

QUARTERLY SERVICE REPORT

DELIVERY DIRECTORATE

Q4 2018 - 19
January - March 2019

Executive Members:
Councillor Iain McCracken

Executive Director:
Kevin Gibbs




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Key

Actions

	Performance is very good	?	Not yet updated
	Performance is causing concern		
	Performance is weak		

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 Delivery Directorate was formally implemented on 1 September 2018. Therefore this report represents the first full presentation of the Directorate's performance. In many cases, the performance has remained on track, and hasn't been impacted upon by the organisational changes in the leadership structures.

The Transformation projects have continued to deliver the expected benefits set out for them in their project mandates, with only one project needing to be revised, in order to ensure that the business benefits are appropriately captured.

Within the wider project landscape, these service developments have continued in line with expectations, with good project governance being in place to support these change initiatives.

Key for next years' performance will be to roll out and exploit these new capabilities and to align these with the new corporate priorities.

Budget and savings delivered for 2018/19

The original approved cash budget for 2018/19 for the Delivery Directorate was £21.468m which included economies of £-1.122m, commitments of £-1.356m and pressures of £0.999m.

Work was undertaken during the summer to identify efficiency savings for the 2019/20 budget. The budget virements in relation to the autumn restructure have now been completed and the 19/20 budgets have been loaded into Agresso.

Transformation projects progress

Citizen and Customer Contact Review (CCC)

The testing of the Gov.UK Pay implementation for online forms has been completed and is currently awaiting sign-off before being made live.

The end of project closure report is being drafted, following the decision to move ongoing workstreams to the new "One Council Approach to Customers" programme.

Libraries Transformation

Two libraries are now operating effectively with Open+ technology.

IT Strategy

Alignment of IT projects with the transformation programme continues following the review of projects at the beginning of the year.

Support Services (formerly CWSS)

The Zone has been launched for self-service access to Facilities Services, using the same application as the TOTO system for IT

Commercial Centre (Depot)

The Depot project has been formally paused to enable and establish a clear project mandate and a business rationale that everyone can support. The Transport team will continue to move from the Commercial Centre into Time Square to join Highways on the 15 April. The

project team will revisit project initiation documents as a priority to ensure they support the longer term objective of rationalising our requirements in order to provide an affordable proposal as part of any future redevelopment plans for the site.

Progress on other major projects

Agile working

The upgrade from Window 7 to Windows 10 and the retirement of BeCrypt encryption is now complete.

Remote sites continue to move to the technology in use at Time Square.

Microsoft Office 365

Over 920 email accounts have been migrated to Exchange Online.

Office365 ProPlus (2016) has now been installed by over 390 users.

A plan is in place to migrate more complex email accounts, and it is anticipated the move to Office 365 will be completed by June 2019.

Harmans Water Library

The building work is complete. The library is due to be fitted out in the first week of April and should open to the public (including Open+) on 8 April.

Elections

Preparations for the May Borough and Parish/Town Council elections are in full swing. Nomination papers are being completed and returned for checking. Nominations closed on Wednesday 3 April. Staff have been appointed to the 59 polling stations and for the verification and count. Some provisional preparations are also being made for the European Parliamentary Election on 23 May if it goes ahead.

Property

Work to support the creation of a property Joint Venture vehicle continues with the first three key sites identified.

The Education Centre has completed its relocation from EPCC to the Open Learning Centre.

Legal

Loan Agreement executed to formalise terms of BFC lending to Downshire Homes Ltd.

Contract Services

The refurbishment of the interior of Bracknell Leisure Centre was completed in Q4. This included the opening of the new gym space, two exercise studios, new café and wet side changing rooms. These enhancements now provide a dramatic improvement to the customer experience at Bracknell Leisure Centre.

The LED programme has almost concluded in the quarter. Remaining budget will now be used to review residents' concerns and implement changes where practical.

The final stages of the contract extension for waste collection with Suez have been completed.

Preparations and planning for Brexit are dominating the Emergency Planning Units resource.

The Great British Spring Clean has successfully been taking place across the Borough.

A successful waste and electrical roadshow took place on the 30 March at Bracknell Leisure Centre.

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

Significant activity for the next quarter:

- Establish new transformation project to implement the One Council Approach to Customers.
- Complete roll-out of Open+ to remaining libraries.
- Business Intelligence review of options for applications including Power BI.
- Publish renewed IT policies to meet cyber security requirements.
- Replacing the use of GCSX email with encryption facility in O365.
- 2 May Borough/Parish elections.
- Possible European Parliamentary Election on 23 May.
- Delivery of Members' Induction programme.
- Annual Council Meeting to elect Leader, Mayor, Deputy Mayor; to establish Committees/sub-committees and agree memberships to a range of bodies.
- The waste collection contract extension with Suez will have been completed and the new waste trucks delivery will be imminent.
- Sale of Bigwood Lodge.
- Review of Legal Structure currently being undertaken to create a leaner more resilient structure
- Legal support ongoing on significant projects including London Road Landfill remediation, Town Centre Property Joint Venture and Heathlands Construction.

Highlights and remedial action

Good performance

Leisure Centre

- The majority of the Bracknell Leisure Centre Improvement Project was completed during Q4, with the new café, studio spaces, creche and refurbished wet changing rooms being opened for business. Feedback on the newly refurbished areas has been positive.
- The overall performance of the Everyone Active leisure contract has continued to stabilise and improve following the challenging first half of the year. Everyone Active's Contract Manager for Bracknell is communicating effectively with his teams to ensure that expected standards are delivered or exceeded. This has been especially evident at Bracknell Leisure Centre, aided by the unveiling of impressive refurbished facilities.

Legal Services

- £113,730 in legal fees have been recovered on S106 activity over 2018/19 which is over £52,480 in excess of annual target
- £102,125.48 of debts have been recovered (banked) of which £85235.08 comprise historic commercial debts

Environmental Services

The preparation for the contract extension of the SUEZ waste collection contract was completed on time and full implementation with new vehicles will commence in July.

Recreation

- TLO opened a new reptile, amphibians & insects exhibit on the 1st floor of the exhibition in the Feb half term. The attraction which houses a snake, a toad, cockroaches, stick insects, snails, millipedes and an ant colony will not only allow visitors to view and learn about the animals but will also provide handling opportunities too.
- TLO has also installed an infinity mirror in its Light & Sound zone and improved or replaced the outdoor furniture outside the Coffee Shop.
- TLO successfully retained its Customer Service Excellence Award. The assessor was highly complementary about the facility.
- The second chapel (Wellington) at The Cem and Crem has had blinds installed on the windows and the overhead skylight to reduce sunlight glare during services. The chapel is fully operational and has proved very popular with the Funeral Directors who book it.
- Preparations for The Lexicon Bracknell Half Marathon have been in full swing during the quarter. The race is set to start and finish within the new town centre on Sunday 12th May.

Areas for improvement

Leisure:

L003 Visits to Leisure Sites is showing 'Red'.

"Within this figure for Q4 Bracknell Leisure Centre is tracking slightly lower than Q4 last year by approx. 7k visits, and for the full year has performed at 91% of overall target for the site. This is a solid level of performance, especially considering operational disruption caused by improvement works during Q3 & Q4.

Downshire Golf for Q4 has tracked at almost 2k more visits than the same period last year, and for the full year has achieved 76% of the full year target for the site. There were some challenges during the year, such as a very wet course early in the year, and then a very dry course during the long hot summer.

Coral Reef achieved around 10k less visits in Q4 compared to Q4 last year. However, it should be noted that the site was closed for a week in January to complete refurbishment works. In addition, the same period last year had high numbers as Coral Reef had recently re-opened after its refurbishment. Coral Reef has achieved 64% of its full year target. Despite this being below Everyone Active's stated targets for the site, Coral Reef still attracted 460k visitors over the past year.

The attendance target is sourced from Everyone Active's bid, as the number they expected to achieve in Year 1 of the contract, and as such is a very ambitious target (in excess of what has previously been achieved when managed by the council). The target they set for Coral Reef in particular was notably higher than has ever been achieved under direct management, and data for this site largely accounts for the 'red' indicator being generated, despite visitor levels at Coral Reef comparing well to previous years.

Environmental Services

Recycling figures provided only to Q3. Full year figures are not available until June.

Town Centre cleansing - the contractor is restructuring to improve performance and there will be further investigation into the most effective method of cleansing paving in the Town Centre with trials taking place in Q1.

Recreation

- The no: of contacts in the Young People in Sport scheme (Action 4.1.02 on InPhase) was down on the same period last year as a result of there being one fewer event. That event which was not exclusive to BF schools will no longer be offered moving forwards either. In addition, fewer schools took up in-school coaching sessions this quarter.

Legal Services

- Completion of the annual Data Security and Protection Toolkit did not meet NHS deadline of 31 March and so was presented late due to the Data Protection Officer leaving the Council in early 2019 to pursue a new role. A replacement was appointed at short notice and the completion of the Toolkit was prioritised though not in time to ensure a timely response.

NB: The Toolkit is an online self-assessment tool that allows the Council to ensure its performance against 10 nationally set data security standards. The Council must complete the self-assessment to provide the NHS with assurance that it is practising good data security and that personal information is handled correctly.

Audits and Risks

During quarter 4, an internal audit report with a limited assurance opinions was finalised on The Enterprise Agreement.

The Delivery risk register was reviewed by DMT on 20th March 2019. The key changes were to remove a number of risk triggers relating to services that had transferred to other directorates, add a risk trigger on compliance with GDPR for accreditation with data sharing with the NHS, introduce library risk to draw out potential risks around access out of hours and system dependency and escalate the elections risk back into the risk register as we approach the local election and given the potential risk of EU elections being required due to delays in Brexit.

Budget position

The original cash budget for the department was £21.468m. Net transfers of -£1.849m have been made bringing the current approved cash budget to £19.619m. A detailed analysis of the budget changes in this quarter is available in Annex A.

The variances reported in the year total £0.877m and are detailed in Annex A.

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's	Forecast Outturn £000's	Comments
Commercial Property	(6,787)	(6,647)	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 £47.671m.

Expenditure to date is £37.552m representing 82% of the budget. The Department currently estimates carry forwards of £2.089m into 2019/20 with underspends of £-1.602m. A detailed list of schemes together with their approved budget and forecast spend is available in Annex A.

Fees & Charges

The following additions and amendments to the Delivery Fees & Charges are to be made:

Legal Services

- Fees for S38/278 Highways Act Agreement are to be charged at a rate of £176 per hour.

Democratic and Registration

- From 26th February 2019 the GRO (General Register Office) has consolidated the fee for certificates into a single statutory fee of £11 irrespective of when the certificate is requested/issued. The fees include postage. In addition, the express copy certificate fee (currently £23), which was set by the local authority, is now a statutory GRO fee of £35 (not including £11 for the certificate + postage).
- There is an introduction of a new fee from 1st April 2019 - Marriage/Civil Partnership/individual citizenship ceremony in the Time Square Ceremony Room with up to 10 guests (includes Superintendent Registrar's and Registrar's attendance) on a Monday – Friday at £175.
- The VAT inclusive fees for attendance of celebrant were inadvertently included in the excluding VAT column, therefore when VAT was added, these were incorrect. As such the following shows the fee including VAT:

	Proposed Fee	2020/21 Proposed Fee
Attendance of celebrant for a venue other than the Haversham Room	£475	£490
	£575	£595
	£625	£650
Other ceremonies in the Haversham Room (includes celebrant's attendance)	£420	£490
	£500	£595
	£575	£650

Regulatory Services


- The fees and charges relating to the Public Protection Partnership (PPP) were agreed to be rounded up to whole numbers in line with those charged by the other partners (Wokingham Borough Council and West Berkshire Borough Council). As such, the updated fees and charges will be updated in the information published online.

Section 2: Strategic Themes





Value for money


Action	Stage	Due Date	% Completion	Status	Comments
1.2 The cost, quality and delivery mechanism of all services will be reviewed by 2019					
1.2.05 Transformation review Citizen and Customer Contact	In Progress	31/03/2019	80%		Work continues to implement the customer contact principles across all services and all channels. A new transformation project is being scoped, with a view to continuing this roll-out in the coming year.
1.2.07 Monitor contracted-out leisure service	Completed	31/03/2019	100%		This period covers the final quarter of the first full year of the partnership with Everyone Active. Operational improvements have continued with the completion of the investment works at Bracknell leisure Centre and a new manager at Downshire Golf Complex.
1.2.08 Implement of library services review	In Progress	31/03/2019	60%		The budget savings required for 2018/9 have been met. Although self-service has been rolled out across all libraries, there has been a delay in the implementation of Open+ across all 9 sites. Binfield and Sandhurst Libraries have gone live with Open+, with the other Libraries to follow in Quarter 1.
1.2.09 Implementation of South Hill Park review	In Progress	31/03/2019	80%		The Trust continues to develop, and relations continue to be positive. Work is underway to develop a Service Level Agreement between the Trust and the Council.
1.2.11 Review of council properties and implement findings	In Progress	31/03/2019	99%		The Education Centre has completed the relocation to the Open Learning Centre. The review of the Commercial Centre is a project now being managed through the Transformation programme and progress is underway to relocate all non-depot users off site as a first phase of this project.
1.2.17 Implement e-benefits/digital solution for welfare services	In Progress	31/03/2019	0%		This activity will be included as part of the accessibility review of all 3rd party website applications.
1.2.18 Review BFC Mychoice	In Progress	30/06/2018	0%		This action will be carried forward to next year. BFC MyChoice will be reviewed as part of the accessibility review of all 3rd party websites, and along with a review of the CRM system.

1.2.22 Strategic Emergency Planning Service	Completed	31/03/2019	0%		Preparations for a no deal Brexit have dominated the last quarter with two deadlines having passed. The Emergency Planning Unit continues to prepare plans and briefed senior Council Officers on likely scenarios related to a no deal.
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1.3 We charge appropriately for services and seek opportunities to generate additional income


1.3.03 Open a 2nd Chapel at Easthampstead Park Cemetery and Crematorium.	Completed	30/06/2018	100%		Completed
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1.3.06 Implement the changes to the discretionary Home to School Transport service.	Completed	31/03/2019	100%		Contributions for discretionary HTST (Post 16) are now business as usual.
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1.3.07 Implement the Commercial Property Investment Strategy	Completed	30/06/2018	100%		Approved budget fully invested therefore task and finish project complete. Monitor of stock now ongoing
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1.4 Self-service and the use of online services has increased

1.4.01 Website improvements	In Progress	31/03/2019	50%		This work will continue as part of the accessibility review of all websites.
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1.4.06 Library services enhancements	In Progress	31/12/2018	60%		Self-service technology has been successfully implemented in all 9 libraries. Print management software is still only live in Bracknell Library and is due to be rolled out in Quarter 1. Implementation of Open+ technology is still behind schedule but has successfully gone live at Binfield and Sandhurst Libraries, and is being well used by the public. The delay with the rollout has largely been caused by issues with the doors. However, rollout is expected to be completed at the remaining 7 libraries by the end of Quarter 2.
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1.8 Surplus assets are sold

1.8.01 Capital receipts targets	In Progress	31/03/2019	97%		All receipts anticipated for the financial year have been delivered.
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Quarterly		Last Quarter	This Quarter	Target	RAG
L051	% of council tax collected	84.0%	98.4%	98.40%	
L053	% of Business Rates collected in year	87.3%	103.1%	98.7%	

L221	Satisfaction with Customer Services	75.30%	77.2%	85.0%	
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	Annual	Last Year	This Year	Target	RAG
L254	% increase in rental income from the Commercial Property Investment Portfolio		2.1%	N/A	N/A
L322	% of commercial property voids in the Commercial Property Investment Strategy		0.0%	N/A	N/A
L323	Home to school transport client satisfaction	84.0%	87.5%	95.0%	

A strong and resilient economy



Action	Stage	Due Date	% Completion	Status	Comments
2.3 A thriving town centre is supported by coordinated town centre management					
2.3.03 Town Centre Maintenance	Complete	31/03/2019	100%		Further deep cleansing of paving took place at the end of March as part of the general spring clean. Pigeon proofing measures are being dealt with. The St Cleansing contractor is restructuring to give more robust supervision of cleanliness in the Town Centre.

People have the life skills and education opportunities they need to thrive



	Annual	Last Year	This Year	Target	RAG
L274	% of admissions appeals which are upheld - Infant		0.0%	0.0%	
L275	% of admissions appeals which are upheld - Primary	37.5%	0.0%	N/A	N/A
L276	% of admissions appeals which are upheld - Secondary	5.9%	22.2%	N/A	N/A

People live active & healthy lifestyles



Action	Stage	Due Date	% Completion	Status	Comments
4.1 Numbers of adults and young people participating in leisure and sport is increased					
4.1.02 Young People in Sports Scheme	In Progress	31/07/2019	0%	?	Attendances for Q4 totalled 7,200 (10,650 last year). The scheme ran one less event (2,000 attendances) and also saw fewer schools taking up in-school coaching sessions in comparison to this period last year too (1,400 less). The total for the year was 24,780 (27,600 last year).
4.1.03 Bracknell Leisure Centre capital improvement works	Completed	31/03/2019	100%		This quarter has seen the completion of the internal works related to the refurbishment. This has included wet changing rooms, café and fitness studios.
4.1.04 Downshire Golf Complex development	Completed	31/12/2018	100%		Further proposals are currently with Everyone Active for review and discussion.
4.3 Comprehensive public health programmes aimed at adults and young people, including smoking cessation, weight management and sexual					
4.3.05 Facilitate/promote health improvement schemes	Completed	31/03/2019	100%		Completed
4.4 Personal choices available to allow people to live at home are increased					
4.4.11 Acquisitions of suitable properties	Completed	31/03/2019	100%		Completed
4.8 Learning opportunities are available for adults					
4.8.01 Digital Inclusion activities	In Progress	31/03/2019	40%		Work is in progress to map all existing support for digital inclusion in the borough, and to identify opportunities for working with partners to enhance the offer.

Quarterly		Last Quarter	This Quarter	Target	RAG
L003	Number of visits to leisure facilities	287,696	318,150	425,679	
L015	Number of attendances for junior courses in leisure	29,320	40,481	35,000	

A clean, green, growing and sustainable place




Action	Stage	Due Date	% Completion	Status	Comments
5.2 The right levels and type of housing are both approved and delivered					
5.2.05 Support housing delivery via council's land holdings	Complete	31/03/2019	100%		Housing delivery is being supported through the work of a potential joint property venture with three core sites in the town centre now identified.
5.4 Neighbourhood Plans and Community Infrastructure Levy (CIL) to support local community facilities and other infrastructure are in place					
5.4.02 Neighbourhood Planning Referendums	Waiting	31/03/2019	0%		There are currently no neighbourhood planning referendums.
5.7 Cleanliness of the borough is maintained to defined environmental standards					
5.7.01 Public realm land	In Progress	31.03/2019	0%		Areas monitored generally met standards but there have been some issues in March with leaves not cleared in some areas. The contractor has lost some staff to other contracts and is finding it difficult to recruit replacements.
5.8 The cost of waste disposal, supported by a recycling rewards scheme is reduced					
5.8.01 Recycling	In Progress	31.03/2019	0%		Waste statistics always received 3 months in arrears, so information is until Q3 only. Recycling year to date continues to be below target but amount landfilled is on target.
5.8.02 Recycling reward scheme	Completed	31.03/2019	100%		15672 residents now signed up to the recycling incentive scheme which gives an annual increase of 750 participants. Target of 15300 for 2018/19 year exceeded.
5.8.03 Waste collection contract	Completed	31.03/2019	100%		Extension of waste collection contract with SUEZ commences 1 April 2019. Good Progress being made with CORE system working with Customer Services. All other changes commence 1 July when all new vehicles are delivered.

Quarterly		Last Quarter	This Quarter	Target	RAG
L348	Number of residents subscribed to the recycling reward scheme	15,458	15,672	15,000	
NI192	% of household waste sent for reuse, recycling and composting	40.1% (Q2)	39.9% (Q3)	43.0%	
NI193	% of municipal waste land filled	16.4% (Q2)	16.2% (Q3)	18.0%	







Strong, safe, supportive and self-reliant communities




Action	Stage	Due Date	% Completion	Status	Comments
6.1 Levels of volunteering and community action in the borough are increased					
6.1.04 Website redevelopment	Completed	31/03/2019	100%		The redevelopment of the website was completed. We are now working on ongoing improvements to the site, and will be carrying out a further review before the move to Drupal 8.











Section 3: Operational Priorities





Action	Stage	Due Date	% Completion	Status	Comments
7.035 Deliver national and local elections and referendums without challenge	In Progress	31/03/2019	0%		Preparations are advanced for the Borough and Parish elections on 2 May and have commenced for the EU Parliamentary Election scheduled for 23 May.
7.036 Involve a variety of people to participate on council panels	In Progress	31/03/2019	0%		The vacancies for parent governor representatives and diocesan representatives on overview & scrutiny have not yet been filled. We are not able to influence these appointments as the nominations are made either by the Diocese or by parent governors themselves.
7.037 Review of Constitution	Completed	30/06/2018	100%		Amendments made to constitution to reflect changes in officer delegations
7.038 Legal support	In Progress	31/03/2019	0%		Significant legal input provided in Newell Green Consortium s106 agreement, London road Procurement and Town Centre JV procurement
7.039 Legal support (Downshire Homes)	In Progress	31/03/2019	100%		5 property acquisitions completed during the quarter
7.040 Legal support (infrastructure projects)	In Progress	31/03/2019	0%		Ongoing advice on JV Project and Heathlands Development
7.041 Corporate Asset Management Plan	Completed	31/12/2018	100%		Completed
7.042 Town Centre Compulsory Purchase Orders	In Progress	30/06/2019	0%		The Council has received one further application which is being progressed with consultants and is fully funded by the developers.
7.043 Self service use of Frontline	Completed	30/06/2018	100%		This is now complete and rolled out to all building managers and sites.
7.044 Professional support for development of schools	In Progress	31/03/2019	0%		Property Services continues to support the development of schools based on capacity requirements.
7.045 New access channels and technologies	In Progress	31/03/2019	75%		A number of new channels have been introduced to enhance customer access - automated telephony, SMS, webchat, Social Media, subscription-based email, etc. Work continues to extend the use of these channels across the council, and to identify new channels that might be useful to customers.

7.046 General Data Protection Regulations (GDPR)	In Progress	31/03/2019	75%		Currently reviewing compliance against existing actions undertaken in 18/19 in light of departure of Data Protection Officer
7.047 Overview & Scrutiny work plan	Completed	31/03/2019	100%		This action is complete for this municipal year.
7.048 Councillor Survey	Completed	31/03/2019	100%		This action is complete
7.049 Paperless meetings	Completed	31/03/2019	100%		This action is complete
7.051 Berkshire One Public Estate programme	In Progress	31/03/2019	0%		Bracknell has completed a place based review of potential sites that could be developed under the programme with Public Sector partners and is also being considered as part of the potential property joint venture vehicle.
7.056 Microsoft Enterprise Agreement	In Progress	31/03/2020	55%		Windows 10 upgrade across BFC for client devices - completed. Migration of all Exchange users to Exchange Online: Currently over 920 email accounts have been migrated; More complex accounts including shared accounts, team accounts and PAs accounts are in the process being moved; Users that currently use the SmartOffice application via Citrix will have the application deployed locally in May following an upgrade. Users of SmartOffice can then be migrated to Exchange Online and Office365; An additional 300 users will be migrated in April following a fix for Uniform and Confirm Citrix applications. Senior officer and PA's can be migrated together following this fix. Democratic Services and elected Members accounts will be migrated following the local elections in May. Corporate signature block design, currently deployed to email accounts, will be turned off once all accounts are migrated to Exchange Online. Users will then be required to create their own signature block aligned with corporate guidelines.

Monthly		Last Month	This Month	Target	RAG
L299	Town Centre car park usage	98,835	117,389	100,000	

Quarterly		Last Quarter	This Quarter	Target	RAG
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L057	% of agendas published 5 clear days prior to a meeting	100.0%	100.0%	N/A	N/A
L058	% of minutes published within 5 clear days of a meeting	94.0%	91.3%	85.0%	
L076	% of reported IT incidents resolved	80.0%	80.6%	100.0%	
L079	% of reported IT incidents resolved	91.0%	94.8%	93.0%	
L085	Amount of money recovered in debt collection	£143,917	£513,857	N/A	N/A
L086	Number of Freedom of Information requests received	275	381	N/A	N/A
L220	Number of ICT Helpdesk Calls	5,904	5,289	N/A	N/A
L229	Number of clients with learning difficulties using the R-bus	76	72	65	
L231	Number of entries on the Electoral Register	88,881	89,451	N/A	N/A
L234	Number of Council Tax cases in arrears	5,746	4,930	5,400	
L261	Level of staff sickness absence	0.89	1.61	N/A	N/A
L262	Level of voluntary staff turnover	2.2%	4.0%	N/A	N/A
L291	Number of new legal cases opened	136	156	N/A	N/A
L292	% of capital projects rated good or excellent	100.0%	100.0%	100.0%	
L293	% of maintenance projects completed on time and on budget	80.0%	90.0%	70.0%	
L305	% of street cleansing and grounds maintenance inspections meeting EPA standards	98.8%	95.0%	70.0%	
L320	Number of major systems with downtime plus resolution time	0	2	1	
L321	Network performance – internet capacity	72.0%	78.0%	90.0%	
L355	Number of funeral services for both chapels	-	-	475	?

	Annual	Last Year	This Year	Target	RAG
BV156	Percentage of buildings accessible to disabled people	94.7%	100.0%	100.0%	
L075	% commercial property voids	2.5%	2.5%	3.0%	
L080	ICT project management	85.0%	84.7%	95.0%	
L087	% of time recorded as chargeable time	63.0%	85.6%	N/A	N/A
L222	Town centre buildings staff satisfaction	-	-	85.0%	-
L228	Volunteer hours for the library service	-	13,208	4,200	
L317	% return for rental income from Commercial Property Investment Strategy based on purchase price	-	7.60%	-	N/A

Section 4: Staff Sickness

Section	Total staff	Number of days sickness	Quarter 4 average per employee	2018/19 annual average per employee
Executive Director	2	0	0	0
Business Intelligence	8	3	0.37	1.37
Contract Services	25	26.5	1.06	7
Customer Experience	149	262.5	1.76	6.3
Democratic Services	19	18	0.95	11.05
IT	44	68	1.54	4.36
Legal	10	0	0	0.7
Property	16	63	3.94	14.44
Department Totals (Q4)	273	441	1.61	
Totals (18/19)				6.46

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 18/19	7.22 days
Public Sector employers 2017	8.50 days

Source CIPD: Health & Wellbeing Survey May 2018

Comments:

Sickness this quarter is slightly up on the previous quarter, but this is to be expected within the winter months. Democratic Services and Property Services have averages for the year in excess of the Authority figure however Democratic Services is now on the way down since the member of staff on long term sick previously has now left the organisation. Property Services have one member of staff on Long Term sick which accounts for all the absence for Quarter 4.

Annex A: Financial information

DELIVERY BUDGET MONITORING - FEBRUARY 2019									
	Original Cash Budget	Virements & Budget C/Fwds	Current Approved Cash Budget	Spend to Date %	Department's Projected Outturn	Variance Over/(Under) Spend	Variance This Month	Requested Carry Forward	
	£000	£000	£000	%	£000	£000	£000	£000	
Executive Director of Delivery									
Executive Director of Delivery	218	363	581	97	581	0			
	218	363	581	97	581	0	0		
Head of Democratic & Registration Services									
Committee Services	311	1	312	66	312	0			
Member and Mayoral Services	875	21	896	83	877	-19	-19	5	
Registration of Births, Deaths & Marriages	-33	36	3	-2,045	35	32	-10	6	10 1
Registration of Electors / Elections	194	81	275	66	275	0			
Overview & Scrutiny	121	-26	95	84	95	0			
Democratic & Registration MVF	0	-37	-37	0	-37	0			
	1,468	75	1,543	75	1,556	13	-29	5,6	10 1
Assistant Director: Customer Experience									
Local Tax Collection incl Cashiers	416	-78	338	152	338	0			
Customer Services	1,024	308	1,332	74	1,332	0			
Operations Unit	3,273	257	3,530	86	3,585	55	-122	4	
Archives	109	0	109	74	109	0			
South Hill Park	289	7	296	115	296	0			
Sports Development & Community Recreation	45	6	51	53	51	0			
The Look Out	-168	23	-145	263	-173	-28			
Edgbarrow/Sandhurst Sport Centre	0	0	0	0	0	0			
Leased Leisure Sites	35	4	39	82	39	0			
Easthampstead Park Conference Centre	66	8	74	538	334	260			
Libraries	1,375	66	1,441	86	1,441	0			
Cemetery & Crematorium	-1,131	41	-1,090	104	-1,174	-84			
Smart Card	152	-10	142	74	142	0			
Asst Director: Customer Experience MVF	0	-129	-129	0	-129	0			
	5,485	502	5,987	88	6,190	203	-122	4	
Borough Solicitor									
Legal	516	83	599	64	519	-80			
Legal MVF		-27	-27	0	-27	0			
	516	56	572	67	492	-80	0		
Assistant Director: Property Services									
Property Services	412	41	453	25	453	0			
Industrial & Commercial Properties	-3,906	-2,881	-6,787	121	-6,647	140	140	7	
Construction & Maintenance	408	34	442	93	442	0			
Health & Safety	59	3	62	94	62	0			
Assistant Director: Property Services MVF	0	-37	-37	0	-37	0			
	-3,027	-2,840	-5,867	130	-5,727	140	140	7	
Assistant Director: Contract Services									
Waste Management	7,230	-29	7,201	76	6,971	-230	25	1	
Street Cleaning	903	-8	895	83	858	-37	-8	2	
Highways Maintenance	3,181	-37	3,144	99	3,229	85			
On/Off Street Parking	-621	122	-499	18	56	555			
Regulatory Services	941	51	992	18	992	0			
Emergency Planning	89	-10	79	66	79	0			
Other	1,019	-483	536	111	547	11			
Environmental Services	646	-5	641	80	588	-53	-94	3	
Asst. Director Contract Services	210	-202	8	113	8	0			
Leisure Contract	-557	26	-531	102	-340	191			
Assistant Director: Contract Services MVF	0	-48	-48	0	-48	0			
	13,041	-623	12,418	81	12,940	522	-77	1,2,3	
Assistant Director: Information Services									
ICT Services	3,767	258	4,025	86	4,104	79			
Assistant Director: Information Services MVF	0	-95	-95	0	-95	0			
	3,767	163	3,930	88	4,009	79	0		
Business Intelligence									
Business Intelligence	0	454	454	87	454	0	0		
	0	454	454	87	454	0	0		
TOTAL DELIVERY	21,468	-1,849	19,619	70	20,496	877	-88	10	
Memorandum item									
Devolved Staffing Budget - Delivery	10,509	89	10,598	60	10,598	0	0		
Non Cash Budgets									
Capital Charges	8,995	0	8,995		8,995	0	0		
IAS19 Adjts	1,842	0	1,842		1,842	0	0		
Recharges	-2,949	0	-2,949		-2,949	0	0		
	7,888	0	7,888		7,888	0	0		

DELIVERY BUDGET MONITORING - FEBRUARY 2019

Virements

Note	Total	Explanation
	£'000	
	15	<i>Carry Forwards reported in First Budget Monitoring</i>
	-29	<i>Other Virements reported in First Budget Monitoring</i>
	99	<i>Virements reported in Second Budget Monitoring</i>
	-2,605	<i>Virements reported in Third Budget Monitoring</i>
	129	<i>Virements reported in Fourth Budget Monitoring</i>
	74	<i>Virements reported in Fifth Budget Monitoring</i>
	0	<i>Virements reported in Sixth Budget Monitoring</i>
A	0	Contract Management/Cemetery & Crematorium The training budgets for many ex ECC areas were previously centralised within ECC. It has become apparent that the cem & crem had been left with no training budget, as such a virement is to take place between contract management where the central pot was located, to the cem & crem (£0.001k).
B	126	Structural Changes Due to recent restructures across libraries and Registration Services, a request is made to Structural Changes Reserve to the value of £0.117m. In addition to this, a request of £0.009m is made to the structural changes reserve for the salary protection amount relating to three members in ICT.
C	0	DSB Realignment The staffing budgets across the department have been realigned to reflect the staffing structure currently in place following the recent restructure, a managed vacancy factor line has also been added to each service area.
D	190	DSB/Managed Vacancy Factor from Central Directorates A final review of the DSB budgets has taken place between the Delivery and Central departments to align budgets to the correct department following the restructure. As such, a virement of £0.190m is to be made into Delivery from Central to reflect the current staffing structures in place.
E	454	Business Intelligence Due to the decision for Business Intelligence to be moved to the Delivery Department, a virement of £0.454m is to be made from People Directorate.
	770	<i>Virements reported in Seventh Budget Monitoring</i>
A	0	Leisure When the budgets were moved as part of the Council restructure in September 2018, one cost centre was incorrectly included within Leisure (Contract Services) which should have been included within Customer Experience. As such a virement is required to move this budget (£0.004m).
B	-322	Industrial and Commercial Property The budget for the income in relation to the latest and final commercial property purchase in Northampton, has been vired from non-departmental (-£0.322m).
	-322	<i>Virements reported in Eighth Budget Monitoring</i>
A	20	Operations Unit - Home to School Transport A virement is to be made from the People Directorate in relation to the budget for the travel provision for pupils who have successfully won an appeal (in line with the SEN Post-16 Home to School Transport policy). The costs have been charged to the Delivery Operations Unit budget and as such the virement is taking place to align budget with costs.
	20	<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>
	-1,849	Total Budget Virements Reported to Date

DELIVERY BUDGET MONITORING - FEBRUARY 2019

Variances

Note	Variance		Explanation
	£'000	£'000	
	41		Variances Reported in First Budget Monitoring
	0		Variances Reported in Second Budget Monitoring
	-195		Variances Reported in Third Budget Monitoring
	13		Variances Reported in Fourth Budget Monitoring
	0		Variances Reported in Fifth Budget Monitoring
	180		Variances Reported in Sixth Budget Monitoring
1		110	<p>Operations Unit - Office Accommodation</p> <p>Easthampstead House has been vacant since the end of April. We were awarded 3 months empty occupancy discount on the business rates however that has now passed and we have been billed for the remainder of the year (£0.113k). In addition to this there has still been invoices relating to utilities and cleaning services, plus the staffing costs for the period of time it was open. The new tenants have now taken over responsibility for the building and as such we should see a reduction in the business rates of approx. £0.037m. Adjusting for any additional costs due to the end of December, the total expected pressure has now been reduced to £0.110m from £0.140m.</p>
2		85	<p>Highways</p> <p>Current estimates indicate a pressure on Street Lighting electricity of approx. £85k, this is due the change of the work profile of the LED project however once this project is complete the actual usage and budgets should be aligned again.</p>
3		79	<p>ICT</p> <p>A pressure is to be reported for under achievement of income on the Schools ICT SLA. The income target set for the schools ICT SLA will not be reached due to a number of schools pulling out and costs exceeding income. Work is underway to review this SLA alongside the wider piece of transformation work on services to schools. The current expected pressure is approx. £0.079m.</p>
4		42	<p>Democratic & Registration Services</p> <p>Due to changes brought in, from November 2018 we will no longer be receiving income in relation to NCS. This service will be provided online by the Government and as such local authorities offering this service will no longer be able to do so. The impact of this in this financial year is expected to be approx. £0.042m.</p>
5		510	<p>Car Parking</p> <p>Visits to the Council's car parks are less than those estimated pre-opening, most likely as a result of increased competition and the fact this is the Lexicons first year and visitors are anticipated to increase as it becomes better known and so income is down by approx. £329k. In addition electricity costs for the Avenue car park are in excess of the estimates on which the budget was built, this looks likely to add a further pressure of £50k pa. The Avenue car park requires twice annual cleaning per the lease agreement and this is an additional cost of approx. £20k, in addition to this maintenance and banking charges are expected to exceed budget thus bringing the total expected overspend to £470k. Residents car parking scheme- costs of administering the scheme are not met by the income resulting in an overspend and income from parking enforcement penalty charge notices is expected to be below budget bringing the overall car parking pressure to £510k.</p>
6		147	<p>Home to School Transport</p> <p>Unfortunately the previously offered up saving with the home to school function cannot be achieved. In addition to this there is now a budget pressure of approx. £67k for this financial year. The reason for these changes is as follows: There has been an unprecedented increase in alternative provision students travelling out of the Borough, an increase in SEN students travelling out of the Borough, a decrease in students travelling to our SEN school, Kennel Lane, an increase in students with behaviour issues that require lone transport and a limited transport supply base, meaning we mainly use Private Hire vehicles which cost more. The team are working on a plan to change routes and move to more minibus focussed operations however this is not a quick process and requires multiple stakeholder buy in.</p>
7		100	<p>Leisure - Coral Reef</p> <p>There were a number of snagging works related to the refurbishment of Coral Reef which needed to be completed by contractors as part of the original contract. These works required the closure of the site. As the site is now operated by Everyone Active they will be claiming for loss of income for closures imposed by the Council. As such a pressure of circa £100k for the closure will be deducted from the Council's management fee.</p>
8		-80	<p>Legal</p> <p>Income in excess of budget has been achieved on both Legal Fees and those in relation to S106 agreements. A slight caveat is to be added in that some income 'may' need to be journalled out at year end if it is found to be planning income related rather than legal. However even with this, income should still exceed budget by a considerable amount.</p>
9		0	<p>Smartcard</p> <p>There is an overspend to report on the Smartconnect scheme due to underachievement of income (£0.030m). This is likely to continue ongoing and as such a pressure will need to be reported next financial year to be include in the 2020/21 budget proposals. However, there is also a one off underspend to report on the e+ card scheme due to an accrual brought forward no longer needing to be paid and small underspends across other supplies and services, bringing the underspend to £0.030m.</p>

10		-110	Cemetery & Crematorium There is an underspend to report within the Cem & Crem area due to over achievement of income.
11		-28	The Look Out There is an underspend to report at The Look Out, £0.027k relates to underspends across supplies and services within the main exhibition area and a further £0.025k from overachievement of income with regard to catering, however there is a pressure within the car parking cost centre of approx. £0.024m bringing the overall underspend down to £0.028m.
12		45	Car Parking The 12 month equipment maintenance warranty for the Avenue expired in Sept 18. Consequently the equipment maintenance contracts for all 3 multi storeys was amalgamated and bought in line until December 2018 and then extended until March 2019 until a decision was reached on future cover levels was agreed. The cost of this for this financial year is £0.045m.
900		<i>Variances Reported in Seventh Budget Monitoring</i>	
1		26	Cemetery & Crematorium The previously reported underspend at the Cemetery and Crematorium has been reworked and as such it needs to be reduced by £0.026m. The income projections have been lowered from those reported previously due to a combination of factors including a milder than usual winter resulting in fewer bookings and on-going remedial works or modifications in 2nd chapel which have required blocking chapel services out.
26		<i>Variances Reported in Eighth Budget Monitoring</i>	
1		25	Waste Management The previously reported underspend within waste management needs to be reduced by £0.025m. The additional income originally estimated from brown bins has reduced from £0.052m to £0.030m and the overall underspend across waste recycling and collection has reduced by £0.013m due to an overspend on contracted services.
2		-8	Street Cleansing The previously reported underspend on street cleansing is to be increased by £0.008m due to an underspend within the street cleansing non-programme works, bringing the overall underspend to £0.037m.
3		-94	Environmental Services The previously reported expected overspend (£0.041m) due to the additional costs for the adoption of new housing areas has not been realised in this financial year as the works have been absorbed within the current team/contract. There is also an underspend on the contracted services within this area. In addition there is an underspend to report on amenity landscapes (£0.017m), bringing the overall underspend to £0.053m.
4		-122	Office Accommodation The following underspends are to be reported at Time Square: Stationery (£0.050m), refreshments (£0.015m), Business Rates (£0.008m), contracted services (£0.003m) and Electricity (£0.020m). The following are to be reported at the Commercial Centre: reactive maintenance (£0.015m), electricity (£0.006m), gas (£0.002m) and contracted services (£0.003m).
5		-19	Member Services The following underspends are to be reported from supplies and services within Member Services: vehicle hire (£0.002m), photography (£0.002m), hospitality (£0.002m), mayors allowance (£0.001m), publicity (£0.001m), allowances (£0.005m), materials (£0.001m), stationery (£0.002m), phones (£0.001m), other expenses (£0.001m) and computer consumables (£0.001m).
6		-10	Registration of Births, Deaths & Marriages The development work to the Stopford software to enable online bookings and integrated payments that was due to take place this financial year has not been progressed due to some unexpected long term sickness of the key person in IT and changes in support/contact at Stopford. As such an underspend is to be reported.
7		140	Industrial & Commercial Property There is a pressure to report on Industrial and Commercial property of approx. £0.140m, this is due to vacant properties that are in the process of either sale or new tenant letting.
-88		<i>Variances Reported in Ninth Budget Monitoring</i>	
877		Total Budget Variances Reported to Date	

CAPITAL MONITORING 2018/19

ANNEX D

Dept: Delivery

As at: 28th February 2019

Cost Centre	Cost Centre Description	Approved Budget	Cash Budget 2018/19	Expenditure to Date	Current Comm'ts	Estimated Outturn 2018/19	Carry Forward 2019/20	(Under) / Over Spend	Target for Completion	Responsible Officer	Date of Last Comment	Current Status of Project / Notes
		£000's	£000's	£000's	£000's	£000's	£000's	£000's				
YM363	South Hill Park Ceremony Suite	9.1	9.1	2.2	0.8	6.0	0.0	(3.1)	Sep-18	Ann Moore	Feb-19	Awaiting final invoices.
YM007	Capitalisation of Revenue (Highways)	415.2	415.2	234.8	34.9	415.2	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	surfacing complete further programmes under development
YP007	Maintenance (Street Lighting)	4.9	4.9	48.5	10.3	4.9	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works projects in progress
YP009	Structural Maintenance of Bridges	226.5	226.5	25.6	266.8	226.5	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works on site will begin as road space permits.
YP013	Land Drainage	391.5	391.5	43.4	159.0	391.5	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works on site will begin as road space permits and contractor resources allow. Staff resources may delay delivery
YP113	Road Surface Treatments	1,833.8	1,833.8	1,059.9	157.3	1,833.8	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	surfacing complete further programmes under development
YP458	Road Surfacing - Pot Hole Fund	262.5	262.5	473.4	226.6	262.5	0.0	0.0	Mar-19	Anthony Radford-Foley	Dec-18	surfacing complete further programmes under development
YP479	Replacement Led Street Lights	4,142.8	4,142.8	2,323.9	1,858.0	4,142.8	0.0	0.0	Mar-19	Anthony Radford-Foley	Nov-18	Works in progress on site, included within the carry forward is £850k to undertake works on subway lighting.
YM181	Capitalisation of Revenue (Budgets Only)	300.0	300.0	0.0	0.0	300.0	0.0	0.0	Mar-19	Arthur Parker		Updated at Financial Year-end only.
YM312	On-Line Booking Systems	6.2	6.2	0.0	0.0	6.2	0.0	0.0	Mar-19	Bobby Mulheir	Feb-19	Planning appointments is currently being developed as a pilot service for bookings. Pilot due to be completed by 1.4.2019, awaiting the implementation of GOV.UK Pay..
YM315	Customer Relationship Management System (Invest To Save)	29.4	29.4	5.9	0.0	29.4	0.0	0.0	Mar-19	Bobby Mulheir	Dec-18	Opportunities to extend the use of the CRM and associated products continues. Self-service Kiosks are currently being investigated and are expected to be implemented to support reception processes.
YM336	Website Redevelopment 2015	0.4	0.4	0.0	0.0	0.0	0.0	(0.4)	Mar-19	Bobby Mulheir	Oct-18	This project ended in June 2017 with the launch of the council's new website.
YM337	Netcall System Replacement	3.0	3.0	1.2	0.0	3.0	0.0	0.0	Mar-19	Bobby Mulheir	Jan-18	Upgrade complete.
YM368	Intranet Development	5.1	5.1	0.0	0.0	5.1	0.0	0.0	Mar-19	Bobby Mulheir	Mar-19	Still awaiting a decision from CMT on the future of the current intranet (Invotra) and a proposed move to Sharepoint. Invotra licensing will be renewed for one year whilst the move to Sharepoint is being arranged.
YM385	TS Customer Reception	50.0	50.0	32.0	0.0	50.0	0.0	0.0	Mar-19	Bobby Mulheir	Jan-19	A further phase is in development as part of the One Front Door Transformation Programme.
YP482	Chapel at Cem & Crem (Invest to Save)	490.9	490.9	467.2	0.0	490.9	0.0	(24)	Mar-19	Bobby Mulheir	Mar-19	All works complete.
YP503	South Hill Park	79.4	79.4	79.4	0.0	79.4	0.0	0.0	Mar-19	Bobby Mulheir	Feb-19	Project works on Coach House will be complete at end of February. An additional request for capital funding has been approved.
YP306	Maintenance of Car Parks	17.1	17.1	6.1	0.0	17.1	0.0	0.0	Mar-19	Damian James	Jan-19	Deck repairs currently being undertaken in High Street car park
YP451	Car Park Improvement / Refurbishment	29.0	29.0	(14)	0.0	29.0	0.0	0.0	Mar-19	Damian James	Jan-19	Schemes progressing
YP537	Look Out Paving Bay Programme	40.0	5.5	5.5	16.7	5.5	34.6	0.0	Mar-19	Dave Poulton	Mar-19	Parking bays - snagging on programmed works for March 2019; cfwd of £31.8k required
YP538	Look Out Play Area/Exhibit Upgrade	30.0	30.0	20.9	5.2	30.0	0.0	0.0	Mar-19	Dave Poulton	Jan-19	Play area/exhibits - all works will complete by March 2019
YM214	Electronic Documents Records Management System	53.7	49.9	3.5	46.4	46.1	3.8	0.0	Mar-19	Debbie Langley	Mar-19	Budget has been used for Smart Office upgrade and contract resource to complete File Plan design work for future EDRMS
YM323	TS - EH Network Link / Civic Accommodation	21.0	(0)	0.0	0.0	0.0	21.0	0.0	Mar-19	Debbie Langley	Nov-18	No budget committed to date. Budget used for other capital schemes.
YM365	ICT Desktop and Mobile Infrastructure	729.5	534.8	534.4	0.4	340.2	194.6	0.0	Mar-19	Debbie Langley	Mar-19	Remainder planned for completion of upgrading equipment choices, agile desk set-ups and Windows 10, contract support for rollout, remote sites set-up. Please carry forward any remaining budget at year end
YM374	ICT Infrastructure	267.8	189.4	174.2	15.3	111.1	78.4	0.0	Mar-19	Debbie Langley	Mar-19	Replacing EOL equipment and software including SQL upgrades: servers upgrades, data centre and network equipment. Secondment to support network team agreed and therefore this will cover key project support costs in this area (to ensure revenue can afford service desk backfill costs). Please carry forward any remaining budget at year end
YM376	ICT Digital Strategy	133.0	23.4	23.4	0.0	(86)	109.6	0.0	Mar-19	Debbie Langley	Mar-19	To use for hardware and consultancy to support Enterprise Agreement and ICT Strategies required. Some consultancy procured from Phoenix and BT. More planned. Please carry forward any remaining budget at year end
YM377	CWSS/Self Service	44.8	0.4	0.4	0.0	(44)	44.4	0.0	Mar-19	Debbie Langley	Mar-19	Required for iWorks payroll enhancements and Service Desk development. To be aligned with new Transformation Portfolio
YL255	Minor Works/Improvements	4.1	4.1	11.7	0.0	11.7	0.0	7.6	Mar-19	Gareth Jones	May-18	Works complete
YM215	Replacement Revenue & Benefits System	16.5	16.5	17.1	0.0	16.5	0.0	0.0		Gill Vickers	Oct-18	ACR (axis counter receipting) will be completed Feb 19
YP349	Green & Blue Waste Bins	0.0	0.0	35.9	14.0	0.0	0.0	0.0	Mar-19	Janet Dowllman	Mar-18	Transfer from Revenue for the purchase of blue & green bins.
YM379	Bracknell Library Training Room	0.0	0.0	60.4	0.0	60.4	0.0	60.4	Jan-19	Kamay Toor	Feb-19	All works complete
YP535	Harmanswater Library	795.0	400.0	171.3	77.8	400.0	395.0	0.0	Apr-19	Kamay Toor	Mar-19	Construction works completed on the 4 March as programmed March except for the external works which is planned to be completed early May
YP508	Cem & Crem - Park Area Pathways	35.0	0.0	0.0	0.0	0.0	35.0	0.0	Mar-19	Linda Gizzie	Mar-19	Paths - request carry forward to budget to 19/20 as works require Spring/Summer ground conditions.
YP550	Cem & Crem-Memorial Area Renewal	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Mar-19	Linda Gizzie	Mar-19	ItS scheme
YP553	BSLC ITS	0.0	0.0	1,364.1	0.0	0.0	0.0	0.0	Mar-19	Nick Smith		
YP483	Leisure Replacement Catering System	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Mar-19	Mandy Bates		

YP485	Bracknell Library - Introduction Self Service	497.8	386.1	329.6	56.5	386.1	111.7	0.0	Mar-19	Mandy Bates	Mar-19	Self Service is now embedded into all 9 libraries. Open+ technology is live at Binfield and Sandhurst and Birch Hill are currently undergoing testing and will be live imminently. The new Harmanswater Library will open on 8th April with both Self Service and Open+ fully functional. A majority of the invoices have now been paid however there is an additional element to the project to manage stock which is yet to commence once all libraries are functional with Open+. Therefore it is requested that the remaining budget is carried forward to 19/20 financial year which will also cater for any late or unpaid invoices.
YM367	Civic Accommodation	2,118.9	2,083.9	412.3	0.0	447.3	35.0	(1,637)	Sep-18	Matt Howlett	Mar-19	Late invoices submitted by Shorts Electrical, totalling £10K, for T2C work have been submitted in March. It has been previously agreed to fund £20k of works from the Education Centre relocation, and approximately £200k may be needed to relocate EDS/Forestcare leaving a balance of approximately £379k to manage the highest priority toilet refurbishments at Time Square.
YM386	EH Demolition	1,000.0	0.0	0.0	0.0	0.0	1,000.0	0.0	Mar-18	Matt Howlett	Jan-19	EH No longer being demolished. New tenants in situ.
YL009	Minor Works Programme	6.0	6.0	(1)	0.0	6.0	0.0	0.0	Mar-19	Nick Smith	Aug-18	Remaining items BLC/DGC will take place before year end
YL152	Grass Cutting Equipment	35.0	35.0	35.0	0.0	35.0	0.0	0.0	Mar-19	Nick Smith	Mar-18	Complete
YP484	BLC Main Sports Hall Refurbishment	0.0	0.0	0.1	0.0	0.0	0.0	0.0	Mar-19	Nick Smith		
YP507	Replacement works to toilet area BLC	0.0	0.0	20.0	0.0	20.0	0.0	20.0	May-18	Nick Smith	May-18	Complete
YM359	Alert H&S System	4.6	4.6	0.0	0.0	4.6	0.0	0.0	Mar-19	Steve Caplan		
YM244	Improvements and Capitalised Repairs - Council Wide - Planned Maintenance	1,551.0	1,551.0	871.9	203.9	1,551.0	0.0	0.0	Mar-19	Richard Payne	Jan-19	All the projects have now been allocated and design process has commenced. Works to 3 Projects complete (Coral Reef, Fire Improvement, Waterside C) Works to 6 projects on site (76 Binfield, Hanworth, High St CP, Wick Hill, Tenterden, EPCC)
YM364	Iken System Upgrade	0.5	0.5	0.0	0.0	0.0	0.0	(0.5)	Mar-19	Sanjay Prashar	Oct-18	Project Complete
YP522	Savernake Park (S106)	0.0	0.0	(0)	0.0	0.0	0.0	0.0	Mar-19	Stephen Chown	Sep-18	Project complete
YM002	Access Improvement Programme	48.3	48.3	5.2	33.6	48.3	0.0	0.0	Mar-19	Steve Caplan	Jan-19	Works to both Braccan Walk and High Street CP to be completed by the end of March 2019
YM293	Property & Asset Management System	10.0	10.0	0.0	0.0	0.0	0.0	(10)	Oct-18	Steve Caplan	Jan-19	Self Service roll out is now complete - no further budget required
YM346	Asbestos Control	21.4	16.5	1.5	21.6	16.5	4.9	0.0	Mar-19	Steve Caplan	Jan-19	
YM351	Disposal of land at Sandy Lane	20.9	20.9	0.0	0.0	0.0	0.0	(20.9)	Mar-19	Steve Caplan		
YM356	Replacement of JEL Building Mgmt. System Controls	0.5	0.0	0.0	0.0	0.0	0.5	0.0	Mar-19	Steve Caplan	Jan-19	No budget committed to date
YM362	Commercial Property Investments	19,688.2	19,688.2	0.0	0.0	19,688.2	0.0	0.0	Mar-19	Steve Caplan		
YM366	EPC Regulations	50.0	50.0	16.0	0.0	50.0	0.0	0.0	Mar-19	Steve Caplan		
YM372	Hutwood Court Southampton (Commercial Property)	0.0	0.0	(0)	0.0	0.0	0.0	0.0	Mar-19	Steve Caplan		
YM373	Lincoln	246.9	246.9	247.4	0.0	246.9	0.0	0.0	Mar-19	Steve Caplan		
YM378	Property Review Feasibility	100.0	100.0	0.0	0.0	100.0	0.0	0.0	Mar-19	Steve Caplan		
YM383	Redditch	11,623.5	11,623.5	11,633.5	0.0	11,623.5	0.0	0.0	Mar-19	Steve Caplan		
YM388	3, 4, 5A The Lakes, Northampton	0.0	0.0	16,602.9	0.0	0.0	0.0	0.0	Mar-19	Steve Caplan		
YP442	Coral Reef Enhancement Project (YP442/ YP527)	180.0	160.0	165.5	0.0	165.5	20.0	5.5	Mar-19	Steve Caplan	Mar-19	Works complete and Practical Completion achieved on the 21 September 2017. All the construction snagging works complete. £20k retentions to be release during May 2019
Total Capital Programme		47,670.5	45,582.0	37,551.5	3,205.0	43,573.3	2,088.5	(1,602)				
Percentages				82%	7.03%	91%	4%	-4%				