



Performance Monitoring Report

for

Environment, Culture & Communities

**Third Quarter 2009/10
October-December 2009**

Portfolio holders:
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Section One: Executive Summary

Cast your mind back. We first had snow on the 17 December and then a few days later we had 'gridlock Monday' when the skies opened. That snow had just about gone and we were heading towards some degree of normality back when yet again down it came and the world stood still. That is for many but not all.

The nature of our department is such that it has a key role to play in responding to any weather related emergency. This last period of snow fall has tested us all in many ways even if it's just getting to work.

For those in the Highways Asset Management Team they have the lead role whenever it comes to keeping our highways open. Our plans depend upon our highway maintenance and street cleansing contractor Ringway and also our Landscape team. In the collective the contribution they all make to helping us keep mobile should not be underestimated. In the recent weather extremes their efforts and those of many others in the department, as well as many others around the Council, has been exceptional.

In each service areas there are many stories about how staff had worked to keep services going. For those involved in the wider emergency response the efforts went on through the night and over the weekends. We had some very tired staff as a result. Events like this don't happen very often thankfully and after any such event there is learning to be taken on board. A debriefing and action planning will take place.

Getting back to normal for waste collection happened very efficiently. The next challenge will be assessing and dealing with the pot holes that will emerge as a consequence of the weather.

The impact of the recession continues and the severe weather events described above has affected income levels by approximately £125,000. The Department Management Team continues to try and identify additional economies to offset those new and existing pressures caused by the recession.

Public safety is a key objective for the department and most parts of the department make a significant contribution to this. In this quarter, the activities of Trading Standards are particularly enlightening. Test purchases show our traders are improving their performance in terms of selling restricted goods; defective goods that were a danger to the public were investigated and removed from sale; various licences were issued and checks made; taxis were examined and those that did not meet our standards were removed from service and the section supported two vulnerable adults who were suffering from the activities of two businesses.

Finally, it is pleasing to note that our residents recognise the value of our services. 'Sport, Leisure and Culture' was cited most often in the Neighbourhood Survey of 2009, followed by 'access to nature', Parks and Countryside, health, crime, housing and education. In percentage terms Parks and Open Spaces were most popular. Areas that the community would like to see improved include more police on the streets, action on speeding, levels of litter and more parking (there are others). The survey does highlight how much the department is involved in improving the day to day quality of life for our residents. A full report is going to the Executive in January.

Section Two: Progress against Service Plan

Annex C provides details of performance against relevant National Indicators this quarter, as well as an update on the operational risks identified in the Service Plan. The Environment, Culture & Communities Service Plan for 2009/10 contains 61 detailed actions to be completed in support of the 13 Medium-Term Objectives. Annex C also provides information on progress against each of these detailed actions; overall 57 actions were achieved or on target at the end of Quarter 3 (✓), while none were causing concern (✗).

Of the remaining 4 actions the new Chief Officer: Planning and Transport changed the prioritisation of 3 actions when he started at the Council in quarter 1. These are:

- 3.1.3 - undertake partial review of core strategy (public participation), deferred to 2010/11;
- 3.1.5 - recommence Development Management Development Plan Document, deferred until 2010/11;
- and 3.16 - complete public participation of Whitegrove and Quelm Park area action plan, reviewed this as part of Site allocation Development Plan Document.

The final action, 10.5.3, was for the department to work with Children, Young People and Learning to review the use of the Easthampstead Park accommodation with the aim of increasing income by selling more space in the conference centre. The Corporate Management Team decided not to continue this project when the recession reduced Easthampstead Park's income from its current space, removing the potential to raise any more income by creating extra space.

All our National Indicators are on target or not yet reported except NI 8, Adult Participation in Sport and Recreation. Sport England, the body that prepares the indicator, released the results of its survey in December 2009. The survey showed the percentage of the Bracknell Forest adult population participating in 3 x 30 minutes of moderate intensity sport and physical activity in a week is 19.3%. This represents a small decrease on the previous survey, but Sport England did not consider this drop statistically significant and therefore reported the figure as "no change." Although the figure is below our LAA stretch target of 28% it is in line with the experience of most other local authorities.

Section Three: Resources

Staffing

Please see Annex A for full narrative and detail.

Budget

See Annex B for more detailed information.

The Finance section will follow in the second Draft of the Report following CMT on 20th January.

Revenue

Capital

Complaints received

Stage	No. rec'd Q3	Nature of complaints (bulleted list)	Action taken and lessons learned (bulleted list)
New Stage 2	2	<ul style="list-style-type: none"> • Display of community magazine in Library • Handling of DFG application 	<ul style="list-style-type: none"> • Letter sent confirming the relocation of the magazine. • Cross department and complainant meeting held followed by a number of correspondence.
New Stage 3	0		
New Stage 4	0		
Ombudsman	0		

Explanation of new complaint stages

Stage 1: Informal notification to, and attempt at resolution with, the team providing the service in question.

Stage 2: More formal contact (in writing or by phone) with the manager or chief officer responsible for the service. Attempted resolution is by investigation and written response to the complainant.

Stage 3: Formal written complaint to the relevant director. Attempted resolution involves investigation by the director or appointee and written response to the complainant.

Stage 4: Formal written complaint to the Chief Executive, who decides whether the complaint has been dealt with appropriately at each of the previous stages. If not, a review panel consisting of two independent persons and a Council Member is convened, at which the complainant may be present. The panel makes recommendations to the Chief Executive on whether to uphold the complaint and what remedial action should be taken.

Local Government Ombudsman: If the complainant remains unsatisfied at the end of Stage 4, s/he may contact the Local Government Ombudsman, who will review the case and form a judgment as to whether the complaint should be upheld.

Equality Impact Assessments

The following EIAs were published in quarter 3 for ECC for your PMR:

Emergency Plan Policy
 Forest Care Lifeline
 Homelessness Service.

Internal audit assurances

The department received no audit reports with limited or no assurance in the quarter.

Section Four: Forward Look

Environmental Health & Public Protection

Emergency Planning & Business Continuity

The corporate business continuity plan has not yet been totally revised although a review including update of contact details was undertaken prior to the Time Square power down weekend. A fundamental review of the plan and business continuity process is required and will be a priority over the coming months.

Environmental Health

On the basis of information obtained in respect of the Borough's air quality to date a further and more detailed assessment of nitrogen dioxide levels has been commissioned at three locations in the borough, Bagshot Road, Downshire Way and Bracknell Road Crowthorne. If the levels are shown to reach nationally set trigger levels we will declare air quality management areas (AQMA) and then look to manage the situation such that the levels are reduced. It is anticipated that the outcome of the report will be received by the end of February 2010.

Good progress has been made in respect of the contaminated land duties and the projected outturn is that 450 more sites will have been reviewed by end of March 2010. It should be noted that the number of sites to be inspected includes those that require an initial site walkover and those where a site walkover has been done but further investigation (additional research or soil sampling). For information the use of specialist consultants to undertake site walkovers of a small number of high risk sites is in progress and the outcome will be reported in the next period.

The draft Health and Safety Law Enforcement Plan 2010-2011 is to be reported to the Licensing and Safety Committee on the 4 February 2010. This will provide an opportunity for Members to comment on its content prior to receiving a full plan to be adopted for the year ahead and an outturn report for the current year.

Highways Asset Management

Following completion of analysis of the highway, condition surfacing programmes will be compiled in the next quarter. Asset data collection will continue and draft highway asset valuations will be calculated. Priority will have to be given to dealing with the impact of the severe weather on the network.

Licensing

New legislative changes within the Licensing Act 2003 have required officers to undertake further training. It is intended that members of the Licensing Safety Committee and possibly other members could receive training on how these changes will impact upon their roles within the licensing process. The Berkshire Licensing Liaison Group is looking to provide training for members across Berkshire within the next quarter.

Following the Multi Agency check of taxis within the last quarter a similar operation will be conducted in this quarter, together with a check on vehicles used for Home to

School contracts.

An information and advice pack on how to run a successful and safe small community event has been drawn up by officers in conjunction with the Bracknell Forest Voluntary Agency. It is intended that the pack will be available free of charge to agencies and residents.

New legislation is expected shortly which will require certain lap dancing establishments to be registered as sex establishments. The legislation will also introduce tighter controls on the frequency and nature of such events and officers will advise local businesses on the new requirements and if necessary take enforcement action.

Operational Support

During the next quarter our Lektrievers are due to be replaced with newer ones from elsewhere at Time Square. However following a major file cull we are hopeful of reducing the number of Lektrievers on the floor by one. Work will continue on the Confirm Managed Service. The team will continue to review its work loads and cross train. The structure will again be reviewed once the outcome of the car park re-tendering process is known.

Trading Standards & Services

With a full establishment once more there will be a concerted effort to complete our premise inspection programme in this quarter. However the post Christmas period is generally a busy period dealing with residents' complaints over goods or services they have bought or been given as a present. With complaint levels already 20% above last year's levels there is no reason to believe this period will be any different. The final programme of Age Restricted Goods test purchases will also be completed and it is hoped that the good progress made by more responsible retailing will continue into the new year.

No sampling of food or goods for safety purposes is planned for the next quarter although results on other projects completed in quarter 3 will be released and may require further investigation and action.

The growth of e-bay as a market place continues. Illegal activities in the form of counterfeit and dangerous goods put the health and safety of residents at risk and threaten job security in local companies. Officers have acquired a free trial of a software product which assists in the identification of illegal trading upon e-bay by persons within Bracknell Forest. Officers will use this product during the next quarter to evaluate its effectiveness in the identification of criminal activity through e-bay and where appropriate take enforcement action to protect local residents and businesses

Easthampstead Park Cemetery & Crematorium

The next quarter tends to be the busiest time for the staff. The winter period leading into spring brings its own demands and challenges. In addition to this we expect to have gone out to tender for new cremators that include for the mercury abatement provision as we have opted to take out the very small levels of mercury that can arise during a cremation. Mercury was once used in fillings. By abating we should avoid having to pay a surcharge into a national scheme. We should gain a return from that scheme to recognise the investment made.

Car Parking

The final details and costing for repairs and maintenance to the car parks should be known within the next quarter. This will enable the 5 year maintenance plan to be reviewed and restructured.

Work will start on the replacement of the expansion joints within the High Street Car Park. It is envisaged that the work will take around 6 weeks and should not disrupt the use of the car park to any significant extent.

The new Management Contract tenders will be evaluated with a new contract awarded. Part of a new contract will be the replacement of the existing payment and management equipment which is an urgent need.

Waste & Street Cleansing

Planning permission has been given to install the "Beast of Bracknell Forest" at Longshot Lane Household Waste Recycling Centre. The Beast was made from materials discarded at the re3 Household Waste Recycling Sites and should be installed during the Spring. Improvements are to be carried out on three recycling sites in the next few months, Larks Hill at Quelm Park and Leppington in Birch Hill and the Rugby Club site in Lilly Hill Road. A one off scheme is being introduced to allow residents to purchase Green cones at just £10 if they collect them from the depot.

A number of "recycling on the go" litter bins which have separate apertures for recyclable items (such as cans and plastic bottles) have been ordered for installation in the New Year in the town centre and at some neighbourhood shops.

Domestic battery recycling will be compulsory from February in all shops who sell over 32kgs of batteries per year. This is a producer responsibility and the council will be helping to promote the locations of battery recycling banks at local shops and of course residents can continue to take them to Longshot Lane if they wish.

The recycling team are working with other organisations such as the Green Machine, Mencap, Headspace and the organisers of the foil collections to set up a partnership to recycle materials that waste companies are unable to accommodate. This will include setting up a scrap store, extending the foil collections to all re3 partner councils, recycling of discarded materials that could be used for pets and school library book recycling as well as other initiatives and it is hoped that local businesses will become involved.

Over 100 litter bins have been ordered to replace those that are rusting. They will be installed in the New Year and the majority of replacement bins are made from recycled plastic.

Landscape Services

Capital funded building works at the Binfield nursery are in the tender stage but should commence in quarter 4.

Meetings have commenced to discuss new initiatives for Bracknell in Bloom and it is hoped to form new partnerships with Bracknell Forest Homes and other voluntary groups in the borough.

Housing

Housing Strategy

Negotiations with the Government office for the South East concerning the Local area agreement targets for housing and affordable housing delivery will be concluded in this quarter.

The Executive will be asked to consider a report to establish a programme board to steer the consultation with older people to inform an accommodation and support service strategy at its January meeting. In addition the Executive will be asked to consider a strategy to improve the condition of the existing housing stock in Bracknell Forest at its meeting on the 16th February. A meeting of the landlord and letting agent forum will take place at the beginning of February.

The Executive member will be asked to consider a policy on intermediate rent developments during the quarter. RSL are increasingly looking to provide rented accommodation at 80% of open market rent to diversify tenure on new developments but the Council needs to consider who should live in such properties so as to ensure a balanced viable community is enabled on new developments.

Homelessness

During the quarter the Executive member for adult social care, health and housing will be asked to consider the Council's mortgage rescue plan. The Council has received £ 38,000 in this financial year from the Government's homelessness Directorate to support the mortgage rescue plan.

A change in the way in which housing benefit will be calculated for temporary accommodation in 2010/11 will generate a small budgetary pressure which will need to be addressed via moving from leased to directly Council owned property.

Supporting People

The Executive will be asked to consider a tendering strategy for some supporting people contracts when it meets on the 16th February. Following these negotiations will take place with service providers to commission services for the forthcoming year.

Service users and service providers will be involved in planning the all inclusive forum which will take place on the 16th April.

Home Ownership

There are currently 2 cash incentive grant applications being pursued with purchases predicted before the end of this financial year. A mail shot of all households on the shared ownership data base will take place at the beginning of February.

The Council's mortgage scheme will be launched in mid February.

Choice Based Letting (CBL) – BFC My choice

The BFC my choice, choice based letting scheme will go live with the first properties advertised on the 26th January. Preceding this all households registered on the Council's housing register will receive a letter telling them which band their

application has been placed in for bidding purposes as well as advice on how to bid for properties and use the BFC my choice web site.

In the second week in January some try and see sessions will take place in Times Square for applicants to come and try the new system and learn how to use it.

During the quarter the Executive member for Adult Social care health and housing will be asked to consider the allocation plan for the financial year 2010/11.

Benefits

During this quarter the Benefit service will complete the self-assessment of the service against the benefit key lines of enquiry in advance of the Audit Commission inspection in May.

The service will need to be restructured following a reduction in the amount of admin grant for 2010/11 so as to keep the costs of the service within budget.

Forestcare

An upgrade of the calls handling system will be implemented in this quarter. The new system will enable the Council to buddy up with Winchester City Council calls handling in terms of back up and disaster recovery. This will save the current annual cost of back up calls handling and this savings has been employed to pay for the cost of the new system through a spend to save initiative. The new system will also allow remote programming of equipment thus saving sites visits by mobile officers.

In February Forest care will be audited for the annual Telecare services accreditation. This year it will be a full audit including an audit of the mobile service.

In the forthcoming quarter a new contract will be taken on to provide monitoring and mobile response to Catalyst housing scheme in Reading.

Leisure and Culture

Leisure

At the time of writing this report the major concern is trying to maintain services during particularly adverse weather conditions. Looking forward, there is concern that if the adverse weather conditions continue this will significantly disrupt our customers and also have an impact on the Council's finances.

The new spring terms courses programme will get underway at Bracknell Leisure Centre and Coral Reef will be open after an extended maintenance close down period. Work to repair the damage caused by the fire at Edgbarrow Sports Centre will commence and efforts to minimise the impact on our customers will be ongoing. Preparations for the half marathon will step up a gear working up to the actual event on the 9th May.

Libraries, Arts and Heritage

Libraries - Plans for the refurbishment of Whitegrove library are well advanced. A new false ceiling will be installed to improve heating and ventilation, along with new lighting. New shelving and a new counter will form the basis of a complete reorganisation of the public area. Again Section 106 funding is being used to part

finance the improvements. Existing furniture and equipment that can be re-used is being re-allocated as appropriate.

It is planned to install new external signage for all libraries and provide a new general leaflet promoting the service.

A fifth reading group at Sandhurst library will be set up in the New Year.

E-Audiobooks are now available for library members to download as MP3 files via the Bracknell Forest website. A full launch of the service, once any technical problems have been ironed out, will take place in the New Year.

Arts and Heritage Forthcoming events -

Heritage Forum Meeting	9 th February 2009
Public Art Advisory Panel	10 th February 2009
Lift Off Dance Festival	12 th and 13 th March 2009
People's Museum – Warfield	6 th March 2009
Age to Age IV – performance	week beginning 29 th March 2009

Parks and Countryside

'Capturing our Natural World' exhibition - winning images from the parks annual photo competition 2009 will be exhibited in the community gallery at South Hill Park from the official opening on the 5th February until April 2010. The images are also being used to promote the borough's open spaces in parks and countryside service publications and on the council's website.

www.bracknell-forest.gov.uk/parksinpictures.

Access and visitor information improvements - *Caesar's Camp* - new visitor information boards have been produced and are due to be installed at major access points across Caesar's Camp in early 2010, in addition to points of particular archaeological interest. Grant funding for the work was secured from Natural England to improve access and visitor information at the Iron Age Scheduled Ancient Monument.

Shepherd Meadows - new and updated interpretation is currently in the design stage for Shepherd Meadows and will accompany new information boards at Sandhurst Memorial Park. Sandhurst Town Council and Bracknell Forest Council have been working to improve and update signage across the jointly managed green flag award winning sites. Other marketing work includes a brand new promotional DVD for the sites which will be available on-line on the Council's website from early 2010.

Public Rights of Way - the revision and updating of the Definitive map and Statement is well underway for a republish date in early 2010.

Work will commence in January to clear the verge and reditch the eastern end of Hawthorne Lane.

Performance and Resources

Finance

In addition to the day to day duties the main tasks in the quarter are to prepare the 2010/11 revenue and capital budgets for loading onto the general ledger and to look at further revenue economies in 2009/10 to balance the budget.

Human Resources

HR will work with the individual employees affected, in relation to TUPE, by the car parking tender exercise.

We will progress mentoring by matching mentees with mentors

Safeguarding will be a major area to be progressed this quarter – progress will depend on guidelines being produced by ISA

Job evaluation will be significant this quarter as the whole HR team will support individual employees who are part of the pilot scheme.

We will deliver a second network event on conflict and an Investigation Officer training course.

Administration

We will continue to strive to meet all our targets and prepare to start scanning housing's new applications from April. We plan to complete the scanning the existing housing register files.

Business Systems

We will continue our work on improving the accessibility of online web products to help achieve the 'AA' standard defined by the Disability Discrimination Act. We will set up the new choice-based lettings website - www.bfcmychoice.org.uk for go live in January and provide web content for the online licensing application system, ELMS, written by the Department for Business Innovation and Skills. This is to meet a new EU service directive implemented on 28 December 09. Also the team will receive training on the new online forms system in early February and prioritising the department's mandofoms for conversion.

We will complete the Confirm IT system upgrade and upgrade the M3 IT system used by Environmental Health and Trading Standards & Licensing to meet new legislation due in April 10. We will also upgrade Housing Benefits' document imaging system, Iclipse, and support corporate IT to move the system to a new database. We will buy and install Forestcare's new out of hours call system.

We will continue to develop and promote the Land Management data project as well as moving forward the capture of a spatial inventory for the Environmental Survey team. Work is also underway to match leisure centre membership data with the Experian MOSIAC Data to enable Leisure to undertake target marketing. Along with this, the team will continue to support the Corporate GIS system and produce numerous maps for the department.

e+ Smartcard Programme

The team were successful in reaching the finals of the e-Government National Awards for the work done to assist others introducing smart card schemes and will attend the award ceremony in January.

As part of the BFC My Choice implement we will introduce the e+ card as photo ID for nominations for a Housing Association property. We also plan to allow BFC 'My Choice' card holders to pay council debt via the PayZone network using their e+ card. This would be a first for Local authority smart cards.

We will test and implement the project to use the e+ card system to manage Social Care client access to leisure systems outside the Leisure Flex system. We will improve access to disabled bus passes by allowing all our issuing sites to carry out the vetting procedure.

Contracts

Engineering Consultancy Contracts (Jacobs Babbie Replacement)

In quarter 4 we will officially award the contracts for Highways Condition Assessments, Public Transport Coordination, Scheme Assessment & Traffic & Transport Data Collection.

We plan to procure the Bridges and Structures Management & Maintenance Contract through the South East Pan Government Collaborative Highways Professional Services Framework. Hampshire County Council have identified preferred bidders have been identified and will appoint to the framework in January 2010. Following this, we will run a mini-competition to appoint one of the framework contractors during quarter 4.

Car Park Management Contract

In Quarter 4 the tender evaluation team will evaluate the tenders, hold clarification and select a preferred bidder. We will report to the Executive at March's Executive meeting.

Mercury Abatement/Replacement Cremators Contract

In quarter 4 we will finalise the specification, pricing schedule & evaluation criteria. We will place the advert in the European Journal by end January 2010 inviting expressions of interest. We will issue invitations to tender to interested bidders. We will receive tender returns from bidders and begin the evaluation process.

South Hill Park Contract

In quarter 4 we will receive completed tenders to be received from bidders and begin the tender evaluation process. We plan to identify a preferred bidder in the quarter.

Refuse Collection Contract

In quarter 4 we will agree the scope of the contract, that is not due to start until July 2011, and draw up the procurement plan. We will start drafting the specification. We plan to advertise the opportunity to be advertised in OJEU and issue pre-qualification questionnaires to interested bidders.

Equalities

We will complete the 2 remaining service Equality Impact Assessments in the quarter and assist colleagues with some policy assessments. Due to changes in reporting it is possible the service assessments will not need a full assessment therefore we will not publish them on our website.

Business Continuity

We will continue to support the team preparing for any difficulties that may arise during the remainder of the Time Square roof works.

Performance Management

We will continue to support the new performance management system implementation and will prepare the 2010/11 service plan and workforce plan.

Health and Safety

We will launch departmental intranet pages on health and safety during the quarter.

Customer Care

Following our successful workshops with members will continue to implement the agreed action plan.

Planning and Transport

Development Management

The key focus for the DM Service in the coming months remains the need to balance budgetary pressures against the expectations of maintaining a high performing service. Arising from the increasing number of breaches a number of legal actions and appeals will be placing demands on the service in the coming months.

The service has already been pro-active in addressing these issues through establishment reductions but a wider review of the planning service will be commenced in the coming quarter, which will include:

- Reviewing decision making procedures and arrangements
- Review of public consultation and engagement arrangements
- Reviewing current arrangement for enforcement and compliance.
- Reviewing the accessibility of the service to users including introduction of a Planning Alert system and overhaul of the planning web pages

Other planned tasks in the coming months are:

- Establishing a service user panel and other initiatives to ensure greater customer focus within the service indexing of the recently completed electronic capture of planning micro-fiches.
- Introducing new arrangements for specialist listed building and conservation advice (from April 2010)

- Making available for internal use the planning records back to 1948 which have been captured electronically
- Continued involvement in the POS Development Management Project.
- Work closely with the Planning Policy Section in the formulation of planning policy documents.
- Construction of new intra net web pages to assist other departments in their dealings with the Development Management Service.

On the development front the Bracknell Town Centre remains the key priority for the service,. Activity continues to be centred on proposals for a number of 3rd party sites, including continuing pre-application negotiation on the Bracknell Health Space.

Building Control

It is hoped that training will commence for one member of the team on the BRE Code for Sustainable Homes in order to provide advice to internal colleagues and external builders and designers on achieving compliance with the Code. It is also planned that this will be extended to training in BREEAM. There is potential to expand this into an income generating scheme if the team members become accredited assessors.

It is hoped that there will be further opportunities to liaise with the developers of two potential office developments and EC Harris on the Primary Capital Programme.

A decision has been made by the Information Commissioner with regards to a case at Liverpool Council that the Building Control Section there are wrong to charge for access to their data for Personal Searchers as it should be released free of charge as Environmental Information. There is other legislation in place which states that we can charge and this is currently being challenged also. This situation will be monitored and appropriate action taken should the need arise to stop charging for our information.

Work should be progressing on the pilot we are undertaking on behalf of DCLG for risk assessments of Building Control inspections and fee setting mentioned in 3rd Quarter 09.

Land Charges

It is hoped that the upcoming increase in the statutory fee for personal searchers will force price increases from our competitors. We have already begun a marketing campaign highlighting how cost effective our service is and this price increase can only benefit our position.

It is hoped that Land Charges will be up and running with on-line payments so that we can accept electronic applications direct from local solicitors by the end of this quarter.

Highway Network Management

Co-ordination Headlines

- In order to improve member communication Councillors are to be sent information about major works affecting their wards.

- National Grid Gas continue with their 5-7 year mains replacement program with Bullbrook being the next area to be tackled after completion of the Priestwood schemes. NGG acknowledge their poor performance in Priestwood and plan to complete works in a slower more sequential manner.
- Jennetts Park / A329 roundabout works likely to commence February 2010.
- Junction capacity improvements are scheduled to commence in March 2010 on A322 Bagshot Road, Sports Centre roundabout.
- National Grid Gas have requested occupation of South Hill Road, Mill Lane and Twin Bridges roundabout for medium pressure gas main renewals. They have been directed to reschedule for after Jennetts Park and Sports Centre roundabout works are complete.
- Thames Valley Police in partnership with BFC placing Automatic Number Plate Recognition (ANPR) cameras at numerous locations across the borough for crime prevention purposes. Subject to planning permission where necessary and to be installed by March 2011.
- B3018 London Road, Binfield widening and signalised junction works in progress and ahead of schedule.
- Trial holes being dug to prove a route for Scottish and Southern Energy between Bracknell and Camberley. Commencement dates not yet known.
- Scottish and Southern Energy planned high voltage cable route between Bracknell and Ascot trial holes completed awaiting program of works.
- Next generation of broadband subject to bidding process for significant future works in residential areas. No definitive dates but 2011/12 being assumed.
- Olympic Route Network 2012 – an alternative route runs through the borough in the form of A322/A332 and A322/A329 to Eton Dorney. It is expected that 30,000 spectators plus the Olympic family will be accessing this venue each day. The number of vehicles taking the alternative routes is currently unknown.

Street Works Inspections

The quality and safety of street works is measured by random sample inspections, the quarterly results of which should show less than 10% failure rate at each inspection category. The highlighted figures are likely to result in either warnings or enforcement action.

Additional funded inspections have been successfully negotiated with National Grid Gas in response to their current additional workload.

Spatial Policy

Further consultation and the collection of background evidence underpinning the preparation of the Site Allocation Development Plan Document will be undertaken to enable the document, and its supportive infrastructure Plan, to be published in October 2010.

Preparation of Supplementary Planning Documents to guide the comprehensive mixed use development at Amen Corner, Binfield and in the southern part of the Parish of Warfield has commenced and will be taken forward.

Consultation on the Amen Corner SPD has commenced with the intention that the SPD be published by April 2010. Evidence gathering and background research on the Warfield SPD will take place during the period to May 2010.

Consultation has been completed on the Character Areas SPD though publication has been deferred due to the number of items on the agenda for the February Executive and should now take place between March and April 2010. The Streetscene SPD has been delayed while additional material is sought and a number of issues are resolved, a revised timetable is currently being prepared for its production with consultation likely to be April-May 2010.

Consultation on the Thames Basin Heaths SPD is programmed for October/November 2009 leading to publication in March 2010.

Climate Change and Carbon Management

Following Executive approval of the Climate Change Action Plan Progress Report in January 2010, the Climate Change Working Group will refresh the Action Plan for the year ahead.

Consultants have been appointed by the Carbon Trust to conduct a feasibility study for a distributed energy scheme between Bracknell Leisure Centre and neighbouring sites, including Brakenhale School and Open Learning Centre, Fox Hill Primary and Rowans Children's Centre. This will provide suggestions for an optimal mix of technologies between the neighbouring sites and a whole life cost/benefit analysis for the different options. The study will be completed by the end of March 2010.

The Carbon Trust also agreed to fund a study for a smaller scheme between Harmans Water Pool and Primary School. This will also take place during Quarter4.

While the chillers are being replaced at Time Square, voltage optimising equipment is being installed to reduce the overall energy consumption of the building. This technology has been investigated for other Council sites and will be rolled out in the months ahead.

All schools have been invited to apply for interest free energy efficiency loans through Salix finance. This has been extended beyond December 2009 into 2010. Edgebarrow School's application for £8,000 for heating zone controls was approved and the works have been implemented. An application has been submitted for Wildridings School and is awaiting approval.

The Climate Change Partnership is scheduled to meet the Children and Young People's Partnership in Quarter4 to discuss their climate change role. Other theme partnership meetings are still to be arranged.

Transport Management Section

Traffic and Safety Group

Casualty Reduction – Local Safety Schemes:-

The following Local Safety schemes will have been completed:

- Peanut Roundabout, in the Ward of Winkfield and Cranbourne
- Mini Roundabout Review
- A3095 Crowthorne Road/Ringmead Bus Gate

Other Traffic Management Schemes:

The following Traffic Management schemes will have been completed:

- Speed Limit Gateways – phase 1 , Maidens Green Area
- Long Hill Road – Speed management scheme
- Wareham Road / New Forest Ride roundabout – Visibility Improvements
- Pitts Bridge – Traffic signalisation
- Holly Spring Lane – replacement bus gate

Speed surveys will have been carried and the assessment work will be on-going on the following Traffic management scheme

- Speed Limit assessment of locally important roads – Phase 1

An external consultant will have completed and submitted the final report for the following feasibility study and works arising from the report will be completed.

- Pedestrian radar review at signalised crossings

Negotiations may well be completed with landowners at Maidens Green Crossroads and the detailed design will be on-going.

Traffic Regulation Orders (TRO):

The contents of the next on-street parking restriction TRO will have been complied and will have been formally advertised.

The Bull Lane waiting restriction TRO will have been completed.

The Station Road taxi rank TRO will have been completed.

Road Safety Education, Training and Publicity

The following Education, Training and Publicity activities will have taken place:

- Pre-driver talk at B&W College
- Parent/pupil talks at Infant and Junior schools
- 'For My Girlfriend' young driver campaign at B&W College
- Attending toddler sessions with information for parents
- Road Safety talks for Nurseries

Transport Implementation Group

Transport Model:

- Work will continue on two corridor studies, the A322 and the A329, testing possible improvements and providing the basis for engineering solutions to be developed. Modelling of the A322 / A329 Corridor from Swinley Bottom to the Coppid Beech junction is on-going. Once complete, this model will be used to

- The model itself will be an essential tool in identifying the transport impact of the Borough's housing allocations, as well as any phased development of the town centre

TIF

- BFC will sign up as an infrastructure partner and continue to attend the cross boundary working groups for Readings Transport Innovation fund including officers and Executive members

Bracknell Railway Station Improvement Work:

- Works will continue and weather permitting will be complete by the end of the 4th quarter.

LTP3

- The next stage of LTP3 will be to Identify the Challenges that will be addressed in the Plan, to achieve the adopted Objectives.
- Initially, internal departmental managers will be consulted to compile a comprehensive set of 'Challenges' which will inform the next stage of consultation.

Passenger Transport

- Tenders for new contracts to start in May 2010 will be issued in January, tender analysis will take place in February.
- The Concessionary Travel Scheme for 2010/11 needs to be published by 4 March 2010.

Travel Choice

- Launch of a re-branded and signed cycle highway to the south of the town centre
- Working with local businesses to review and update existing Travel Plans

Engineering Projects and Adoptions Group

In the safe Routes to School Programme:-

- Safe Routes to School improvements are due to commence at a number of high priority schools including new cycle shelters at Sandhurst, Woodenhill and Wildridings schools

Public Transport Programme:-

- Construction is due to start on providing a footway link to bus stops in Ringmead from Wheatley
- A number of bus stops are to be improved by providing new shelters and upgrading poles, flags and timetables.

Pedestrian and Cycling Improvements Programme :-

- Construction of the Market Street Puffin Crossing is due to start in Jan 2010
- Construction is due to commence on the Wokingham Road (between Turnpike Road Roundabout and Stoney Road) footway/cycletrack scheme

Parking programme:-

- Further Planning applications are to be submitted for a number of schemes in high priority roads to increase parking capacity
- In the next 3 months construction is due to start on the 1st phase of parking improvements in Drovers Way, Ennerdale and Calfridus Way

Section 278 Highway Works:-

- Works are due to commence in Feb 2010 on the new A329 Roundabout and Spur Road as part of the Jennett's Park Development off-site highway improvement works

Annex A: Staffing information

Staffing Levels

	Staff in Post	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	11	10	1	10.68	0	0%
Environment & Public Protection	105	88	17	99.64	9	7.89%
Housing	64	54	10	59.41	7	9.86%
Leisure & Culture	380	167	213	260.53	50	11.63%
Performance & Resources	37	30	7	34.26	2	5.13%
Planning & Transportation	86	67	19	79.75	13	13.13%
Department Totals	683	416	267	544.27	81	10.60%

Overall the vacancies have increased by 10 this quarter. Leisure & Culture account for 9 of these, 7 of which are based within Libraries.

This quarter, we were successful in recruiting to a number of hard to recruit posts including Environmental Health Officer, Planning Officer, Recycling Assistant, Sustainable Energy Officer, Trading Standards Enforcement Officer, Assistant Engineer and Emergency Response Officer

Staff Turnover

For the quarter ending	31 December 2009	2.62%
For the year ending	31 December 2009	10.65%

Total turnover for BFC, 2008/09: 13.7% excluding schools and BFH

Total turnover for local authorities in nationally 2007/08: 15.2%

(Source: Chartered Institute of Personnel and Development survey 2008)

There were 18 leavers this quarter, which is the same as last quarter and a decrease of 8 on the same quarter in the previous year. Of those leavers, 2 retired, 2 were dismissed as a result of ill health (1 through retirement, 1 through capability), 2 came to the end of fixed term contracts, and the remaining 12 resigned.

Quarterly Staff Turnover was up to 2.62% this quarter compared to 2.60% last quarter, but down from 3.74% compared to the same quarter last year. Annual turnover is 10.65% this quarter compared to 11.85% last quarter, and 21.72% in the same quarter last year.

This could be attributed to the current economic climate and the desire for people to stay in stable jobs and environments.

Sickness Absence

Staff Sickness (1 October – 31 December 2009)

Figure 1. Total Sickness by People in Post

Section	Total staff In Post	Quarter 3 Number of days sickness	Quarter 3 average per employee (People in post)	2009/10 average per employee (People in Post)
Directorate	11	10	0.91	2.00
Environment & Public Protection	105	303	2.89	13.37
Housing	64	205	3.20	7.86
Leisure & Culture	380	539.5	1.42	5.23
Performance & Resources	37	64	1.73	9.26
Planning & Transportation	86	78	0.91	4.65
Department Totals (Q3)	683	1240.5	1.82	
Department Totals (09/10)		3716.5		6.79

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Borough Council 08/09	5.67 days
All sectors employers in South East 2008 (Source: Chartered Institute of Personnel and Development survey 2008)	7.6 days
BVPI figure 08/09	7.43 days per FTE

The above figure of 1240.5 days includes 15 employees with long term sickness, which totals 514 days for the quarter. This accounts for 41.4% of all absence which is a decrease on last quarter. This included:

8 employees in Leisure and Culture – 193 days
 6 employees in Environment & Public Protection - 206 days
 1 employee in Performance & Resources – 56 days
 1 employee in Housing – 59 days

Of these employees, 6 are now back at work, 1 has left through the ill-health retirement process, and 1 has left through ill health. All of the 8 remaining cases are being managed through occupational health and performance improvement procedures.

The total number of sickness days this quarter has increased by 27 days compared to last quarter, but decreased by 195.5 days since the same quarter last year.

The most notable changes this quarter are in Environment & Public Protection which has decreased by 217 days (about two fifths) and Housing which has increased by 145.5 days (nearly 4 times as much)

The decrease in Environment & Public Protection is possibly due to the fact that 4 staff who were on long-term sick have now returned to work, and one has now left the Council.

In Housing, 4 members of staff have had a high level of sickness (between 11 and 16 days), but not enough to fall under the term of long-sick (20 days), and this, added to the one person on long term sick, has increased the amount of absence recorded this quarter.

Annex B: Financial information

Annex C: Corporate strategic risks owned by Director of Environment, Culture & Communities

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
Demographic and socio economic changes	6, 7, 9, 11, 12, 13	B2	<u>Migration</u> Short term impact of migration on housing addressed through the provision of bed and breakfast accommodation.	<u>Migration</u> Revised Homelessness and Bed and Breakfast Strategy has been developed and has been approved.	Ongoing	✓	Migration unlikely to have short term impact on homelessness – If not UK residents Home office will have housing responsibility and if UK residents local connection tests under statutory guidance will mitigate any increased demand		No change from Q1.
			<u>Housing</u> Planning procedures mitigate impact of unplanned housing development.	<u>Housing</u> Housing Strategy and emerging planning policies relating to housing will be considered in the Spring	Ongoing	✓	The Housing strategy 2009 – 2014 was agreed by Executive on the 14 th July 2009 The emerging planning policies will be subject to delay pending the Government Decision on the Regional Spatial Strategy which is anticipated in	Review of Housing related Planning Policies to be delayed pending preparation of the Site Allocations DPD “Saved” Local Plan Policies (including Housing policies) are still capable of implementation and are being supported at	

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
							late spring 09.	Appeal.	
			<p><u>Planning – TRL / Former RAF Staff College</u> The Council has raised objections which resulted in planning application being turned down. The Developer’s appeal will only be successful if they can set out reasons justifying the development, satisfactorily address the Council’s objections to the scheme and demonstrate the scheme would not adversely affect the community.</p>		31/3/09	✓	Appeal decision awaited – likely date mid summer 2009.	<p>Both Appeals Dismissed but TRL decision would suggest that some reduced scale of development would be appropriate for the site.</p> <p>The future of the TRL site will be considered under the Site Allocations DPD.</p> <p>GOSE has been asked to prompt the HCA to divulge its proposals for the future of the Staff College site.</p>	<p>TRL site identified in SHLAA and likely to be promoted through Site Allocations DPD</p> <p>GOSE confirm the developers are considering their options – no change being promoted at this time.</p>

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
				Should the appeal be upheld, the Developer would be expected to work with the Council to address areas of concern.					
Demand Led Services	5, 6, 7 & 9	B2	<u>Benefits</u> Additional resource is purchased to address high levels of applicants by outsourcing processing of benefits applications.	<u>Benefits</u> Level of applications will continue to be monitored and processing outsourced where necessary.	Ongoing	✓	Contract for off site processing successfully tendered. Restructuring of the benefit service has taken place to increase the officer resource for assessment. At present performance targets are being maintained despite a 22% increase in caseload from this time last year.		A reduction in the administration grant for 2010/11 will require a review of the structure and officer resource to bring costs in line with income.
			<u>Homelessness</u> Use of bed and breakfast accommodation. Loans provided for deposits to encourage take	<u>Homelessness</u> Increasing flexibility	Ongoing	✓	Currently no households in bed		No change from Q1.

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
			up of private accommodation.	through revised Homelessness and Bed and Breakfast Strategy. Additional £300k to be released to purchase properties and lease more properties as a more cost effective alternative to bed and breakfast accommodation.			and breakfast accommodation. Homeless prevention activity showing a high level of success with many households helped to find a new home in the private rented sector with the help of a rent in advance and deposit loan.		
				Under the revised Strategy the provision of loans is to be extended to provide loans for the first month's rent for private accommodation to further encourage take up of private accommodation.	Ongoing		New policy implemented and has reduced homeless demand.		No change from Q1.

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
Town Centre	1, 11, 13	B2	<u>Monitoring</u> Monthly meetings now being held with Legal and General and Schroders	<u>Monitoring</u> Establishing financial monitoring system with Bracknell Regeneration Partnership	Ongoing	✓	Monitoring meetings with BRP now established		
			Regular reporting to Bracknell Town Centre Regeneration Committee	<u>Risk Management</u> Risk register currently being developed for the town centre regeneration project	Ongoing	✓	Risk register drafted for town centre		
			Monthly meeting of Steering Group monitors situation on workstreams.	<u>Strategy</u> Regeneration Plan is currently being reviewed in the light of the economic downturn	Ongoing	✓	To be reviewed as part of the town centre review		
				<u>Planning</u> Developing a protocol for 3 rd party applications followed by exploration of a	Ongoing	✓	BRP reluctant to conclude a PPA at the present time		

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
				PPA to cover BRP reserved matters applications.					

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
Income Projections	10	B2	<p><u>Fees and Charges at Leisure Centres and Downshire Golf Club</u> These are reviewed on an annual basis. Prices are set based on what the market will bear.</p> <p><u>Income Projections at Leisure Centres and Downshire Golf Club</u> Demand estimated based on previous trends and taking into account expected economic downturn.</p>	<p><u>Revenue Optimisation</u> PWC have now completed their review of revenue optimisation across the Council. Action is now being taken to review the results to establish which are the valid areas for further income generation. The Director of ECC and Head of Finance are reviewing the report to interpret and analyse the findings and recommendations and will seek further clarification from PWC where necessary.</p>	31/12/08		There are likely to be mounting pressures on income received from customers paying for Leisure Services as the general economic conditions worsen.	There is no change from Q1.	Planning Application Fees/Building control Income and Land charges Fees – these income areas continue to under – perform due to the recession. The recent optimism in markets has not translated into more applications at present-particularly slow are applications for large or major development, either commercial or residential.

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
			<p><u>Promotions/ Marketing</u> Impact of economic downturn to be mitigated by enhanced marketing and promotions where considered appropriate following cost-benefit analysis, for example 2 for 1 offers.</p> <p><u>Easthampstead Park Conference Centre</u> Weddings are arranged a long time ahead. Hence wedding functions and income from weddings is committed a long time in advance so</p>	<p><u>Planning Applications/Land Searches</u> Should surplus capacity arise, would consider option of offering planning and land search services to other Councils in the area who may be under resourced.</p>	Ongoing	X	<p>Currently the number of planning applications has dropped back to 06.07 levels and year close income is projected to be above budget. One post within planning has been deleted from establishment (with effect from 01/04/09) but vacancies remain in planning policy and there is no surplus capacity at the present time.</p> <p>Land charge income however has falling significantly below budget and a budget pressure reported. Several staff have been diverted to the planning microfiche project and are currently funded from the Planning Delivery Grant. Further review</p>		

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
			<p>weddings are already booked for the next year. Marketing and promotion is undertaken to maximise future income.</p> <p>Conference income is declining due to the fall in the number of delegates attending. This is being mitigated by reducing costs. Maximisation of income is sought through catering and bar sales to mitigate fall in delegates.</p> <p><u>Planning Applications/Land Searches</u> These have fallen. Given that</p>				of options for the Land Charge service will be considered in quarter 4.		

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
			the Council cannot increase volume of applications and searches, the reduction in income will be mitigated by reducing costs.						

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
Programme Management Capacity	1, 6 & 10	C2	<u>Project Management</u> Project managers are appointed with responsibility for delivery and project boards established for individual projects with responsibility for overseeing project delivery , for example restoration of South Hill Park Grounds, Choice Based Lettings	<u>South Hill Park Grounds</u> Lottery funding has been provided for this. Heritage Lottery Fund requires completion of returns on delivery against plan in accordance with the conditions of the funding.	Ongoing		The Stage 2 application was submitted by the required deadline of the end of March. The Council has received a verbal indication that our application has been successful. We are awaiting formal written confirmation on the assumption we have been successful. The next phase of the project will require a significant procurement exercise.	We have received official notification that we have been successful in being awarded the HLF grant. The contract with HLF has been duly completed. A major procurement exercise has commenced.	5 companies have been shortlisted at PQQ stage. ITT has been issued (tender return date 1 st February). Planning application has been submitted.
			<u>Project Methodology</u> Council project methodology principles applied to all significant projects.	<u>Choice Based Lettings</u> This is supported by a Member Steering group who have specified that a project specific risk matrix be developed and monitored	Dec 2008 and ongoing		The Council has agreed the new allocation policy to facilitate choice based letting The IT system to implement the choice based letting scheme		

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
			<p><u>Monitoring</u> Project progress in monitored in accordance with Council project methodology.</p> <p>Updates on significant variances on major projects are included in quarterly Performance Monitoring Reports which are presented to the Overview and Scrutiny Panel by the Director of ECC and also distributed to the Chief Executive and all Executive Members.</p> <p>Progress on the Capital Plan which cover</p>				has been purchased and is now being developed . The new system is scheduled to be available for the first week in November.		

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
			capital projects is discussed at ECC DMT, for example the Choice Based Lettings Project.						
South East Plan	3	B2	<p>Core Strategy in place.</p> <p>Robust “Limiting the Impact of Development” policies.</p> <p>Effective enforcement policies.</p> <p>S106 agreements in place.</p> <p>Regular communications.</p> <p>Member input to Regional Planning Processes.</p>	<p>Reviewing and Implementing review Local Development Scheme.</p> <p>Preparation of Development Management Development Plan Document</p> <p>Partial review of Core Strategy</p> <p>Continued Member involvement at regional and national level.</p>	Ongoing				<p>Site Allocations DPD being prepared to accommodate final SE Plan housing levels.</p> <p>Approach agreed with GOSE through LDS process.</p> <p>No longer pursuing a Development Management DPD or review of the Core Strategy, but now concentrating on delivering a Site Allocations DPD to deliver sites which will meet expected needs and growth to 2026.</p> <p>Officers and Portfolio Holder continue to work</p>

Risk short name	Link to MTO	Risk Score	Action already in place	Further action to address risk	Target date	Progress on further action to address risk Q2 Status	Q1 2009/10 – Update Commentary	Q2 2009/10 – Update Commentary	Q3 2009/10 – Update Commentary
									at a regional level to provide inputs to emerging/changing regional planning process.
Potential failure of key contractors	10	D2	Ringway (highways and street cleansing); SITA (waste collection); WRG (waste disposal) – performance under regular review at both an operational and strategic level. Payments made in arrears and contracts provide for non performance.		Ongoing		No current additional risk	No current additional risk	

Annex D: Performance against Indicators, Actions and Risks

PRIORITY ONE: A TOWN CENTRE FIT FOR THE 21st CENTURY				
Medium-Term Objective 1: Build a Bracknell Town Centre that residents are proud of				
ACTIONS IN SUPPORT OF MTO 1		Due Date	Owner	Comments
1.2	Deliver 200 new homes in and around Bracknell town centre.			
1.2.1	Deliver 29 new affordable homes on sites within the periphery of the town centre.	Mar 2010	ECC	✓ Units still on target for delivery in this financial year.
1.3	Improve access to the new town centre by providing extensive new parking facilities, a major package of junction improvements, and more bus lanes and a "park and ride" scheme.			
1.3.1	Improve the junction at John Nike Way.	Feb 2010	ECC	✓ Scheme completed.
1.3.2	Enhance the station forecourt at Bracknell.	Dec 2009	ECC	✓ Works in progress on site.
1.3.3	Develop a residential parking strategy.	Mar 2010	ECC	✓ Scoping report on principles of resident's parking within BFC nearing completion.
1.3.4	Develop an urban traffic management control strategy.	Mar 2010	ECC	✓ Proceeding to UTMC system procurement.
1.7	Assess options for future accommodation for library, democratic function, customer services and offices.			
1.7.1	Undertake improvement works at Bracknell library.	Dec 2010	ECC	✓ Library service is working with building surveyors on identifying improvements to the layout of Bracknell library.
OPERATIONAL RISKS TO MTO 1			Owner	Progress on Mitigation Actions
1.8	Commercial/ financial market deteriorates. Mitigation: Financial monitoring with BRP at monthly steering group.		ECC	BRP and BFC working on a joint framework for delivering Town Centre which reflects current market demand – developing TC risk register to identify threats to strategy as we proceed to implementation. Revised/New Risk: None.
1.9	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.		ECC	No key staff lost in the quarter. Revised/New Risk: None.
1.10	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.		ECC	No change to risk in the quarter. Revised/New Risk: None.
1.11	Lack of available funding from the Homes and Communities Agency. Mitigation: Meeting with investment director of HCA with a view to agreeing an investment protocol in the Borough.		ECC	No change to risk in the quarter. Revised/New Risk: None.
1.12	Construction costs higher than budget. Mitigation: Accurate specification, partnership work.		ECC	No additional risk this quarter. Revised/New Risk: None.

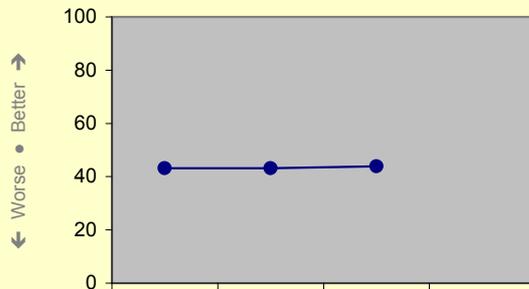
**PRIORITY TWO:
PROTECTING AND ENHANCING OUR ENVIRONMENT**

Medium-Term Objective 2:

Keep our parks, open spaces and leisure facilities accessible and attractive.

PERFORMANCE INDICATORS FOR MTO 2

NI 9: Use of public libraries



Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	43.2	43.2	43.9	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	43.2	43.2	43.9	
Benchmark	46.5	46.5	46.5	
Current Quartile	Worst	Worst	Worst	

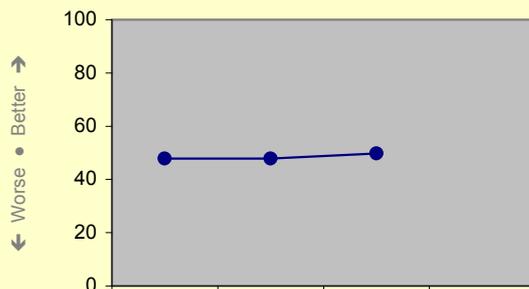
CAA Indicator (non-LAA)
Department: ECC

The result of the Active People Survey carried out in June 2009 was 43.9%. This is an increase on the figure reported following the Survey carried out in December 2008, which was 43.2%.

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from Active People Survey (December 2009). Quartile shows the position of the current outturn within the December 2008 figures for all relevant South-East LAs. Benchmark is the approximate 25th percentile in the same figures.

Unit: % ● Polarity: High ● BFC Lead: Ruth Burgess

NI 10: Visits to museums and galleries



Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	47.8	47.8	49.8	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	47.8	47.8	49.8	
Benchmark	49.3	49.3	54.8	
Current Quartile	Worst	Worst	Third	

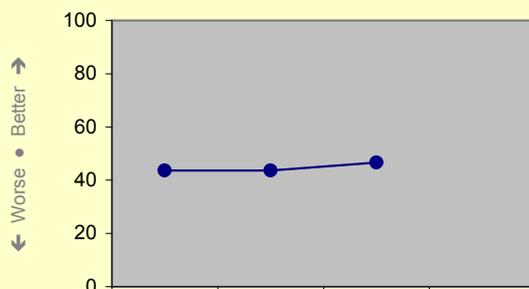
CAA Indicator (non-LAA)
Department: ECC

The reported figure is from the Active People Survey carried out in June 2009. This is an increase from the result of the Survey carried out in December 2008, which was 47.8%.

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from Active People Survey (December 2009). Quartile shows the position of the current outturn within the December 2008 figures for all relevant South-East LAs. Benchmark is the approximate median in the same figures.

Unit: % ● Polarity: High ● BFC Lead: Lynne Dick

NI 11: Engagement in the arts



Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	43.6	43.6	46.6	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	43.6	43.6	46.6	
Benchmark	47.0	47.0	47.0	
Current Quartile	Third	Third	Third	

CAA Indicator (non-LAA)
Department: ECC

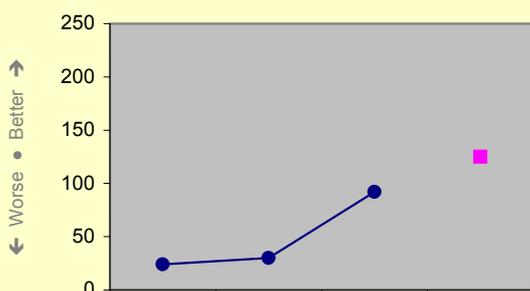
The result for this indicator is from the Active People Survey carried out in June 2009. This is an increase from the previous Survey carried out in December 2008, the result of which was 43.6%.

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from Active People Survey (December 2009). Quartile shows the position of the current outturn within the December 2008 figures for all relevant South-East LAs. Benchmark is the approximate median in the same figures.

Unit: % ● Polarity: High ● BFC Lead: Lynne Dick

ACTIONS IN SUPPORT OF MTO 2		Due Date	Owner	Comments
2.1	Restore South Hill Park grounds.			
2.1.1	Obtain Stage 2 approval from Heritage Lottery Fund for South Hill Park project.	Mar 2010	ECC	✓ Completed.
2.5	Improve the quality of the countryside and open space by targeted projects and by engaging the voluntary sector.			
2.5.1	Improve the quality of the countryside and open space by targeted projects and by engaging the voluntary sector.	Mar 2010	ECC	✓ Urban woodland project underway. Two Breathing Spaces projects completed.
2.6	Implement the cultural strategy to maintain and improve the quality of life in the Borough.			
2.6.1	Implement the cultural strategy.	Mar 2010	ECC	✓ Action plan progressing. Next meeting in April.
2.7	Review and update the parks and open spaces strategy.			
2.7.1	Review and update the parks and open spaces strategy.	Mar 2010	ECC	✓ Consultation received and draft being produced.
OPERATIONAL RISKS TO MTO 2			Owner	Progress on Mitigation Actions
2.1	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.		ECC	No change to risk in the quarter. Revised/New Risk: None.
2.2	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.		ECC	No change to risk in the quarter. Revised/New Risk: None.
Medium-Term Objective 3: Promote sustainable housing and infrastructure development.				
PERFORMANCE INDICATORS FOR MTO 3				
NI 154: Net additional homes provided				
<p>LAA INDICATOR (Designated) Department: ECC</p> <p><i>This is an annual indicator but we are trialling quarterly monitoring of large housing sites. The YTD performance for Quarter 3 (cumulative) is 263 dwellings. The annual allocation for the borough is 639 dwellings, but a reduced LAA target of 450 dwellings in 2009/10 has been agreed with GOSE, and a further reduction is currently being negotiated given the present recession.</i></p> <p><small>The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.</small></p> <p><small>Unit: Number (locally agreed) • Polarity: High • BFC Lead: Max Baker</small></p>				
Year: 2009/10	Q1	Q2	Q3	Q4
Current	80	143	263	TBA
LAA Target	[Annual]	[Annual]	[Annual]	TBA
Last Reported	467	467	N/A	
Benchmark	117	200	N/A	
Current Quartile	N/A	N/A	N/A	

NI 155: Number of affordable homes delivered (gross)



LAA INDICATOR (Designated)

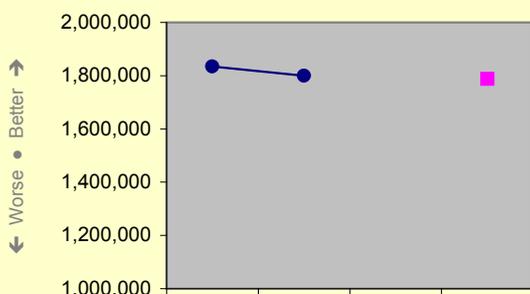
Department: ECC

The outturn for this quarter is the cumulative YTD figure for 2009/10. The new annual target agreed with GOSE is 125. Achievement of this target is at risk due to 15 new build completions being delayed because of recent adverse weather.

The current estimate is based on latest available (incomplete) data. This LAA (Designated) indicator has a cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number (locally agreed) • Polarity: High • BFC Lead: Paul Beetham

NI 177: Local bus and light rail passenger journeys originating in the authority area



LAA INDICATOR (Designated)

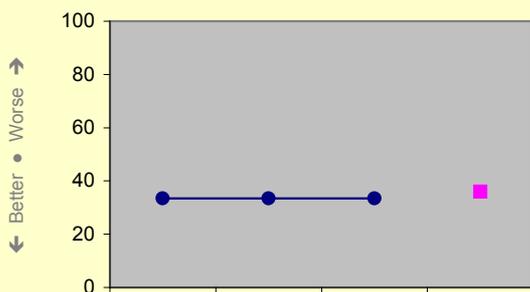
Department: ECC

No data has been received as yet from local operators. The data for Quarter 3 will be updated in Quarter 4.

No estimated outturn is currently available for this indicator. This LAA (Designated) indicator has a cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of journeys • Polarity: High • BFC Lead: Roger Cook

NI 198.1: Children travelling to school – mode of transport usually used: (1) All children (aged 5-16 years) (a) Travelling by car, including van or taxi (but excluding car share)



LAA INDICATOR (Designated)

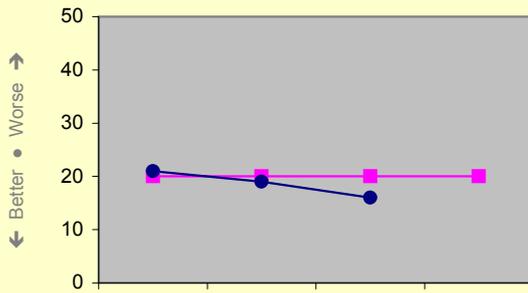
Department: ECC

This is an annual indicator for which this year's data will be available for reporting in Quarter 4. The outturn cited for Quarter 3 is last year's.

The current estimate is based on final data which relates to an earlier period. This LAA (Designated) indicator has a snapshot target measured by data snapshot. Quartile shows the approximate position of the current estimate within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate median (low polarity) in the same data.

Unit: % • Polarity: Low • BFC Lead: Roger Cook

NI 156: Number of households living in temporary accommodation



CAA Indicator (non-LAA)
Department: ECC

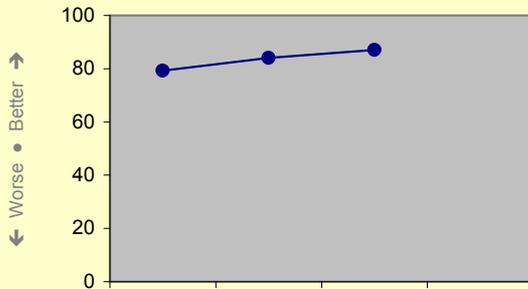
The number of households in temporary accommodation is currently well below our target maximum. This success is largely due to an increase in advice and rent deposit loans.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	21	19	16	
Local Target ■	20	20	20	20
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

The current estimate is based on latest available (incomplete) data. This CAA indicator has a snapshot target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number ● Polarity: Low ● BFC Lead: Clare Dorning

NI 159: Supply of ready to develop housing sites



CAA Indicator (non-LAA)
Department: ECC

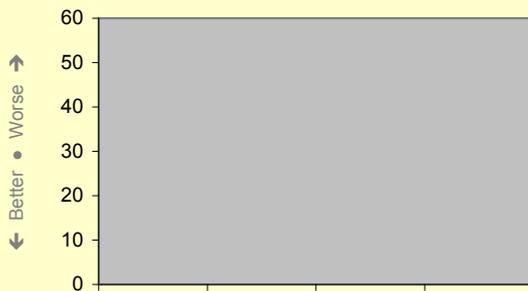
This indicator is currently monitored annually but BFC is trialling quarterly monitoring, with 87% being the estimated YTD cumulative figure in Quarter 3. It is anticipated that there may be a reduction in Quarter 4 due to the economic climate.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	79.2	84.1	87.0	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	81.1	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex snapshot target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Paul Beetham

NI 167: Congestion – average journey time per mile during the morning peak



CAA Indicator (non-LAA)
Department: ECC

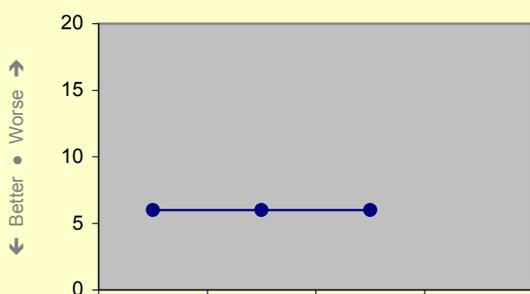
The dataset for this indicator has not yet been received from Government.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	661.6	N/A	N/A	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	583.3	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Time ● Polarity: Low ● BFC Lead: Roger Cook

NI 168: Principal roads where maintenance should be considered



CAA Indicator (non-LAA)
Department: ECC

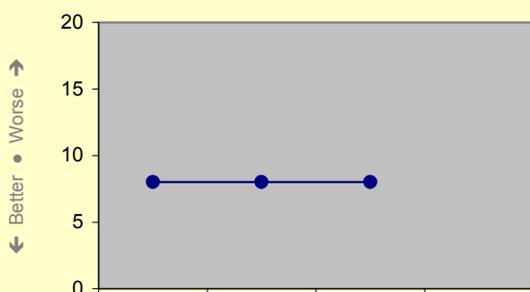
This is an annual indicator. The next data will be available for reporting in Q2 2010/11.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	6	6	6	N/A
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	8	8	8	
Benchmark	3	3	3	
Current Quartile	Third	Third	Third	

The current outturn is based on final validated but outdated data. This CAA indicator has a complex snapshot target measured by physical survey. Quartile is based on the 2008 BVPI 223 outturns (all unitaries); benchmark is the 25th percentile (low polarity) in the same dataset.

Unit: % • Polarity: Low • BFC Lead: Anthony Radford-Foley

NI 169: Non-principal classified roads where maintenance should be considered



CAA Indicator (non-LAA)
Department: ECC

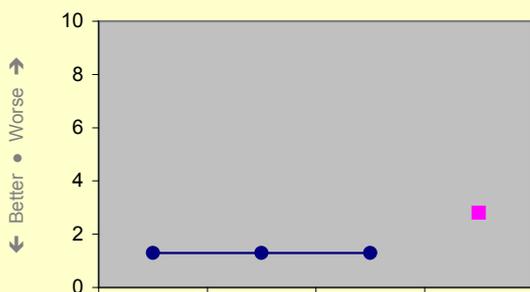
This is an annual indicator. The next data will be available for reporting in Q2 2010/11.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	8	8	8	N/A
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	11	11	11	
Benchmark	4	4	4	
Current Quartile	Third	Third	Third	

The current outturn is based on final validated but outdated data. This CAA indicator has a complex snapshot target measured by physical survey. Quartile is based on the 2008 BVPI 223 outturns (all unitaries); benchmark is the 25th percentile (low polarity) in the same dataset.

Unit: % • Polarity: Low • BFC Lead: Anthony Radford-Foley

NI 170: Previously developed land that has been vacant or derelict for more than five years



CAA Indicator (non-LAA)
Department: ECC

There is currently no new data available for this annually monitored indicator: the outturn cited for Quarter 3 is last year's. New data should be available for reporting in Quarter 1 2010/11.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	1.30	1.30	1.30	
Local Target ■	N/A	N/A	N/A	2.80
Last Reported	1.30	1.30	1.30	
Benchmark	0.77	0.77	0.77	
Current Quartile	Third	Third	Third	

The current estimate is based on outdated data which relates to an earlier period. This CAA indicator has a complex snapshot target measured by physical survey. Quartile shows the position of the current estimate within the 2007 dataset for all relevant LAs in England. Benchmark is the median (low polarity) in the same data.

Unit: % • Polarity: Low • BFC Lead: Max Baker

NI 175: Access to services and facilities by public transport, walking and cycling



CAA Indicator (non-LAA)
Department: ECC

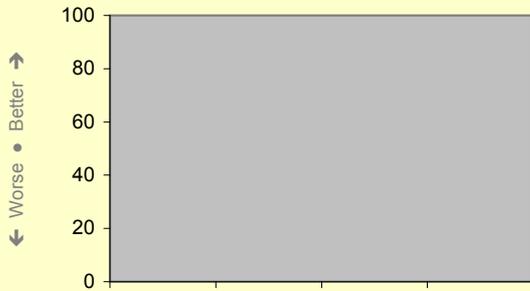
The data for this indicator is not yet available.

Year: 2009/10	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	
Local Target	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Varies • Polarity: Varies • BFC Lead: Roger Cook

NI 176: Working age people with access to employment by public transport (and other specified modes)



CAA Indicator (non-LAA)
Department: ECC

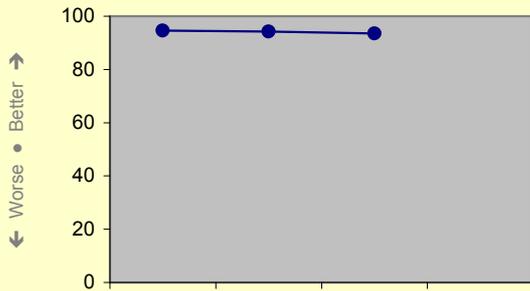
The data for this indicator is not yet available.

Year: 2009/10	Q1	Q2	Q3	Q4
Current	N/A	N/A	N/A	
Local Target	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex snapshot target measured by data snapshot. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Roger Cook

NI 178.1: Bus services running on time: (1) Proportion of non-frequent scheduled services on time



CAA Indicator (non-LAA)
Department: ECC

Although no target has been set for 2009/10, our service is running to a high level.

Year: 2009/10	Q1	Q2	Q3	Q4
Current	94.6	94.2	93.5	
Local Target	N/A	N/A	N/A	N/A
Last Reported	91.0	91.0	91.0	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

The current estimate is based on unvalidated current data. This CAA indicator has a complex snapshot target measured by physical survey. The 'last reported figure is from LTP5/NI178 2007/08 (April 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Roger Cook

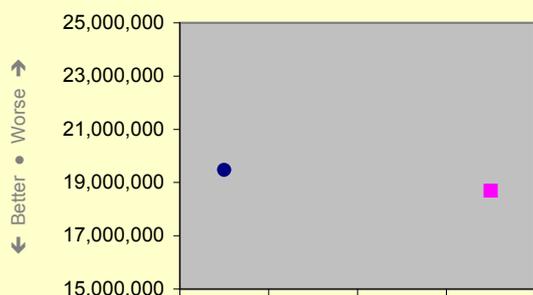
ACTIONS IN SUPPORT OF MTO 3		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
3.1	Produce a local development framework that protects the green belt and balances the demand for new housing with the need to protect the wider environment.			
3.1.1	Complete the strategic housing land availability assessment.	Jun 2009	ECC	✓ Draft complete – to be presented to Members in Quarter 4. Publication at same time as SADPD consultation agreed by LDFSG.
3.1.2	Complete the employment land review and retail study.	Jun 2009	ECC	✓ Complete.
3.1.3	Undertake partial review of core strategy (public participation).	Dec 2009	ECC	Deferred until 2011/12.
3.1.4	Hold an examination of Amen Corner action plan.	Nov 2009	ECC	✓ The Amen Corner Action Plan is being progressed as a Supplementary Planning Document, so there will be no examination. Adoption is scheduled for March.
3.1.5	Recommence Development Management Development Plan Document.	Jan 2010	ECC	Deferred until 2011/12.
3.1.6	Complete public participation of Whitegrove and Quelm Park area action plan.	Oct 2009	ECC	✓ The Whitgrove and Quelm Park Action Plan is being progressed as the Warfield Supplementary Planning Document. Adoption is scheduled for December.
3.3	Implement a strategy to mitigate the impact of development on the Thames Basin Heath Special Protection Area.			
3.3.1	Complete mini-plans and begin implementation of plans.	Mar 2010	ECC	✓ First draft of South Hill Park Plan produced, which is the last of the agreed sites.
3.3.2	Review Special Protection Area mitigation strategy.	Mar 2010	ECC	✓ Consultation on SPD ended in December – to be agreed by Members late Quarter 4 or early Quarter 1 2010/11.
3.4	Implement the local transport plan.			
3.4.1	Implement integrated transport schemes identified in the local transport plan.	Mar 2010	ECC	✓ Revised Capital programme approved to move delayed schemes to next year and deliver some of next year's schemes early.
3.4.2	Prepare a highway network management plan.	Mar 2010	ECC	✓ In progress – draft anticipated during January.
3.6	Provide more choice for social housing applicants through the introduction of choice-based lettings.			
3.6.1	Implement choice based lettings.	Jul 2009	ECC	✓ BFC My Choice goes live at end of January.
3.6.2	Purchase and implement an IT system for choice based lettings and strategic housing.	Jun 2009	ECC	✓ System implemented and data loaded.
3.7	Increase the number of affordable houses in the Borough, including directly funding 100 new units.			
3.7.1	Work with RSL partners to deliver 58 new affordable homes in Bracknell Forest.	Mar 2010	ECC	✓ Prediction is still for 57 units in this financial year.
3.7.2	Invest £1.155 million of transfer capital receipt in new housing.	Mar 2010	ECC	✓ Two potential opportunities have been identified and the council is currently working with RSL to determine value for money so that they can make competitive bids for land and properties.
3.8	Implement the housing strategy to provide the right homes for the diverse housing needs of the community in Bracknell Forest.			
3.8.1	Establish a private sector housing strategy	Sep 2009	ECC	✓ February Executive to be asked to consider the strategy for improving the existing housing stock.
3.8.2	Implement the bed-and-breakfast reduction plan.	Mar 2010	ECC	✓ Use of bed and breakfast accommodation continues to be avoided.

3.8.3	Establish a supporting people strategy and re-tender for housing support services.	Nov 2009	ECC	✓	<i>February Executive to be asked to consider tendering strategy for supporting people contracts.</i>
3.8.4	Select preferred partner registered social landlords to implement the housing strategy targets.	Apr 2009	ECC	✓	<i>Competition complete and report was sent to November Executive for consideration.</i>
3.8.5	Implement the Housing and Council Tax Benefit improvement plan.	Mar 2010	ECC	✓	<i>Improvement plan agreed. Overview and scrutiny committee working party has considered the plan.</i>
3.8.6	Establish a private sector housing forum.	Mar 2010	ECC	✓	<i>A forum took place in July, with 15 organisations attending. A further meeting is planned for this financial year.</i>
OPERATIONAL RISKS TO MTO 3			Owner	Progress on Mitigation Actions	
3.1	Commercial/ financial market deteriorates. Mitigation: Financial monitoring with BRP at monthly steering group.		ECC	No change to risk in the quarter. Revised/New Risk: None.	
3.2	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.		ECC	No vacancies in the quarter. Revised/New Risk: None.	
3.3	Lack of officer resource to undertake the volume of large housing projects in the year. Mitigation: New enabling officer recruited. Resourcing of improvement plan reviewed against existing vacant posts.		ECC	No current vacancies. Revised/New Risk: None.	
3.4	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.		ECC	No change to risk in the quarter. Revised/New Risk: None.	
3.5	Lack of available funding for the affordable housing development. Mitigation: Meeting with investment director of HCA with a view to agreeing an investment protocol in the Borough.		ECC	No change to risk in the quarter. Revised/New Risk: None.	
3.6	Inability of ICT suppliers to meet Council timescale for system replacements. Mitigation: Using framework contract.		ECC	No change to risk in the quarter. Revised/New Risk: None.	
3.7	RSL and development industry not able to respond to availability of transfer receipt. Mitigation: Consultation with partners via the Housing Strategy.		ECC	Two potential opportunities identified. Revised/New Risk: None.	
3.8	Lack of private rented sector property or interest in renting. Mitigation: Establish good links with letting agents and developers. Maintain good relations with developers.		ECC	No change to risk in the quarter. Revised/New Risk: None.	

**Medium-Term Objective 4:
Keep Bracknell Forest clean and green.**

PERFORMANCE INDICATORS FOR MTO 4

NI 185: CO2 reduction from Local Authority operations



Year: 2009/10	Q1	Q2	Q3	Q4
Current	19,473,540	N/A	N/A	
LAA Target	[Annual]	[Annual]	[Annual]	18,694,598
Last Reported	19,473,540	19,473,540	19,473,540	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

LAA INDICATOR (Designated)

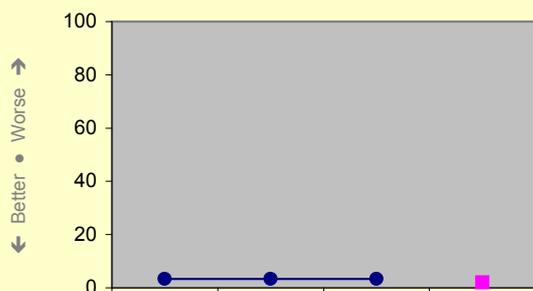
Department: ECC

Baseline data has now been received from DEFRA and set at 19,473,540 kg CO2 for 2008/09. (This is shown in the graph under Quarter 1.) In 2009/10 we are expected to reduce by 4% (to 18,694,598 kg CO2) and by a further 6% in 2010/11 (to 17,572,923 kg CO2).

No estimated outturn is currently available for this indicator. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: kg of CO2 • Polarity: Low • BFC Lead: Colin Griffin

NI 187.1: Tackling fuel poverty – % of people receiving income-based benefits living in homes with a low energy efficiency rating: (1) Proportion of assessed households with a SAP rating < 35



Year: 2009/10	Q1	Q2	Q3	Q4
Current	3.34	3.34	3.34	
LAA Target	[Annual]	[Annual]	[Annual]	2.00
Last Reported	3.34	3.34	3.34	
Benchmark	4.00	4.00	4.00	
Current Quartile	Best	Best	Best	

LAA INDICATOR (Designated)

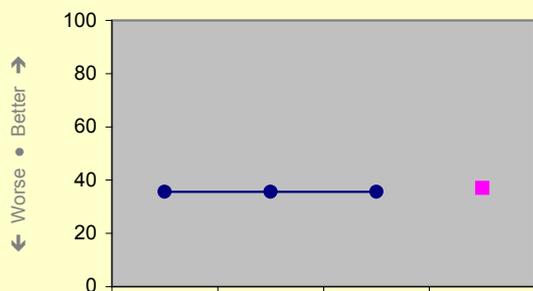
Department: ECC

The 2009/10 figure for this indicator will not be available until Q4 2009/10. Data has been requested using a target list of 600 households (on benefits and over-70s random mix) from British Gas of those who have taken up the offer of cavity wall insulation and other insulation benefits.

The current outturn represents last year's data. This LAA (Designated) indicator has a snapshot target measured by survey. Quartile shows the position of the current outturn within the 2008/09 figures for all relevant LAs in the South-East. Benchmark is the approximate 25th percentile (low polarity) within the same figures.

Unit: % • Polarity: Low • BFC Lead: Colin Griffin

NI 187.2: Tackling fuel poverty – % of people receiving income-based benefits living in homes with a low energy efficiency rating: (2) Proportion of assessed households with a SAP rating ≥ 65



Year: 2009/10	Q1	Q2	Q3	Q4
Current	35.62	35.62	35.62	
LAA Target	[Annual]	[Annual]	[Annual]	37.00
Last Reported	35.62	35.62	35.62	
Benchmark	34.00	34.00	34.00	
Current Quartile	Best	Best	Best	

LAA INDICATOR (Designated)

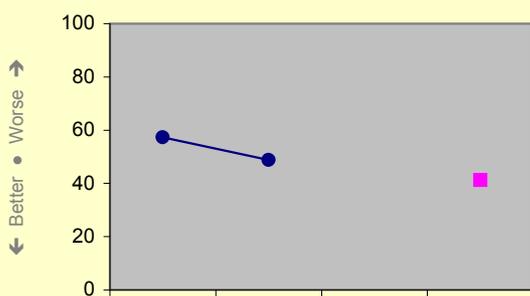
Department: ECC

The 2009/10 figure for this indicator will not be available until Q4 2009/10. Data has been requested using a target list of 600 households (on benefits and over-70s random mix) from British Gas of those who have taken up the offer of cavity wall insulation and other insulation benefits.

The current outturn represents last year's data. This LAA (Designated) indicator has a snapshot target measured by survey. Quartile shows the position of the current outturn within the 2008/09 figures for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile within the same figures.

Unit: % • Polarity: High • BFC Lead: Colin Griffin

NI 193: Percentage of municipal waste land filled



Year: 2009/10	Q1	Q2	Q3	Q4
Current	57.3	48.8	N/A	
LAA Target	[Annual]	[Annual]	[Annual]	41.3
Last Reported	N/A	N/A	N/A	
Benchmark	45.5	45.5	45.5	
Current Quartile	Second	Second	N/A	

LAA INDICATOR (Designated)

Department: ECC

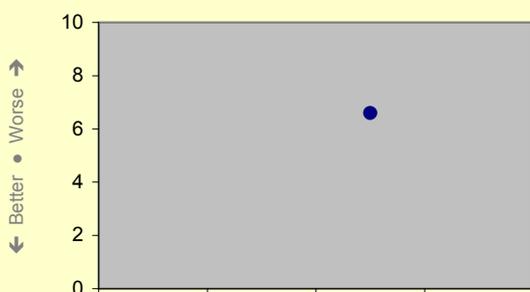


The figure for the rolling 12-month period to end of Quarter 3 was 53.2%, but Re3 have not yet made discrete monthly figures available. A significant amount of waste is now being diverted to the Energy from Waste plant, but difficulties with the plant earlier this year are still affecting our performance against target. However, we anticipate that the final LAA target will be met.

The current estimate is based on unvalidated current data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. Quartile shows the position of the current figure within the 2008/09 figures for all relevant LAs in the South-East. Benchmark is the approximate 25th percentile (low polarity) in the same figures.

Unit: % • Polarity: Low • BFC Lead: Janet Dowman

NI 186: Per capita reduction in CO2 emissions in the LA area



Year: 2009/10	Q1	Q2	Q3	Q4
Current	N/A	N/A	6.6	
Local Target	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	6.6	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

CAA Indicator (non-LAA)

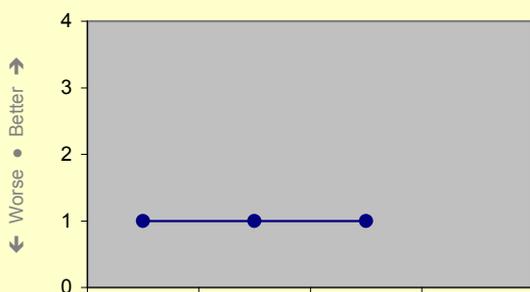
Department: ECC

DEFRA have confirmed the baseline data for 2006/07 at 6.6t CO2. There has been no target set for 2007/08, 2008/09 or 2009/10, and we are expected to remain at 6.6 t CO2 until notified otherwise.

The current estimate is based on final validated data which relates to an earlier period. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from DEFRA (2006/07). Benchmarking data is not currently available for this indicator.

Unit: tons of CO2 • Polarity: Low • BFC Lead: Colin Griffin

NI 188: Planning to adapt to climate change



Year: 2009/10	Q1	Q2	Q3	Q4
Current	1	1	1	
Local Target	N/A	N/A	N/A	N/A
Last Reported	1	1	1	
Benchmark	1	1	1	
Current Quartile	Best	Best	Best	

CAA Indicator (non-LAA)

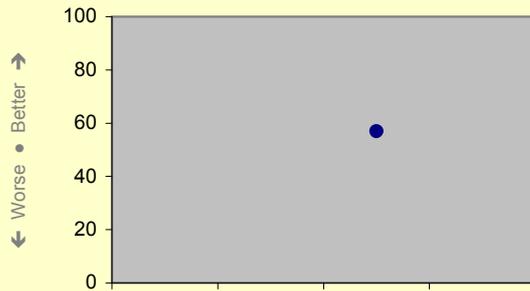
Department: ECC

We currently have Grade 1 status, which confirms that the Authority has made a public commitment to identify climate related risks. Current vulnerabilities are communicated to Department and Service Heads and other local partnerships.

The current outcome is final validated data. This CAA indicator has a snapshot (self-assessment) target measured by self-assessment. Quartile shows the position of the current figure within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the 75th percentile in the same figures.

Unit: Score (0-4) • Polarity: High • BFC Lead: Colin Griffin

NI 189: Flood and coastal erosion risk management



CAA Indicator (non-LAA)
Department: ECC

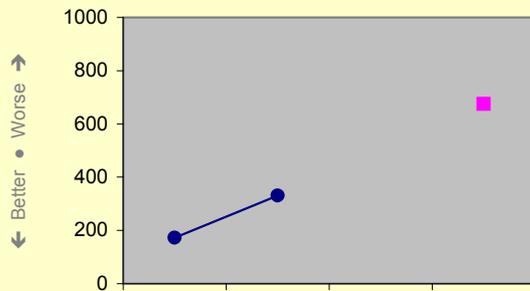
This indicator provides a self-assessment of the proportion of LA actions agreed with the Environment Agency (EA) which are being undertaken satisfactorily. We are waiting on the EA to make progress on some actions, while the impact of the Flood and Water Bill for LAs remains unclear, so planned actions to do with strategic assessments have been subject to delay.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	57	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

The current estimate is based on a recent self-assessment. This CAA indicator has a snapshot target measured by self-assessment. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Louise Osborn

NI 191: Residual household waste per household



CAA Indicator (non-LAA)
Department: ECC

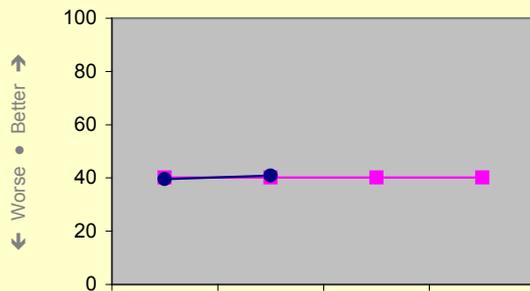
This is an annual indicator for which the final figure will be confirmed in Quarter 1 2010/11. No data for Quarter 3 has yet become available from Re3, but the cumulative YTD figure for Quarter 2 of 330kg shows us to be on track to meet our year-end target.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	173	330	N/A	
Local Target ■	[annual]	[annual]	[annual]	675
Last Reported	678	678	678	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is the final 2008/09 outturn. Benchmarking and quartile information is not currently available for this indicator.

Unit: kg of waste ● Polarity: Low ● BFC Lead: Janet Dowlman

NI 192: Percentage of household waste sent for reuse, recycling and composting



CAA Indicator (non-LAA)
Department: ECC

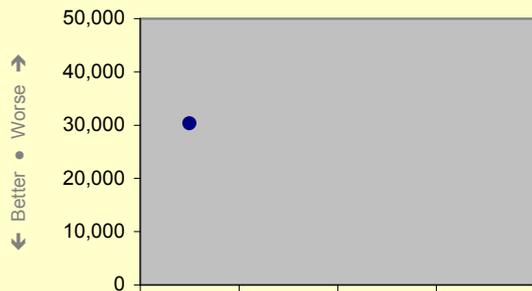
No discrete monthly figures have yet been made available by Re3, but the YTD figure of 40.2% shows us to be on target for the year.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	39.6	40.9	N/A	
Local Target ■	40.2	40.2	40.2	40.2
Last Reported	N/A	N/A	N/A	
Benchmark	40.2	40.2	40.2	
Current Quartile	Second	Best	N/A	

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. Quartile shows the position of the current figure within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same data.

Unit: % ● Polarity: High ● BFC Lead: Janet Dowlman

**NI 194.1: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(1) Emissions of NOx**



CAA Indicator (non-LAA)
Department: ECC

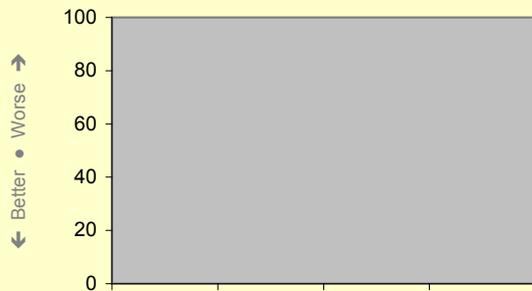
The 2008/09 weather-corrected baseline for this indicator has now been set by DEFRA at 30,350 kg NOx. (This figure is shown under Quarter 1 in the graph.) No target has been set by DEFRA.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	30,350	N/A	N/A	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	30,350	30,350	30,350	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from DEFRA (2008/09). Benchmarking information is not currently available for this indicator.

Unit: kg of NOx • Polarity: Low • BFC Lead: Colin Griffin

**NI 194.2: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(2) Percentage reduction in NOx emissions**



CAA Indicator (non-LAA)
Department: ECC

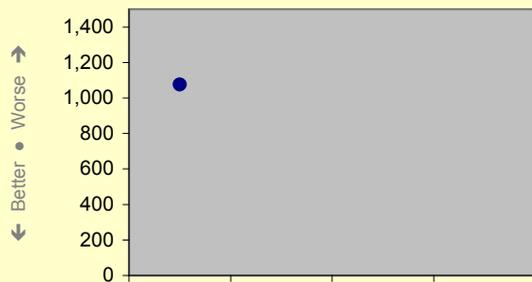
No percentage reduction is currently calculable because only baseline data has so far become available (see NI 194.1).

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information are not currently available for this indicator.

Unit: % change • Polarity: Low • BFC Lead: Colin Griffin

**NI 194.3: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(3) Emissions of PM10**



CAA Indicator (non-LAA)
Department: ECC

The 2008/09 weather-corrected baseline for this indicator has now been set by DEFRA at 1,076 kg PM10. (This figure is shown under Quarter 1 in the graph.) No target has been set by DEFRA.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	1,076	N/A	N/A	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	1,076	1,076	1,076	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from DEFRA (2008/09). Benchmarking information is not currently available for this indicator.

Unit: kg of PM10 • Polarity: Low • BFC Lead: Colin Griffin

**NI 194.4: Air quality: % reduction in NOx and primary PM10 emissions through LA's estate and operations:
(4) Percentage reduction in PM10 emissions**



CAA Indicator (non-LAA)
Department: ECC

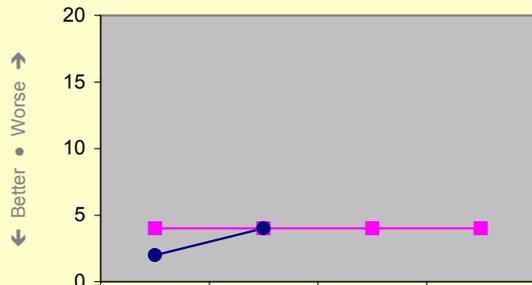
No percentage reduction is currently calculable because only baseline data has so far become available (see NI 194.3).

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information are not currently available for this indicator.

Unit: % change • Polarity: Low • BFC Lead: Colin Griffin

**NI 195.1: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(1) Litter**



CAA Indicator (non-LAA)
Department: ECC

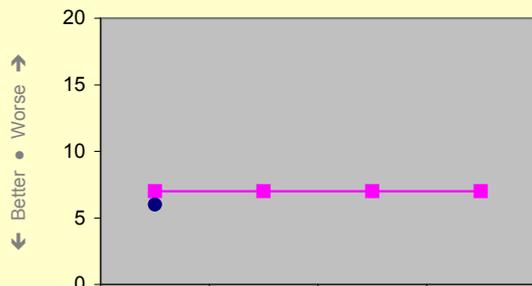
Due to recent pressures, the survey for this indicator will now be undertaken at the end of January 2010.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	2	4	N/A	
Local Target ■	4	4	4	4
Last Reported	2	2	2	
Benchmark	2	2	2	
Current Quartile	Best	Second	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by physical survey. Quartile shows the position of the current outturn (if available) within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 25th percentile (low polarity) in the same data.

Unit: % • Polarity: Low • BFC Lead: Janet Dowlman

**NI 195.2: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(2) Detritus**



CAA Indicator (non-LAA)
Department: ECC

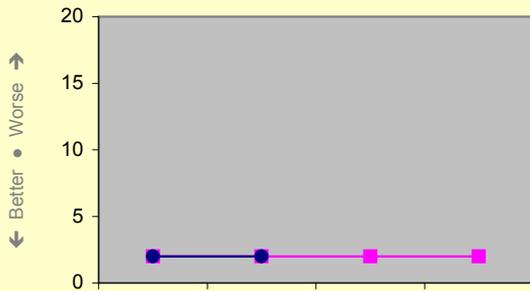
Due to recent pressures, the survey for this indicator will now be undertaken at the end of January 2010.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	6	N/A	N/A	
Local Target ■	7	7	7	7
Last Reported	6	6	6	
Benchmark	6	6	6	
Current Quartile	Best	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by physical survey. Quartile shows the position of the current outturn (if available) within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 25th percentile (low polarity) in the same data.

Unit: % • Polarity: Low • BFC Lead: Janet Dowlman

**NI 195.3: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(3) Graffiti**



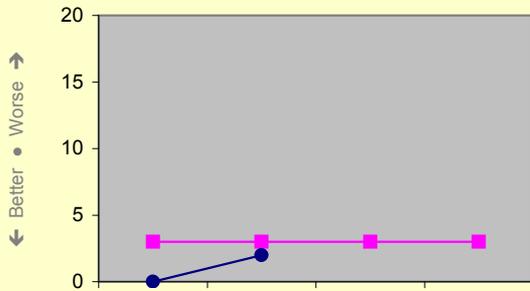
CAA Indicator (non-LAA)
Department: ECC

Due to recent pressures, the survey for this indicator will now be undertaken at the end of January 2010.

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by physical survey. Quartile shows the position of the current outturn (if available) within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 25th percentile (low polarity) in the same data.

Unit: % • Polarity: Low • BFC Lead: Janet Dowman

**NI 195.4: Improved street and environment cleanliness (levels of litter, detritus, graffiti and fly posting):
(4) Fly-posting**



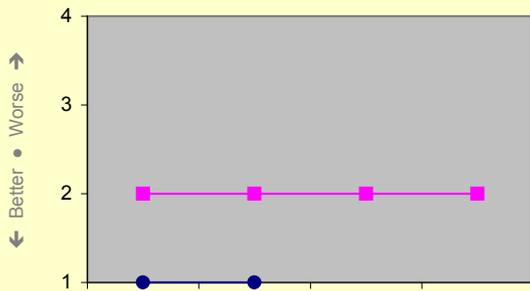
CAA Indicator (non-LAA)
Department: ECC

Due to recent pressures, the survey for this indicator will now be undertaken at the end of January 2010.

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by physical survey. Quartile shows the position of the current outturn (if available) within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile (low polarity) in the same data.

Unit: % • Polarity: Low • BFC Lead: Janet Dowman

NI 196: Improved street and environmental cleanliness – fly tipping



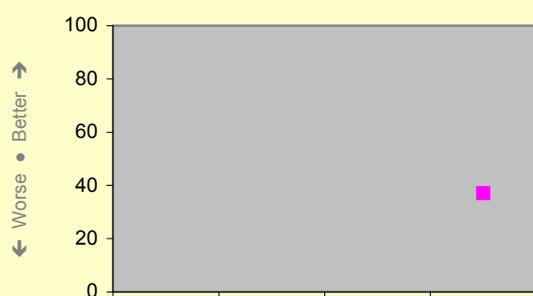
CAA Indicator (non-LAA)
Department: ECC

Due to recent pressures, the survey for this indicator will now be undertaken at the end of January 2010.

No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by self-assessment. Quartile shows the position of the current outturn (if available) within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 25th percentile (low polarity) in the same data.

Unit: Number • Polarity: Low • BFC Lead: Janet Dowman

NI 197: Improved local biodiversity – proportion of local sites where positive conservation management has been or is being implemented



CAA Indicator (non-LAA)
Department: ECC

The data for this annual indicator will be available for reporting in Quarter 4 2009/10.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	
Local Target ■	N/A	N/A	N/A	37
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
Current Quartile	N/A	N/A	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex snapshot target measured by data snapshot. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Marlies Fell

ACTIONS IN SUPPORT OF MTO 4		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
4.1	Raise standards of landscape maintenance.			
4.1.1	Develop and implement a streetscene improvement plan.	Apr 2009	ECC	✓ Complete.
4.1.2	Clarify maintenance responsibilities for all Council-owned land.	May 2009	ECC	✓ Ongoing. Work focussing on key areas of land. Officer group working though detail and clarifying responsibility on GIS. Budget implications will follow once maintenance regime has been agreed.
4.3	Keep satisfaction in the streetscene above 75%.			
4.3.1	Publish a draft Streetscene Development Plan Document.	Sep 2009	ECC	✓ Consultation early in 2010 – delays due to priority work to other projects.
4.4	Increase recycling rates to 50% through the RE3 initiative.			
4.4.1	Complete the 2009/10 actions in the RE3 strategy and progress the actions for future years.	Mar 2010	ECC	✓ The action plan is under review.
4.6	Develop a local climate change strategy by 2009, in line with the Nottingham Declaration.			
4.6.1	Implement a local climate change strategy in line with the Nottingham Declaration.	Mar 2010	ECC	✓ Strategy was submitted and approved in Quarter 3.
4.6.10	Reduce water use in Council buildings: Establish water monitoring and targeting system for all council premises, provide quarterly water reports to departmental management teams, investigate feasibility of dual-flush toilets and time-controlled taps, include water consumption data in annual energy report, and reduce water consumption and leakage by 5%.	Mar 2010	ECC	✓ OGC framework established for automatic meter readers (AMRs). Assessing priorities for energy and water AMRs. SystemsLink water management software established for all sites.
4.7	Improve energy management in Council and school facilities.			
4.7.1	Improve energy management in Council and school facilities.	Mar 2010	ECC	✓ 2009 energy assessment for Display Energy Certificates conducted in-house by Energy Manager.

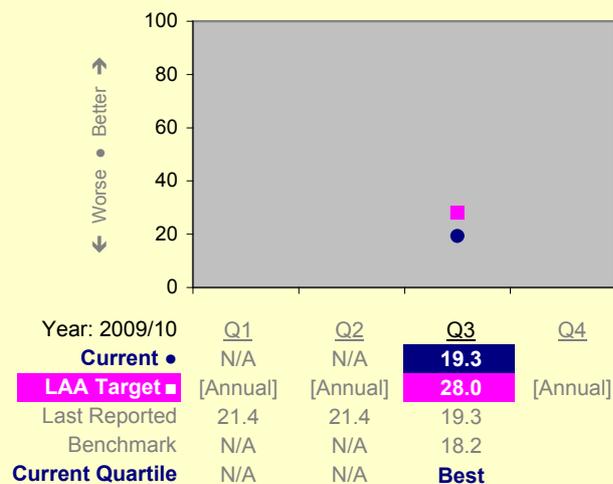
OPERATIONAL RISKS TO MTO 4		Owner	Progress on Mitigation Actions
4.5	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	ECC	No key staff lost in the quarter. Revised/New Risk: None.
4.6	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	ECC	No change to risk in the quarter. Revised/New Risk: None.

**PRIORITY THREE:
PROMOTING HEALTH AND ACHIEVEMENT**

**Medium-Term Objective 5:
Improve health and wellbeing within the Borough.**

PERFORMANCE INDICATORS FOR MTO 5

NI 8: Adult participation in sport and active recreation



LAA INDICATOR (Local)

Department: ECC

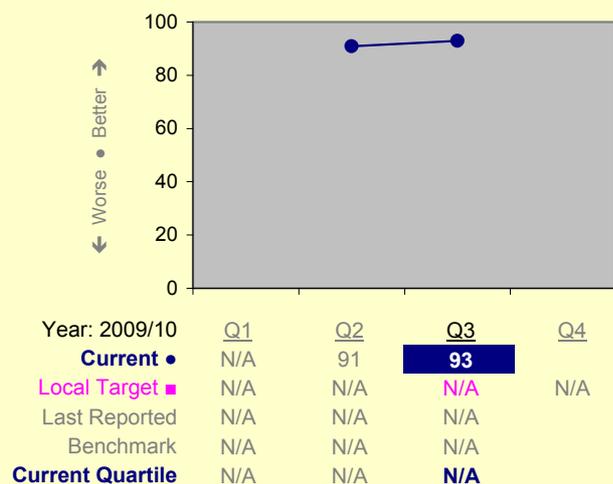


The Active People 3 results were released in December. The proportion of Bracknell Forest's adult population participating in 3x30 was 19.3%, a statistically insignificant decrease on the previous survey (21.4%). Less than 4% of surveyed authorities showed any significant improvement. Our outturn remains in the best quartile nationally but falls short of the local LAA target.

The current figure uses validated final data. This LAA (Local) indicator has a snapshot target measured by survey. The 'last reported' figure is from Active People Survey (December 2009). Quartile shows the position of the current outturn within the latest dataset for all relevant LAs in England. Benchmark is the 75th percentile in the same data.

Unit: % ● Polarity: High ● BFC Lead: Chris Vaal

NI 184: Food establishments in the area which are broadly compliant with food hygiene law



CAA Indicator (non-LAA)

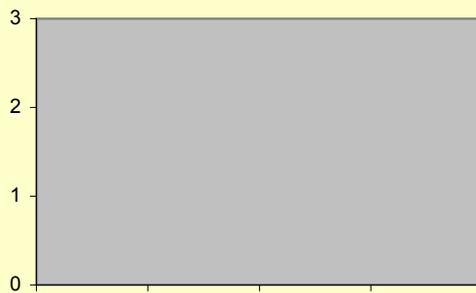
Department: ECC

The score cited is for the rolling period to the end of December 2009. It represents a two percentage point improvement on that reported last quarter.

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex snapshot target measured by physical survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: David Steeds

NI 190: Achievement in meeting standards for control system for animal health



CAA Indicator (non-LAA)
Department: ECC

The data for this indicator will be available for reporting in Q4 2009/10.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	N/A	N/A	N/A	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	

No estimated outcome is currently available for this indicator. This CAA indicator has a snapshot (self-assessment) target measured by self-assessment. No outcome for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Score (0-3) ● Polarity: High ● BFC Lead: Rob Sexton

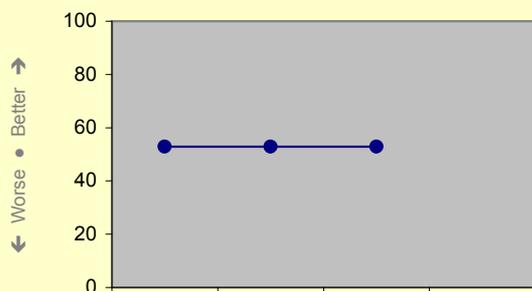
ACTIONS IN SUPPORT OF MTO 5		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
5.3	Focus on prevention, for example by increasing the number of adults participating in at least 30 minutes of moderate exercise per week.			
5.3.1	Maintain and promote services that will contribute to increasing the percentage of adults participating in 30 minutes of moderate-intensity sport or physical activity on at least three days in any week.	Mar 2010	ECC	✓ <i>The percentage of the adult population participating in 30 minutes of moderate intensity sport or physical activity on at least three days in any week is measured through Sport England's Active People survey. Results of the Active People survey were released in December. Bracknell Forest's score for NI 8 was 23.5% which does not meet the LAA target of 28% within the 93% confidence level. This reflects no overall change, which puts the borough in a similar position to the overwhelming majority of other local authority areas.</i>
5.3.2	Reduce the number of people and children killed and seriously injured in road accidents.	Mar 2010	ECC	✓ <i>The latest figures available are for the rolling 12 months to the end of October. The current performance (22 people) is well below the target maximum (34 people) for this indicator (NI 47).</i>
5.3.3	Develop a sustainable mode of travel to school strategy.	Dec 2010	ECC	✓ <i>Consultation period has now been closed. Responses are being analysed.</i>
5.7	Enable more people to remain in their own homes through the use of Telecare.			
5.7.1	Enable more people to remain in their own homes through the use of Telecare.	Mar 2010	ECC	✓ <i>The target of 70 installs a month was exceeded by 20 in Quarter 3.</i>
OPERATIONAL RISKS TO MTO 5		<u>Owner</u>	<u>Progress on Mitigation Actions</u>	
5.2	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	ECC	No loss of key staff in the quarter. Revised/New Risk: None.	
5.3	Political will or commitment. Mitigation: Good preparation. Member briefings and appropriate lobbying. Good consultation and forward planning.	ECC	No change to risk in the quarter. Revised/New Risk: None.	

Medium-Term Objective 6:

Improve the outcomes for children and families through the Children and Young People's Plan.

PERFORMANCE INDICATORS FOR MTO 6

NI 199: Children and young people's satisfaction with parks and play areas



CAA Indicator (non-LAA)
Department: CYPL/ECC

The outturn from the 2008/09 Tell Us 3 Survey reports a score for Bracknell Forest of 52.9% of children and young people "satisfied" or better, which is ahead both of our statistical neighbours (46.2%) and of the national average (44.7%).

Year: 2009/10	Q1	Q2	Q3	Q4
Current	52.9	52.9	52.9	N/A
Local Target	N/A	N/A	N/A	N/A
Last Reported	52.9	52.9	52.9	N/A
Benchmark	50.0	50.0	50.0	
Current Quartile	Best	Best	Best	

The current estimate is based on latest available data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from TellUs (2008/09). Quartile shows the position of the current outturn within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same dataset.

Unit: % • Polarity: High • BFC Lead: Richard Walton

Medium-Term Objective 7:

Seek to ensure that every resident feels included and able to access the services they need.

ACTIONS IN SUPPORT OF MTO 7

Due Date Owner Comments

		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
7.5	Implement a disability equality scheme and gender equality scheme, and implement the Council's race equality scheme.			
7.5.1	Implement the disability, race and gender equality schemes' actions due for completion in 2009/10, and progress those actions due for completion in later years.	Mar 2010	ASCH CPS CXO CYPL ECC	✓ ASCH: In progress. CPS: Proceeding satisfactorily. Both the DES and GES have been extended to September 2011 and will be refreshed. CXO: In progress. CYPL: In progress. ECC: In progress.
7.6	Increase access to services by electronic means.			
7.6.2	Provide e-enabled access for bookings at BLC, ESC, SSC and DGC.	Mar 2010	ECC	✓ E-enabled bookings at Bracknell Leisure Centre, Downshire Golf Complex, and Edgbarrow and Sandhurst Sports Centres are available for a range of activities.
7.6.4	Provide e-enabled access to the library management system.	Mar 2010	ECC	✓ Completed.
7.7	Implement the community cohesion strategy and, through the LAA, focus on the use of culture and sport to give people a chance to shape their sense of belonging and identity as members of their communities.			
7.7.2	Improve community cohesion through culture and sport.	Mar 2010	ECC	✓ Arts Week in February will be in Easthampstead and Wildridings. Crowthorne Age to Age successfully completed and the next one will be around Priestwood.
7.8	Work within Bracknell Forest Partnership to show continuous improvement in equalities and diversity in the Council and its services, and achieve the equivalent of Level 3 of the Equality Standard.			
7.8.1	Conduct equality impact assessments (EIAs) for new services, strategies and policies, and review existing EIAs as part of a rolling three-year programme, ensuring all actions resulting from these are built into business/work plans.	Mar 2010	ASCH CPS CXO CYPL ECC	✓ ASCH: Reported separately within PMR. CPS: EIAs published this quarter for access to the democratic process and public engagement, heating plant maintenance procurement and registration services. CXO: Ongoing. CYPL: Reported separately within PMR. ECC: We published EIAs in the quarter for Emergency Plan Policy, Forest Care Lifeline and Homelessness Service.

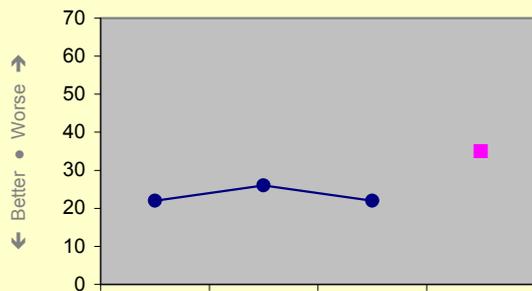
OPERATIONAL RISKS TO MTO 7		Owner	Progress on Mitigation Actions
7.11	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	ECC	No change to risk in the quarter. Revised/New Risk: None.

**PRIORITY FOUR:
CREATE A BOROUGH WHERE PEOPLE ARE, AND FEEL, SAFE**

Medium-Term Objective 8:
Reduce crime and increase people's sense of safety in the Borough.

PERFORMANCE INDICATORS FOR MTO 8

NI 47: People killed or seriously injured in road traffic accidents



LAA INDICATOR (Designated)

Department: ECC

✓

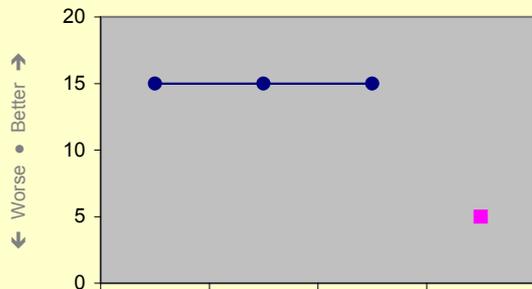
The Quarter 3 figure represents performance for the rolling 12-month period to the end of October 2009. Current performance is well below the target maximum.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	22	26	22	
LAA Target ■	[Annual]	[Annual]	[Annual]	35
Last Reported	N/A	N/A	N/A	
Benchmark	34	34	34	
Current Quartile	N/A	N/A	N/A	

The current estimate is based on unvalidated current data. This LAA (Designated) indicator has a complex cumulative target measured by data collection. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of people ● Polarity: Low ● BFC Lead: Roger Cook

NI 37: Awareness of civil protection arrangements in the local area



CAA Indicator (non-LAA)

Department: ECC

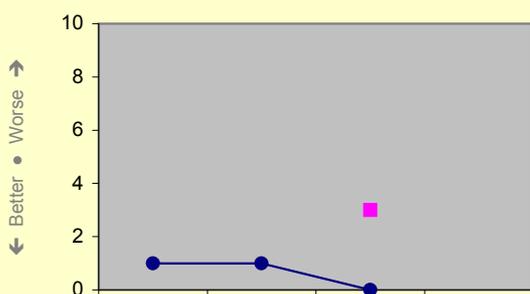
This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	15.0	15.0	15.0	
Local Target ■	N/A	N/A	N/A	5.0
Last Reported	15.0	15.0	15.0	
Benchmark	17.3	17.3	17.3	
Current Quartile	Second	Second	Second	

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 75th percentile in the same figures.

Unit: % ● Polarity: High ● BFC Lead: Louise Osborn

NI 48: Children killed or seriously injured in road traffic accidents



CAA Indicator (non-LAA)
Department: ECC

The Quarter 3 figure of zero represents the 12-month rolling period to the end of October 2009. Current performance is well below the target maximum.

The current estimate is based on unvalidated current data. This CAA indicator has a complex cumulative target measured by data collection. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of children • Polarity: Low • BFC Lead: Roger Cook

ACTIONS IN SUPPORT OF MTO 8

Due Date Owner Comments

8.4 Use the 'speedwatch' anti-speeding teams to reduce the incidence of speeding.				
8.4.2	Implement speed management schemes.	Mar 2010	ECC	✓ Scheme due to be constructed in January.

OPERATIONAL RISKS TO MTO 8

Owner Progress on Mitigation Actions

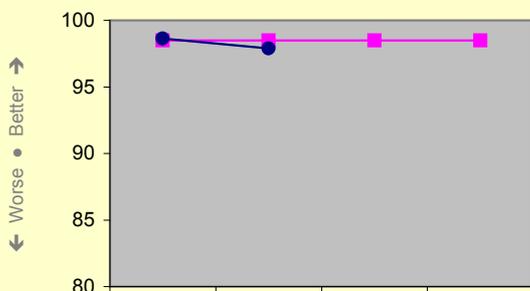
8.11	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	ECC	No change to risk in the quarter. Revised/New Risk: None.
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Medium-Term Objective 9:

Promote independence and choice for vulnerable adults and older people.

PERFORMANCE INDICATORS FOR MTO 9

NI 142: Percentage of vulnerable people who are supported to maintain independent living



LAA INDICATOR (Designated)

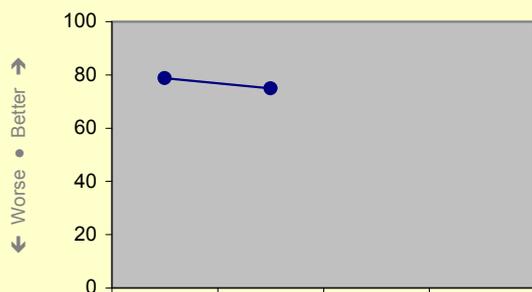
Department: ECC

Quarter 3 data is not yet available. The confirmed figure for Quarter 1 is 98.64% and for Quarter 2 is 97.89%.

No estimated outturn is currently available for this indicator. This LAA (Designated) indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Clare Dorning

NI 141: Percentage of vulnerable people achieving independent living



CAA Indicator (non-LAA)
Department: ECC

Quarter 3 data is not yet available. Confirmed figure for Quarter 1 is 78.75% and for Quarter 2 is 75.00%.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	78.75	75.00	N/A	
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	82.46	76.19	N/A	
Current Quartile	Second	Third	N/A	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Clare Doring

ACTIONS IN SUPPORT OF MTO 9		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
9.3	Develop a Borough-wide strategy for older people.			
9.3.2	Implement the actions from the older people's strategy.	Mar 2010	ASCH CPS CXO ECC	✓ ASCH: Key tasks being developed for the whole strategy. CPS: Proceeding satisfactorily. CXO: Work is ongoing.
9.6	Reduce fuel poverty by reducing the proportion of people receiving income-based benefits living in cold,			
9.6.1	Target household occupiers, in particular those who are receiving benefits, to increase the uptake of insulation.	Mar 2010	ECC	✓ Preparing an application to the Low Carbon Communities Challenge to target mobile home residents at Warfield Park.

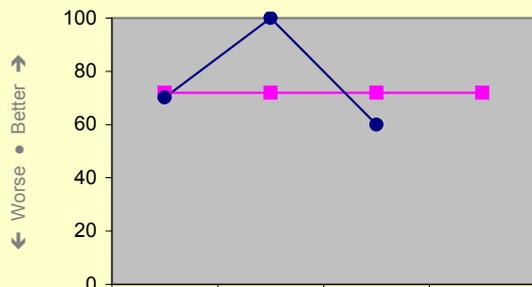
**PRIORITY FIVE:
VALUE FOR MONEY**

Medium-Term Objective 10:

Be accountable and provide excellent value for money.

PERFORMANCE INDICATORS FOR MTO 10

**NI 157.1: Processing of planning applications:
(i) Major applications**



CAA Indicator (non-LAA)
Department: ECC

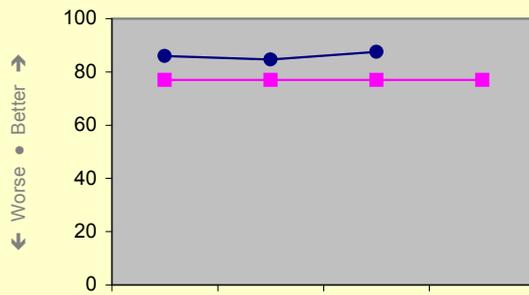
The quarter saw two applications in this category determined outside the 13 week period.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	70.2	100.0	60.0	
Local Target ■	72.0	72.0	72.0	72.0
Last Reported	80.0	80.0	80.0	
Benchmark	N/A	N/A	65.0	
Current Quartile	Worst	Best	Worst	

The current estimate is based on latest available data. This CAA indicator has a cumulative target measured by data collection. The 'last reported' figure is from PS1/2 (July 2008). Quartile shows the position of the current estimate within the 2008/09 Q4 dataset for all relevant LAs in the South-East. Benchmark is the approximate 25th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Vincent Haines

**NI 157.2: Processing of planning applications:
(ii) Minor applications**



Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	85.9	84.6	87.5	
Local Target ■	77.0	77.0	77.0	77.0
Last Reported	84.8	84.8	84.8	
Benchmark	N/A	N/A	86.9	
Current Quartile	Second	Second	Best	

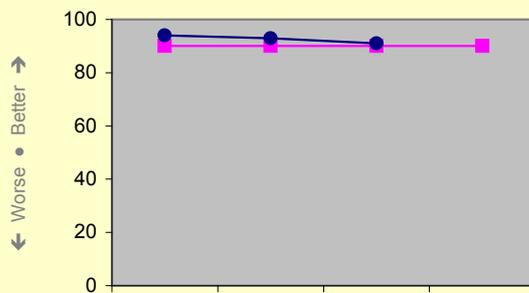
CAA Indicator (non-LAA)
Department: ECC

✓
The target has been exceeded for this indicator.

The current estimate is based on latest available data. This CAA indicator has a cumulative target measured by data collection. The 'last reported' figure is from PS1/2 (July 2008). Quartile shows the position of the current estimate within the 2008/09 Q4 dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Vincent Haines

**NI 157.3: Processing of planning applications:
(iii) Other applications**



Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	94.1	93.0	91.0	
Local Target ■	90.0	90.0	90.0	90.0
Last Reported	95.2	95.2	95.2	
Benchmark	N/A	N/A	92.6	
Current Quartile	Best	Best	Second	

CAA Indicator (non-LAA)
Department: ECC

✓
The target has been exceeded for this indicator.

The current estimate is based on latest available data. This CAA indicator has a cumulative target measured by data collection. The 'last reported' figure is from PS1/2 (July 2008). Quartile shows the position of the current estimate within the 2008/09 Q4 dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Vincent Haines

ACTIONS IN SUPPORT OF MTO 10		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
10.5	Implement the priority areas of the service efficiency strategy to deliver savings and improve service operation.			
10.5.3	Complete joint education/leisure review of space allocation at Easthampstead Park mansion.	Mar 2010	ECC	<i>This has been reviewed by CMT who decided not to proceed further.</i>
10.5.5	Implement the ForestCare business plan actions for 2009/10.	Mar 2010	ECC	✓ <i>Income targets met for the financial year.</i>
10.5.6	Achieve the best benchmarked benefit administration cost.	Mar 2010	ECC	✓ <i>Draft benchmark costs data suggests Bracknell Forest has one of the best benefit administration costs for 2008/09.</i>
10.5.7	Complete the housing options project outlined in the January 2009 business case.	Mar 2010	ECC	✓ <i>Restructuring of housing options service progressing as planned.</i>
10.5.8	Complete the joint waste strategy project outlined in the January 2009 business case.	Mar 2010	ECC	✓ <i>Ongoing with re3 waste managers.</i>

10.8	Implement all appropriate actions to ensure staff are in place with the right skills and capacity to deliver service outcomes and maximise service efficiency.			
10.8.1	Implement the actions due in 2009/10 in each departmental workforce plan.	Mar 2010	ASCH CPS CXO CYPL ECC	✓ <i>CPS: Workforce planning actions being implemented in accordance with the programme. CXO: Ongoing. ECC: In progress. Managers continue to make preparations for employees retiring. A programme on customer service training started in Quarter 3 and continues into Quarter 4. ECC has delivered a programme of training courses to employees on safeguarding. Several more managers attended the Management Development Centre and drew up development programmes with their managers following the event.</i>

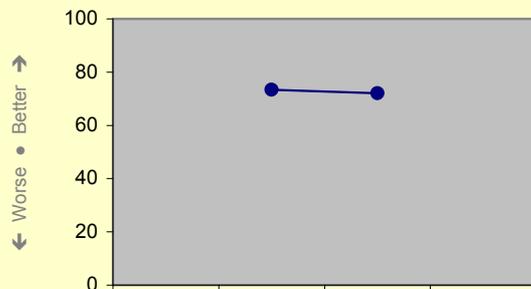
OPERATIONAL RISKS TO MTO 10		Owner	Progress on Mitigation Actions
10.18	Lack of adequate benchmark data for housing benefits. Mitigation: Joined CIPFA benchmark club.	ECC	No change to risk in the quarter. Revised/New Risk: None.
10.19	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	ECC	No key staff lost in the quarter. Revised/New Risk: None.
10.20	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	ECC	No change to risk in the quarter. Revised/New Risk: None.

**PRIORITY SIX:
SUSTAIN ECONOMIC PROSPERITY**

Medium-Term Objective 11:
Promote the Borough's economic activity and potential

PERFORMANCE INDICATORS FOR MTO 11

**NI 182.1: Satisfaction of businesses with local authority regulatory services:
NI 182 (Basic indicator)**



CAA Indicator (non-LAA)
Department: ECC

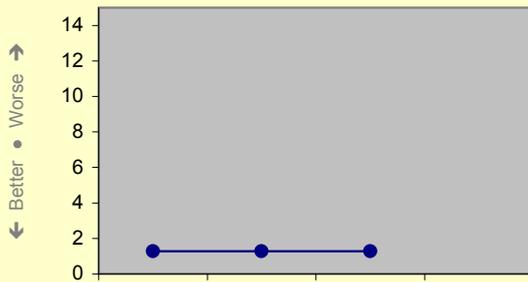
The outturn cited is for April to November 2009/10.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	N/A	73.4	72.1	N/A
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on latest available (incomplete) data. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: David Steeds

NI 183: Impact of local authority regulatory services on the fair trading environment



CAA Indicator (non-LAA)
Department: ECC

This indicator measures the proportion of incidents of unfair trading. The outturn cited is the year-end figure for 2008/09. Updated results for this indicator will be available for publication in either Quarter 4 2009/10 or Quarter 1 2010/11.

The current outturn uses final validated but outdated data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from the CLG Data Hub (2008/09). Quartile shows the position of the current figure within the dataset of all relevant LAs in the South-East. Benchmark is the approximate median in the same data.

Unit: % • Polarity: Low • BFC Lead: Rob Sexton

ACTIONS IN SUPPORT OF MTO 11 Due Date Owner Comments

11.1 Work closely with partners to produce a programme of local action to support the local economy.					
11.1.6	Hold an annual benefits open day event to enable residents to maximise their income.	Mar 2010	ECC	✓	Complete. The "Benefits for you" annual event was held in Princess Square in August.
11.1.8	Implement range of congestion reduction schemes.	Mar 2010	ECC	✓	A range of schemes under development, design and implementation.

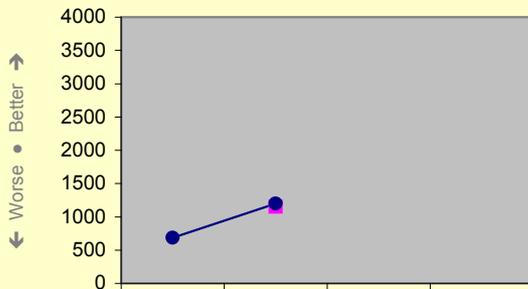
OPERATIONAL RISKS TO MTO 11 Owner Progress on Mitigation Actions

11.6	Lack of suitable locations. Mitigation: Locations agreed with town centre management.	ECC	No change to risk in the quarter. Revised/New Risk: None.
11.7	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	ECC	No key staff lost in the quarter. Revised/New Risk: None.
11.8	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	ECC	No change to risk in the quarter. Revised/New Risk: None.

**Medium-Term Objective 13:
Limit the impact of the recession**

PERFORMANCE INDICATORS FOR MTO 13

NI 180: The number of changes of circumstance which affect customers' HB/CTB entitlements within the year



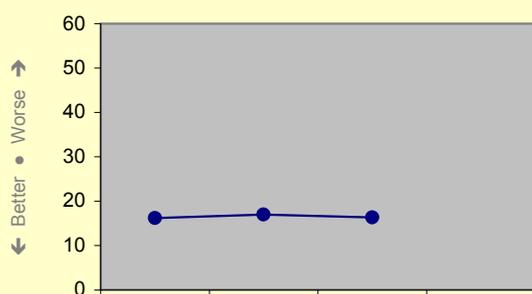
CAA Indicator (non-LAA)
Department: ECC

No data is yet available for Quarter 3. However, the latest data we do have shows us to be on target, as we were at the end of Quarter 2.

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. Quartile shows the position of the latest available figure within the 2008/09 dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same figures.

Unit: Number • Polarity: High • BFC Lead: Shanaz Alam

**NI 181: Time taken to process Housing Benefit /
Council Tax Benefit new claims and change events**



CAA Indicator (non-LAA)
Department: ECC

The caseload has increased by 12.3% from December 2008/09, and shows a 2.1% increase from Quarter 2 2009/10.

Year: 2009/10	Q1	Q2	Q3	Q4
Current ●	16.2	17.0	16.3	N/A
Local Target ■	N/A	N/A	N/A	N/A
Last Reported	N/A	N/A	N/A	N/A
Benchmark	N/A	N/A	N/A	N/A
Current Quartile	N/A	N/A	N/A	N/A

The current estimate is based on latest available (incomplete) data. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: Number of days • Polarity: Low • BFC Lead: Shanaz Alam

ACTIONS IN SUPPORT OF MTO 13		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
13.2	Maximise availability of benefits.			
13.2.1	Promote the take-up of housing and Council Tax benefits.	Mar 2010	ECC	✓ <i>To date this year £51,890 of additional benefit has been claimed due to benefit surgeries and proactive campaigns.</i>
13.2.2	Promote concessions offered at leisure facilities.	Mar 2010	ECC	✓ <i>Concessions continue to be promoted at leisure facilities. The Leisure Saver scheme for persons in receipt of certain benefits operates across Leisure sites. The wellbeing team runs activities for persons with disabilities and is available to assist. The team is based at BLC but also operates at Coral Reef and Downshire Golf Complex. Disabled access prices are available at all sites. Red diamonds disabled activities sessions take place at BLC on Sunday evenings.</i>
OPERATIONAL RISKS TO MTO 13		<u>Owner</u>	<u>Progress on Mitigation Actions</u>	
13.4	Loss or absence of key staff needed to deliver the outcomes. Mitigation: Workforce Plan in place which prepares for known losses. Monthly monitoring of vacancies at DMT. Quarterly review of sickness at DMT.	ECC	No key staff lost in the quarter. Revised/New Risk: None.	
13.5	Political will or commitment. Mitigation: Good preparation, Member briefings and appropriate lobbying. Good consultation and forward planning.	ECC	No change to risk in the quarter. Revised/New Risk: None.	

Annex E: Additional Departmental Progress Information

Environment & Public Protection

Emergency Planning & Business Continuity

The swine flu response continued from April 09 to December 09. The primary focus during this last quarter was in relation to managing the vaccination programme for frontline social care staff within the borough. This included staff within the independent sector. 300 staff were vaccinated in this programme. Costs to deliver the vaccination programme are being recovered from the Department of Health although this does not include officer time.

Assistance was given with the development of the business continuity planning process for the Time square power down weekend.

Environmental Health

The number of disabled facilities grants completed to date stands at 48. The level of expenditure so far exceeds the total for the whole of the previous financial year. Grant applications are being progressed well and it is anticipated that the full budget of £500k will be spent by year end.

The top line targets for programmed food hygiene inspections are on target to be met by the end of March 2010. The commercial team were behind on meeting the target for health and safety but the expectation is that the shortfall will be made up in the next period to the end of March. During the period the Food Standards Agency issued a general warning to be alert for a batch of eggs originating from Spain implicated with Salmonella Enteritidis. Officers found and destroyed a batch of eggs linked to one food takeaway premises in the Borough and carried out over 30 other visits to relevant food establishments checking for the presence of the relevant eggs and providing food hygiene advice. Over 350 people have been taken ill in six outbreaks since August in England and Wales that are believed to link to the consumption of products using these eggs. Whilst no further batches of Spanish eggs have been found locally, several food poisoning cases linked to the takeaway premises are currently being investigated.

The Chairmanship of the Cleaner Borough group was passed from the Head of EH to the Street Cleansing Manager. The group continues to report a downward trend in relation to fly tipping/dumped rubbish - there has been fall of over 11% since the beginning of the year.

A resident has appeared at Bracknell Magistrates Court and convicted of fly tipping at the Council's recycling centre at Lark Hill in Quelm Park in October 2008. He pleaded not guilty but was fined £400 and ordered to pay costs of £550 together with a surcharge of £15. He subsequently lost his appeal against his conviction. The CCTV cameras continue to be used to monitor activity at selected sites around the Borough in order to obtain evidence of offences in relation to fly tipping and littering.

The general level of activity in relation to pest control was normal for the time of year and overall the number of service requests is predicted to be lower at year end which will affect projected income.

Highways Asset Management

The highway surfacing programmed works have been completed and the final elements of the years bridge strengthening programme will be completed in the coming months.

Highway condition site surveys have also been completed and data analysis is now in progress.

Highway asset mapping surveys are in progress and the data collected will be added to the database to improve highway maintenance management.

The Winter Service Plan was reviewed and a revised version distributed and published on the Council's web site.

Licensing

The period leading up to Christmas is always a busy one for the licensing section as it is a peak time for a range of licensed activities and officers are regularly questioned by businesses keen to ensure that their plans for Christmas are in place and legal, and often at the last minute! Officers have conducted a number of late night inspections on a variety of premises to ensure that conditions placed upon licences to protect local residents are being fully complied with and are effective. The number of complaints of nuisance emanating from licensed premises has been higher than usual and licensing staff have had to intervene on a number of occasions in line with the Council's Enforcement Policy, with verbal and written warnings being issued to licensees.

Within the Taxi area the Council alongside Thames Valley Police, launched Taxi Watch, a scheme intended to provide better information and intelligence flow between the Taxi trade and enforcement agencies. Such schemes in other Local Authority areas have shown benefits for the detection of crime and increased the confidence of Taxi drivers who often work in difficult situations late at night. A second session for Taxi drivers on "Conflict Management" was held aimed at addressing driver concerns of abusive or violent behaviour by passengers and again was very poorly attended. It is unfortunate that the excellent course which is designed to help taxi drivers avoid difficult situations and harm, has not been supported. It is highly likely that unless the Taxi trade are prepared to support this course in the future, it will not be repeated.

Two Multi Agency checks were carried out to check the safety of taxi services. One concentrated on taxis and private hire vehicles being used within Bracknell Forest where 10% of the vehicles tested were found to have a fault that made them un-roadworthy. These vehicles were prohibited from further use until the matters were corrected. In light of these findings a further check will be made in the near future to see if compliance levels have improved. The other check was on vehicles being used to carry passengers to and from Heathrow Airport. It is pleasing to report that no Bracknell Forest cars were found to be in contravention of legal requirements.

The EU Service Directive which came into force on 28 December required that a range of permits and licenses should be available to be applied for and paid for on line from that date. To be able to comply with this Directive, the Licensing Section and others within the Council have been working hard to deliver a working arrangement in partnership with BIS (Department for Business, Innovation and Skills).

Operational Support

The review of operational support for Environmental Services has now been completed with two members of the team located at the depot to provide support. A considerable amount of work has been undertaken in order to make the Confirm SBS data storage a more effective tool.

A number of staff changes have taken place over the last few months with three members of the team leaving and one new member joining us. Our new team member provides

secretarial and administrative support to the division. Work continued on gathering National Indicator information and the period's NI195 data collection in relation to street cleansing was concluded with good results.

Trading Standards & Services

Our test purchasing continues to show much improved levels of compliance with 25 attempted test purchases of fireworks and cigarettes resulting in just 1 sale of cigarettes. This continues the trend of a much reduced incidence of sales to underage children.

Samples of curry were taken from a number of Indian restaurants to establish, alongside other legal requirements, levels of salt and sugar within the food. High levels of these ingredients can be detrimental to a healthy lifestyle and general health within the community. The results will be used in conjunction with the Catering for Health Scheme which seeks to recognise and award food businesses within Bracknell Forest that give customers healthy choices. Where the results indicate unnecessary high levels of salt or sugar, officers will visit the premises to discuss and encourage healthier recipe options.

A selection of Halloween products traditionally bought for children and adults were tested to check that they were safe for their intended use. A wig intended for adult use but which could also be used by children, was found to sustain combustion. Other items were found to contain excessive levels of phathates which are restricted due to health concerns around young children sucking or placing such items in their mouths. All defective products were withdrawn from sale and the manufacturer will be making modifications to them prior to re-marketing.

A complaint was received that a dish said to be suitable for use within a microwave oven melted when used to microwave bacon. A number of similar microwave food dishes were tested. Some were found to be unsuitable for use with fatty foods due to associated high cooking temperatures. The supplier has agreed to amend the cooking instructions to avoid similar occurrences in the future. A local resident also bought a set of Christmas tree lights from the e-bay website direct from China which turned out to be extremely hazardous, presenting a high risk of electrocution and fire. Officers arranged with e-bay for the removal of the items for sale, for the EU Commission to alert authorities in China to prevent further distribution and arranged local and national media action to inform consumers of the risks.

A puppy imported from Croatia was found to contravene legislation in place to reduce the risk of Rabies entering the UK. The puppy was supplied with a false pet passport to a local resident and this was discovered when the resident took the puppy to a local vet. The puppy could either have been put in quarantine for 6 months or deported back to Croatia at the expense of the owner. The owner who received a warning for the importation agreed for the puppy to be deported.

On our intervention work a company charged a local resident £1,700 for services relating to will writing. After examining the contract, Officers intervened on behalf of the resident who then received a full refund. A debt collection company chased, for 4 years, a 77 year old resident for a £10,400 debt which actually belonged to the previous owner of his home. The company have now agreed that they will desist from seeking settlement from the present resident.

Easthampstead Park Cemetery & Crematorium

During this quarter work began on the installation of an irrigation system for the memorial roses, as reported in last quarter's PMR. The expectation is that this will help with the overall maintenance of the beds as they tend to suffer particularly badly in the summer due

to the nature of the soil. We are also looking to improve the arrangements to manage the rose plants themselves so as to reduce losses and consequential complaints.

Plans are being made for the new burial space area along with the additional new area required for the memorials. Once we are able work will begin on new pathway areas and planting. This will extend the usability of more of the grounds and will also include provision for a new dedicated babies/children's burial area.

Car Parks

Specification documents on three options of service provision for the Town Centre car parks were sent out to potential bidders. The closing date for tender submissions was 18 December and 4 tenders were received. These tenders will undergo evaluation over the next couple of months with the intention that a new contract will be in place during 2010.

Reports have been received from a specialist company requested to examine the structure of the High Street and Charles Square car parks. Works have been identified to bring the car parks into good order and tenders received for certain aspects. The initial work is in the process of being commissioned and completed within the next quarter. Remaining necessary works will be built into a rolling programme utilising available revenue and capital spend over the next 5 years as part of the maintenance programme.

Waste and Street Cleansing

A programme was implemented to replace the communal 240 litre recycling bins installed a few years ago in larger block of flats for separately collected paper and card and cans and plastic bottles. They are being replaced by larger blue 660 litres bins for mixed recyclables. This will reduce the number of bin lifts required and also consolidate the colour blue as representing recycling once the grey paper/card bins are removed.

The changed days for Christmas refuse collections were notified to all residents via a bin hanger, in the Town & Country, the free Bracknell Standard newspaper delivered to all residents and also via the website. In spite of this a number of residents forgot to put their bins out on the correct day but there were additional problems in maintaining the service from 22-24 December due to the snow and ice. However SITA worked really hard and unlike many other collection services they persevered and managed to access most of the roads and did a very good job in catching up on collections missed that week by using the garden waste vehicles - despite the fact that they were short of staff on some days.

re3 introduced a booking system on 1 December for residents wishing to take waste in vans or vehicles that do not fit under the height barrier, into Longshot Lane and Smallmead Household Waste Recycling Centres. Longshot Lane had been operating a height barrier arrangement and therefore there has been little impact locally. re3 schools website is now in use by schools and the visitor centres at Longshot Lane and Smallmead have both been well used. The local papers have been running a double page spread on waste called the green pages. This is compiled by re3 and published across the three boroughs monthly.

A very successful Christmas roadshow was held at Sainsburys, Bagshot Road on 14 December. The focus was on food waste minimisation by running a competition where people had to guess the correct size of 1 portion of rice. All entries won a love food hate waste reusable bag.

A waste analysis has been carried out by re3 of waste from households across the three boroughs and there is still a significant amount of recyclable and compostable waste in some landfill bins. The council is discussing with re3 partners as to how to target poor performing

households in relation to residual waste and contamination of recycled waste where other non recyclable materials were found. Waste analysis was also carried out at sample schools when again it was found that a significant amount of waste in landfill bins could be recycled and this issue is also being discussed.

Year to date recycling up to Quarter 2 was 40.2% and the municipal waste sent to landfill 53.2%. Some waste is now being sent to Colnbrook Energy from Waste (EfW) plant which is being commissioned which meant that the amount landfilled in quarter 2 was only 48.8%. (Q3 results are not yet available).

A small amount of refurbishment work has been carried out at two of the four public conveniences in the Borough but the bulk of the work will commence in quarter 4. The Street Cleansing contractor had to hire an extra vehicle to deal with leaf fall in the autumn. Where possible the leaves are taken to Longshot Lane and if suitable sent for composting.

Landscape Services

The landscape management team has been working with Pitney Bowes and IT to provide a managed service for the "Confirm" system they use to ensure all staff are fully trained in all aspects of the system and to correct a number of anomalies found in the Landscape inventory. A revision of each client's Service Level Agreement with Landscape is in progress. Work is underway to digitise Landscape inventory measurements on to the GIS mapping and to ensure that measurements of the work currently undertaken and newly adopted areas are accurately measured and link into the Confirm inventory.

Landscape services worked in conjunction with Ringway to ensure the borough was free of fallen leaf litter in the autumn. This proved to be a successful partnership which will be repeated in the future. The winter shrub bed maintenance is underway.

Landscape services operatives have received industry recognised training, which included traffic management modules to ensure we are working safely and to industry health and safety standards.

A programme of risk assessments is underway and on-going and those completed will be revised 12 monthly or as required. As a result of the work done to date the Landscape fleet has been fitted with chapter 8 spec chevrons and signage for working on or adjacent to highways.

During the snow and ice just before Christmas Landscape services worked with Highways, Ringway and Street Cleansing contractors to assist in ensuring gritting of high profile public routes in the Winter Maintenance Plan and certain road junctions where refuse collection vehicles could not gain access and helped with the filling of salt bins.

Housing

Housing Register / Allocations

The inputting of the housing register application forms took place during December. Staff have made a tremendous effort to input and verify just under 4000 applications so that applicants receive their banding letters in the second week of January enabling them to bid under BFC my Choice.

There are likely to be about 100 lettings in the quarter as at time of writing, lettings made over the Christmas break are still to be reported. This is a 23% reduction from the previous quarter.

Supporting People

The review of Bracknell Forest Homes services for older people was undertaken during the quarter as was the service review of one support service for homeless or potential homeless households.

Homelessness

There were seven homelessness decisions over the quarter of which a homeless duty was found for five households. This compares with six households who were owed a homeless duty in the previous quarter. The reasons for homelessness were as follows; one household due to violent relationship breakdown, one due to mortgage arrears, two households due to rent arrears and one household that had left prison.

In terms of homeless prevention there were 46 cases of homeless prevention not including December where the figures are still to be collated. Therefore, the homeless prevention target will be achieved for the quarter.

Forestcare

In the previous quarter Forest care took on the monitoring of learning disability projects for Windsor and Maidenhead district housing associations and also the installations of telecare for Bracknell GPs.

Forest care was runner up in the Bracknell Partnerships awards for the project with the Princess Royal trust card carers scheme.

Over the quarter 230 new lifelines were installed and 55 faults were attended to in people's homes.

Benefits

At the end of December there was a benefit caseload of 6584 which was a 2. increase from the caseload at the end of September 2009. This is a lower percentage increase than the previous quarters. However, this is a 12.3 % increase in the caseload compared to the position at December 2008.

The following table provides workload figures for the last quarter.

Area of activity	Previous quarter	September to December	Percentage change
Telephone calls	6585	6811	3.4%
Visitors to the office	783	3225	**
Scanned items of post	18854	18332	-2.7%
New claims received	843	830	-1.5%
Total change events and new claims assessed	3803	3794	-0.2%

** this is not a comparable figure as the last quarter all visits were recorded via the customer management system and that had not been the case before.

A number of benefit staff were involved in the evaluation of the replacement benefit IT system during the quarter. This involved evaluating tender submissions against the specification and undertaking site visits to see the systems in operation.

A customer focus group was held on 26/11/09 with customers who had expressed an interest in taking part via the previous customer satisfaction survey. .

The main points that came out of meeting were:

Service standards

- Would like benefits staff to always offer name when telephoning the service
- Lack of written response when customer has notified of a change/completed a review, but this has no effect on their claim. Left not knowing if claim has not been dealt with or not

Application form

- Agreed that new form was an improvement to current one used
- The group gave some amendments to form: advertising that able to offer home visits; tick box to offer correspondence in large type, clarification on whether needed to complete the whole form if just a change of circumstance

Letters

- The group were happy to review our correspondence as feel that some wording on letters need changing

Customer satisfaction survey

- The group felt that extended opening hours 1 day a week could be beneficial for those that work
- None in the group would complete On line application forms
- Do not feel bus advertising would be that effective and so not value for money

Take up/advertising

- Leaflets in addition to posters would be more effective being displayed in places such as doctors surgeries, post offices, community centres, as people can then take the information away with them

Customer journey mapping

- The focus group was happy to participate in customer journey mapping as had some negative experiences. A journey mapping template form has been sent to those attended to complete before next meeting.

We will continue working with the group and feed back their recommendations into the benefit improvement plan.

Leisure and Culture

Leisure

The leisure section facilities have endured a challenging year to date due to continuing economic uncertainty and further bad weather. Despite the difficulties all facilities have continued to provide high quality services.

The annual planned maintenance programme was carried out over the Christmas period. Most of the works were completed on time, with minimal impact on usage. Coral Reef was closed for longer than usual to allow for the pool floor to be completely tiled.

The Look Out exhibition has performed well with visitors up on the previous year.

Edgbarrow and Sandhurst Sports Centres are a valuable asset to their local communities. However, Edgbarrow was damaged by a fire in the boiler room just before Christmas and remained closed into the New Year. A full investigation was instigated but in the meantime as many booking as possible were transferred to Sandhurst.

Downshire Golf Complex has continued to find it difficult to meet tough financial targets as first heavy rain and then snow forced closures during the period. Continued efforts are being made to encourage new players, including a number of promotional ideas and ongoing improvements to the course.

Easthampstead Park Conference Centre has found the last period really challenging as companies continue to cut back on conferencing. Other business such as weddings remain strong.

Horseshoe Lake was closed for most of the period, whilst Harmans Water's good performance was based around the extensive school swimming programme.

Initiatives to improve access to leisure facilities continue to do well. Over 2,000 on-line bookings were made and the Leisure Saver Scheme now has almost 500 members. The Leisure and Wellbeing Team continues to provide an excellent service to disabled adults. This scheme will be extended to disabled young people through the Aiming High for Disabled Children Programme.

The Young People in Sport Scheme enjoyed an excellent term. All 27 primary and junior schools participated in the Tag Rugby Scheme, whilst 460 primary and secondary students took part in the Cross Country Relays despite the difficult conditions.

Libraries, Arts and Heritage

Libraries - The Library and Information Service continued to promote the service to the public through a series of events and activities across the Borough. The highlights from the Community Services' Team are as follows:

October

- Children's Book Week at Sandhurst
- Local poet Nicky Bevan leading a National Poetry Day Event at Crowthorne
- National Bookstart Day at Bracknell Library
- Start of new group – English for speakers of other languages at Whitegrove, particularly conversation practice and use of resources.
- Northern Parishes Arts' Week event at Binfield and Ascot Heath Libraries
- Half-term activities at all branches

November

- A poetry morning for children and adults at Sandhurst
- A crossword morning for adults at Sandhurst
- Peter James author event at Sandhurst

December

- A Christmas flower arranging event at Bracknell
- Dad's Bounce and Rhyme at Binfield
- Jane Austen fortnight – including a History Wardrobe event at Whitegrove
- Some refurbishment to Ascot Heath library made possible through Section 106 funding
- A bedtime stories in pyjamas event at Sandhurst

Other highlights for the quarter included :

Bracknell Library Writers' Group's produced an anthology of their work including short stories and poems. The continuing success of, and demand for, more reading groups. The continued success of Bounce and Rhyme at Crowthorne, Whitegrove and Sandhurst libraries and the ongoing success of the Manga group at Bracknell and teenage reading group at Sandhurst.

Arts Development

Local Celebrations and Community Cohesion

Age to Age III - Reminiscence, storytelling and song making project ended with a performance at the Morgan Centre, Crowthorne. The project involved pupils from Crowthorne C of E and Wildmoor Heath Schools making lyrics from the reminiscences from the Library Reminiscence Group. Two performances took place and the one at the Morgan Centre in December was attended by local councillors, pupils, parents and reminiscence group members. The next project will be in Priestwood.

Northern Parishes Arts Week - the week included Pandoras Box performing Burglar Bill in the village halls, storytelling in all three libraries and lantern making workshops for the lantern procession all of which involved approximately 825 people. South Hill Park Arts Centre were also involved in setting up a range of workshops for adults and children. This project was organised in partnership with the Parish Council, the Arts Centre, Libraries, Park rangers and Extended Services and many local groups.

Young Carers - a 10 session drama project has been taking place and a short performance will be shown to pupils at Easthampstead Park School to raise awareness of young carers. This pilot will inform the external funding bids to be submitted in early 2010.

Crowthorne Carnival - a youth forum has been set up to explore ideas for the carnival in 2010 working with the lead artist from Street Processions. This will enable the young people to have a say and to spread the word about the future project to other young people in the area.

Bracknell Youth Dance Forum - this group continues to meet during term times at Priestwood Youth Centre and 5 of the teenage dancers are now involved in the Arts Awards hoping to achieve 4 bronze and one silver in 2010. The group will perform at Lift Off 2010.

Art Spaces 2010 - working in partnership with other Council departments and South Hill Park the next Arts week will be based in Easthampstead and Wildridings, using different venues and involving local voluntary groups. The Making, the craft organisation, will also bring the Theatre of Making to the neighbourhood on the 20th February and the theme of these workshops will be recycling.

Public Art - the public Art Advisory panel which meets at least three times a year, is supported through the arts team.

An audit of public art is ongoing, and so far over 36 pieces of art have been identified although more background information is needed. An intern from Reading University will join the team in January as a volunteer to assist with research.

Following the successful art work at Bracknell and Wokingham College, Jeni Walwin, curator and public art manager will work with the Council on a case study which can be shared.

Advice, information and developing partnerships

- Youth Dance England – Regional Steering Group
- Bracknell Society on public art
- Jennetts Park public art strategy
- Sandhurst Arts Festival 2010
- Figure Ground – Public art roadshow in Bracknell Town Centre funded by Arts Council England
- Age to Age IV outreach to the Priestwood Reminiscence group and to Birdsgrove nursing home.

Heritage

Snap Bracknell! - more cameras have been given out to Headspace and to Sandy Lane School which worked with public artist – Katy Beinart. Many of the cameras have been returned and all of the cameras will be developed digitally in 2010 and form part of an archive on the Town Centre as seen by local people. This project will also involve members of Bracknell Camera Club

The People's Museum - drop in workshops have taken place in Easthampstead and Crowthorne, and many different objects have been brought along. Reading Museum will loan new boxes in early 2010, when the project continues to Binfield, Warfield, Winkfield and Sandhurst, where links have been made with different groups from day centres, history groups, libraries, afterschool clubs to the Nepalese and travelling communities.

Heritage Strategy 2010-2014 - comments have been sought and will be collated into a 2nd draft for the Heritage Forum subgroup meeting in January 2010

Mile Stones - planning permission has been sought for two milestones to be restored by the Red Lion Pub and London Road, Lily Hill Park

Advice, information and developing partnerships

- Involvement in the HLF audience development plan for South Hill Park
- Bracknell Forest Society – training in Blue Plaques
- Libraries on archiving and storage of oral histories and Charles Minchell collections

Parks and Countryside

Partnership Working - *Bracknell Partnership Awards 2009: 'Access for All' Project wins gold at Partnership Awards.*

People from a wide range of public, private and voluntary organisations gathered at the Grange Hotel on November 27 for the Bracknell Forest Partnership Awards which celebrated joint working in the borough, recognising the additional benefits that are brought by people coordinating their efforts and sharing skills, expertise and knowledge.

The Parks and Countryside Service is actively involved in two of the three gold award winning projects:

Access for All - awarded a Gold in the 'Community' category for joint working with Be Heard to improve access in the parks and countryside sites in the borough. Be Heard is a member-led group of learning disabled adults that promotes self-advocacy and peer advocacy to enrich the lives of its members. The Parks and Countryside Service will continue to work with Be Heard in auditing footpaths and open spaces in terms of accessibility.

www.bracknell-forest.gov.uk/LCAF

Scott's Hill, BBC Breathing Places – awarded a Gold in the 'Places' category for the project which has transformed Scott's Hill in Bullbrook. The organisations involved included Bracknell Forest Council, Bracknell Forest Natural History Society, Bracknell Conservation Volunteers, Bracknell Town Council, Bracknell Garden Club, Thames Valley Probation Service and local residents and community volunteers

The official opening of the BBC Breathing Places site by Cllr Iain McCracken and attended by the Bracknell Forest Mayor, Mayoress, Councillors, project partners and local residents, took place in October after completion of the project. www.bracknell-forest.gov.uk/scottshill

Tree O'Clock Guinness World Record Attempt - on Saturday 5 December at 11am - 12noon Bracknell Forest dug in and took part in a World Record Attempt. Tree O' Clock was led by BBC Breathing Places and took place across the country as part of National Tree Week with the Council's Parks and Countryside Service leading Bracknell Forest's big dig.

The tree planting effort across the Borough saw officers, community groups, environmental volunteers, scouts and guides, all come together to plant 680 trees in one hour. The planting focused on six areas in Bracknell Forest which included Priory Fields in Warfield, Mill Pond and Tinkers Copse in Bracknell, and Berrybank Copse and Sandhurst Memorial Park in Sandhurst. These areas were carefully selected to ensure the trees would continue to flourish and contribute to the landscape as they grow.

It was another good example of close ties with the Parish and Town Councils in Warfield, Bracknell and Sandhurst. Warfield Parish Council are particularly keen to continue the planting at Priory Field, and one of our key Biodiversity Action Plan targets has also been achieved with the planting of 54 Wild Service Trees.

www.bracknell-forest.gov.uk/treeoclock

Education and Interpretation - Conservation Volunteering is the latest Parks and Countryside leaflet to be updated as part of the new 'Discover' range and is now available across the borough. Others due for distribution in early 2010 include 'Biodiversity in Bracknell' and updated site leaflets for Lily Hill Park, Pope's Meadow and Shepherd Meadows/ Sandhurst Memorial Park.

South Hill Park - the SHP project has thus far been focussed heavily on the procurement process and contractor selection. A timetable has now been agreed to deliver this procedure. The Friends group has been re-invigorated and the project has engaged with the community action group.

A new e-mail address has been set up in addition to an informative web page for all enquiries about the project as follows:

shprestation@bracknell-forest.gov.uk
www.bracknell-forest.gov.uk/shprestation

Events and Community Involvement - events held between October and December ranged from site ranger surgeries to guided autumnal strolls and Fungal Forays with assistance from the Thames Valley Fungus Group.

A particular highlight was the Lantern Procession at Lily Hill Park, run as the culmination of Northern Parishes Arts Week. Over 350 adults and children took part in the procession through the site at the end of October, led by a band of musicians past giant glowing cocoons, caterpillars and butterflies to a virtual bonfire in one of the meadows.

Two Week long placements for four boys from Charters and Ranelagh Schools have taken place at Lily Hill Park in the last quarter.

GreenSTAT - recent statistics for Lily Hill Park on GreenSTAT show that when asked "What is your overall impression of the Park?" 97% of people were "satisfied" or "very satisfied", a 2% rise on this time last year.

GreenSTAT is a system that gives local residents the opportunity to comment on the quality of their open spaces and how well they feel they are being managed and maintained. It allows our staff to compare the results with others up and down the country to give a truly national voice of what our residents think about our open spaces.

The Elms Access Improvements Project - designs have now been agreed with Bracknell Town Council and quotes are being finalised. S106 money allocated for the project will be used for the hard landscaping including a new block paved access path through the car park, a speed hump, block paved entrance feature and path surfacing. The S106 works will be completed by the end of the financial year.

Urban Woodland Project Updates

Wentworth Way (Ascot Priory)

The existing small play area has now been removed and the area has been topsoiled.

Consultation with local residents has come out in favour of restoring the site to woodland landscape, rather than installing some new low key play equipment. This landscaping and planting will be carried out this spring.

The path through the woods will be constructed in January by contractor, linking the north of woods to Ascot Recreation Ground in the south.

Osman's Close Copse

The majority of works in the copse has now been completed. Programmed works include the woodchip path, car park scraping and ownership issues to address in early 2010.

Priory Field - a contractor has been appointed following submission of three quotations. Initial work to apply herbicide in accordance with IOG specification was been carried out over a two day period when the site was closed to public access. The pitch area will be cultivated, regraded, grass seeded and undergo a period of established maintenance during early 2010, with the target of being playable by September 2010. Clearly the latter will be weather dependent.

Library Terrace - planters have been placed, filled with growing medium and planted successfully. The resin bound surfacing will be completed as soon as weather conditions allow.

Great Hollands Neighbourhood Centre - the service has been involved in the Landscape design for proposed environmental improvements to the shopping centre including

installation of planters, the planting and replacing of missing trees, and new co-ordinated street furniture and signage.

Jennett's Park, Country Park - consultation over amendments to approved landscape scheme and public art installations continues with the developers. Most of the remaining work to paths and planting will be undertaken in Spring 2010. Wildflower meadow areas require on-going maintenance to achieve the correct balance of grass and wildflower species.

Performance and Resources

Finance

During the quarter work the team completed the 2010/11 revenue and capital budgets in preparation for public consultation. The team also carried out their core functions of accounting, budget monitoring, financial advice and debt control.

Human Resources

We continued our focus on improving the department's staff management by producing guidelines on future use of handling of leavers and exit interviews. We also produced guidelines and forms for 1-1s which managers will use with effect from January 2010. We chose six managers to take part in a pilot project on mentoring. We progressed the Workforce Planning exercise by drawing up the high level plan out of the divisional plans for 2010/11. We delivered a network event to managers in conjunction with ACAS on the subject of conflict management and a successful absence management workshop.

We completed the initial safeguarding training with 458 people attending the Safeguarding Awareness Workshops. We have one more session booked for 11 January at the Lookout for another 16 people.

Our operational work to support divisions included some particularly challenging case work on absence and formal hearings. There were 7 formal hearings, 3 disciplinaries, 3 capabilities and 1 grievance this quarter. We also supported managers through the budget cuts reorganisations the most complex exercise being the staffing implications of closing Bracknell Library on Wednesdays.

This quarter the department recruited to a number of key roles including an Environmental Protection Officer, Senior Environmental Policy Officer, Assistant Manager at ESSC, Assistant Head of Finance, and two hard to recruit posts of Trading Standards Officer and Assistant Engineer in Transport Implementation.

Administration

The section kept up to date with all its targets during the quarter including processing 40 Freedom of Information requests. The Document Management Team started scanning 4,000 paper files in the housing options team. The Business Systems Team will load these documents onto the new choice based letting IT system to aid processing of applications.

Business Systems

We published the GIS survey results have been published on BORIS along with a GIS data catalogue detailing all the GIS data layers available in the database. The results of the GIS survey will help inform implementation of a product to replace GIS Live (Council's Intranet GIS Tool) in 10/11. We completed initial work for Housing Benefits to use a property

gazetteer with MOSAIC coding in order to target potential benefits customers. Work has continued on the land management project. This project is defining who is responsible for maintaining areas of land in the borough.

We upgraded the land charges software. However the upgrade of the Confirm system used by highways, streetworks, landscape and trees took longer than expected. We plan to complete this in early January. We selected new mobile devices for the highway inspectors and bought the software for these. We issued a request for quote for a new out of hours call logging system for Forestcare. This will enable them to move away from paper records and provide statistical reports to clients.

We started work on improving the accessibility of the online web products on the department's web pages. We hope to achieve the 'AA' standard defined by the Disability Discrimination Act. We assisted with setting up the new choice-based lettings website for housing as well as preparing web content for new online licensing application system. The Department for Business Innovation and Skills wrote this to meet a new EU service directive that was implemented on 28 December 2009.

e+ Smartcard Programme

The team managed to get SNAPI, the special needs software, to work successfully in the library. We are now working on developing a showcase presentation for members and others before making it fully available to cardholders. We worked on further minor developments in SmartConnect to allow library, leisure and customer services staff to enrol people for a disabled bus pass thereby removing Time Square as the single enrolment point.

Interest in the e+ card continues to grow. The DWP shortlisted the e+ card to take part in a smart card pilot scheme they are funding however the scheme may already be too advanced to be selected. An approach by the Audit Commission to feature the e+ card as a means of recording the accurate cost of services used by people aged 50 and over was thwarted by the fact that the ENCTS card in Bracknell is still just a 'Show and Go' card that does not record bus trip transactions. Although some other organisations have expressed an interest the SmartConnect contract we did not manage to get any additional licensees signed up this quarter.

Contracts

Engineering Consultancy Contracts (Jacobs Babbie Replacement)

In quarter 3 bidders returned their tender submissions, the evaluation team reviewed them and chose preferred bidders for 4 of the contracts. The Director approved the contract awards in line with Contracts Standing Orders.

We will procure the Bridges & Structures Contract will be procured through the South East Pan Government Collaborative Highways Professional Services Framework. Hampshire County Council completed the evaluation of these tenders this quarter.

Car Park Management Contract

We completed the specification requirements and sent the tender documents to shortlisted bidders this quarter. They made their returns at the end of the quarter ready for evaluation in quarter 4.

Mercury Abatement/Replacement Cremators Contract

This quarter we concentrated on preparing the specification, tender and other contract documents.

South Hill Park Contract:

In quarter 3 we completed the tender documents and sent them to shortlisted bidders.

Refuse Collection Contract:

In quarter 3 we drafted the procurement plan and detailed project plan.

Equalities

We published the emergency plan policy, Forestcare lifeline and homelessness service equality impact assessments in the quarter and assisted colleagues with several policy assessments, none of which needed a full assessment. All but 2 senior managers and team leaders attended equalities training in the quarter. The 2 unable to attend both had sickness issues and we will arrange some briefings for them at a later date.

Business Continuity

We continued to support the Flu Management activities including launching the department's full monitoring in October until they began to be phased out in December. We continued to support the arrangements around Time Square roof works including making provision to decant the 4th floor south officers if needed.

Performance Management

We helped prepare the background dataset for the new performance management system implementation. We ran a workshop with Chief Officers to flesh out the activities proposed in the Staff Survey Action Plan.

Customer Care

We continued with our programme of customer care and letter writing workshops and ran 3 workshops with volunteer Members looking at their perceptions of our customer service and what we can do to improve this. We agreed an action plan with Members that we started to implement at the end of December and will work on until the end of December 2010.

Governance

We redrafted the internal delegations to allow for changes to the Council's constitution. We helped the Head of Audit and Risk run a risk awareness session with our senior managers.

Planning and Transport

Building Control

Officers attended the Sustainable Communities 09 event in Westminster to catch up on Government intentions on reducing carbon emissions in the UK. This highlighted monetary commitments from Government as well as new technology for achieving the proposed reductions in carbon emissions.

We also arranged an afternoon event at the Building Research Establishment's Innovation Park. This was led by us but attended by Building Control from Bracknell, Windsor and West Berkshire and a colleague from Planning Policy. It is hoped to run a further visit early next year. It was informative and demonstrated how modern construction methods can achieve compliance with the Code for Sustainable Homes and reduce CO2 emissions from dwellings.

Levels of Building Regulations applications received are marginally lower than the same quarter last year; however, income from Inspection Fees is still comparable with that of the same period last year. Talks are underway with a couple of developers on potential office developments in Bracknell and a meeting is to be held with EC Harris in an attempt to secure work from the Primary Capital Programme. Work has commenced on a housing site we were fortunate enough to win and this has generated a lot of work for us in that area of the borough.

Due to our involvement in DCLG policy shaping on 'The Future of Building Control' we have been asked to pilot a new risk assessment programme for determining the levels of site inspections required for various types of Building Regulation application. This will be taking place over Quarter 3 and Quarter 4.

Land Charges

Numbers of searches coming through remain low compared to the same period 12 months ago; however this is affecting Local Authority Land Charges and Personal Searchers alike.

A marketing letter has been sent out to all local solicitors to highlight the fact that our service is now faster and cheaper than it was last year in the hope that it will persuade those who use the services of Personal Searchers to see that we are more cost effective and better value for money.

Development Management

The quarter saw the decline in application numbers bottom out with little change from the preceding quarter, but enforcement complaints have not fallen back; indeed the period saw several new complex enforcement cases come to the fore. Indications are that there is some confidence returning to the development industry, with developers continuing to approach the Council in respect of proposals which they intend to bring forward as the economic climate improves.

The redevelopment of Bracknell's Town Centre continues to be a high priority for the service, with officers working with the preferred provider of the Bracknell Health Space as they prepare for a planning application submission in the coming quarter. Whilst a slow down in residential development has occurred sites such as Jennett's Park and Wykery Copse continue to result in activity for the service, including reserved matters applications, work on developing proposals for the Jennett's Park neighbourhood centre, and condition discharge.

In previous PMR's the Head of Development Management reported on the new arrangement for dealing with Corporate Projects which commenced in March 2009. Those arrangements are now bedding in and other council departments have improved their engagement with the planning service. A workshop was undertaken in early October assisting in developing a shared understanding of the respective roles of all those involved in dealing with development proposals promoted by the Council.

The quarter also saw work on the indexation of electronically captured planning micro-fiches and continued involvement in the CLG/POS Development Management Project.

Spatial Policy

Work has focused on the preparation of a Site Allocations Development Plan Document (SADPD). This document will identify land to accommodate the balance of the 12780 dwellings allocated to the Borough in the South East Plan and to accommodate a share of the initial interim allocation of 79300 additional jobs for the Western Corridor and Blackwater Valley. The SADPD will be accompanied by the preparation of an Infrastructure Plan.

Work on the project in this quarter has included holding an early stakeholder workshop on 2nd December and the appointment of consultants to carry out Sustainability Appraisals and evidence based work as well as work on preparing for the consultation scheduled for February-March 2010.

Work continued on the preparation of the Streetscene Supplementary Planning Document. Work on the Character Areas SPD work has involved analysing responses to the consultation and preparation of a final draft document. Consultation has been carried out on the draft Thames Basin Heaths Special Protection Area Avoidance and Mitigation Supplementary Planning Document. A revised version of the Amen Corner SPD (changed from an AAP) has been prepared and put out for consultation.

Work has been undertaken to assess the implications of possible changes to the Section 106 and conditions attached to the Town Centre outline planning permission.

Climate Change and Carbon Management

The Climate Change Working Group reviewed the first year's progress of the Climate Change Action Plan and prepared a progress report to October 2009 for approval by the Executive in January 2010.

Two climate change indicators, reported to DEFRA during the second quarter, were verified during the third quarter:

NI185: Carbon dioxide emissions from local authority operations, and

NI194: Air quality - % reduction in NO_x and primary PM₁₀ emissions through local authority's estate and operations.

The Council's NI185 weather corrected carbon dioxide emissions verified by DEFRA for 2008/09 were 19,474 tonnes. This establishes the Council's carbon dioxide baseline for the 4% reduction target by the end of 2010/11 and 6% reduction target by the end of 2011/12 in our Local Area Agreement with GOSE. The Council's NI194 weather corrected emissions verified by DEFRA for 2008/09 were 30,350 kg/NO_x and 1,076 kg/PM₁₀.

DEFRA also released a summary of the first year returns for NI188: Planning to adapt to climate change. This showed that Bracknell Forest's self-assessment level 1 was amongst the best in the South East and in the top ten percent nationally.

Following a meeting between the Climate Change Partnership and the Strategic Housing Partnership, an opportunity arose for collaboration on a strategic housing project funded by the Low Carbon Communities Challenge. A proposal was developed to address hard to treat mobile home communities, targeting Warfield Park as a pilot project. The application was submitted by 30th December and successful applicants will be advised by 25th January 2010.

Transport Management Section

Transport Implementation Group

Local Transport Plan 3

- In Late Sept Consultation began on the draft objectives for Bracknells 3rd Local Transport plan. Following a Members email, press release and a mail-out to stakeholders informing them of the consultation, the public consultation began on Monday 25th October 2009. The LTP3 website contained an electronic questionnaire and hard copies were available at Borough Council offices, libraries and town/parish council offices. Paper copies were made available upon request.
- The consultation expired on Monday 23rd November 2009. Responses were received from a broad cross-section of interest groups, organisations and the public. The feedback was used to further inform the Draft Objectives and to provide officers with an indication of their priorities for transport.

Route Studies

- Work was started on the corridor study for the A322/A329.

Transport Model

- Following completion of the 2007 base year models, the forecast models were finally completed by consultants WSP and approved by BFC in December 2009. These represent AM and PM Peak hours in the years 2016 and 2026. Details of the assumed Core Strategy developments and highway schemes were agreed with WSP during this process. In particular, it was important to accommodate the latest expectations of the route of development in the Borough.
- The base year AM Peak model has been used to develop a VISSIM micro-simulation of the A322/A329 corridor as part of the corridor study work. This model is now being refined to reflect observed queue data. A similar model will be developed to represent the PM Peak hour once this is complete. VISSIM models will also be developed to represent the A329 London Road corridor in that corridor study.

Reading Transport Innovation Fund (TIF) Bid

- BFC have now agreed to sign up in support of the TIF bid but only as a infrastructure (background) partner as involvement will be minimal
- Officers continue to attend the group set up by Reading BC and involving South Oxfordshire, West Berks and Wokingham to promote integrated transport initiatives within the sphere of influence of the regional centre of Reading.

Passenger Transport

- No announcement has been made by DfT in respect of the 'Kick Start' bus funding scheme, which includes a bid for enhanced Sunday buses in the Bracknell urban area.

- Based on data received for the second quarter of 2008/9 (i.e. to end July) bus patronage in the Borough appears to be falling. This trend puts at risk performance towards LTP, LPSA and National Indicator targets.
- The draft Concessionary Travel scheme for 2010/11 was published in December. This proposes no change to the existing Scheme, and as yet, no comments have been received from bus operators. The final Scheme must be published by the beginning of March 2010.
- Emergency contracts were implemented from 31 October 2009 for a number of supported bus services on which notice had been given by the operator in accordance with the contract conditions. These contracts expire at the end of April 2010, and work on re-tendering these contracts is at an advanced stage.

Travel Choice

- Most Primary schools took part in walk to school month in October. Promoting walking assemblies were given by the travel plan coordinator in a number of schools
- A handy guide for school staff explaining a variety of simple schemes schools can adopt to encourage more walking and cycling was issued to all schools in the Borough with a request that each school adopt at least one scheme to try
- The consultation on the Sustainable Modes of Travel to School Strategy was held. A final strategy incorporating feedback is expected in the next quarter
- A presentation on Travel Plans was given to the climate change partnership. Useful links to local business groups made at the meeting are being followed up
- The Travel Plan Coordinator attended meetings with Bracknell & Wokingham College to discuss progress on their Travel Plan measures and to discuss parking restrictions local to their site

Engineering Projects and Adoptions Group

Safe Routes to School Programme

- Design work has been completed on providing cycle shelters at Sandhurst, Wildridings and Wooden Hill Schools

Public Transport Programme

- Works continued on the new station forecourt with improvements for all modes of interchange including, importantly, for pedestrians. New features completed so far are a larger taxi rank, a corporate bus bay and shelter, improved cycle parking facilities and additional short term car parking.
- Design work was completed on a new footway link to bus stops on Ringmead from Wheatley

Pedestrian and Cycling Improvements Programme

- Design work was completed on the footway/cycletrack link on the Wokingham Road between Turnpike Road Roundabout and Stoney Rd and a Stage 2 Safety Audit carried out.

- Design work was completed and signal equipment ordered for a new Puffin Crossing on Market Street in as part of the Railway Station Improvements

Parking Programme

- Further Planning Pre-Applications were submitted and detailed designs carried out on a number of schemes in high priority roads to increase parking capacity.
- Works were completed for the extension of Broadway Car Park in Sandhurst.

Highway Capacity and Roadspace Allocation Programme

- Works were completed this quarter (6 weeks ahead of schedule) on the London Road dualling and London Road/John Nike Way junction improvements.

Other Projects

- Works were completed on highway improvements as part of Garth Hill School redevelopment

Section 278 Highway Works

- Two Orchards Development off Western Rd - S278 highway works were completed on the Western Road/Cain Road junction improvements.
- Technical approval was given and the S278 Agreement finalised for the new A329 Roundabout and Spur Road

Section 38 agreements

Section 38 agreements progressing on Jennetts Park and Wykery Copse development

Traffic and Safety Group

Casualty Reduction – Local Safety Schemes

- Works have been ordered on a Local Safety Scheme Peanut Roundabout
- Detailed Design has been completed on a Local Safety schemes for the A3095 Crowthorne Road/Ringmead Bus Gate
- Detailed design is on-going on a Local Safety schemes Mini Roundabout Review
- An external consultant has completed and submitted the final report for the following feasibility study on Minor Roundabouts safety study

Other Traffic Management Schemes

Works have been ordered on the following schemes

- Wareham Road / New Forest Ride roundabout – Visibility Improvements
- Gateway signing Maidens Green Area

Detailed design has been completed on the following schemes

- Pitts Bridge – traffic signalisation
- Holly Spring Lane – replacement bus gate

- Longhill Road – Speed Management Scheme

Consultation was completed on a list of locally important roads for speed assessment.

An external consultant has been commissioned to carry out a feasibility study on pedestrian radar review at signalised crossings

Negotiations have been on-going with landowners at Maidens Green Crossroads.

Traffic Regulation Orders (TRO)

- The latest on-street parking restriction TRO has been completed and the new restrictions been implemented.
- The TRO for revised waiting restrictions in Bull Lane has been formally advertised.
- The TRO for a Taxi Rank in Station Road has been formally advertised.
- Applications are currently being assessed as part off the next phase of disabled parking bays.

Road Safety Education, Training and Publicity

The following Education, Training and Publicity activities have taken place:

- Speed and seatbelt checks with TVP
- Development of 'Bikeability' cycle scheme
- Child car seat check at Halfords
- Businesses visits and talks on winter driving, and drink drive
- 'Safe Drive Stay Alive' theatre production
- Reflective Items and packs offered to all schools
- Drink Drive event in Town centre
- Drink Drive at B&W College
- Walking bus training at Cranbourne School

Highway Network Management

Undertaker: Openreach (BT)											
Period: 1 October to 31 December 2009											
Category	Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
A	27	22	0	0	0	4	14.81	0	0	1	3.704
B	15	13	86.67	2	13.33	0	0	0	0	0	0
C	3	3	100	0	0	0	0	0	0	0	0
Total	45	38	84.44	2	4.444	4	8.889	0	0	1	2.222
Undertaker: National Grid Gas											
Period: 1 October to 31 December 2009											
Category	Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
A	34	23	67.65	0	0	11	32.35	0	0	0	0
B	6	2	33.33	4	66.67	0	0	0	0	0	0
C	11	11	100	0	0	0	0	0	0	0	0
Total	51	36	70.59	4	7.843	11	21.57	0	0	0	0
Undertaker: Virgin Media											
Period: 1 October to 31 December 2009											
Category	Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
A	10	9	90	0	0	1	10	0	0	0	0
B	3	1	33.33	2	66.67	0	0	0	0	0	0
C	6	6	0	0	0	0	0	0	0	0	0
Total	19	16	84.21	2	10.53	1	5.263	0	0	0	0
Undertaker: Scottish & Southern Energy											

Period:	1 October to 31 December 2009										
Category	Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
A	34	31	91.18	0	0	3	8.824	0	0	0	0
B	3	3	100	0	0	0	0	0	0	0	0
C	14	14	100	0	0	0	0	0	0	0	0
Total	51	48	94.12	0	0	3	5.882	0	0	0	0
Undertaker:	South East Water										
Period:	1 October to 31 December 2009										
Category	Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
A	53	53	100	0	0	0	0	0	0	0	0
B	16	14	87.5	2	12.5	0	0	0	0	0	0
C	28	28	0	0	0	0	0	0	0	0	0
Total	97	95	97.94	2	2.062	0	0	0	0	0	0
Undertaker:	Southern Gas Networks										
Period:	1 October to 31 December 2009										
Category	Inspected	No Inadequacy	%	Reinstatement Failures	%	Signing Equipment Failures	%	Signing Not Actioned	%	Signing Other Failures	%
A	9	5	55.56	0	0	3	33.33	0	0	1	11.11
B	2	2	100	0	0	0	0	0	0	0	0
C	3	3	100	0	0	0	0	0	0	0	0
Total	14	10	71.43	0	0	3	21.43	0	0	1	7.143

Annex F: Integrated Transport Schemes Progress to 31 December 2009

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
DEMAND MANAGEMENT AND TRAVEL CHOICE							
Mobility Improvements	EP&A	Various	Programme of local improvements and removals of barriers to movement	Ongoing			Minor improvement works identified during course of the year
HIGHWAY CAPACITY AND ROAD SPACE ALLOCATION							
John Nike Way/B3408 London Rd junction imp and dualling between Coppid Beech Rbt and John Nike Way	EP&A	Binfield	Design and construction	Works Complete			Works completed 6 weeks ahead of schedule
Bracknell Sports Centre Roundabout Capacity Improvement	TI - EP&A	Bracknell	Design and construction	Detailed design stage			Land survey completed and stats enquires being made
Swinley Bottom to A329 Berkshire Way Roundabout Corridor Package Development Work	TI leading	Various	Route Study and Package Development	Study underway			Queue surveys completed to help validate VISSIM model of corridor
A329 Coppid Beech Roundabout to	TI leading	Various	Route Study and Package Development	Study underway			Queue surveys completed to help validate VISSIM model of corridor

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
London Red/Ferbank Rd Junction Corridor Package Development Work							
Capacity/Congestion Improvements at Signalised Crossings	T&S	Various	Pedestrian Radar Review and Works (Phase 1)	Consultation with Members	Mar 10	Mar 10	Reduces unnecessary traffic delays and improves convenience to pedestrians. Report due in Jan 10
Three Legged Cross	EP&A	Warfield	Junction Improvement	Still awaiting outcome of land purchase negotiations.	TBA		Detailed design shows unexpected need for additional land. Valuers instructed to enter land purchase negotiations. Progress slow due to lack of response from landowners.
TRAFFIC MANAGEMENT							
UTMC Development Phase 1	T&S leading	Various	Strategy completion and initiation				
Maidens Green Crossroads Traffic Signals	T&S	Winkfield	Implementation of signalised priority junction	Negotiating with landowners		Mar 10	Report received. Additional investigations underway
Maidens Green Crossroads VAS	T&S	Winkfield	Vehicle Activated Signs	Complete			

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Easthampstead Road junction with /Old Wokingham Rd	T&S	Bracknell	Improvements to visibility at junction	Consultation with Land Owner	TBA		Negotiations with the land owner are underway
Gateway Signing	T&S	Various	Phase 1 of village gateway scheme	Works Ordered	Jan 10	Jan 10	
Longhill Road Speed Management Scheme	T&S	Warfield	Traffic islands and associated road markings	Detailed design	Feb 10	Feb 10	
Pitts Bridge Traffic Signals	T&S	Binfield	Provision of traffic signals to give priority working and reduce accidents	Detailed design	Feb 10	Feb 10	
Wareham Road Traffic Management Scheme	T&S	Winkfield	Improvement to visibility for traffic emerging onto New Forest Ride	Works Ordered	Jan 10	Jan 10	
Holly Spring Lane	T&S		New physical control to enforce the TRO	Detailed Design	Feb 10	Feb 10	
Assessment of speed limits on B class Roads	T&S	Various	The assessment of the suitability of the existing speed limits on B class Roads.	Assessing results			Site visits to highlighted problem roads

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Ennerdale	T&S	Bracknell	Disabled Bay	Complete			
On-street Parking Traffic Regulation Order	T&S	Various	Waiting Restriction TRO to include <ul style="list-style-type: none"> • Disabled bays • Lovel Road • Oareborough • Rose Hill • Winkfield St Marys 	Complete			
PEDESTRIAN AND CYCLING							
Cycle Network	EP&A	Various	Direction signing improvements	Detailed design stage	Mar10	Mar 10	DfT approval now obtained for new cycletrack sign designs
B3408 Wokingham Rd	EP&A	Binfield with Warfield	Footway/Cycletrack (Pollardrow Avenue to Stoney Road)	Detailed design stage	Jan 10	Mar 10	Scheme submitted for Stage 2 Safety Audit
Market Street	EP&A	Bracknell	Puffin Crossing outside Bracknell Railway Station	Signals equipment ordered	Jan 10	Jan 10	Works being carried out as part of the Railway Station Forecourt Improvements
Aysgarth	EP&A	Great Hollands North	Footway/Cycletrack link from Avebury to Ringmead	Complete			

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
LOCAL SAFETY SCHEMES							
Crowthorne Road / Ringmead	T&S		Bus Gate sump traps	Consultation with Members	Feb 10	Feb 10	
Mini Roundabout Review	T&S	Various	Phase 2 safety improvement works at mini roundabouts	Developing detailed designs	Feb 10	Feb 10	
Minor Roundabout Review	T&S	Various	Feasibility work into safety improvements at minor roundabouts (less than 40m dia)	Consultants commissioned	N/A		Investigations underway. Report due December 2009
Wildridings / Easthampstead	T&S	Bracknell	Urban safety management scheme	On hold	Jan 10		One of 2 schemes to be provided using the Govt Grant arising out of the TVSRP
Peanut Roundabout	T&S	Winkfield	B383 entry signage	Works Ordered	Dec 09	Dec 09	One of 2 schemes to be provided using the Govt Grant arising out of the TVSRP
PUBLIC TRANSPORT - BUS AND RAIL TRAVEL							
Bus Contracts	TI	Various	Re-tender of bus service 53 / 53A, consideration of service to The Parks in line	Analysing survey data and liaising with			Tenders for 53 being evaluated

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
			with Section 106 Agreement.	neighbouring councils.			
Concessionary Fares	TI	All	Continue to monitor budget effects of April 2008 changes to Scheme; Resolve reimbursement for 'Green Line' services	Discussions with First and neighbouring authorities. Defining scheme for 2009/10			<ol style="list-style-type: none"> 1. Revisions to publicity material and website completed to achieve better integration with e+card. 2. NFI data sharing measures completed on schedule
Bus Stop Location Data	TI	All	Reconciliation between NAPTAN data held by Transept (consultants), GIS Section and current position on the ground	Some survey work underway.			
Quality Partnership and Punctuality Improvement Partnership	TI	All	Implementation of Partnerships	QP documents being prepared.			
Bus Stop Improvements	EP&A	Various	Various hardstanding improvements and pole upgrades	Works in progress			
Route specific quality partnership works	TI	Various	194 Route Study	Investigation stage			

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Bus Priority Measures	TI	Various	Western Rd/Downshire Way Bus Gate	Member Consultation	Mar 10	Apr 10	Consultants commissioned for design of signalised right hand turn for buses into Western Rd from Downshire Way
Ringmead connecting footway	EP&A	Great Hollands	Connecting path along Ringmead from Wheatley to Bus Stop on the other side	Works Ordered	Jan 10	Feb 10	
Temple Way Bus Stops and connecting footway	EP&A	Binfield	New Bus Stops on Temple Way as part of the new 152 route	Complete			
Church Road Footway	EP&A	Winkfield	Connecting path to Bus Stop	Investigation stage			Works on hold pending possible alterations to bus route.
Bracknell Railway Station	EP&A	Bracknell Town	Forecourt Enhancements	Works in progress	Jul 09	Feb 10	
PARKING							
Residential Street Parking	EP&A	Borough	Residential parking improvement schemes	Detailed designs and consultations underway on a number of sites.		Mar 10	Partnership arrangement set up with BFH which effectively doubles the budget. Members and BFH consulted. Planning applications and Pre-Apps submitted on a number of agreed sites from the priority list.

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
Broadway Car Park	EP&A	Sandhurst	Car Park Extension	Works in progress on site	Nov 09	Dec 09	Enlargement of existing car park to provide additional spaces.
TRAVEL TO SCHOOL – SAFE ROUTES TO SCHOOL							
Ascot Heath Schools Improvement Package	EP&A	Ascot	Various Improvements in the vicinity of Ascot Heath Schools	Complete			
Travel to School Strategy	EP&A		SRTS Project	Development of draft strategy	N/A	N/A	Development of draft strategy through the year
Improvements Identified from Individual School Travel Plans	EP&A	Various	Various Improvements in the vicinity of Schools on the Travel Plan priority list	Works Ordered	Jun 09	Mar 10	Orders placed for cycle shelters/scooter racks at 3 schools from the priority list
MISCELLANEOUS							
New Developers Guide	EP&A	N/A	Preparation of new highway design guide for developers	Work in progress			Draft guide due Dec 10
Jennett's Park	EP&A	Bracknell Binfield	Administration of S38 agreements and inspection of works	Work in progress			
Jennett's Park	EP&A	Bracknell Binfield	Preparation of S278 agreement for A329	Agreement prepared ready	Jan 10	Nov 10	Works delayed due to downturn in housing market. Works due to start in Jan

Subject	Team Responsible	Town or Parish	Description	Current Status	Est. Start on Site	Est. Finish on Site	Comments if Applicable
			Roundabout Works	for signing			10
Staff College	EP&A	Bracknell	Administration of S38 agreements and inspection of works	Work in progress			
Two Orchards	EP&A	Bracknell	Preparation of S278 agreement and inspection of works	Works part complete			Works completed at the Western Rd/ Cain Rd junction. The improvements at Easthampstead Rd/Western Rd junction to follow.
Garth Hill College	EP&A	Bracknell	Bull lane Highway Improvements as part of the new Garth Hill College	Works nearing completion	Aug 09	Dec 09	Project management of improvements in Bull Lane on behalf of Education Dept.