



Performance Monitoring Report

for

Corporate Services

First Quarter 2011/12
April - June 2011

Portfolio holders:
Cllr Iain McCracken
Cllr Alan Ward

Director: Alison Sanders

Section One: Executive Summary

Please note that due to the development and phased introduction of a new local performance management framework for the Council, this report will be the final PMR in the current format. From Quarter 2, the phased introduction of the new replacement format (Quarterly Service Reports) will begin which will give a tighter focus on local priorities and performance highlights.

This is the last Performance Monitoring Report for 2011/12 in its current format and covers the period for the Borough Council elections, which engaged the energies of many staff with Corporate Services.

The year ahead is a challenging one with significant effort required from senior staff this quarter in planning to meet the budgetary constraints in 2011/2012 and to maximise the opportunities afforded by the new Coalition Government. All management teams in Corporate Services have maintained the focus on looking at the potential for savings now and in the future.

I would like to draw attention to the following highlights from the first quarter.

1. Civic Accommodation & Town Centre

- Space planning for the Town Centre office accommodation continues.
- A Development Agreement Variation was completed in order to bring forward the CPO.
- GVDs and Notices to Treat were served under the Council's compulsory purchase powers and subsequent enquiries dealt with.
- Work on valuations and compensation payments continued on Market Square.
- Drafting continued on the main Development Agreement variation.
- Legal services procurement commenced.
- Space Planner appointed.

2. Community Engagement & Equalities

- Developed a bid to the LGG/NESTA Creative Councils Scheme.
- Finalised the options and evidence base for the community centre infrastructure requirements within the Council's Site Allocations Infrastructure Development Plan.
- Published the ICoCo faith and belief research and promoted it at the launch of the Bracknell Forest Faith and Belief Forum.
- Launched a joint working group with the Royal Military Academy Sandhurst to support service leavers resettling in the community.
- Started preparations the Council for publishing its equality information by 31 December 2011 in line with the public sector equality duty.
- Designed new equality impact assessment workshop training.
- Supported a consultation with the community on plans for the Parks community centre/sports pavilion.
- Finalised fixtures and fittings at the Jennett's Park community centre and prepared the Council for taking on the centre in August.
- Developed the neighbourhood engagement review options.

- Commence the 2010-11 annual monitoring of the Partnership's community engagement and Council's community cohesion strategy and equality schemes.
 - Supported the June round of NAG meetings.
3. Customer Services
- The roll-out of the upgrade to the telephony system has now been completed for all service areas who handle their own telephone enquiries through a contact centre-style service. They have also changed their telephone number to fall within the "family of numbers" in the range 352000 to 352020.
 - The above upgrade has enabled the telephony system to be integrated with the CRM system in Customer Services.
 - The review of the corporate Complaints Procedure has been endorsed by CMT.
4. Democratic & Registration Services
- Delivered the Borough and Parish elections and the national referendum on changes to the voting system.
 - Commenced a comprehensive induction programme for newly elected councillors.
 - Delivered the Annual Council Meeting and provided an induction session for the newly elected Mayor and Deputy Mayor.
 - Delivered the annual tranche of appeals against secondary school allocations and commenced the primary school appeals.
 - Supported the spring round of Neighbourhood Action Groups.
 - Commenced four yearly review of polling districts and polling places.
 - Undertook a range of initiatives to promote the elections including Facebook and Twitter key dates for election 'countdown'.
 - Held Citizenship Ceremony at Garth Hill College attended by a number of students.
 - Launched the Mayoral blog.
5. Finance
- The main focus has been on the preparation of the Council's draft accounts. These have been prepared, for the first time, in accordance with International Financial Reporting Standards. The draft accounts were approved by the Borough Treasurer on 28 June and will be audited over the summer before being presented to the Governance and Audit Committee on 29 September together with the external auditor's opinion and annual governance report.
 - Initial budget projections for 2012/13 to 2014/15, together with an indicative timetable, have been prepared and approved by the Executive on 5 July in the Commitment Budget report.
 - Work on introducing a category management approach to procurement in a number of key spend areas has progressed. Seven initial categories have been identified (construction, facilities management, utilities, passenger transport, ICT and telecoms, agency staff and food) and category managers appointed. An initial training session was held for all category managers to launch the initiative.
 - The project team established to progress the upgrade of the Council's Financial Information and Management System (Agresso) has been making good progress. This is major upgrade and represents a significant piece of work for both the Finance and ICT teams during 2011. Recent activity has focussed on system design and workflow.

- A response to the Government's consultation paper on the 'Future of local public audit' was formulated and approved by the Governance and Audit Committee on 28 June for submission to Communities and Local Government.
- Arrangements are being made to introduce a financial training programme for the Council's cost centre managers. This group is seen as key to ensuring the Council's finances are managed on a sound basis during the challenging years ahead.

6. Human Resources

- Discussions held with CMT regarding changes to terms and conditions concentrating on changing the Casual Car User Mileage rate were completed.
- Pay modelling continued on the JE project.
- Employee monitoring exercise was completed during the quarter. Draft report now to go to CMT.
- The Appraisal process has started and Learning & Development have undertaken a lot of work including the introduction of the new Appraisal by competencies process and form for Managers.
- Preparatory work has been completed for the Staff Survey due out in second half of this year.

7. Corporate Property

- Completion of relocation of Ringway to the Commercial Centre (Depot).
- Town Centre planned events proceeding satisfactorily.
- Continue to implement strategies to reduce waste from Council buildings.
- Exchanged contracts on sale of Old Manor Car Park as part of Town Centre Regeneration plans.
- Facilities Management review completed.
- Working with the Council's CPO surveyors to resolve claims received as a result of the service of Compulsory Purchase notices. No written complaints received although some claimants dissatisfied with level of compensation offered.
- Building Surveyors are working closely with external consultants to develop work programme for major refurbishment of Time Square.

8. ICT Services

- Begin planning for new thin client desk top strategy and assess viability.
- Agree business case for completion of IP Telephony roll-out and bid for and receive Invest to Save funding.
- Preparation for support of accommodation moves.
- Review printing within the Council to develop further phases of work and begin working more closely with colleagues in Communications.
- Look at further development of Outlook.
- Begin second phase of Social Media pilot and review of associated staff usage policies.
- Design work of new web site begun.
- Upgrade of Telephonetics system completed.
- First financial year-end for new Revenues and Benefits system completed.
- Work commenced on major upgrade of corporate financial management system, Agresso.

9. Legal Services

- The Council received a favourable report on the outcome of an inspection by the Office of Surveillance Commissioners into the Council's policies and procedures for complying with the Regulation of Investigatory Powers Act ("RIPA").
- Extensive legal advice has been provided in connection with the Academies legislation.
- Completion of the transfer of the Old Manor car park to facilitate Town Centre re-development.
- Successful outcome of public inquiry into unauthorised Traveller's site at Merrymead.
- Successful prosecutions of Tesco's for food labelling offences
- Five community orders secured in respect of Housing Benefit/Council Tax fraud.
- Advice provided on Employment Tribunal proceedings.

Section Two: Progress against Service Plan

The Corporate Services Department Service Plan for 2011/12 contains 84 detailed actions to be completed in support of the 13 Medium-Term Objectives. Annex C provides detailed information on progress against each of these detailed actions:

overall 3 actions were completed at the end of Quarter 1 () ,

while 77 actions are on schedule () ,

and 4 were causing concern ( and ) .

The 4 actions that are causing concern are:

Ref	Action	Progress
7.10.9 	Implement the Tell Us Once Programme (HDRS)	All elements of the project plan were delivered by the Council for a 24 June launch, however the project has been delayed by the Tell Us Once Programme Implementation Team within the Department of Work and Pensions due to problems with the national Change Reporting System.
7.10.17 	7.10.17 Implement the Tell Us Once Programme (Customer Services)	The DWP have temporarily delayed the go-live date of 24 June 2011 due to issues with their computer system.
10.8.2 	Work towards implementation of the new pay and grading structure	Briefings to Executive & Employment Committee before re-commencing dialogue with Trade Unions on timetable for new structure.
10.8.6 	Monitor the impact of the new electronic incident reporting system (especially in schools) and make the necessary adjustments	Part Success, some schools enabled but problems with IT Systems still to be resolved.

Annex C also provides details of performance against relevant National Indicators this quarter, where data is available.

There are now five status categories for actions which are:

 Blue – Complete – where the action has been completed (regardless of whether this was on time or not)

 Green – where the action has started, is not yet completed but is on schedule

 Amber – where the action has not yet started, or where the action has been started but there is a possibility it may fall behind schedule

 Red – where the action has not yet started but should have been or where the action has started but is behind schedule

 N/A – where the action is not applicable anymore, for any reason.

Section Three: Resources

Staffing

The vacancy rate has increased to 6.25 from last quarter's figure of 6.1. This is due to a higher number of vacancies in ICT services than normal as they have had a number of leavers in the past 3 months. There are also a number of frozen posts within the Department including Property Services and HR. Recruitment is being undertaken for a number of the ICT roles so it is hoped the vacancy rate will reduce. However it is known that a couple more ICT staff have handed in their notice and will be recorded in next Quarter's figures.

See Annex A for more detailed information.

Budget

Revenue

The Departmental original cash budget is £15.615M. A net £0.171M transfer into Corporate Services has been reported in the first budget monitoring, this includes carry forwards of £0.060M from 2010/11 which had been previously approved by CMT. These bring the current approved cash budget to £15.786M. A detailed analysis of all these budget changes is available in Annex B.

There are no variances forecast at this time.

Capital

Details of the Department's capital programme are reported in Annex B. The total approved budget for the year is £5,249M. Expenditure to date represents 6% of the budget with a further 11% committed.

There are no capital budget variances to report to date.

See Annex B for more detailed information.

Complaints received

Stage	No. rec'd Q1	Nature of complaints (bulleted list)	Action taken and lessons learned (bulleted list)
New Stage 2	6	<ol style="list-style-type: none"> 1. Council taxpayer who had arrears on their bill claimed that they had already paid. 2. Council taxpayer complained about the time taken to respond to correct an error on their account. They also wrote a second time to state that they still had not received an amended account 3. Council taxpayer who had received a reminder notice stated that he wouldn't pay until services received. 4. Letter sent to the incorrect council taxpayer. 5. Complaint received about the apparent lack of interest shown at reception by a member of staff. 6. Concern regarding the legality of a welcome letter and flyer sent to a new resident in the run up to the Borough elections. 	<ol style="list-style-type: none"> 1. Taxpayer quoted two different account numbers with their cheque and payment was misallocated – apology given. 2. Council tax records were incorrectly amended due to incorrect information provided by another taxpayer. Their account was amended straight away but the amended account was not received. – apology given. 3. The same taxpayer writes every year on the same issue and he got the usual response – complaint not well-founded. 4. Immediate apology given. This was an individual error and not due to a failure of a process. 5. Matter raised with the member of staff who was reminded of the standards expected. 6. Advice sought from the Borough Solicitor and written response given to complainant.
New Stage 3		•	•
New Stage 4		•	•
Ombudsman		•	•

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.

Internal audit assurances

(Where internal audit carried out with limited or no assurance)

Service area	Issues with limited or no assurance and remedial action to be taken
	There were no internal audits finalised with limited assurance conclusions in Corporate Services during quarter 1.

Section Four: Forward Look

Introduction

Looking forward to the next quarter, Corporate Services continues to face some significant challenges in service delivery and in supporting key projects in other departments. In addition, this will be an intensive period of work to prepare for the financial stringencies in 2012/13.

1. Civic Accommodation & Town Centre

- The Council's Accommodation Strategy is due to be considered by the Executive in July.
- Support to the Healthspace development on the Skimped Hill Site.
- Negotiations on the Heads of Terms for the Development Agreement will continue.
- Continue negotiations with BRLP on elements of Town Centre redevelopment.
- Continued implementation of GVDs & Notices to Treat, including compensation claims.
- Continued work on compensations claims for Market Square and preparation for any Lands Tribunal hearing.
- Project plan and programme for Time Square works to be agreed.
- Procurement of pre-tender services for Time Square works to be completed and drafting of tender documents started.
- First stage of space planning to be completed for review by service departments.
- Work with HCA on additional funding.

2. Community Engagement & Equalities

- Develop options for the management of The Parks site including the open space, sports pitches and community centre.
- Deliver seven equality impact assessment training sessions.
- Finalise the evidence base for the development of the Council's equality scheme and commence the consultation.
- Prepare the Council for publishing its equality information by 31 December 2011 in line with the public sector equality duty.
- Finalise community engagement guidance for staff and partners.
- Support community engagement on plans for the Parks community centre/sports pavilion.
- Finalise preparations for the Council taking on the completed Jennett's Park community centre in August.
- Support the development of the Jennett's Park Community Association's policies and procedures to prepare them for taking on the lease of the centre from the Council.
- Consult with members and partners on the neighbourhood engagement review.
- Support the NAG annual public forum meetings.
- Finalise the 2010-11 annual monitoring of the Partnership's community engagement and Council's community cohesion strategy and equality schemes.

3. Customer Services

- The Customer Contact Strategy 2011-14 is being considered by the Executive on 5 July 2011.
- The Online Payments system has a planned upgrade, which is scheduled to be completed late summer.

4. Democratic & Registration Services

- Conduct 360 degree feedback exercise with Executive Members.
- Finalise Member Development Strategy with the Member Development Steering Group.
- Publish public notice of Members' allowances and expenses for 2010/2011.
- Commence annual canvass for 2011/2012 electoral register.
- Implement the outcomes of the Facilities Review.
- Facilitate the Neighbourhood Action Forum meetings.

5. Finance

- Following the retirement of the previous Borough Treasurer some organisational changes will be made to the finance team within Corporate Services.
- It is anticipated that Communities and Local Government will issue a consultation paper in July on the Local Government Resources Review and the re-localisation of the business rate. The consultation period is expected to last until September.
- The draft accounts will be audited over the summer and resources will be directed to support the audit process so that the district auditor can form his opinion and report his conclusions to the Governance and Audit Committee on 29 September.
- The category management approach to procurement will be taken forward with the focus for category managers being on the development of a draft strategy for their area of spend.
- The upgrade of the Council's Financial Information and Management System (Agresso) will be progressed in anticipation of going live in the autumn.
- Following the preparation of initial budget projections for 2012/13 to 2014/15 detailed work will be undertaken to identify any budget pressures and, more significantly, savings proposals to bridge the anticipated budget gap in 2012/13.

6. Human Resources

- Implementation of changes to mileage rates agreed by Employment Committee.
- Continued discussions with the trade unions over new pay and grading structure arising from the Job evaluation exercise.
- Training Needs Analysis continuing as completed appraisal forms received and planning for new Corporate 2012/13 training programme.
- Significant programme of work around assessing the most cost effective structural model for HR services. e.g. fully centralised/de-centralised etc.

7. Corporate Property

- Implement the outcomes of the Facilities Review.
- Complete relocation of Ringway to ex Lorry Park.
- Review Community facilities at Great Hollands Neighbourhood Centre.
- Continue to work with BRP to complete Town Centre Development Agreement.
- Continue to work on residential sites in the Town Centre and elsewhere in the Borough, so they can be brought forward for development.
- Continue to monitor CPO negotiations for Town Centre regeneration.
- Complete sale of Old Manor Car Park as part of the Town Centre regeneration plans.
- Implement planned maintenance and reactive maintenance works.

8. ICT Services

- Complete work creating new Agresso environment.
- Begin close-down of Novell infrastructure.
- Begin refresh of laptop equipment.
- Begin project to replace/upgrade public terminals in libraries.
- Prepare capital bids for the coming year.
- Undertake bench-marking exercise with Socitm.

9. Legal Services

- Work on the Bracknell Town Centre re-development is likely to ramp up with a revised Section 106 Agreement to be negotiated and put in place.
- Legal advice will continue to be required in consequence of the Academies legislation.
- Significant legal advice on the Health/Social Services interface will be required.
- Criminal prosecutions are again likely to feature prominently in connection with a diverse range of alleged offences.

Annex A: Staffing Information

Departmental Staffing Levels

	Staff in Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	2	2	0	2	0	0
Customer Services	40	35	5	38.27	2	4.76
Democratic & Registration Services	32	18	14	26.89	3	8.57
Finance	49	33	16	42.85	2	3.92
Human Resources	21	17	4	19.5	1	4.55
ICT	36	34	2	35.24	4	10
Legal	13	8	5	11.41	0	0
Property Services	28	25	3	27.02	3	9.68
Department Totals	225	173	52	205.9	15	6.25

Departmental Staff Turnover

For the quarter ending	30 June 2011	3.49
For the year ending	31 March 2012	12.55

Total turnover for BFC, 2010/11: 16.4% excluding schools
 Median turnover all employers 1 Jan to 31 Dec 2009: 13.5%
 Median turnover for public services 1 Jan to 31 Dec 2009: 8.6%
 (Source: Chartered Institute of Personnel and Development survey 2010)

Comments

Turnover has increased this quarter to 3.49%. This is mainly due to a number of leavers in the ICT section over the past 3 months.

Departmental Sickness Absence

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 1 average per employee	2011/12 projected annual average per employee
Directorate	2	0	0	0
Community Engagement	4	0	0	0
Customer Services	40	77.5	1.94	7.75
Democratic Services	32	72.5	2.27	9.06
Finance	49	23	0.47	1.88
Human Resources	21	59	2.81	11.24
ICT	36	12.5	0.35	1.39
Legal	13	1	0.08	0.31
Property Services	28	44	1.57	6.29
Department Totals (Q1)	225	289.5	1.29	
Projected Totals (11/12)				5.15

Staff Sickness Comparators

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 2010/11	5.22 days
All sectors employers in South East 2009 <small>(Source: Chartered Institute of Personnel and Development survey 2010)</small>	7.7 days
All Local Government Employers in South East 2009	10.3 days sickness per FTE

Comments

Sickness this quarter is significantly lower than it was last quarter however it should be noted that April to June traditionally have less absence than the winter months.

Out of the 289.5 sickness days this quarter 163 (56.3%) were attributable to long term sickness this is a slight increase on last quarter. There was 1 member of staff off long term sick within Corporate Services at the end of the quarter. The annual average excluding long term sickness for Quarter 1 was 0.55 days per employee this gives a projected total of 2.2 days per employee compared to 3.22 for 2010/11.

Annex B: Financial Information

Corporate Services & Chief Executive's Office Capital Monitoring as at 30th May 2011

Cost Centre	Project Description	2010/2011 brought forward	2011 /2012 Budget	Approved Budget for the Project	Cash Budget 2011 /2012	Expenditure to date	Current Commitment	2011/12 Cash Budget unspent/ uncommitted	Cash Budget 2012 /2013	(Under / Over Spend for the Project	Key Target for 31 March 2012	Current status of the project including changes to Cash Profile
				(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		
					(1)	(2)	(3)	(1)-(2+3)				

Prior Year Funded Schemes

Prior Year Funded Schemes - Corporate Services & Chief Executive's

YM167	Customer Contact Initiative	11.5	0.0	11.5	11.5	0.0	0.0	11.5	0.0	0.0	Project Complete.	Balance to be spent undertaking channel shift and reviewing the use of the CRM adaptor used to integrate with other systems.
YM188	CRM/Telephony Upgrade	57.5	0.0	57.5	57.5	0.1	0.0	57.4	0.0	0.0	Ongoing project	Telephones to be updated as recommended in the Telephone Strategy. £50k to IPT Upgrade project as part of the Invest to Save
YM203	Former HRA Properties	19.5	0.0	19.5	19.5	13.8	5.7	0.0	0.0	0.0	Project complete	Contractors have been instructed. The work is programmed to be completed in this financial year.
YM216	Bullbrook Community Centre Refurbishment & Extension	3.0	0.0	3.0	3.0	0.4	0.0	2.6	0.0	0.0	Project Complete	Works now complete. £2.6k retention outstanding.
YM217	Community Centres – Refurbishment Rolling Programme	2.6	0.0	2.6	2.6	2.6	0.0	0.0	0.0	0.0	Project complete	Works programme underway
YM248	The Parks Community Centre/Sports Pavillion	114.6	0.0	114.6	114.6	0.0	0.0	114.6	0.0	0.0	Project Complete	Works programme underway

YM238	Accommodation Strategy Preparatory Works	21.1	0.0	21.1	21.1	3.5	0.0	17.6	0.0	0.0	Project complete	Times Square reception works are completed. Due to resource issues the masterplanning of town centre relocations will not be completed until the end of June 2011.
YM245	Jennett's Park Community Centre	110.4	0.0	110.4	110.4	0.0	0.0	110.4	0.0	0.0	Project complete	Works commenced in April, project to be completed in September 2011.
YM246	Priestwood Community Centre	25.6	0.0	25.6	25.6	12.7	0	12.9	0.0	0.0	Project complete	Works commenced in April
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		365.8	0.0	365.8	365.8	33.1	5.7	327.0	0.0	0.0		

Prior Year Funded Schemes - Council Wide												
YM180	ICT Maint Prog – Photocopiers	66.2	0.0	66.2	66.2	0.0	0.0	66.2	0.0	0.0	Project complete	Essential replacements made, further replacements delayed due to accommodation strategy. Survey of printing requirements throughout the council commissioned with SCC.
YM182	ICT Maint Prog – Network Refresh	0.9	0.0	0.9	0.9	4.2	0.9	-4.2	0.0	0.0	Project complete	Network equipment replacement completed.
YM190	Water Hygiene	11.2	0.0	11.2	11.2	6.1	0.0	5.1	0.0	0.0	Project Complete	The only work outstanding is on-site training for community centre staff.
YM199	Time Square Refurbishment - Chillers & Roof	21.3	0.0	21.3	21.3	-60	0.0	81.3	0.0	0.0	Project complete	Works complete but need to identify costs for the purchase and installation of pressurisation units. Retention cost estimated to now be at £40k plus fees of £5k. Due to the liquidation of ROK, the retention may need to be spent during the defects period and the service of the contracts administrator retained for a further £5k.
YM189	Asbestos Management	31.5	0.0	31.5	31.5	0.0	0.0	31.5	0.0	0.0	Project Complete	Asbestos surveys have been ordered for the final eight properties and there are remedial works outstanding at two sites.
YM206	Flexible Working (FMW) Implementation	91.8	0.0	91.8	91.8	0.0	0.0	91.8	0.0	0.0	Project complete	Cisco telephone upgrade to be reviewed and completed to enable better flexible working model. Funds to be used to migrate all council fixed line telephony to Cisco IPT model.

YM211 & 19 to 228	Members Initiative	166.0	0.0	166.0	166.0	1.7	0.0	164.3	0.0	0.0	All projects complete	Proposals continue to be developed and implemented.
YM214	Electronic Documents Records Management System	11.6	0.0	11.6	11.6	0.0	0.0	11.6 +	0.0	0.0	Project Complete	Training to be provided to Applications Team to enable them to provide in-house training in Departments as required rather than using consultants
YM215	Replacement Revenue & Benefits System	228.6	0.0	228.6	228.6	32.5	00.0	186.1	0.0	0.0	Phase 1: Project complete Phase 2: Mid July 2011	Phase 1 went live on the 2 nd November. The Phase 2 timetable is under review.
YM202	Desktop & Infrastructure Software Upgrade	5.8	0.0	5.8	5.8	0.0	0.0	5.8	0.0	0.0	Final year's instalment paid	The remaining budget will cover additional costs at the end of the contract.
YM241	Easthampstead Park – replacement Telephone System	2.2	0.0	2.2	2.2	0.0	0.0	2.2	0.0	0.0	Project complete	Phase 2 integrations to be investigated
YM239	Replacement Network Circuits (Invest To Save)	148.1	0.0	148.1	148.1	0.0	0.0	148.1	0.0	0.0	Project complete	New wireless connections completed, some wired links to remain. Testing at some sites continuing. Awaiting invoices from BT. Further investigations to be made re link to the Pines via Brackendale School.
Total of Prior Year Funded Schemes - Council Wide		785.2	0.0	785.2	785.2	-15.5	10.9	789.8	0.0	0.0		

Total Prior Year Funded Schemes	1,151.0	0.0	1,151.0	1,151.0	17.6	16.6	1,116.8	0.0	0.0		
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Percentages

2%

1%

97%

0%

0%

Current Year Programme												
Current Year Programme - Corporate Services & Chief Executive's												
YM243	Community Centres - S106	0.0	250.0	250.0	250.0	0.4	0.0	249.6	0.0	0.0	Works completed 2011/12	Total S106 funding anticipated for the scheme
YM207	Financial Systems Version Upgrade	47.3	55.0	102.3	102.3	0.9	95.1	6.3	0.0	0.0	Project complete by 31 March 2012	Project Board and Project Team established. Initial step is to move from Oracle to SQL prior to upgrade to version 5.5
YM249	Provision of Technology to Members	0.00	15.0	15.0	0.0	0.0	0.0	0.0	25.6	0.0	Project Complete	Works commenced in April, project to be completed in September 2011.
Total of Current Year Programme - Corporate Services & Chief Executive's		47.3	320.0	367.3	367.3	1.3	95.1	270.9	0.0	0.0		
Current Year Programme - Council Wide												
YM242	Microsoft Exchange	0.0	35.0	35.0	35.0	0.0	0.0	35.0	0.0	0.0	Project complete	Phase 2 – further system integrations and licences to be reviewed
YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	1,097.5	1,145.0	2,242.5	2,242.5	207.9	441.2	1,593.4	0.0	0.0	Project complete	Progress on this years programme is good. Of the 160 projects currently identified, work is substantially underway – either on site, ordered or in design on more than 100. Forward projections do not indicate any significant pressures on the budget at the present time. Project spend to date satnds at 9%.
YM179	Desktop Refresh – Thin Client	45.2	235.0	280.2	280.2	3.7	9.3	267.2	0.0	0.0	Programme complete	£235k for Thin Client. Stage 1 – review of estate and selection of potential partners underway. Carry Forward to be used to maintain desktop refresh programmer.
YM002	Access Improvement Programme	2.1	100.0	102.1	102.1	0.0	0.0	102.1	0.0	0.0	88% of our public buildings to have disabled access	The percentage of public buildings which arre accessible will stand at 83% by year end. Works to Bracknell Library have been delayed whilst a larger refurbishment scheme into which they can be incorporated is being considered. Work is ongoing on detailed assessments of the remaining difficult buildings in preparation for determining a programme for the remaining properties.
YM003	ICT Infrastructure Development	33.8	39.0	72.8	72.8	-15.5	9.6	78.7	0.0	0.0	Project complete	Web redevelopment underway, design company commissione. £50k allocated to N etwork refresh with a further £20k for IT.

YM247	Market Street Properties	-240.0	400.0	160.0	160.0	92.9	0.0	67.1	0.0	0.0	Project complete	Project underway
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	0.0	0.0	400.0	0.0	0.0	Project complete	Monies will be transferred when schemes are identified as part of the final accounts process.
YM165	Server and Server Component Refresh	27.7	73.0	100.7	100.7	3.2	3.4	94.1	0.0	0.0	Project complete 2011/12	Server refresh to continue
YM251	Laptop Refresh	0	245.0	245.0	245.0	0.0	0.0	245.0	0.0	0.0	Project complete	Laptop equipment replacement should be completed this year. Due diligence work being carried out to consider device specification requirements.
YM250	Backup System Replacement	0.0	92.0	92.0	92.0	0.0	0.0	92.0	0.0	0.0	Project complete	Underway. To access alternatives.

Total Current Year Programme - Council Wide	966.3	2,764.0	3,730.3	3,730.3	292.2	463.5	2,974.6	0.0	0.0
Total Current Year Programme	1,013.6	3,084.0	4,097.6	4,097.6	293.5	558.6	3,245.5	0.0	0.0
Percentages					7%	14%	79%	0%	0%
Total - Council Wide	1,751.5	2,764.0	4,515.5	4,515.5	276.7	474.4	3,764.4	0.0	0.0
Total - Corporate Services & Chief Executives	413.1	320.0	733.1	733.1	34.4	100.8	597.9	0.0	0.0
Total Capital Programme	2,164.6	3,084.0	5,248.6	5,248.6	311.1	575.2	4,362.3	0.0	0.0
Percentages					6%	11%	83%	0%	0%

CORPORATE SERVICES / CX OFFICE PMR1 - TO MAY 2011

	Original Cash Budget 2011/2012	Virements & Budget C/Fwds	NOTE	Current Approved Cash Budget	Spend to Date %	Department's Projected Outturn	Variance Over/(Under) Spend	Variance This Quarter	NOTE	Variance Supported by CMT
	£000	£000		£000	%	£000	£000	£000		£000
Director of CS										
Director of Corporate Services	257	-1	/	256	14	256	0	0		0
Community Engagement & Equalities	172	16	I,K,L	188	13	188	0	0		0
	429	15		444	14	444	0	0		0
Head of Democratic & Registration Services										
Committee Services	446	0		446	15	446	0	0		0
Central Post & Support Services	209	0		209	20	209	0	0		0
Member and Mayoral services	901	0		901	15	901	0	0		0
Registration of Births, Deaths & Marriages	-16	0		-16	88	-16	0	0		0
Registration of Electors / Elections	287	0		287	33	287	0	0		0
	1,827	0		1,827	18	1,827	0	0		0
Head of Customer Services										
Local Tax Collection incl Cashiers	382	0		382	-48	382	0	0		0
Customer Services	832	0		832	23	832	0	0		0
	1,214	0		1,214	1	1,214	0	0		0

Head of Legal Services										
Legal	670	2	L	672	14	672	0	0		0
Human Resources Manager										
Human Resources	550	1	C,L	551	-18	551	0	0		0
Unified Training Unit	429	20	H	449	9	449	0	0		0
Health & Safety	112	0		112	13	112	0	0		0
	1,091	21		1,112	-4	1,112	0	0		0
<u>Borough Treasurer</u>										
Head of Finance										
Finance	2,2233	54	A,J, L	2,287	10	2,287	0	0		0
Insurance	852	0		852	87	852	0	0		0
Transport	2,106	-1	C	2,105	14	2,105	0	0		0
	5,191	53		5,244	24	5,244	0	0		0
Head of Property Services										
Property Services	527	3	L	530	18	530	0	0		0
Industrial & Commercial Properties	-1,404	3	K	-1401	20	-1401	0	0		0
Surveyors	472	59	C,L	531	13	531	0	0		0
Facilities	1,413	8	K	1,421	51	1,421	0	0		0
Town Centre Redevelopment	50	0		50	-2	50	0	0		0
	1,058	73		1,131	53	1,131	0	0		0

Chief Information Officer									
ICT Services	2,313	12	<i>B,C, D,E, L</i>	2,325	16	2,325	0	<i>0</i>	0
Chief Executive's Office									
Chief Executive	356	0		356	19	356	0	<i>0</i>	0
Chief Executive's Office	950	-5	<i>I,C,L</i>	945	12	945	0	<i>0</i>	0
Voluntary Sector Grants	163	0		163	27	163	0	<i>0</i>	0
NI136 - Grant Contributions to Shopmobility & CAB	219	0		219	22	219	0	<i>0</i>	0
Community Safety	252	0	<i>G</i>	252	-4	252	0	<i>0</i>	0
Design & Print Services	-118	0	<i>F</i>	-118	-14	-118	0	<i>0</i>	0
	1,822	-5		1,817	15	1,817	0	0	0
TOTAL CS AND CX OFFICE	15,615	171		15,786	19	15,786	0	0	0
Memorandum item									
Devolved Staffing Budget - CS and CX	9,836	66		9,902	16	9,902	0	<i>0</i>	0
Non Cash Budgets									
Capital Charges	1,657	0		1,657		1,657	0	<i>0</i>	0
FRS17 Adjs	1,153	0		1,153		1,153	0	<i>0</i>	0
Recharges	-10,516	0		-10,516		-10,516	0	<i>0</i>	0
	-7,7069	0		-7,706		-7,706	0	0	0

CORPORATE SERVICES / CX OFFICE PMR1 –TO MAY 2011

Note	Total £'000	Explanation
Approved Carry Forwards added to 2011/12 Budgets		
A	35	<p><u>Finance</u></p> <p>Approved carry forward from 2010-11 to cover costs of the internal audit provider, Haines Watts..</p>
B	25	<p><u>ICT</u></p> <p>Approved carry forward from 2010-11 to fund the extraction, collation and presentation of equality information, including the Council's IT systems, to ensure the Council meets it's legal duty to publish this information by 31st December 2011.</p>
Council Wide Savings		
C	-5	<p><u>Council Wide Savings</u></p> <p>As part of the review of terms and conditions, savings have been identified for casual user mileage costs.</p>
D	-33	<p><u>ICT</u></p> <p>DSB virement to Adult Social Care and Housing for Data Hub Officer post.</p>
E	16	<p><u>IT Services – Information Security Officer (ISO) Post</u></p> <p>CMT of the 23rd June 2010 agreed that the post of Information Security Officer be approved on a one year trial basis funded from the Contingency Reserve and the need for the post to be reviewed at the end of that year, with the role fulfilled by the secondment of an existing member of staff, with specialist support to be commissioned.</p> <p>The post was filled with effect from 1st August 2010 so backfill funding is required for April to July 2011. £15,550 funding is therefore requested from Contingency.</p>
F	0	<p><u>Design & Print Services</u></p> <p>Following the deletion of a Senior Printer post as a result of a redundancy in 2010/11, the £37k budget has been realigned and transferred from DSB to reduce the service income target.</p>
G	0	<p><u>Community Safety</u></p> <p>In year funding of the CADIS post was agreed to be made partially from the CDRP budget along with a contribution from TVPA. Budgets have been realigned and a transfer of £23,160 made to DSB to reflect these contributions.</p>

H	20	<u>Unified Training Unit</u>	The training for Children's Social Care is funded by an Early Intervention Grant which is being centralized within CYPL for clarity and improved reporting on grant income. There is no change to the expenditure on this area of training.
I	0	<u>Budget Monitoring Transfers</u>	The following transfers have taken place, realigning budgets within service areas: 1)£0.001M Training budget transferred from Director of Corporate Services to Community Engagement. 2)£0.008M Publicity budget transferred from external Communications to Community Engagement towards costs of residential and staff surveys due to be undertaken.
J	17	<u>Finance</u>	CMT of the 25 th February 2009 approved two Principal Procurement Officers on two year fixed contracts to be funded from the Structural Changes Reserve. One of these posts is based in Corporate Services in the Finance Procurement Team. The funding is for April to August 2011.
K	16	<u>Planned Maintenance</u>	The council faces a backlog of maintenance on it's properties which falls outside the scope of the capital maintenance programme. Within Corporate Services works have been identified on Community Centres £0.005M, Commercial Properties £0.003M and Office Accommodation £0.008M. A virement is to be made from non-departmental now that individual schemes of work have been identified in each Department.
L	80	<u>Employers National Insurance Contributions</u>	The contribution rates for Employers National Insurance increased by 1% with effect from the 1 st April. This increase was built into the commitment budget for 2011/12 and has now been reallocated across Departments accordingly.
	111	Other Virements reported in First Budget Monitoring	
	171	Total All Virements	

CORPORATE SERVICES / CX OFFICE PMR1 –TO MAY 2011		
Variances		
Note	Total	Explanation
	£'000	
	0	<i>Variances reported in First Quarter</i>

Annex C: Progress against Service Plan actions

MTO1 - To build a vibrant Bracknell town centre that residents are proud of					
Detailed Action	Due Date	Owner	Status	Last Updated	Comments
1.6 improving perceptions and vibrancy of Bracknell town centre during redevelopment					
1.6.4 Programme of planned events to be held in the town centre to enhance vitality and viability.	01/09/2011	CS			Numerous events have already been planned for 2011/12.
1.9 agreeing with town centre landowners, new proposals to deliver regeneration as soon as possible					
1.9.7 Continue negotiation with BRP to complete Town Centre Development Agreement in accordance with project plan	01/09/2011	CS			Discussions are continuing with BRP. Progress made on the land deal.
1.9.8 Provide legal support in accordance with Project Plan.	01/09/2011	CS			Legal advice continues to be provided by the Council's external lawyers (cpo and development agreement) and the Borough Solicitor (planning) in connection with the re-development project.
MTO3 - To promote sustainable housing and infrastructure development					
Detailed Action	Due Date	Owner	Status	Last Updated	Comments
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 Support the Housing Team in the purchase of land and property to deliver the Housing Strategy according to planned programme.	01/09/2011	CS			Support will be provided throughout 2011/12 and it is anticipated that this will focus upon the Homebuyers Scheme.
MTO4 - To keep Bracknell Forest clean and green					
Detailed Action	Due Date	Owner	Status	Last Updated	Comments
4.8 Implement the local climate change action plan, in line with the Nottingham Declaration					
4.8.1 Keep under review the distribution of paper copies of committee papers which are available both internally and externally online to ensure that no more copies than are absolutely necessary are produced.	31/03/2012	CS			Production of paper documents is kept under regular review.

4.8.2 Optimise sustainability of all new council buildings.	01/09/2011	CS			Building Surveyors monitor specifications of new buildings/other works to ensure where possible sustainable materials are used.
4.8.3 Implement strategy to reduce waste from Council's offices.	01/09/2011	CS			Additional glass recycling bins due to be delivered to sites w/c 4th July. Cleaning contractor is aware of the imminent arrival of these bins. Paper recycling bins in kitchens at Time Square will be re-labelled for glass only. A 1100 litre waste bin has been removed from Time Square as more recycled materials are now being taken away
4.8.4 Reduce water uses in Council buildings by establishing water monitoring and targeting system for offices.	01/09/2011	CS			Reports are now being sent to Facilities from water meter reader contractor (first report received 28th June)so we can now set up spread sheet and monitor usage using this information.

MTO6 - To improve outcomes for children and families through the Children and Young People's Plan

Detailed Action	Due Date	Owner	Status	Last Updated	Comments
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6.10 Implementing the Primary Capital Strategy and developing facilities in secondary and special schools

6.10.2 Provide professional Finance , Property resources to support the delivery of major construction projects (Property)	01/09/2011	CS			Support is ongoing.
6.10.3 Provide professional Finance , Property resources to support the delivery of major construction projects (Finance)	01/09/2011	CS			Ongoing. All projects being supported.

6.2 Making sure there are enough good school buildings for an expanding borough, including building a replacement for Garth Hill College and Edgbarrow School sixth form

6.2.4 Providing legal service in connection with school improvement projects and non-school provision.	01/09/2011	CS			No advice required during this quarter.
6.2.5 Provide valuation and estate management services in accordance with project plan for Garth Hill college and site area.	01/09/2011	CS			Both Garth Hill and Edgbarrow complete. Will continue to provide both valuation and estate management

					advice to ensure an adequate number of good school buildings.
6.9 Taking all appropriate measures to ensure the safety and well-being of children and young people					
6.9.3 Put in place revised arrangements for Safeguarding to meet any new legislative requirements	31/03/2012	CS			Still awaiting government guidance as a result of the Munro Report.
MTO7 - To seek to ensure that every resident feels included and able to access the services they need					
Detailed Action	Due Date	Owner	Status	Last Updated	Comments
7.10 Implementing the Bracknell Forest Partnership Community Engagement Strategy to engage with residents to shape service provision and develop communities					
7.10.10 Complete review of Neighbourhood Engagement processes with partners to improve co-ordination and effectiveness ensuring harder to reach groups are involved.	01/09/2011	CS			Stages one and two of the review are complete. We are not consulting members and partners on the options.
7.10.11 Maintain and develop links with groups representing the diversity of our community.	01/09/2011	CS			Supported the launch of the Bracknell Forest Faith & Belief Forum. Published the iCoCo Faith & Belief community mapping.
7.10.12 Support Community Associations and the development of new community groups and activities.	01/09/2011	CS			Supporting the Jennett's Park Community Association to develop policies and procedures in preparation for taking on the lease of the community centre. Engaging The Parks Association through a public exhibition of the plans for the community centre/sports pavillion.
7.10.13 Commence the review of the Partnership's Community Engagement Strategy.	01/09/2011	CS			Work commenced.
7.10.14 Support the development of the Councils/Partnership approach to the Big Society.	01/09/2011	CS			A bid had been submitted to the creative council's programme.
7.10.17 Implement the Tell Us Once Programme. (Customer Services)	01/09/2011	CS			The DWP have temporarily delayed the go-live date of 24 June 2011 due to issues with their computer system.
7.10.2 Implement actions for Corporate Services in the Bracknell forest Partnership community Engagement Strategy due for completion in 2011/12.	01/09/2011	CS			On track.

7.10.7 Deliver the Borough and Town/Parish elections	01/05/2011	CS		COMPLETE - elections delivered on 5 May 2011.
7.10.8 Deliver the Referendum on voting arrangements	01/05/2011	CS		COMPLETE - referendum delivered on 5 MY 2011.
7.10.9 Implement the Tell Us Once Programme. (HDRS)	01/09/2011	CS		All elements of the project plan were delivered by the Council for a 24 June launch, however the project has been delayed by the Tell Us Once Programme Implementation Team within the Department of Work and Pensions due to problems with the national Change Reporting System.
7.12 Develop a Single Equality Scheme				
7.12.1 Start to develop a single equality scheme to replace the three separate equality schemes.	01/09/2011	CS		Work commenced.
7.2 Using innovative methods of engaging local residents in decisions that affect them, particularly targeting 'hard to reach' groups to listen to their views.				
7.2.1 Increase engagement in and awareness of democratic processes among members of the public by: - undertaking a programme of activities throughout the year; enhancing the democracy and governance web pages and maximising the use of social media; supporting and facilitating Neighbourhood Action Groups and Neighbourhood Forums.	31/03/2012	CS		April - May - election promotion work included: • local democracy quiz in Town & Country • election message on franking machine and staff payslips • magnetic posters displayed on council vehicles • Facebook/ twitter key dates for election 'countdown' • election awareness message recorded and played on customer services hold facility May - Citizenship Ceremony held at Garth Hill College June - Mayoral Bog Launch (already in excess of 200 hits) Supported June round of Neighbourhood Action Groups
7.3 Continue to develop the new customer contact centre in Bracknell that allows people to access all services				
7.3.1 Draft and implement the corporate Customer Contact Strategy and Action Plan for 2011-14 (Customer Services).	01/09/2011	CS		The Customer Contact Strategy is being considered by the Executive on 5 July 2011.

7.3.2 Develop a Channel Strategy to optimize the use of the ways in which customers access services.	01/09/2011	CS			The Channel Strategy is being developed as part of the Customer Contact Strategy which is being considered by the Executive on 5 July 2011.
7.3.3 Draft and implement the corporate Customer Contact Strategy and Action Plan for 2011-14 (ICT).	09/09/2011	CS			A major review and re-launch of the corporate web-site is planned for Spring 2012, looking at the web as a key customer channel and extending self-service capabilities. Work has begun on the design phase of new website and the design is being finalised currently.
7.5 Implementing a Disability Equality Scheme, Gender Equality Scheme and Race Equality Scheme					
7.5.2 Implement the actions for CS arising from the Race Equality/Gender/Equality/Disability Equality Scheme.	31/03/2012	CS			On-going
7.5.6 Implement programme to continue improving public access to Council buildings.	01/09/2011	CS			85% of buildings accessible. 2011/12 programme consists solely of central library, subject to other funding being made available.
7.5.7 Monitor actions detailed in the 'All of Us' Community cohesion Strategy, Race Equality Scheme, Disability Equality Scheme and Gender Equality Scheme.	31/03/2012	CS			Work commenced on the annual monitoring for 2010 - 2011.
7.6 Increasing access to services by electronic means					
7.6.1 Continue to increase the use of online payments and ensure that the online payments system satisfies the Payment Card Industry (PCI) Standard (Customer Services).	01/09/2011	CS			Online payments are compliant with the PCI standards.
7.6.2 Extend the use of the corporate Customer Relationships Management (CRM) system in accordance with the Customer contact Strategy & Action Plan.	01/07/2011	CS			The CRM system is used for incident reporting by Health & Safety in HR. Further developments will be considered through the year.
7.6.3 Implement the Telephony Strategy to improve telephone access to services. (ICT)	01/07/2011	CS			Upgrade of Telephonetics system completed. Also rolling out call centre technology in conjunction with the family of numbers to other business teams such as Benefits, Adult Social

					Care and Housing. Work in hand to assess facilities such as automated operator services to further improve the service.
7.6.4 Maintain the high standards of our web site while extending the range of service available. Website to be re-designed and re-launched.		CS			A major review and re-launch of the corporate web-site is underway, looking at the web as a key customer channel and extending self-service capabilities. Workshops have been Completed. Work on design phase is near completion and draft designs are being considered.
7.6.5 Work towards extending access to the Registrar on-line facility by: enabling the public to order copy birth, death and/or marriage certificates on-line; enabling the public to book Registrar appointments on-line.	31/03/2012	CS			Work almost complete to enable Funeral Directors to book Registrar appointments on-line.
7.6.8 Continue to increase the use of online payments and ensure that the online payments system satisfies the Payment Card Industry (PCI) Standard (ICT).	01/09/2011	CS			Work to meet PCI DSS requirements completed. Online payments being further investigated as a method of enabling more self-service by service users.
7.6.9 Implement the Telephony Strategy to improve telephone access to services. (Customer Services)	01/07/2011	CS			Those service areas who handle their own phone calls are now live with the Netcall (VIP) telephony system, which provides management information about performance. These service areas are now using a telephone number which falls within the "family of numbers" in the range of 352000 to 352020. A programme for the roll-out of digital telephones is underway.
7.7 Implementing the Community Cohesion Strategy to give people a sense of belonging and identity as members of their community					
7.7.10 Commence the review of the Council's Community Cohesion Strategy, linked to the development of a single equality scheme.	01/09/2011	CS			On track.

7.7.16 Facilitate the delivery of new community centres and redevelopment projects. (Property)	01/09/2011	CS			Scheme for Great Hollands Community Centre being developed.
7.7.2 Implement actions for Corporate Services in 'All of Us' Community Cohesion Strategy.	31/03/2012	CS			On track. Working with the RMAs to support the resettlement of service leavers. Establishing a new working group to support the integration of the Nepali community.
7.7.9 Facilitate the delivery of new community centres and redevelopment projects. (CEE)	01/09/2011	CS			Jennett's Park community centre is due to completed in August 2011. The planning application for the Parks community centre/sports pavilion is due to be submitted in Q2 2011/12.
7.8 Working within Bracknell Forest Partnership to show continuous improvement in equalities and diversity in the council and its services and the 'achieving' level of the Equality Framework maintaining budget proposals					
7.8.11 Implement the actions arising from the Equality Standard 'Achieving' level award within the workforce.	31/03/2012	CS			On-going
7.8.12 Carry out monitoring for current staff (including sexuality) incorporating performance targets; report to Employment Committee.	01/06/2011	CS			Monitoring complete, draft report prepared, needs to go through CMT prior to Employment Committee (quarter 3)
7.8.13 Implement Equality Framework Peer Review actions for 2011/12.	01/09/2011	CS			On track.
7.8.15. Improve equality monitoring to provide better information on access to and take up of service by different parts of the community	01/09/2011	CS			A project is being launched to establish what equality monitoring data is being collected and how, across the Council.
7.8.16 Publish equality performance data.	01/07/2011	CS			Work commencing.
7.8.2 Conduct Equality Impact Assessments (EIAs) for new services, budget proposals, strategies and policies for Corporate Services and review existing EIAs as part of a rolling three year programme, ensuring all actions resulting from these are built into team/business workplans.	01/09/2011	CS			Ongoing. One EIA published for CS in Q1.
7.8.7 Ensure all EIA actions for Corporate Services for 2011/12 are implemented and actions for future years progressed.	01/09/2011	CS			On track.

MTO8 - To reduce crime and increase people's sense of safety in the borough

Detailed Action	Due Date	Owner	Status	Last Updated	Comments
8.1 Reduce the overall level of crime					
8.1.5 Support the Neighbourhood Action Groups to deliver improvement in their priority areas.	01/09/2011	CS			The Neighbourhood Action Groups have agreed their priorities for 2011-12 and held their summer meeting.

8.6 Implement the strategy against violent extremism

8.6.1 Support the Preventing Violent Extremism actions plan through maintaining community engagement.	01/09/2011	CS			The iCoCo Faith Community Mapping report and Bracknell Forest Faith Forum have been launched. The iCoCo report supported the Council's approach to Prevent.
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MTO9 - To promote independence and choice for vulnerable adults and older people

Detailed Action	Due Date	Owner	Status	Last Updated	Comments
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9.1 Modernising services for vulnerable adults and older people by reducing reliance on residential care and improving access to community based services

9.1.7 Provide legal advice on the re-provisioning model of existing residential care facilities both directly provided or commissioned in accordance with project plan.	01/09/2011	CS			Advice has continued to be provided.
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9.7 Implementing the borough wide strategy for older people

9.7.1 Support property acquisition and disposal in line with strategy for older people and action plan.	01/09/2011	CS			Property support to be provided when requested by lead Department.
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MTO10 - To be accountable and provide excellent value for money

Detailed Action	Due Date	Owner	Status	Last Updated	Comments
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10.10 Maintain clear accountable governance structures for working in partnership with other organisations in the borough

10.10.1 Provide legal advice in connection with governance structures for partnership arrangements.	01/09/2011	CS			Legal advice is provided as and when required.
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10.12 Develop and implement an Accommodation Strategy which incorporates flexible working to reduce accommodation requirements and improve customer access, service delivery and efficiency

10.12.1 Support Corporate Mobile and Flexible Working Strategy by providing hardware, software and	01/09/2011	CS			Business case submitted for the completion of work
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support to enable new work styles in accordance with plans. (ICT)					relating to new IP Phone system and work to complete roll-out to begin in Autumn 2011. Corporate use of SmartOffice, the preferred Electronic document and Records Management System (EDRMS) being investigated for further roll-out and capital bid being developed for next year.
10.12.3 Support Corporate Mobile and Flexible Working Strategy by providing hardware, software and support to enable new work styles in accordance with plans. (HR)	01/09/2011	CS			No Actions in Quarter 1
10.12.4 Implement Accommodation Strategy. (ICT)	31/03/2012	CS			Business case submitted for the completion of work relating to new IP Phone system and work to complete roll-out to begin in Autumn 2011. Corporate use of SmartOffice, the preferred Electronic document and Records Management System (EDRMS) being investigated for further roll-out and capital bid being constructed for next year.
10.12.5 Implement Accommodation Strategy. (Property)	31/03/2012	CS			The Accommodation Strategy requires Executive approval. Once approval has been obtained, implementation is dependant upon BRP serving notice to take possession of Seymour House.
10.12.6 Implement Accommodation Strategy. (Customer Services)	31/03/2012	CS			The Accommodation Strategy is being considered by the Executive on 5 July 2011.
10.12.7 Implement Accommodation Strategy. (HDRS)	31/03/2012	CS			Strategy agreed by the Executive. Re-location of Registrars and the Post Room will be undertaken in line with the Strategy's agreed programme of moves.

10.5 Implementing the priority areas of the Service Efficiency Strategy to deliver savings and improve service operation					
10.5.1 Implement the priority areas of the Service Efficiency Strategy; Transport; Accounts receivable; Printing Strategy (IESE). (Finance)	01/09/2011	CS			Contracts for home to school transport have been awarded resulting in a saving of £50,000 p.a. With regard to accounts receivable, the level of outstanding debt has reduced significantly (from almost £6m in September 2009 to £2.5m currently). This means the target of £10,000 p.a. for additional interest earned has been achieved. In addition to this a one off saving of £175,000 was achieved in 2010/11 because the Council was able to reduce its provision for bad and doubtful debts due the reduction in outstanding debt. The accounts receivable team has now been centralised within Corporate Finance and further efficiencies are anticipated following the implementation of Agresso 5.5.
10.5.6 Implement the priority areas of the Service Efficiency Strategy; Transport; Accounts receivable; Printing Strategy (IESE). (ICT)	01/09/2011	CS			Working conjunction with Communications team to further develop local printing, taking into account the Print Unit. External consultant appointed to gather print volumes and assist in developing print strategy.
10.7 Ensuring all council services provide value for money and make effective use of resources					
10.7.10 Maintenance of and investment in ICT Infrastructure in accordance with Capital Programme.	01/09/2011	CS			Work programme developed and agreed by Executive as part of ICT Strategy update. Revised in light of capital budgets.
10.7.11 Update ICT strategy and Information Management Strategy and Information Security Management system. This includes adherence to Government Connect and N3 Codes of Connection. (ICT)	01/06/2011	CS			New strategy to be developed in support of new Corporate Plan in the autumn. Workshop with Overview & Scrutiny to be undertaken in

					November and final report to be taken to Executive in February 2012.
10.7.12 Migration from Novell to Microsoft environment for personal productivity tools, directory services and collaborative working facilities.	01/09/2011	CS			Migration from Novell GroupWise to Microsoft Exchange/Outlook completed on time and on budget. Implemented for all Council staff.
10.7.13 Provide legal advice in connection with major procurements.	01/09/2011	CS			Legal advice continues to be provided as and when required in connection with all major procurements.
10.7.14 Manage the financial cycle with the emphasis on preparing the final accounts in accordance with International Financial Reporting Standards.	01/09/2011	CS			The draft accounts, completed in accordance with International Financial Reporting Standards, were signed off by the Borough Treasurer on 28 June. Copies of the draft accounts have been sent to every Member. The accounts will be audited over the summer and the final version, together with auditor's opinion and annual governance report will be presented to the Governance and Audit Committee on 29 September.
10.7.15 Undertake benchmarking of accounts payable and treasury management and legal services. (Finance)	01/09/2011	CS			The benchmarking questionnaires have been submitted and the draft reports received. These are currently being analysed to ascertain whether any action can be taken to improve performance and/or reduce costs.
10.7.16 Implement recommendations arising from the IESE review of Procurement	01/09/2011	CS			A project team has been established to implement the recommendations arising from the IESE review of procurement, with the initial focus being on the introduction of a category management approach in seven pilot areas (construction, facilities, utilities, public transport, ICT and telecoms, agency staff and food). Category

				managers have been appointed and initial training provided. Over the summer category managers will be working on the development of a draft strategy for their respective categories and considering the support arrangements that they will require to ensure its successful delivery.
10.7.17 Update to version 5.5 and develop the Financial Management and information System	01/09/2011	CS		The project to upgrade the Council's financial management and information system to Agresso version 5.5 is underway. Workshops have been held to progress system design. The anticipated go live date is November 2011.
10.7.18 Update the Medium Term financial Strategy in the light of Government spending announcements and reflect the impact of strategic policy changes and longer run savings programmes	01/09/2011	CS		Initial forecasts have been prepared and were presented to the Executive on 5 July as part of the Commitment Budget report. The forecasts suggest a £16m funding gap over the next three financial years before consideration of economies, use of balances or increases in council tax. Over the summer the focus will be on addressing the steps needed to produce a balanced budget for 2012/13.
10.7.19 Undertake benchmarking of accounts payable and treasury management and legal services. (Legal)	01/09/2011	CS		Benchmarking form from CIPFA has been received and data assembled. Data has to be verified by CIPFA.
10.7.9 Support organisation restructuring in light of budget restrictions.	31/03/2012	CS		Individual departmental restructuring supported by Corporate HR where necessary.
10.8 Ensure staff are in place with the right skills and capacity to deliver service outcomes and maximise service efficiency				
10.8.1 Construct a new pay and grading structure.	31/03/2012	CS		Briefing to Executive & Employment Committee before re-commencing dialogue with Trade Unions on timetable for new structure.

10.8.2 Work towards implementation of the new pay and grading structure.	31/03/2012	CS			Briefings to Executive & Employment Committee before re-commencing dialogue with Trade Unions on timetable for new structure.
10.8.3 Ensure HR staff provides support for the departmental Workforce Planning process. Coordinate all departmental workforce plans.	01/09/2011	CS			Corporate Services completed, other departmental plans on-going.
10.8.4 Introduce and test a new internet recruitment platform (JGP) and Recruitment Management System.	01/06/2011	CS			Completed.
10.8.5 Carry out the biennial staff survey.	01/09/2011	CS			CMT Report in May agreed basis of survey, questions now to be agreed with supplier QA Research Ltd
10.8.6 Monitor the impact of the new electronic incident reporting system (especially in schools) and make the necessary adjustments.	01/09/2011	CS			Part Success, some schools enabled but problems with IT access to Systems by other schools still to be resolved.
10.8.7 Carry out a major programme of IT training including Microsoft Outlook.	01/09/2011	CS			Programmed in for the Autumn
10.8.8 Implement new e-learning strategy.	31/03/2012	CS			On-going
10.9 Ensuring all Members have the appropriate skills and knowledge to carry out their role through implementing the Member Development Strategy					
10.9.1 Deliver comprehensive induction programme for newly elected members and develop a four year Member Development Programme.	01/09/2011	CS			Delivery of induction plan in progress and four year programme prepared incorporating comments from the Member Development Charter Steering Group, CMT and Members as part of PDP discussions.
10.9.2 Agree a Member Development Strategy for 2011-2015.	01/09/2011	CS			Member Development Charter Steering Group to agree the Member Development Strategy at its next meeting, which will then form part of the annual member development report to Council.

MTO13 - To limit the impact of the recession					
Detailed Action	Due Date	Owner	Status	Last Updated	Comments
13.1 Maintain invoice payment performance					
13.1.1 Maintain invoice payment performance at 2010/11 levels and our policy of paying all undisputed invoice payments within the terms agreed with the supplier.	01/09/2011	CS			92.4% of undisputed invoices were paid within 30 days between April and June compared with 92.8% in 2010/11.

Annex C: Progress against performance indicators

Indicator Reference	Measure	Q1 2011/12 Actual	Q4 2010/11 Actual
BV8	% of invoices paid within 30 days (Quarterly)	92.4%	92.8%