0	Mar-19	Final layouts for both the ground floor (SW) and 4th floor (NW) signed off. Planning application prepared and submitted on the 17 May. Atkins currently developing the detailed design and preparing the tender documents in readiness to go out to tender. mid July. Office furniture supplier has been engaged on Single Supplier ESP framework. Final locations of all teams to be agreed by DMTs. Members involved fully with Council chamber and democratic areas.
Total of Current Year Programme - Corporate Services & Chief Executive		0.0	3,450.0	0.0	3,450.0	3,450.0	52.1	0.0	3,450.0	0.0	0.0		
Current Year Programme - Council Wide													

UNRESTRICTED

Current Year Programme - Council Wide												
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	0.0	400.0	400.0	0.0	0.0	400.0	0.0	0.0	Monies transferred as part of the final accounts process.
YM244	Improvements and Capitalised Repairs - Council Wide - Planned Maintenance	97.0	1,775.0	0.0	1,872.0	1,872.0	85.0	274.9	1,872.0	0.0	0.0	Works on this years programme are underway . To date 5% of the budget has been spent with a further 15% committed.
YM345	Town Centre Redevelopment	5,859.9	850.0	0.0	6,709.9	6,709.9	0.0	0.0	6,709.9	0.0	0.0	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	7.4	30.0	0.0	37.4	37.4	0.0	8.4	37.4	0.0	0.0	A budget is required to cover any asbestos removal or encapsulating works in Corporate properties that is identified in future Asbestos Management Surveys. The final year of programmed surveys will take place in 17/18.
YM362	Commercial Property Investments	7,767.7	20,000.0	20,000.0	47,767.7	47,767.7	0.0	0.0	47,767.7	0.0	0.0	Holding code for CPI budget - budget to be vired as new completions occur.
YM365	ICT Capital Schemes	0.0	767.0	0.0	767.0	767.0	0.0	12.7	767.0	0.0	0.0	
Total Current Year Programme - Council Wide		13,732.0	23,822.0	20,000.0	57,554.0	57,554.0	85.0	295.9	57,554.0	0.0	0.0	
Total Current Year Programme		13,732.0	27,272.0	20,000.0	61,004.0	61,004.0	137.1	295.9	61,004.0	0.0	0.0	
Percentages							0.0	0%		0%	0%	
Total Council Wide		14,699.5	23,822.0	20,000.0	58,521.5	58,521.5	133.5	353.7	58,521.5	0.0	0.0	
Total Corporate Services & Chief Executives		299.2	3,450.0	0.0	3,749.2	3,749.2	56.5	0.0	3,749.2	0.0	0.0	
Total Capital Programme		14,998.7	27,272.0	20,000.0	62,270.7	62,270.7	190.0	353.7	62,270.7	0.0	0.0	
Percentages							0.0	1%		0%	0%	

Annex B: Annual indicators not reported this quarter

Council Plan indicators

Ind. Ref.	Short Description	Quarter due
1. Value for money		
NI004	Percentage of people who feel they can influence decisions in their locality	Q4
L250	Band D Council Tax within the lowest 10% of all English unitary authorities	Q4
L251	Value of savings achieved	Q4
L252	Capital receipts generated through the release of surplus assets	Q4
L254	Annual percentage return for rental income from the property portfolio	Q4
L258	Overall residents' satisfaction with council services	Q4
L259	Percentage of population satisfied with the borough as a place to live	Q4
L260	Staff are satisfied in their current job	
3. People have the life skills and education opportunities they need to thrive		
L274	Percentage of admissions appeals which are upheld - Infant	Q4
L275	Percentage of admissions appeals which are upheld - Primary	Q4
L276	Percentage of admissions appeals which are upheld - Secondary	Q4
4. People live active and healthy lifestyles		
L282	Number of adults taking part in digital inclusion activities	Q4
6. Strong, safe, supportive and self-reliant communities		
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area	Q4
NI006	Participation in regular volunteering	Q4
NI023	Percentage of the population who believe that people in the local area treat one another with respect and consideration	Q4

Operational indicators

Ind Ref	Short Description	Quarter due
Property		
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people	Q4
L075	Number of commercial property voids	Q4
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on	Q4

	Facilities support and service	
L317	Annual percentage return for net rental income from new properties purchased through the Commercial Property Investment Strategy	Q4
L322	Number of commercial property voids from the Commercial Property Investment Strategy	Q4
L323	Customer satisfaction with home to school transport survey	Q4
Customer Services		
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
Human Resources		
L066	Top five percent earners - women, council wide	Q4
L067	Top five percent earners - minority ethnic communities, council wide	Q4
L068	Top five percent earners - with disability, council wide	Q4
L070	Percentage of employees with a disability, council wide	Q4
L071	Percentage of black and ethnic minority employees, council wide	Q4
L072	Gender pay gap, council wide	Q4
L074	Average amount spent on training per employee, council wide	Q4
L131	Percentage of staff leaving within one year of starting	Q4
L222	An annual staff satisfaction survey for town centre buildings to be undertaken on Facilities support and service	
L318	Number of e-learning packages completed annually	Q4
L319	Average amount of time spent per employee on an annual basis attending learning events organised by the Learning and Development Team	Q4
ICT		
L078	ICT User satisfaction - service user survey	Q4
L080	ICT Project management - 5 metrics	Q4
Legal Services		
L087	Percentage of time recorded as chargeable time	Q4