

QUARTERLY SERVICE REPORT RESOURCES

Q2 2018 - 19
July - September 2018

Executive Members:

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Alison Sanders until 31 August 2018
Director's commentary by Gill Vickers, Executive Director: Delivery

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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	Action may fall behind schedule		Action is no longer applicable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

The Resources directorate has seen considerable changes in this quarter. There has been a restructure of the Corporate Management team with part of Resources directorate joining Environment, Culture and Communities to form a new 'Delivery' and part remaining under the new Service Director for Finance. The new Delivery directorate went live at the beginning of September 2018 so this report covers performance against the previous 'Resources' directorate. The QSR for quarter three will report on performance for all of the services within the new Delivery directorate.

CMT are currently reviewing the Transformation Programme in order to prioritise the projects that will deliver the most benefit and, going forward, the Delivery services will be focused in supporting these priority projects.

Budget and savings delivered for 2018/19

The original approved Resources' cash budget for 2018/19 was £13.395m which included economies of £-0.479m and commitments of £1.510m. At this time only very minor variances are being reported against the approved budget.

Work has been undertaken during the summer to identify efficiency savings for the 2019/20 budget along with working on the budget virements in relation to the recent restructure.

Transformation projects progress

Council Wide Support Services Review (CWSS)

- Now in Phase 2 of the programme, focused on introducing a suite of self-service technology, simplifying processes and supporting cultural change, to secure the savings achieved through the Phase 1 restructuring.
- Programme Board has endorsed the following strapline, "The support you need, when you need it", recognising the importance of a strong customer focus.
- Programme Manager has been appointed to lead on Phase 2. Resourcing the implementation of each process outcome across the Council still presents a risk.
- Portal "How do I?" to access self-serve processes is now live and available on Doris.
- TOTO service desk launch was successful with further self-service features being developed.
- Work has concluded on the Business Case for the shared Legal Services with West Berkshire Council and a decision has been taken by both authorities not to proceed.
- Work is ongoing to continue to develop and improve our outcomes within this framework.
- The online annual leave booking system, time and expenses, sickness recording, absence recording and online budget monitoring reports have all been rolled out. Work is continuing to ensure that the usage and customer experience of these process outcomes across the council is maximised.

Citizen and Customer Contact Review (CCC)

- The payments project is progressing well; customers who currently pay by cheque and cash are being individually contacted to encourage change to DD or online payment methods. Online methods of payment are being improved for services, for example use of Gov.Pay. A series of communications are underway to support this cultural shift. We are moving towards a full restructure of the revenues team which will result in significant cost savings.
- The use of Gov.UK Notify is increasing across services as benefits of online tool are becoming more widely known. For example; use in Electoral has resulted in an increase

in annual returns being made online, sms messaging has resulted in an increased speed of debtors settling arrears.

- Hardcopy incoming and outgoing post continues to reduce alongside increases in digital communication channels. Merger of the scanning and post team is underway to create a unified Digital Mailroom team, with associated cost savings. We are also looking at software solutions for redaction and minimising internal scanning tasks across the council.
- A redesign of the customer service area in Times Square will be completed in October, this supports the move to customer self-serve and assisted self-serve.
- The project to ensure information management compliance and to design the file structures is gaining pace with a large number of functions already mapped ready for SharePoint development. We will begin working with People Directorate in early 2019. In the meantime closer alignment with 0365 rollout has commenced.
- We are working with Organisational Development to create an E-learning package for Customer Experience model. Staff engagement is continuing, with Managers' Forum, Digital dating events, use of DORIS and other internal and external communication mediums going well.
- Service design continues with services across the Council to increase effectiveness of end to end customer journeys.
- The borough-wide volunteering website continues to be promoted, a task force is being put together to identify opportunities for building community resilience and self-reliance.
- An upgrade to the telephony system is scheduled for November. This will begin the improvement of consistency of contact management and reducing avoidable contact.

Property Review

- The sale of Easthampstead Park Conference Centre has exchanged with completion set for 8 October 2018.
- The Council is exploring a number of opportunities pursuant to its Commercial Property Investment Strategy.
- A new asset management plan is being drafted for publication in 2019, after consultation with all service areas.
- 8 of 20 purchases (2018/19) completed for Downshire Homes Ltd, for the prevention of Homelessness. Total of 46 completions to date.
- Completed the sale of Downside Resource Centre.
- Crematorium New Chapel – all works complete and project handed back.

Progress on other major projects

Organisational Development Strategy

- The Organisational Development team have been supporting the transition to self-service iWork's, ESS, MSS which are all titles that are used to refer to the system through which the workforce can now book absences. In addition managers are being supported to run absence reports which can be used to inform their management teams within the council. For clarity iWork's is the name of the product used, ESS is Employee Self Service and MSS is Manager Self Service. The electronic recording has replaced manual systems which have traditionally been paper based. More work is being planned to support the roll out of additional functions and support managers and staff during the transition. In addition to promoting the technical skills needed to use the systems the Organisational Development are initiating skills based learning relating how self-service can positively assist the management of teams.
- Apprenticeship work continues with twenty managers about to start "Leadership and Management Diploma's". We have also had agreement from CMT that we can be

more proactive in encouraging managers to consider vacancies for new apprenticeships.

- As part of the Council's commitment to independent learning a [Digital Learning Space](#) has been launched which contains useful websites for interest or upskilling.
- Ease State are continuing to develop the Bracknell Forest Council brand to inform the Council's recruitment and retention practices.
- As part of the continued drive to improve communication the new CMT, have agreed to review SLG (Senior Leadership Group) and the Managers Forum to align and synchronise these agendas to maximise engagement across the various levels of leadership teams across the Council. Both the SLG and the Managers Forums will provide critical opportunities to inform and be informed about key issues. Managers are encouraged to attend the appropriate sessions and to cascade the outcomes of the discussions appropriately throughout the workforce. These engagement and leadership development forums are important forums for key messages and the participants are actively encouraged to suggest relevant agenda items and themes for engaging managers across the organisation.

Agile working

- 1400 agile Windows 10 desktop devices have been built to. A delay in a world-wide component for 2 choices was delaying delivery, this has now been overcome.
- 350 devices have been upgraded from Windows 7 to Windows 10.
- PCs have been replaced with Windows 10 for specialist set-up including Forest Care/EDS and scan stations.
- Windows 10 laptops upgraded from Brcrypt to MS Bitlocker encryption software, fully completed now.
- Remote sites have moved to new technology. This includes PC to PC upgrades, new docking stations, removal of desk phones and replacement with Jabber Softphone successfully.

Mobile telephony

- Cisco Jabber Softphone - all staff are using this solution with Jabber replacing Cisco handsets except for a very few number of users who needed to retain fixed lines for operational reasons
- Samsung J5/J6 (email on the move) with Microsoft Intune, estate now moved to this solution

Microsoft Enterprise Agreement – Microsoft Office 365

Currently part way through Year 2 of a 3 year agreement that provides right of use for a number of Microsoft products.

Phase 1 of the programme includes:

- The secure cloud hosting at MS Azure has been set up with a version of Active Directory being maintained in the cloud, a 'Total Cost of Ownership' review is underway to evaluate the costs/benefits of a wholesale move to this technology.
- The implementation of Active Directory Federated Services (ADFS) was brought forward to underpin the synchronisation of user data in Active Directory with new systems such as DORIS and the ICT Service Desk system (FreshService). This work is now complete.
- Intune – infrastructure set-up and rollout of Intune on J5/6 devices is incomplete. Trial of MS Intune on an iPad underway with 55 staff trialling this technology on 'own devices' in Nov/Dec, full roll out planned for January 2019 onwards Assuming corporate approval for BYOD or UYOD.
- Moving MS Exchange to cloud based Office365 - An initial Proof of Concept exercise to migrate 50 non-complex users of Exchange was to identify potential issues and learning for a wider migration of (1700+) users. This exercise provided some valuable experience

and learning points for the larger migration with this wider 4 month migration now fully underway.

- Internet upgrade now completed (at last!) which is allowing us to upgrade the entire estate to Office 365.
- Windows 10 – approximately 85% complete, due for completion end 2018. World-wide shortage of components used in two laptops devices now practically fully resolved. We are in the process of configuring 250 recently delivered devices.
- Consultation with Microsoft, Wokingham Borough Council, BT and Lambeth council continues to support the Office 365 rollout. There is great scope for the sharing of experience and technology to realise savings here.
- There is an ongoing work stream to closer align ICT activity with Transformation work streams.

Phase 2 of the MS Office365 programme includes:

- Full migration of Exchange users to Exchange Online by January 2019 continues apace.
- Roll-out Office 2016 to all users by January 2019, following the migration of MS Exchange accounts to the Cloud. Applications compatibility due diligence complete with investigation of solutions for non-compliant systems being planned including an Agresso upgrade.
- Commence a pilot implementation of Teams in ICT Services from September 2018 and to support it's take up through effective communications and training across the council by April 2019, close working with Organisation Development team around this..
- Develop the use of Power BI in the Business Intelligence team and enable broad access to corporate performance and other data, work has begun and ICT are in the process of aligning ICT and BI road maps..
- Develop the use of SharePoint to provide a corporate electronic document records management system (EDRMS) work continues.
- Implement Skype for Business to further *enable Instant Messaging, online meetings and broadcasts in line with other telephony based upgrades.*

Community Hubs development

- Warfield – Ridge has been working on some more detailed designs of the community hub and some high level costs. The Working Group agreed to look at a design that could be delivered with a budget of up to £7m, with WPC proposing to invest some of their CIL monies into the project. Further discussions still need to take place around the designs, potential running costs and the funding
- Blue Mountain – The CCG has submitted their PID to NHS England regarding capital funding for the co-located community centre and health care hub and the Council's Executive has agreed its preferred option as the co-located option, in partnership with Binfield Parish Council, the East Berkshire Clinical Commissioning Group (CCG) and Binfield Surgery. Work will now continue to secure the necessary funding from each of the stakeholders.
- Crowthorne – L&G has received comments from the Working Group on the latest design iteration and an officers meeting has taken place with L&G and their team to discuss the pre-application for the scheme.

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

Areas of note:

- The review of polling districts and polling places has been completed and agreed by Council. There are limited changes which affect five of the 18 wards: Binfield with Warfield, Bullbrook, College Town, Warfield Harvest Ride and Wildridings and Central. Changes are being made where polling stations are no longer suitable; are unavailable;

or where housing developments require additional polling stations. The changes will come into effect from the publication of the electoral register on 1 December 2019.

- School admission appeals for the normal school admission round have been heard. In total the School Admission Appeals Panel was convened for 14 days and heard 58 appeals of which 14 were primary appeals (none upheld) and 44 secondary appeals (12 upheld). 37 of the appeals were for Academy schools which bought into the service.
- After consultation with all service areas a new Asset Management plan is being drafted for publication in 2019.
- Discussions continue with Binfield Parish Council to meet the funding gap to deliver an integrated community hub and healthcare facility - with a deadline of January 2019 to enable to CCG to submit their full business case to NHS England.

Significant activity for the next quarter:

- The Centre for Public Scrutiny has been commissioned to undertake an audit of the scrutiny function in November in order to review current practices as they have been in place for eight years with little change apart from the recent merger of two Panels. The audit will take the form of a short and focused process looking at the factors that affect scrutiny performance and will conclude with recommendations on the delivery of effective scrutiny taking account of best practice nationally.
- The annual canvass of electors will be completed by the end of November in preparation for the publication of the revised register of electors on 1 December. 50,247 properties within Bracknell Forest will be contacted at least once. Household canvassing will be undertaken in early November to properties that do not respond to the initial contact or reminders.

Highlights and remedial action

Good performance

The Registration Service has received the highest level of assurance from the General Register Office following a stock and security audit on 13 September. The review concluded that Bracknell Forest continues to maintain a high security rating in relation to the arrangements around the receipt storage and use of the secure certificate stock held. This is the highest level of assurance that can be achieved and recognises that there is limited scope for improving existing arrangements. No action was recommended. Good practice was highlighted as part of the review which will be shared with other Registration Districts.

Areas for improvement

- L221 Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly) - Satisfaction levels are down this quarter which may be due to the peak holiday period, a staff vacancy and extra calls for the electoral canvass. In addition, we have been experiencing on-going audibility issues with the telephones on the main Council number, which IT are continuing to investigate.

Audits and Risks

Risk

The Resources risk register was reviewed by the Resources management team on 16 August and the following key changes were made.

- The score for the financial and economic risk was increased reflecting the need to identify further savings; and

- The score for the IT risk was increased due to an additional risk trigger added on pressure on resources due to IT support required for transformation projects.

Audit

During Quarter 2 limited assurance opinions were given on two Council wide audits relating to officers expenses and social media. In addition, a high priority recommendation was raised on the follow up audit for home to school transport.

Budget position

Revenue Budget

The original cash budget for the department was £13.395m. Net transfers of -£2.109m have been made bringing the current approved cash budget to £11.286m. A detailed analysis of the budget changes in this quarter is available in Annex A.

There are no variances to report in the second quarters 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 these is as follows:

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(6,465)	(6,465)	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 £43.397m.

Expenditure to date is £12.652m representing 29% 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.	31/03/2019		Achieved
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)	31/03/2019		Good progress is being made on changing our approach to communications and managing customer contact, with moves towards more self-service, and reconfiguration of the reception at Time Square underway
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. Investigate opportunities for shared services. (T)	31/03/2019		Work is currently underway to re-prioritise the order of outcomes to be achieved within the Support Services programme in line with the Corporate ICT strategy to ensure a One Council approach to programme delivery.
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 Heathlands site). (T)	31/08/2019		The sale of Easthampstead Park Conference Centre has exchanged and due to complete on 8 October 2018. The future redevelopment of the Commercial Centre is being re-evaluated for the most feasible use of the land and redevelopment of the facilities, making them fit for purpose and suitable for the service delivery in the future. Following the sale of Easthampstead Park Conference Centre, potential relocation of the Education Centre into the Open Learning Centre is being reviewed.
1.2.15 Implement the Accommodation Strategy for consolidation of Council office accommodation in Time Square. (T)	31/05/2018		The project has successfully achieved its objectives by consolidating all town centre office functions into one building, changing the culture of how the council operates, and delivering savings. The project is now officially closed.
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 2018. (T)	01/10/2018		The business case for the shared service between BFBC and WB was finalised and responses thereto submitted by staff from both authorities. It was decided not to proceed with a shared legal service and to progress work to implement a 'hybrid' model in the future.
1.2.17 Work with ASCHH to implement e-benefits/digital solution	31/03/2019		Work is continuing to establish requirements and analyse alternative

for welfare services			options for delivery
1.2.18 Work with ASCHH to review BFC Mychoice to extend digital operation	30/06/2018		This work has been delayed, due to resourcing issues in Housing and Customer Services.
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. (T)	31/03/2019		The Directorate is reviewing SLAs with schools as part of the School Support Services Transformation Project. A new brand was launched with schools during September and the project is currently working on a Commercial Strategy for services that will be finalised during the Autumn term
1.3.06 Implement the changes to the discretionary Home to School Transport service.	31/03/2019		Contributions for discretionary HTST (Post 16) are now business as usual.
1.3.07 Implement the Commercial Property Investment Strategy to support Property Acquisitions in line with the Council's budget requirements and existing property investment portfolio, and begin acquisitions. (T)	30/06/2018		A number of properties are being considered pursuant to the investment strategy to meet the target income and capital budgets.
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)	31/12/2018		Toolkit developed, being trialled
1.4 Self-service and the use of online services has increased			
1.4.01 Increase the range of services available through the website and uptake of customer online account, ensuring that all services meet accessibility requirements.	31/03/2019		By the end of September the number of customers with an online account has increased to 28,300. The online council tax account has been delayed due to issues with the Council's firewall settings
1.4.02 Review and amend the ICT and Digital Strategy 2017-2020 to ensure it remains current and relevant.	30/09/2018		Completed and current approach endorsed by Overview & Scrutiny committee.
1.4.03 Implement employee and manager self service in the new HR and Payroll system. (T)	31/12/2018		Successfully rolled out Holiday, Flexi, Other and Sickness Recording for Employee Self Service with Manager approvals. Rolled out a process improvement for Time and Mileage, and implemented Performance improvements with the iWorks Core system and Reporting Analytics system. Completed 2 upgrades of the system for the Financial Year, with 1 more and the Year End Patch to be applied by March 2019. Schools connectivity to iWorks due for completion by Feb 2019.
1.4.05 Continue to implement the Organisational Development and Workforce Transformation Strategy in line with agreed plan for delivery. (T)	31/03/2020		Two cohorts of Permanent staff have commenced the Leadership and Management diploma qualification level 3 and 5 since May 2018. The staff awards have been launched as part of the reward and recognition activity. In addition work has been undertaken to continue to support

			recruitment and retention through appropriate Bracknell Forest Council branding. Work continues to develop the leadership and Management development offer and a two part Induction pack is being piloted for new starters. The National Graduate Development Programme Graduates joined Bracknell Forest Council in September, the two graduates are part of the commitment to attract and retain a diverse workforce.
1.4.17 Implement the Council's strategy to maximise the apprenticeship levy.	31/03/2020		During the quarter an audit was undertaken of the apprenticeship scheme , no fundamental recommendations were raised as a consequence of the audit. As at 29 August 2018, there were 44 'live' apprenticeships . Additional apprenticeship starts commenced September 2018, these include leadership and management qualifications, CIPD qualifications.
1.4.18 Review in collaboration with ASC and CYPL the provision of a range of learning and development opportunities to ensure that Adult and Children's Social Care meet their statutory obligations with regard to safeguarding and the continuous professional development of social workers, in line with their re-registration requirements.	31/03/2019		Appropriate courses continue to be delivered to ensure that Adult and Children's Social Care meet their statutory obligations with regard to safeguarding and the continuous professional development of social workers, in line with their re-registration requirements
1.4.19 Create and review workforce development plans and in collaboration with departments.	30/06/2018		Departmental workforce planning activity continues to inform the workforce development plans . In addition " One Council" the leadership and management development strategy has commenced.
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 sourcing options in the analyse phase of all reviews. The new strategy for the library service is community based with increased use of volunteers; currently just over 100 supporting the service. Community asset based approach is also being applied to the adult social care transformation programme; working from the basis of people's strengths and maximising their independence with community support.
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		On track. Staff and customer consultation on all significant transformation, service improvement and budget proposals and EIAs produced. Currently working on EIAs for 19/20 budget proposals.
1.6.07 Analyse and develop themes for improvement as a result of the Employee Staff survey. (E)	31/03/2019		Complete
1.7 Spending is within budget			

1.7.02 Implement savings as identified for 2018-19. (T)	31/03/2019		The 2018/19 savings relating to the Resources department have already been removed from the departmental budgets.
1.7.23 Spending is within the approved budget for the year.	31/03/2019		On-going demand pressures for social care services being reported, but within level of corporate contingency
1.8 Surplus assets are sold			
1.8.01 Set realistic targets for anticipated capital receipts as part of annual budget.	31/03/2019		Capital receipts to date have been in line with those anticipated.

1. Value for money					
Ref	Short Description	Previous Figure Q1 2017/18	Current Figure Q2 2018/19	Current Target	Current Status
L051	Percentage of current year's Council tax collected in year (Quarterly)	29.33%	56.79%	57.10%	
L053	Percentage of current year's Business Rates collected in year (Quarterly)	36.23%	59.47%	58.60%	
L221	Satisfaction level expressed in survey of contact with Customer Services, across all channels (Quarterly)	89.50%	79.00%	85.00%	
L257	Cumulative number of complaints received at stages 2 and 3, statutory social services complaints, and complaints referred by the Local Government Ombudsman (Quarterly)	43	92	N/A	N/A
L261	Level of council wide staff sickness absence, including schools (Quarterly)	1.67	1.30	7.50	
L262	Level of council wide voluntary staff turnover, including schools (Quarterly)	3.0%	6.2%	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 in accordance with annual target.	31/03/2019		8 of 20 purchases (2018/19) completed for Downshire Homes Ltd, for the prevention of Homelessness. Total of 46 completions to date
4.8 Learning opportunities are available for adults			
4.8.01 Work with partners to coordinate opportunities for Digital Inclusion activities, in particular enabling older and vulnerable people to gain access to the internet and online council services. (E)	31/03/2019		This work has been delayed due to a lack of resources in the customer services team. The reconfiguration of Time Square reception is almost complete, and the digital inclusion activity will begin once this project is closed.

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 type of housing are both approved and delivered			
5.2.05 Support housing delivery where possible with the Council's own land holdings	31/03/2019		We are promoting a number of sites for potential residential development as part of the town centre regeneration.
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 and explore the transfer of Farley Wood community centre to Binfield Parish Council and Martin's Heron & The Warren community centre to Winkfield Parish Council. (T)	31/03/2019		On track. Aiming for the transfer to Martins Heron and the Warren Community Centre to Winkfield Parish Council by November. A combined health and wellbeing and community centre is being explored for the Blue Mt site in partnership with the CCG, Binfield Parish Council and Binfield Surgery making this a significantly more complex project than a stand alone community facility.
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 Referendums when plans are 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 Implement 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. (T)	31/03/2019		Further interviews completed with other local authorities and a visit to Test Valley Council to learn more about their member led place shaping approach. Discussions with senior officers commenced.
6.1.04 Recruit volunteers to support redevelopment of the website and the customer's online account by carrying out testing.	31/03/2019		No further volunteer recruitment has been needed for this work in this quarter. Testing of the online council tax account has been delayed due to issues with firewall settings.
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		On track
6.2.04 Monitor the implementation of the new 'All of Us' Equality Scheme for 2017-20 which sets out the Council's equality and cohesion objectives and actions. (E)	31/03/2020		Annual monitoring of the action plan completed for 17/18 demonstrating strong progress in delivering the scheme and Executive Member report drafted for an October decision.

Section 3: Operational Priorities

7: Operational			
Sub-Action	Due Date	Status	Comments
7.2 Resources			
7.2.01 Deliver national and local elections and referendums without challenge	31/03/2019		No elections or referendums this quarter.
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		The recruitment campaign for the parent governor representatives has been launched and the deadline for nominations is 10 October 2018. Should more than one candidate be nominated for each role then an election will be organised in order for new representatives to be confirmed as soon as possible.
7.2.05 Publish draft Statement of Accounts	31/05/2018		Achieved with good Audit opinion
7.2.06 Prepare monthly budget monitoring reports on time.	31/03/2019		Achieved in line with monitoring 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		Terms of loan agreed
7.2.08 Use monthly budget monitoring reports to identify and address any emerging overspends promptly.	31/03/2019		On track
7.2.09 Carry out annual review of Constitution.	30/06/2018		Review of Constitution. Comments are ongoing.
7.2.10 Provide effective and timely legal support as required including Property, Contracts, Planning and Public Protection advice and drafting.	31/03/2019		Contracts - 47 new contracts and working with procurement on updating all the Councils Corporate standard terms and conditions. Planning - 21 Section 106 Agreements. Highway Agreements - 5 Agreements. Property - completion of legal documentation to allow the new school at Blue Mountain to open on time
7.2.11 Provide Legal support to Downshire Homes Ltd and conveyancing for property acquisitions.	31/03/2019		Continued completion of a number of conveyancing transactions for Downshire Homes Limited - currently on target for the number of properties and budget for this fiscal year.
7.2.13 Provide Legal support on all infrastructure projects.	31/03/2019		Provision of legal support to enable the completion of the assets sale of Easthampstead Park Conference Centre
7.2.16 Refine and expand the Council's e-learning opportunities.	31/03/2019		The eLearning zone is continually reviewed to ensure the offer is appropriate. During Q2 additional courses relating to Children's Social Care have been added to the portfolio.
7.2.18 Redevelop the public website to improve citizen use of online information and service access, ensuring that all elements within our control meet accessibility standards. (E)	31/03/2019		Complete

7.2.26 Complete biennial review of Corporate Asset Management Plan.	31/12/2018		The timeline has changed in order to consult with the new structure across the Council.
7.2.27 Support the Town Centre Compulsory Purchase Orders, the Market and potential future phases of the town centre regeneration.	30/06/2019		There has been no current demands to close outstanding CPO's which rest with the applicants.
7.2.28 Increase Self service use of Frontline (the building maintenance management system) by all building managers.	30/06/2018		The roll out of the full self service to the Frontline data base is complete. All building managers are now self managing.
7.2.29 Provide professional support to CYPL seeking expansion of existing and development of new schools.	31/03/2019		The school has now opened and Property Services are supporting the creation of a new community hub.
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)	31/03/2019		2017 Residents' 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 Forum, including facilitating representation of faith and belief communities. (E)	31/03/2019		Supported the Faith and Belief Forum's AGM and Interfaith week events. The Forum continues to be represented on the Community Cohesion and Engagement Partnership.
7.2.33 Support the Access Advisory Panel to advocate for the needs of people with disabilities across the borough. (E)	31/03/2019		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. (E)	31/03/2019		The Council's contract with Disabled Go was renewed in 2016 for three years, with The Lexicon agreeing to contribute 50% of the funding. The annual allocation of new access guides was rolled forward to 2017 /18 and surveying of new premises in Bracknell Town Centre took place in January 2018. The updated guides will be available from October 2018.
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)	31/03/2019		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		The Chauffeur Services Contract has been approved for a final two years to 31 May 2020 in accordance with the Council's Contract Standing Orders.
7.2.37 Agree a clear way forward for the Cooper's Hill site and	31/12/2018		Advisers appointed to help develop business case for Joint Venture. Agreement that Youth

other strategic sites across the town including investigation of a possible joint venture model.			facility will move from Coopers Hill to Braccan Walk.
7.2.38 Annual workforce monitoring conducted and report produced, published and follow on actions identified. (E)	31/12/2018		Work has begun on the workforce monitoring report and should go to Equality Job on 1st November and then onto Employment Committee in December.
7.2.39 Encourage staff to self disclose personal information to increase the accuracy of workforce information. (E)	31/12/2018		Employee Self Service enhancements will be used to encourage staff to update their details on the system. The message board will be used together with an e-mail to all staff.
7.2.40 Carry out an ICT user satisfaction survey	31/03/2019		Complete.
7.2.47 Implement and evaluate new access channels and technologies, e.g. webchat, SMS, online bookings and subscription-based email notifications.	31/03/2019		It has not been possible to extend the use of webchat yet, but further work on this will commence in Q3. The online bookings solution put in place has been found to be inadequate, and an alternative solution is being investigated.
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 at the Community Cohesion and Engagement Partnership meetings.
7.2.50 Implement the requirements for compliance with General Data Protection Regulations (GDPR)	30/05/2018		In Q2 we have implemented Data Protection Champions that have been trained to support their teams. This training is ongoing and assists the Data Protection Officer to ensure compliance across the organisation. The Privacy Notices are being updated and reviewed to ensure compliance. The internal incident reporting process is well established however the change in the reporting hub means that the forms as submitted directly to the Information Management dropbox rather than going via ICT. The corporate Information Management Group has reverted to a quarterly timetable and will monitor the promotion of GDPR and the DPA 2018 for the organisation. The group will ensure that the Data Protection Officer is able to gauge the organisation's data protection development and report to senior leadership, keeping them abreast of development and changes.
7.2.51 Develop an Overview and Scrutiny work plan for 2018/19	31/03/2019		Work is on-going to finalise work programmes for the Adult Social Care, Health & Housing Overview & Scrutiny Panel and the Overview & Scrutiny Commission.
7.2.52 Achieve Charter + re-accreditation for councillor learning and development	30/09/2018		The Council achieved Charter+ accreditation for another three years from 19 April. The assessors agreed that we continue to be the benchmark for member development across the region.
7.2.53 Complete a comprehensive review of Polling Districts and Polling Places	01/12/2018		The recommendations of the Electoral Review Steering Group were agreed at Council on 12 September. Changes will take effect from the publication of the Electoral Register on 1

			December.
7.2.54 Undertake the four yearly councillor survey	31/03/2019		The four yearly survey was tested with members of the Member Development Charter Steering Group before being launched on 14 September. The closing date has been extended to 15 October as only 19 Councillors had taken part by the end of September. An analysis of responses is due to be completed during October.
7.2.55 Implement a system of paperless meetings for relevant democratic meetings	31/03/2019		Members and officers continue to be supported to access agenda papers electronically.
7.2.56 Provide project management which supports the delivery of a new 64 bed dementia care home.	31/10/2020		Atkins have been commissioned to produce a new Stage C report for a new 66 bed care home. Atkins to present Stage C report to Bracknell Forest Council on 9 November, to agree development to the next stage.
7.2.57 Develop a plan to improve the recruitment and retention of staff throughout the Council.	30/09/2018		We have commissioned an external organisation to help us come up with a branding and recruitment strategy going forward.
7.2.58 Refresh of Members' IT devices to enable paperless meetings	30/04/2018		Completed, members now have Dell tablet devices.
7.2.59 Delivery of the elements of the Enterprise Agreement: Active Directory in the Cloud; In Tune for Mobile Device Management; exchange in the Cloud; Office 2016, Teams replacing Cisco Jabber for presence and collaboration	31/03/2019		Partially complete. Office 2016 roll out by year end, Teams deployment in early 2019.
7.2.60 Expand wireless networks at key sites including completion of Time Square following construction and the Commercial Centre	30/06/2018		Complete
7.2.61 Implement a replacement for the ICT helpdesk system with self-service functionality	30/06/2018		Complete.
7.2.62 Implement new meeting room booking system and technology used within meeting rooms enabling agile working	30/06/2018		Complete
7.2.63 Kit out Time Square with flexible solutions to enable agile working	30/06/2018		Completed and enthusiastically embraced by staff.
7.2.64 Lead the Council's involvement in the cross Berkshire One Public Estate programme to deliver a place based review in Bracknell Forest and agreed joint working schemes.	31/03/2019		Support to this programme continues and the Bracknell place based review should be complete by the end of the autumn.
7.2.65 Introduce electronic self-service arrangements for managers to automate budget monitoring	01/05/2018		On-line reporting tool available in Agresso Web for budget managers. Self-service tool to enable automatic posting of variances under development.

7.2.66 Significantly reduce the level of recharging across the Council by centralising budgets where this makes practical sense and streamlining management accounting practices	31/03/2019		Initial budgets to be centralised agreed and virements to be actioned in month 5 monitoring. impact included in emerging 2019/20 budget proposals.
7.2.67 Lead the cross Berkshire project to develop and implement a pilot scheme for business rates.	31/03/2019		Achieved for 2018/19, further bid submitted for 2019/20

7. Operational					
Ref	Short Description	Previous Figure Q1 2017/18	Current Figure Q2 2018/19	Current Target	Current Status
BV8	Percentage of invoices paid within 30 days (Quarterly)	94.5%	94.5%	95.0%	
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.0%	100.0%	N/A	N/A
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	72.0%	92.0%	68.0%	
L064	Debt outstanding as percentage of gross debt (Quarterly)	7.00%	5.25%	7.00%	
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.10%	0.60%	0.50%	
L076	Planned maintenance spend (Quarterly)	40.0%	69.0%	50.0%	
L079	Resolution of reported ICT incidents (Quarterly)	93%	94%	93%	
L085	Amount of money recovered in debt collection (Quarterly)	119,328.73	139,555.51	N/A	N/A
L086	Number of Freedom of Information requests received (Quarterly)	363	322	N/A	N/A
L220	Number of ICT Helpdesk Calls (Quarterly)	4,672	6,635	N/A	N/A
L229	Number of clients with learning difficulties using the R-bus (Quarterly)	73	76	65	
L231	Number of entries on the Electoral Register (Quarterly)	88,824	88,175	N/A	N/A
L234	Number of Council Tax cases in arrears (Quarterly)	5,942	5,288	5,800	
L291	Number of new legal cases opened each quarter (Quarterly)	156	88	N/A	N/A
L292	Percentage of capital projects rated good or excellent (Quarterly)	100.0%	100.0%	100.0%	
L293	Percentage of maintenance projects completed on time and on budget (Quarterly)	100.0%	68.0%	70.0%	
L320	Number of major systems with downtime plus resolution time (Quarterly)	2	0	1	
L321	Network performance - internet capacity (Quarterly)	67.00%	63.00%	90.00%	

Section 4: Staff Sickness

Section	Total staff	Number of days sickness	Quarter 2 average per employee	2018/19 annual average per employee
Directorate	2	0	0	0
Customer Experience	59	57.5	0.97	6.51
Democratic & Registration Services	17	53	3.11	13.06
Finance	52	140.5	2.7	9.87
Human Resources	33	58.5	1.77	8.15
ICT	49	26.5	0.54	3.65
Legal	11	0	0	1.09
Property Services	14	65	4.64	12.86
Department Totals (Q2)	237	401	1.69	
Totals (18/19)				7.43

Section	Total staff	Number of days sickness	Quarter 2 average per employee	2018/19 annual average per employee
CXO	21	5	0.23	1.9
Department Totals (Q2)	21	5	0.23	
Totals (18/19)				1.9

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 17/18	7.03 days
Public Sector employers 2017	8.50 days

Source CIPD: Health & Wellbeing Survey May 2018

Comments:

Annex A: Financial information

RESOURCES BUDGET MONITORING - AUGUST 2018									
	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	NOTE
	£000	£000		£000	%	£000	£000	£000	
Director of Resources									
Director of Resources	218	0	A	218	86	218	0		
Community Engagement & Equalities	224	1	A	225	25	225	0		
	442	1		443	55	443	0	0	
Head of Democratic & Registration Services									
Committee Services	311	4	A	315	31	315	0		
Member and Mayoral Services	875	6	A	881	38	881	0		
Registration of Births, Deaths & Marriages	-33	4	A	-29	232	-29	0		
Registration of Electors / Elections	194	1	A	195	46	195	0		
Overview & Scrutiny	121	1		122	28	122	0		
	1,468	16		1,484	33	1,484	0	0	
Chief Officer: Customer Services									
Local Tax Collection incl Cashiers	416	-8	A	408	82	408	0		
Customer Services	1,024	105	A	1,129	40	1,129	0		
Operations Unit	3,273	116	A	3,389	46	3,389	0		
	4,713	212		4,925	168	4,925	0	0	
Borough Solicitor									
Legal	516	7		523	42	523	0		
Chief Officer: Human Resources									
Human Resources	831	32	A	863	36	863	0		
Unified Training Unit	414	34		448	4	448	0		
	1,245	66		1,311	40	1,311	0	0	
Borough Treasurer									
Finance	2,707	71	A	2,778	39	2,774	-4		
Insurance	417	7	A	424	39	424	0		
	3,124	78		3,202	39	3,198	-4	0	
Chief Officer: Property Services									
Property Services	412	3	A	415	-9	415	0		
Industrial & Commercial Properties	-3,906	-2,559		-6,465	42	-6,465	0		
Construction & Maintenance	408	4		412	39	412	0		
Health & Safety	59	0		59	17	59	0		
	-3,027	-2,552		-5,579	89	-5,579	0	0	
Chief Officer: Information Services									
ICT Services	3,767	121	A	3,888	50	3,888	0		
Chief Executive's Office									
Chief Executive	359	-44	A	315	54	315	0		
Chief Executive's Office (Support)	475	5	A	480	55	480	0		
Town Centre Redevelopment	0	0		0	0	0	0		
Voluntary Sector Grants	294	0		294	50	294	0		
Community Safety	19	-19		0	0	0	0		
	1,147	-58		1,089	53	1,089	0	0	
Transformation Board	0	0		0	100	0	0	0	
TOTAL RESOURCES	13,395	-2,109		11,286	47	11,282	-4	0	
Memorandum item									
Devolved Staffing Budget - Resources	11,068	-144		10,924	0	10,924	0	0	
Non Cash Budgets									
Capital Charges	1,761	0		1,761		1,761	0	0	
IAS19 Adjs	2,122	0		2,122		2,122	0	0	
Recharges	-9,708	0		-9,708		-9,708	0	0	
	-5,825	0		-5,825		-5,825	0	0	

RESOURCES BUDGET MONITORING - AUGUST 2018

Virements

Note	Total	Explanation
	£'000	
A	17	Finance A carry forward was requested for C-Series maintenance (£0.010m) and Insurance valuations (£0.007m).
B	10	Democratic & Registration Carry forwards were requested for Civic Regalia (£0.003m), school appeals training (£0.002m), publicity at SHP (£0.003m) and a commemorative plaque for the new Council Chamber at TS (£0.002m).
C	32	Learning & Development A carry forward of £0.032m was requested within training to deliver the Council wide leadership development activities and new Council wide security pass lanyards.
59 Carry Forwards reported in First Budget Monitoring		
D	0	Chief Executive's Office Disaggregation Due to the disaggregation of the CXO last year, a DSB budget realignment was required to reflect the changes. This will be reflected in the budget load for next year without the requirement of another virement.
E	-69	Business Intelligence Unit Centralisation Due to the recent creation of a Business Intelligence Unit it is required for the budgets to be centralised to the ASCHH department. As such a virement of £0.069m is required for this.
F	96	Web Team Due to the centralisation of the web team last financial year, a full year effect virement is required to be put through. As a result of this, £0.096m will be moved into Resources from the other departments. In addition to this, the DSB budget (£0.062m) relating to the three vacant posts within the team is to be vired to consultancy to allow the relevant work to be completed.
G	0	Office Accommodation Due to the closure of Easthampstead House, a virement (£0.059m) is to be made from the DSB to non-DSB to reflect the savings.
H	0	Schools ICT The service provided to schools changed towards the end of the last financial year and we are no longer providing technical support as part of the package. As such the DSB budget (£0.098m) for the members of staff who used to carry out this service is to be used to reduce the income target, as we are no longer selling this part of the service.
I	48	Apprenticeship Levy A virement is to be made from non-departmental for the Apprenticeship Levy costs.
75 Other Virements reported in First Budget Monitoring		
A	192	IAS19 Pension Adjustment IAS19 is the accounting guidance that requires all authorities to account for retirement benefits when committed to them rather than when they become payable. This budget adjustment makes the budgets held match the estimated costs as calculated from the figures provided by the actuaries to the Berkshire Pension Fund.
192 Virements reported in Second Budget Monitoring		
A	-2,559	Industrial and Commercial Property The income budget has been vired from non departmental relating to the latest acquisitions. (Full year effect for the original acquisitions and the part year effect for Redditch).
B	-31	CCC - Postage As part of the CCC Programme, the postage budgets have been reviewed and due to declining levels of postage leaving the organisation, a decision was made at CMT to take budget from all underspent budget lines in 17/18.

C	0	Schools ICT Due to the difficulties experienced within the ICT Schools SLA, the team has recently been through a restructure. As a result of these changes, £0.025m is to be vired from the DSB to reduce down the income target (part year effect).
	-2,590	<i>Virements reported in Third Budget Monitoring</i>
A	155	Budget Centralisation Now that the consolidation of the civic buildings has taken place, it has been agreed by CMT to centralise appropriate budgets. Therefore this month it is to be reported that the postage, stationery, refreshments and mobile telephone budgets are to be centralised, with a total movement into Resources of £0.155m.
	155	<i>Virements reported in Fourth Budget Monitoring</i>
	0	<i>Virements reported in Fifth Budget Monitoring</i>
	0	<i>Virements reported in Sixth Budget Monitoring</i>
	0	<i>Virements reported in Seventh Budget Monitoring</i>
	0	<i>Virements reported in Eighth Budget Monitoring</i>
	0	<i>Virements reported in Ninth Budget Monitoring</i>
	0	<i>Virements reported in Tenth Budget Monitoring</i>
	0	<i>Virements reported in Eleventh Budget Monitoring</i>
	-2,109	Total Budget Virements Reported to Date

RESOURCES BUDGET MONITORING - AUGUST 2018

Variances

Note	Variance		Explanation
	£'000	£'000	
	0		<i>Variances Reported in First Budget Monitoring</i>
1		-20	Finance Due to a reduction in the cost of the external audit work, an underspend of £0.020m is to be reported.
2		16	Payroll A pressure of £0.016m is to be reported in relation to the externally traded services (Schools SLA's) within Payroll. This is due to school academisation and some of these schools being required to use the provider that their trust uses.
	-4		<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>
	-4		Total Budget Variances Reported to Date

CAPIT - L MONITORING 2018/19														ANNEX		
Dept: Resources																
As at: 31st August 2018																
Cost Centre	Cost Centre Description	2017/18 Brought Forward	2018/19 Budget	Total Virements	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comm'ts	2018/19 Cash Budget unspent/uncommitted	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Target for Completion	Current Status of Project / Notes	Responsible Officer	Date of Last Comment
		£000's	£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 - Resources																
YM248	The Parks Community Centre/Sports Pavilion	11.5	0.0	0.0	11.5	11.5			11.5	11.5	0.0	0.0		Finalising the grant agreement	A Thomas	Sep-18
YM293	Property & Asset Management System	10.0	0.0	0.0	10.0	10.0			10.0	10.0	0.0	0.0	Oct-18	Self Service roll out is now complete	S Caplan T Edmonds	Aug-18
YM312	On-Line Booking Systems	6.2	0.0	0.0	6.2	6.2			6.2	6.2	0.0	0.0			B Mulheir	
YM315	Customer Relationship Management System (Invest To Save)	29.4	0.0	0.0	29.4	29.4	3.5		26.0	29.4	0.0	0.0			B Mulheir	
YM243	Community Centres - S106	72.9	0.0	-24.5	48.4	48.4			48.4	48.4	0.0	0.0		Total S106 funding anticipated for the scheme.	A Thomas	Sep-18
YM350	Agresso Upgrade	4.3	0.0	0.0	4.3	4.3			4.3	4.3	0.0	0.0			S McKellar	
YM351	Disposal of land at Sandy Lane	20.9	0.0	0.0	20.9	20.9			0.0	0.0	0.0	-20.9			S Caplan	
YM359	Alert H&S System	4.6	0.0	0.0	4.6	4.6			4.6	4.6	0.0	0.0			S Caplan	
YM368	Intranet Development	5.1	0.0	0.0	5.1	5.1			5.1	5.1	0.0	0.0			B Mulheir C Stenning	
YM366	EPC Regulations	50.0	0.0	0.0	50.0	50.0			50.0	50.0	0.0	0.0			S Booth	
Total of Prior Year Funded Schemes - Resources		219.7	0.0	-29.3	190.4	190.4	3.5	0.0	166.1	169.5	0.0	-20.9				
Prior Year Funded Schemes - Council Wide																
YM215	Replacement Revenue & Benefits System	16.5	0.0	0.0	16.5	16.5	5.0		11.5	16.5	0.0	0.0			B Mulheir	
YM247	Market Place Properties	100.0	0.0	0.0	100.0	100.0			100.0	100.0	0.0	0.0		This money has been set aside for any compensation events resulting from a CPO on this site.	S Caplan A Hunter	Sep-18
YM214	Electronic Documents Records Management System	53.7	0.0	0.0	53.7	53.7	3.5		50.2	53.7	0.0	0.0			D Langley S Bruce T Farmer B Mulheir	
YM320	Network Refresh	0.0	0.0	0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0			T Farmer S Bruce D Langley	
YM323	TS - EH Network Link / Civic Accommodation	21.0	0.0	0.0	21.0	21.0			0.0	0.0	0.0	-21.0			K Toor / M Howlett	
YM325	Computer Estate Refresh	0.0	0.0	0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0			T Farmer S Bruce D Langley	
YM336	Website Redevelopment 2015	0.4	0.0	0.0	0.4	0.4			0.0	0.0	0.0	-0.4			B Mulheir	
YM337	Netcall System Replacement	3.0	0.0	0.0	3.0	3.0	1.2		1.8	3.0	0.0	0.0			B Mulheir	
YM002	Access Improvement Programme	48.3	0.0	0.0	48.3	48.3			48.3	48.3	0.0	0.0	Mar-19	Works to both Braccan Walk and High Street are currently being designed. Tenders documentation to seek quotation will be issued during Sept	S Caplan T Edmonds	Jul-18
YM356	Replacement of JEL Building Mgmt. System Controls	0.5	0.0	0.0	0.5	0.5			0.5	0.5	0.0	0.0			H Patel	

YM337	Netcall System Replacement	3.0	0.0	0.0	3.0	3.0	1.2		1.8	3.0	0.0	0.0			B Mulheir	
YM002	Access Improvement Programme	48.3	0.0	0.0	48.3	48.3			48.3	48.3	0.0	0.0	Mar-19	Works to both Braccan Walk and High Street are currently being designed. Tenders documentation to seek quotation will be issued during Sept	S Caplan T Edmonds	Jul-18
YM356	Replacement of JEL Building Mgmt. System Controls	0.5	0.0	0.0	0.5	0.5			0.5	0.5	0.0	0.0			H Patel	
YM363	South Hill Park Ceremony Suite	9.1	0.0	0.0	9.1	9.1	1.6	0.1	7.3	9.1	0.0	0.0	Sep-18	Project almost complete. Reconsidering music system which may delay progress slightly.	A. Moore	Sep-18
YM364	Iken System Upgrade	0.5	0.0	0.0	0.5	0.5			0.0	0.0	0.0	-0.5			S Prashar	
YM345	Town Centre Redevelopment	5,054.6	0.0	0.0	5,054.6	5,054.6		1.9	5,052.7	5,054.6	0.0	0.0		Funding is set aside for town centre projects to enable the continued regeneration of the centre, including the Bond Sq Canopy and cladding of the substation. This will also cover development work on other town centre sites.	A Hunter	Sep-18
YM373	Lincoln	0.0	0.0	246.9	246.9	246.9	247.4		-0.5	246.9	0.0	0.0			S Caplan	
YM346	Asbestos Control	21.4	0.0	0.0	21.4	21.4			21.4	21.4	0.0	0.0		No budget committed to date	S Caplan T Edmonds	Aug-18
Total of Prior Year Funded Schemes - Council Wide		5,421.7	0.0	154.2	5,575.9	5,575.9	258.7	2.0	5,293.3	5,554.0	0.0	-21.9				
Total Prior Year Funded Schemes		5,641.4	0.0	125.0	5,766.4	5,766.4	262.1	2.0	5,459.4	5,723.6	0.0	-42.8				
Percentages							0.0	0%	95%		0%	-1%				
CURRENT YEAR PROGRAMME																
Current Year Programme - Resources																
YM367	Civic Accommodation	1,033.9	2,135.0	-1,050.0	2,118.9	2,118.9	374.1	13.8	1,731.1	420.0	0.0	-1,698.9	Sep-18	All areas handed over to BFC with only final snagging taking place. Wayfinding signage on GS still to be procured due to original supplier failing to meet specification. Atrium breakout area furniture still to be procured due to a change in use on that area after staff engagement. 1 x wall graphic to be placed in GS subject to member selection of suitable images. Final account for the construction works agreed - Retention to main contractor (£35k) to be released during 2019/20	M Howlett	Aug-18
YM385	TS Customer Reception	0.0	0.0	50.0	50.0	50.0	1.2	20.5	28.3	50.0	0.0	0.0			B Mulheir T Ball	
YM381	Farley Wood CC S106	0.0	0.0	8.5	8.5	8.5			8.5	8.5	0.0	0.0			A Thomas	
YM382	Binfield Parish Council S106	0.0	0.0	16.0	16.0	16.0			16.0	16.0	0.0	0.0			A Thomas	
YM386	EH Demolition	0.0	0.0	1,000.0	1,000.0	1,000.0			1,000.0	1,000.0	0.0	0.0		Budget vired from Civic Accommodation (formed part of capital PAD, but separated for clarity). Future of EH still under review.	M Howlett	
Total of Current Year Programme - Resources		1,033.9	2,135.0	24.5	3,193.4	3,193.4	375.3	34.3	2,783.8	1,494.5	0.0	-1,698.9				

Current Year Programme - Council Wide																
YM181	Capitalisation of Revenue (Budgets Only)	0.0	300.0	0.0	300.0	300.0			300.0	300.0	0.0	0.0			A Parker S McKellar	
YM244	Improvements and Capitalised Repairs - Council Wide - Planned Maintenance	426.0	1,125.0	0.0	1,551.0	1,551.0	100.0	339.6	1,111.4	1,551.0	0.0	0.0	Mar-19	All the projects have now been allocated and design process has commenced	S Caplan T Edmonds	Jul-18
YM362	Commercial Property Investments	1,558.6	30,000.0	-11,870.4	19,688.2	19,688.2			19,688.2	19,688.2	0.0	0.0			S.Caplan	
YM365	ICT Desktop and Mobile Infrastructure	289.5	0.0	440.0	729.5	729.5	158.3	47.6	523.6	729.5	0.0	0.0	Mar-19	Remainder planned for completion of upgrading equipment choices and Windows 10, potential contract support for rollout, remote sites set-up	T Farmer S Bruce D Langley	
YM374	ICT Infrastructure	0.0	175.0	92.7	267.7	267.7	73.4	1.2	193.1	267.7	0.0	0.0	Mar-19	Replacing EOL equipment and software including SQL upgrades: servers upgrade, data centre and network equipment. Plus potential backfill for secondment to support network team	T Farmer S Bruce D Langley	
YM376	ICT Digital Strategy	0.0	537.0	-404.0	133.0	133.0	13.5		119.5	133.0	0.0	0.0	Mar-19	elements pls Sharepoint resource. Some consultancy procured. More is required. Some hardware procured that need recharging here - -£30k.Sharepoint element to restart before end of year under Citizen and Customer Experience programme	T Farmer S Bruce D Langley	
YM377	CWSS/Self Service	0.0	40.0	4.8	44.8	44.8	0.4		44.4	44.8	0.0	0.0	Mar-19	Required for iWorks payroll enhancements and Service Desk development	T Farmer S Bruce D Langley	
YM378	Property Review Feasibility	0.0	100.0	0.0	100.0	100.0	0.0		100.0	100.0	0.0	0.0			S Caplan	
YM379	Bracknell Library Training Room	0.0	0.0	0.0	0.0	0.0	35.1	38.2	-73.3	0.0	0.0	0.0	Oct-18	The constructions have been awarded to contractor. Works to commence on the 9th July and to be completed early September.	S Caplan K Toor	Aug-18
YM383	Redditch	0.0	0.0	11,623.5	11,623.5	11,623.5	11,633.8	0.0	-10.3	11,623.5	0.0	0.0			S Caplan	
YM384	iTrent Development	0.0	0.0	0.0	0.0	0.0	0.0	5.7	-5.7	0.0	0.0	0.0			S Caplan	
Total Current Year Programme - Council Wide		2,274.1	32,313.0	-149.4	34,437.7	34,437.7	12,014.5	432.4	21,990.8	34,437.7	0.0	0.0				
Total Current Year Programme Percentages		3,308.0	34,448.0	-125.0	37,631.0	37,631.0	12,389.8	466.6	24,774.7	35,932.1	0.0	-1,698.9				
							0.3	1%	66%		0%	-5%				
Total Council Wide		7,695.8	32,313.0	4.8	40,013.6	40,013.6	12,273.2	434.4	27,284.1	39,991.7	0.0	-21.9				
Total Resourcess		1,253.6	2,135.0	-4.8	3,383.8	3,383.8	378.7	34.3	2,949.9	1,664.0	0.0	-1,719.8				
Total Capital Programme Percentages		8,949.4	34,448.0	0.0	43,397.4	43,397.4	12,651.9	468.6	30,234.1	41,655.7	0.0	-1,741.7				
							29%	1.08%	70%		0%	-4%				

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
L253	Annual borrowing costs through the disposal of assets	N/A
L254	Annual percentage return for rental income from the property portfolio	Q4
	Annual percentage return for net rental income from new properties purchased through the Commercial Property Investment Strategy (Annual)	Q4
L258	Overall residents' satisfaction with council services	Q4
L259	Percentage of population satisfied with the borough as a place to live	Q4
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
Corporate 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 Facilities support and service	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
	Number of e-learning packages completed annually	Q4
	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