

**DRAFT**

**CORPORATE PERFORMANCE OVERVIEW REPORT**

**For**

**2nd Quarter 2006/07**

**Timothy Wheadon**  
Chief Executive

## Overview of Performance

This is the second Chief Executive's Corporate Performance Overview Report for the 2006/07 financial year. Each Director has prepared a Quarterly Operations Report for the period July-September 2006 which has been circulated to all Members. These reports contain the more detailed information on which this summary is based.

The Overview report provides the Executive with a high level summary of progress and performance from across the diverse range of services provided by the Council, identifying both our achievements and those areas where there may be concerns. It will allow Members to ensure that prompt remedial action is being taken in any areas where it is required.

Overall the quarter saw continued good performance across most of the Council's services. At a corporate level I would draw Members' attention to the following:

- **Offering our residents value for money**

The Council is offering good value for money, according to independent external auditors. The annual audit of the council's financial arrangements looks at whether we are taking the proper steps to ensure economy, efficiency and effectiveness in our use of resources. The external auditors rated the Council as three out of four, concluding that we "are achieving higher than adequate standards". This is an important input into the Council's overall CPA rating that will be published in February 2007

- **Exam Results**

At the end of key stage 4, the provisional results for the percentage of pupils achieving 5 or more good GCSE grades also improved and are now likely to be above the national average. This represents the fourth successive year in which this percentage has increased, with the 2006 figure some 14.5% above the 2002 level. Indeed in the current year the rate of improvement within the Borough was one of the highest in the country. Meanwhile, the overall performance of students at KS2 is one of the highest nationally.

- **Environment Awards**

Eight awards in three months, including two awards for Lily Hill Park, two awards for Britain in Bloom, three green flag awards and one of four finalists short-listed for the Open Spaces Management Team of the Year award by magazine Horticulture Week.

- **Waste Private Finance Initiative**

Work continued on the development of a Private Finance Initiative contract for the provision of a major waste and recycling plant with Reading and Wokingham. This involved a massive effort with detailed negotiations to secure waste disposal arrangements for the next 25 years, moving towards completion in the cycle. Members will know that this work led to the eventual contract signing on 31<sup>st</sup> October.

- **Alternate Bin Collection**

The quarter saw a programme of intensive support for the Council's Alternate Bin Collection project. Much of the credit for co-ordinating the implementation goes to the Waste and Recycling Team, and particularly Janet Dowlman, who worked long and hard to achieve a smooth implementation. They were, however, supported by the whole organisation with Customer services answering many thousands of customer enquiries about the Council's new refuse and recycling collection timetable and guiding them through the process of ordering new bins. The Council's procurement team secured a contract for the new bins which has significantly reduced costs. The bin purchase web form managed by ICT services has proved a vital part of the process and is now the most visited web form put in place by the Council to date. Importantly, the communications and marketing team developed and delivered a very effective publicity campaign. Through the combined efforts of all involved the subsequent implementation on 2 October was one of the most effective to date.

- **Teenage Pregnancy**

Teenage pregnancy featured largely in the local papers recently due to the fall in teenage pregnancy by up to 30%. This is an excellent achievement and was largely contributed to by the work of the 'drop-in' clinics.

At a departmental level there have been some areas of notable performance over the last quarter that are worth highlighting. These include:

- Disabled facilities grants- no applications having to wait once referral from occupational therapist is received
- The average length of stay in a hostel for the unintentionally homeless remains at 0 weeks
- All schools are now involved in the School Sport Programme
- Achievement of a maximum level 4 for compliance against the accessibility public library service standard
- 6 schools achieving National Healthy Schools Standard during this quarter
- 30.7% reduction in the number of teenage pregnancies compared to last year
- Exceeded target for pupils achieving five or more GCSEs at grades A\*-C
- Exceeded target for pupils achieving Level 4 or above in Key Stage 2 English
- Exceeded target for young people leaving care aged 16 or over with at least one GCSE grade A\*-G
- Exceeded target for pupils achieving Level 5 or above in Key Stage 3 tests
- Exceeding targets in recycling and composting
- Improvements in time taken to determine planning applications
- Improvements in time taken to process new Housing Benefit and Council Tax claims

There have also been a few areas of poorer performance:

- 65% of telephone calls answered within 5 rings against a target of 80%, this was due to the surge in calls regarding alternate bin collection
- There were 37.2 delayed transfers of care per 100,000 population aged 65+ against a target of 19, underlying data shows that this is due to problems on the health side rather than social care performance
- The percentage of abandoned vehicles removed within 24 hours from the point at which Bracknell Forest is legally entitled to remove the vehicle is at 39% against a target of 87%, this has been partly due to administrative staff shortages although there are also some contractor issues
- The speed of processing benefits, the average time for processing notifications of changes in circumstances is 20 days (although this is not the final figure) against a target of 10 days. There have been issues with management reporting distorting this figure. More work needs to be manually undertaken to review this reported figure. There are also a number of vacant posts and there has been a slight increase in workload. To address this issue vacant posts have been backfilled and a performance management framework has been introduced.

A brief summary of the progress of the Theme partnerships during the quarter is as follows:

The **Bracknell Forest Partnership Service Board** continues to concentrate on the development of the Local Area Agreement. It has begun quarterly monitoring of the LPSA2 projects and this performance work will expand to include the Local Area Agreement when this goes live in April 2007.

The **Environment Partnership** held a successful 'Going Green' event at Lily Hill Park with an estimated 2,500 people in attendance

The **Transport Partnership** has a new chairman (Des Tidbury, Assistant Chief Fire Officer, Royal Berkshire Fire and Rescue Service) and met on 21st August 2006, to reset its focus and review its membership.

The **Strategic Housing Partnership** continues to focus on the three priority areas of housing supply, improving links with and access to the private sector and Choice Based Lettings scheme. There was also a successful and well attended first meeting of the Homelessness Forum. Representatives from the private sector will be invited to the next meeting of the partnership which is due to take place in November. The SHP supported the successful bid made by the Berkshire local authorities to the Regional Housing Board for 'seed corn' funding and pathfinder status in the region for undertaking a Housing Market Assessment. The Housing Market Assessment which is being led by Bracknell Forest Borough Council will provide the local authorities involved with a robust evidence base which will inform the development of policies in the Local Development Framework aimed at providing the right mix of housing.

Due to rises in crime in the first quarter of 2006 the **Safer Communities Strategic Partnership** underwent a review of its structures leading to a consistent reduction in the level of the British Crime Survey crime rise. The partnership has also adopted an IT based approach to problem solving at both the Reducing Crime meetings and the Anti-Social Behaviour & Perceptions meetings which have been expanded to be more inclusive of partners. In addition, Community Nuisance & Disorder Information System (CADIS) has been developed to support the Neighbourhood Management scheme by providing a range of data at neighbourhood level to evidence the work coordinated by the Narcotics Anonymous Groups. CADIS is under constant review to adapt the way information is presented to meet the needs of partners. CADIS is probably the best available system for providing quantitative data regarding partnership work to address neighbourhood problems. Also the Youth Offending Team Performance Management Group is functioning well, the new Domestic Violence Co-ordinator was introduced to the partnership and a Narcotics Anonymous group is to be started at New Hope.

The first meeting of the **Public Health Working Group** (a sub group of the Health and Social Care Partnership) was held on 10 October 2006 and a work programme is being developed.

Inevitably, there are some areas where performance has not met the Council's aspirations. The CSCI Inspection of services for older people found a service that is serving 'some' people well, but which retains promising prospects for improvement. The report identified many aspects of good performance but also highlighted areas where improvements are required. The Executive approved the action plan to address these at its meeting in October. Unfortunately, however, the overall rating for the Council's Adult Social Services has been rated as 1\* this year and this will preclude the Council from achieving the overall 4\* rating that it would otherwise have received in February. Addressing the action plan will be a key feature of the Council's work in 2007.

Looking forward, the Council was notified in late September that it will face its next CPA Inspection between 15 and 22 October 2007. This will be combined with the Joint Area Review of Children's Services, imposing a major challenge to our capacity.

Nevertheless, the Council continues to make sound progress towards the achievement of its objectives and with a sustained focus on the areas identified for further improvement, it should approach the challenge with confidence.

Timothy Wheadon  
Chief Executive  
November 2006

- **Highlight Report**

A summary of the performance against the indicators as shown in this Overview report is as follows:

**Quarterly Indicators**

Not available*	Good/ Low risk	Satisfactory/ Medium Risk	Poor/ High Risk	Total
n/a	●	◐	○	
				64

\* For new or significantly revised indicators

**Annual indicators**

Not available**	Good/ Low risk	Satisfactory/ Medium Risk	Poor/ High Risk	Total
n/a	●	◐	○	
				57

\*\* By their nature, data is not available for each annual indicator each quarter.

# CORPORATE PERFORMANCE OVERVIEW REPORT FOR 1<sup>st</sup> QUARTER 2006/07

## Progress against objectives

<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
<b>MTO 1: To lead the regeneration of Bracknell to provide a town fit for the 21<sup>st</sup> century</b>					
<b>Quarterly indicators</b>					
●	BFPI 120 To determine the planning application for the comprehensive regeneration and redevelopment of the town centre [E&L]	S106 expected to be signed next quarter and planning approval issued in Nov 06	Section 106 and third party agreements concluded. Awaiting legal process to be concluded	To issue approval by Sept 2006	Work to bring the S106 negotiations to a conclusion ongoing.
●	BFPI (new) Progress with plan for the new Civic Hub library. [ECS&L]	Plans still under review	Plans still under review	Investigation of suppliers for fitting out library	
<b>MTO 2: Promote sustainable communities through innovative housing strategies and effective maintenance</b>					
<b>Quarterly indicators</b>					
●	BFPI 001 Number of valid disabled facilities grant applications awaiting approval for more than 3 months [E&L]	0	0	0	No applications having to wait once referral from occupational therapist received.
●	BV 63 The average SAP (Standard Assessment Procedure) rating of thermal	65.7		66	Slight fall in no. as a result of sold properties. Work

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 (to indicate the overall level of performance)



<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
	efficiency of local authority owned dwellings in the financial year (expressed as an increasing value out of 120) [SS&H]	(63/120)			starts on site during 3rd quarter to increase SAP.
●	BFPI 72 Percentage of urgent repairs completed to Government timescale [SS&H]	98.8% (99%)		98.0%	
◐	BV 183a The average length of stay (weeks) in bed & breakfast accommodation of households which include dependent children or a pregnant woman [SS&H]	4.4 (5)		5	
●	BV 183b The average length of stay (whole weeks) in hostel accommodation of households that are unintentionally homeless and in priority need in the financial year [SS&H]	0 (68)		0	
●	BFPI 002 Number of households in bed & breakfast accommodation [SS&H]	5 (15)		8	
◐	BV 184 a The proportion of Bracknell Forest dwellings which are non-decent at the start of the financial year [SS&H]	37% (49%)		37%	
◐	BFPI 035 Number of households in Private Sector Leasing (PSL) accommodation [SS&H]		9	17	
◐	BFPI 030 Number of affordable housing completions [SS&H]		23	120	

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●	BFPI 002 Tenant satisfaction with repairs service [SS&H]	93% (93%)		90%	
<b>Annual indicators</b>					
	BV 184b The percentage change in proportion of non-decent Bracknell Forest dwellings between the start and the end of the financial year [SS&H]	N/A		17%	Will be reported at year end.
<b>MTO 3: To provide a safe framework for developing the Community</b>					
<b>Quarterly indicators</b>					
●	BV 126a Domestic burglaries per year, per 1,000 households in the LA area [SS&H]		4.8 (projected year end figure 9.6)	7.9	After a period of rising at the beginning of the year, the rate of rise in the numbers of dwelling burglaries is now beginning to decline.
●	BV 128 The number of vehicle crimes per year, per 1,000 population in the LA area [SS&H]	6.2 (projected year end figure 12.4)		11.01	Sharp falls in the number of thefts from m/vehicles have been balanced out by a sharp rise in theft from m/vehicles and vehicles interference. Extensive crime stoppers campaign has been approved by GOSE.

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●	BV 225 The provision and effectiveness of Bracknell Forest services to victims of domestic violence and of actions to prevent domestic violence expressed as a percentage against an action checklist [SS&H]	64% (36.4%)		90.9%	
<b>Annual indicators</b>					
●	BVPI 2 (a) The level (if any) of the Equality Standard for Local Government to which the authority conforms [CEX]	2 (1)		3	Targets for next year set in line with the Council's Community Cohesion Strategy. However new guidance is awaited on the evidence needed to support the performance of this indicator.
●	BVPI 2 (b) The duty to promote race equality checklist score [CEX]	95% (89%)		100%	
●	BFPI 35(a) By when (mm, yy) will a full review of the community strategy be completed? [CEX]	Completed (SCS published)		-	
●	BFPI 35 b) If such a review was scheduled for this year, was it completed on time? [CEX]	Yes (completed on time)		-	
TBC	CC01 Percentage of people who feel that their local area is a place where people from different backgrounds can get on well together [CS]	Awaiting Data (new)		-	Awaiting data

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n/a	BV 49 (PAF CF/A1) The percentage of looked after children on 31 <sup>st</sup> March with three or more placements during the financial year [ECS&L]		13.9% (05/06 Annual PI)	13%	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07 not available until 31 <sup>t</sup> May 2007.
n/a	PAF CF/ C18 Percentage of children looked after aged 10+ who were given a final warning or conviction, expressed as a ratio of all children aged 10+ given a warning or conviction in the Police Authority area. [ECS&L]		7 (05/06 Annual PI)	3	The definition of this indicator has been modified and renamed for 2006/07 (advised of changes June 2006). A new indicator replaces this - C81.
n/a	BV 156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people. [CS]		n/a (28.50%)	34.60%	Data collected <b>annually</b> .  This year's outturn will be calculated at the end of 2006/07.  Last year's outturn (pre-audit) = 28.50%.

#### **MTO 4: To improve art, culture, sport and recreation provision within the Borough**

##### **Quarterly indicators**

●	BVPI 117 The number of physical visits per 1000 population to public library premises. [ECS&L]	(1337)	4791 (2517)	4990	Figure is full-year estimate, based on half-year returns
N/A	BFPI 020 Items issued to 15-19 year old active users. [ECS&L]		N/A	280	This information is not currently available as we

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					are awaiting the upgrade to the reporting software for the library management system. Figures should be available next quarter.
●	BFPI 025 Involvement of Bracknell Forest Schools in School Sports Partnership [ECS&L]	All schools now involved in the School Sport Programme	All schools now involved in the School Sport Programme	100% by Sept 06	
◐	BFPI 030 National Physical Education and School Sport Professional Development Programme [ECS&L]	2 courses delivered this quarter with 30 teachers being trained	2 courses delivered this quarter with 30 teachers being trained	Professional development opportunities in physical education to be delivered through the Bracknell Forest inset programme. National PE CPD modules to be delivered according to funding available	
◐	BFPI (new) Participation on Bookstart: Number of packs distributed [ECS&L]	1593		4290	Figure is half-year return
●	BFPI 140 To minimise net expenditure by optimising income levels in Leisure [E&L]	£2,477,000 (£2,395,00)	£4,946,000 (£4,711,000)	£8,504,000 net VAT £9,850,000 inc VAT	This is the highest income figure ever achieved. However, sustaining these income levels will require

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					ongoing capital investment back into the facilities.
●	BFPI 045 Number of customers visits/ contacts to leisure facilities and sports development (excluding Easthampstead Park Conference Centre) [E&L]	655,988 (619,507)	1,256,223 (1,185,323)	2,237,000	Total usage across the Leisure section shows a 6% increase on the previous year.
<b>Annual indicators</b>					
●	BV 220 Compliance against the accessibility public library service standards (PLSS) over the financial year expressed as a number between 1 & 4 [ECS&L]	4		4	This target has been achieved . BFBC Libraries now meet 9 out of the 10 PLSS standards, achieving a maximum score of 4 on the BV220 indicator.
◐	BV 221 (a) Percentage of young people aged 13-19 involved in youth work gaining a recorded outcome compared to the benchmark percentage of young people participating in the Local Authority area [ECS&L]	33%		65%	Targets are local, as per the Youth Service Plan
◐	BV 221 (b) Percentage of young people aged 13-19 involved in youth work gaining an accredited outcome compared to the benchmark percentage of young people participating in the Local Authority area [ECS&L]	5%		16%	Targets are local, as per the Youth Service Plan. Awaiting outcome of local accreditation scheme.
◐	BFPI 035 The percentage of junior and primary schools where more than 5% of	89%		100%	Annual figure calculated in

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	pupils receive instrumental tuition [ECS&L]	(Primary- 78%, Secondary-83.3%)			January. This figure relates to 2005/06 academic year.
<b>MTO 5: To work with partners to improve health provision within the Borough</b>					
<b>Quarterly indicators</b>					
●	BFPI 060 The number of schools achieving National Healthy Schools Standard (NHSS) [ECS&L]	6 schools achieved NHSS during this quarter (n/a)		19 Schools by Dec 2006 and 25 schools by March 2007	NB the guidance for this Standard has been revised
○	BFPI 100 Number of Secondary Schools using e+ card for healthy eating [ECS&L]	No progress from schools	1 secondary (Ranelagh) currently using e+ card to encourage healthy eating by awarding points for healthy meal choices. Brakenhale and Sandhurst have been encouraged to develop similar schemes. Onus	Develop programme for 3 schools	

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			now on schools to make progress.		
●	BFPI (new) Progress with school meals contract [ECS&L]	New contract under way	New contract underway.	Commence new contract	Generally well received by schools
	PAF CF/ A70 Progress made towards a comprehensive Children and Adolescents Mental Health Service. [ECS&L]	n/a	8 (05/06 Annual PI)	12	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07 not available until end of February 2007.
●	BFPI 055 To undertake a risk based inspections programme of local food outlets for food safety [E&L]	117 (108)	187 (167)	558	The number of inspections completed in this quarter is considerably more than the previous month and reflects the work of new staff, contractors and the use of self assessment questionnaires. Although there is still a shortfall it is expected that this level of output will continue during the second half of the year and the target will be met.
●	BFPI 057 To undertake a risk based inspections programme for local food outlets for food standards [E&L]	36 (6)	61 (7)	118	Inspections on target.

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●	BFPI 060 To undertake a risk based inspection programme for local business for health and safety.[E&L]	8 (3)	27 (11)	103	The relatively low number of inspections is as anticipated since the majority of H&S (Fit3) interventions/inspections are programmed for September through to March. It is expected that the target will be met.
○	PAF D41 Delayed transfers of care ( <i>from hospital</i> ) per 100,000 population aged 65+ [SS&H]	37.2		19	There has been a reduction in performance for this indicator. The underlying data shows the reduction is due to problems on the Health side rather than Social Care performance.
●	BV 198 the number of problem drug misusers in treatment per thousand head of population aged 15-44 [SS&H]	147 = 2.67%		190 = 3.45%	This target is no longer reported on by the DAAT.
<b>Annual indicators</b>					
●	BV 197 The percentage change in the number of conceptions amongst 15-17 year olds per 1,000 population compared to the last calendar year [ECS&L]	-30.7% rate (2004 Annual)		-21.60%	Bracknell has achieved a decrease in under 18 conception rates of 30.7% since 1998. The 'traffic light' assessment rating for progress towards reducing

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					the rate is <u>GREEN</u> , as rates have fallen by more than 15% from 1998 to 2004. This means that the strategy has already met the 2004 interim reduction target of 10% and is on track to meet the 2010 trajectory.

**MTO 6: To work with the Voluntary Sector to improve outcomes for vulnerable groups**

**Annual Indicators**

-	CC04 Percentage of people who feel that they can influence decisions affecting their local area [CEX]	-	-	-	Survey only completed every 3 years. New survey being carried out autumn 06.
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**MTO 7: To raise achievement in schools**

**Quarterly indicators**

●	BFPI 040 To develop and progress the Master Plan for the development of Brakenhale School [ECS&L]	Draft Masterplan being agreed with the school this term.		Masterplan will be agreed by the school by Sept 2006. Development of school in accordance with Plan	
●	BFPI 048 % of schools maintained by the LA – subject to special measures. [ECS&L]	0% (0%)		0%	

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●	BFPI 075 % schools judged as satisfactory or better in inspection by Ofsted [ECS&L]	100% (100%)		100%	
<b>Annual indicators</b>					
○	BV 38 % of 15 year olds pupils in schools maintained by the LA achieving five or more GCSEs at grades A*-C or equivalent [ECS&L]	60% (54%)		62%	
●	BV 39 % of 15 year old pupils in schools maintained by the LA achieving 5 GCSEs or equivalent at grades A*-G including Maths and English [ECS&L]	94% (87%)		92%	
○	BV 40 % of pupils in schools maintained by the LA achieving Level 4 or above in Key Stage 2 Mathematics test [ECS&L]	79% (77%)		83%	
●	BV 41 % of pupils in schools maintained by the LA achieving Level 4 or above in Key Stage 2 English test [ECS&L]	85% (28%)		84%	
○	BV 50 PAF A2 The percentage of young people leaving care aged 16 or over with at least one GCSE at grades A*-G or GNVQ within the financial year [ECS&L]	77.8% (05/06 annual PI)		67%	Annual figure 05/06- quarterly data unavailable. Year end figures for 06/07 not available until 31 <sup>st</sup> May 2007

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●	BV 181 % of pupils in schools maintained by the LA achieving Level 5 or above in the Key Stage 3 test in [ECS&L] a) English	81% (81%)		82%	
●	b) Maths	85% (78%)		79%	
●	c) Science	81% (77%)		77%	
●	d) ICT assessment	70% (65%)		65%	
●	BV 46 % of half days missed due to total absence in primary schools maintained by the local education authority [ECS&L]	5.1%		4.8%	
●	BV 45 % of half days missed due to total absence in secondary schools maintained by the LA. [ECS&L]	7.5%		6.9%	
●	BFPI (new) % of schools with full or sustainable extended provision in: (a) 3 or more elements of the core offer (b) All 5 elements of the core offer	a) 23% b) 16%		a) 50% b) 20%	
●	BV 194 % of pupils achieving Level 5 or above in Key Stage 2 English and Maths [ECS&L]	36% 34%		a) 39% b) 38%	

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●	BFPI 080 Percentage attendance of primary school pupils at LEA maintained schools [ECS&L]		94.9%	95.2%	Illness last winter contributed to reduced attendance figures. These are final figures for 05/06 academic year. New data will be available in June 2007
●	BFPI 085 Percentage attendance of secondary school pupils at LEA maintained schools [ECS&L]		92.5%	93.3%	Illness last winter contributed to reduced attendance figures. These are final figures for 05/06 academic year. New data will be available in June 2007
●	BFPI 044 The number of pupils permanently excluded during the year from all schools maintained by the LEA per 1,000 pupils at all maintained schools [ECS&L]		0.7 (0.53)	2.5	Based on 10 pupils (April-Sept) and total Number on Roll of 14,409 (as at Jan. 2006)

### **MTO 8: To review the provision of school places in Bracknell**

#### **Quarterly indicators**

●	BFPI 095 Percentage of all three year olds in the Private, Voluntary, Independent and Maintained (PVIM) sectors accessing Early Education Funding (EEF) in the Borough [ECS&L]		80% (78%)	83%	This figure will be updated next quarter with data based on Autumn actuals.
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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
<b>Annual indicators</b>					
●	BV 045 Percentage surplus places – Primary [ECS&L]		11.7% (12.4%)	9.5%	Source: Annual DfES Surplus Places Return July 2006
●	BFPI (new) Percentage surplus places – Secondary [ECS&L]		11.4%	8.3%	Source: Annual DfES Surplus Places Return July 2006
<b>MTO 9: To increase participation in adult learning to increase basic skills for employment</b>					
<b>Quarterly indicators</b>					
●	BFPI 001 Production of Training Plan for Town Centre Regeneration [ECS&L]		Work continues with SEEDA to progress 'Grow Our Own' project.	Plan published as working draft by September 2006	
●	BFPI 005 Number of new and specialist training opportunities established to support the Town Centre Regeneration [ECS&L]		Work to plan provision continues. Linked to development of 'Grow Our Own' project	Linked to town centre regeneration timescale	
<b>Annual indicators</b>					
	BV 161 (PAF CF/ A4) The percentage of those children who were looked after on 1 April in their 17 <sup>th</sup> year (aged 16) who were engaged in education, training or employment at the age of 19 to the		0.69 (05/06 Annual PI)	0.67	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07 not available until 31 <sup>st</sup> May 2007.

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	percentage of young people in the population who were engaged in education, training or employment at the age of 19 [ECS&L]				
●	BFPI 055 Engagement of new learners (those not in learning in last two years) [ECS&L]		43% of all learners in 05/06 academic year were new.	LSC target for 2006/07 academic year is 2,300 learners in ACL provision. No target for new learners	Individual programmes all met their targets. 2062 individual learners took part in Adult and Community Learning during 05/06 academic year (some adults attended more than 1 programme)

### **MTO 10: To achieve a better match of Special Education provision to need**

#### **Quarterly indicators**

●	BV 43a Percentage of proposed statements of Special Educational Need issued by the authority in a financial year and prepared within 18 weeks excluding exceptions. [ECS&L]		100%	100%	
●	BV 43b Percentage of proposed statements of Special Educational Need issued by the authority in the financial year and prepared within 18 weeks including 'exceptions' [ECS&L]		100% (95%)	95%	This indicator depends on external agencies submitting reports on a timely basis and is out side our direct control.

### **MTO 11: To create and maintain a quality environment**

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<b>Quarterly indicators</b>					
●	BFPI (new) Number of schools Eco registered/ certified [ECS&L]	6 schools registered as at Sept 2006	6 schools registered as at Sept 2006	5 registered and 2 certified by March 2007	
●	BV 82 (a) (i) Percentage of household waste arisings which have been sent by Bracknell Forest for recycling [E&L]	21.03% (18.4%)	20.23% (18%)	22%	This will increase with ABC implementation
●	BV 82 b Percentage of household waste sent by Bracknell Forest for composting or treatment by anaerobic digestion [E&L]	10.97% (10.2%)	11.63% (10%)	12%	This will increase with ABC implementation
●	BV 82 (d) (i) Percentage of household arisings which have been land filled in the financial year [E&L]	67.99% (71.6%)	68.14% (72%)	66%	This will increase with ABC implementation
●	BFPI 052 To undertake a risk based inspection programme for all authorised processes under the provisions of the Environmental Protection Act 1990 [E&L]	4 (2)	5 (5)	33	Target set to ensure 100% completion. Work set aside for later in the year. Priority given to reactive work eg noise complaints during summer period.
●	BV 218 (a) Percentage of new reports of abandoned vehicles investigated within 24 hours of notification during the current financial year [E&L]	90% (67%)	80% (67%)	85%	This is a difficult target but staff have responded well.
●	BV 218 (b) Percentage of abandoned vehicles removed within 24 hours from the point at which Bracknell Forest is legally entitled to remove the vehicle	43% (97%)	39% (84%)	87%	The low performance on what is a very difficult target has been partly due

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	[E&L]				to admin staff shortages although there are also some contractor issues.

### **MTO 12: To develop and implement transport policies that improve movement and maintenance**

#### **Annual indicators**

N/A	BFPI 150 Annual Progress Report on Transport [E&L]	N/A		Complete	Annual progress report expected in June 07
	BFPI 155 Percentage of schools with a travel plan [E&L]	N/A		71% (27 schools out of 38)	Discontinued

### **MTO 13: To improve outcomes for Children**

#### **Annual indicators**

	BV 159 The percentage of permanently excluded pupils offered full-time alternative educational provision of 21 hours or more in the financial year [ECS&L]	N/A		70%	Annual calculation
	BV 162 PAF C20 The percentage of child protection cases which were reviewed regularly out of those cases which should have been reviewed during the financial year [ECS&L]	100% (05/06 Annual PI)		100%	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07 not available until 31 <sup>st</sup> May 2007.
	BV 163 PAF C23 The number of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as	4.7% (05/06 Annual PI)		1.6%	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07

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	a percentage of the number of children looked after at 31 March who had been looked after for 6 months or more on that day [ECS&L]				not available until 31 <sup>t</sup> May 2007.
	PAF C19 Health of looked-after children. The average of the % of children looked after who had their dental and health checks. This is the average of two indicators which are calculated separately [ECS&L]	86.2% (Annual PI)		88%	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07 not available until end of November 2006.
	BV 222 (a) Percentage of leaders of integrated early education and childcare settings funded or part-funded by the local authority, with a qualification at Level 4 or above in the financial yr. [ECS&L]	N/A		50	Annual calculation – data available May/June 2007
	BV 222 (b) Percentage of integrated early education and childcare settings funded or part-funded by the local authority which have an input from staff with graduate or post-graduate training in teaching or child development in the financial year [ECS&L]	N/A		43.75	Annual calculation – data available May/June 2007
	BV 50 PAF CF/ A2 The percentage of young people leaving care aged 16 or over with at least one GCSE at grades A*-G or General National Vocational Qualification (GNVQ) within the financial	77.8% (05/06 Annual PI)		67%	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07 not available until 31 <sup>t</sup> May 2007.

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	year [ECS&L]				
	PAF CF/ C24 Children looked after absent from school. Percentage of school aged children, who were looked after by Bracknell Forest continuously for 12 months, who missed 25+ school days in the year [ECS&L]		16.7% (05/06 Annual PI)	12.5%	Annual figure 05/06 – quarterly data unavailable. Year end figures for 06/07 not available until end of November 2006.
●	GOSE G16 Systems to support joined-up working on children at risk across multiple agencies [ECS&L]		European tender process underway. Supplier due to be selected March 2007	Integrated Children's system in place by March 2007	
●	GOSE 17 Joint assessments of the needs of vulnerable (children and adults) using mobile technology to support workers in the field. [ECS&L]		Workshop for staff taking place in January '07. Feasibility study commencing, to be completed by March '07.	Learning from the pilot, being carried out by Adult Social Services, to be assessed	
<b>MTO 14: To improve outcomes for older people</b>					
<b>Quarterly indicators</b>					
●	BV 54 PAF C32 Older people helped to live at home per 1,000 population aged 65 or over in the current financial year [SS&H]		67.7 (62.76)	70	Showing further improvement against last year

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	BVPI 195 PAF D55 i) Percentage new older clients whose time from contact to start of assessment was less than/equal to 2 days [SS&H]	Not available		85	Working on data entry. The indicator is not expected to have deteriorated
●	BVPI 195 PAF D55 ii) Percentage new older clients whose time from contact to completion of assessment was less than/equal to 28 days [SS&H]	81.7%		85	Figures are showing improvement against the year end position
●	BVPI 196 PAF D56 Percentage new older clients whose time from completion of assessment to <u>all</u> services being in place less than/equal to 28 days [SS&H]	94%		90	Current performance places this indicator in band 5 (very good improvement)
●	C72 (PAF C26) Admissions of supported residents aged 65+ to residential/nursing care [SS&H]	92.9 (projected year end figure) (71)		94	Showing improvement against last year
<b>Annual indicators</b>					
	PAF B11 Intensive home care as a percentage of home and residential care [SS&H]	n/a		30	Annual indicator only
	BV 53 PAF C28 Intensive home care per 1,000 population aged 65+ [SS&H]	n/a		12	Annual indicator only
<b>MTO 15: To maintain and enhance quality and extend access to all services</b>					
<b>Quarterly indicators</b>					
●	BV 8 The percentage of invoices for commercial goods and services over the	93% (95.4%)		95.5%	Data collected <b>quarterly</b> . This figure's quarter = 93%

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	financial year paid by the authority within 30 days of receipt or within agreed payment terms. [CS]				Last figure's quarter = 95.4%  The slight deterioration in performance this quarter arises from the delay in sending invoices to the Accounts Payable team for registration. The responsible areas have been identified and reminded of the importance of processing invoices promptly.
●	BV 9 The percentage of council tax collected by the Authority in the financial year. [CS]		57.1% (56.95%)	97.40%	Data collected <b>quarterly</b> . Figure at the end of this quarter = 57.1%  Figure at the end of the same quarter in previous financial year = 56.95%.  Figure at the end of last quarter = 29.2%
●	BV 10 The percentage of non-domestic rates due for the financial year which were received by the authority [CS]		64.9% (62.24%)	99.10%	Data collected <b>quarterly</b> . Figure at the end of this quarter = 64.9%  Figure at the end of the

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					same quarter in previous financial year = 62.24%. Figure at the end of last quarter = 36.9%  Last year's outturn (pre-audit) = 98.80%.
●	BV 157 The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery over the financial year. [CS]	100% (100%)		100%	Data collected <b>quarterly</b> . This quarter's figure = 100%  Last quarter's figure = 100%  The Council's 100% target was met and reported to ODPM as was on 7th April 2006.
◐	BFPI 080 Telephone calls answered within 5 rings [CS]	65% (66%)		80%	Data collected <b>quarterly</b> .  This quarter's figure = 65% Last quarter's figure = 66%
●	BFPI 085 Enquiries resolved at first point of contact, whether by telephone, reception or email [CS]	90+% (80+%)		80%	Data collected <b>quarterly</b> . This quarter's figure = 90+% Last quarter's figure = 80+%.

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●	BV 109 (a) Percentage of major applications determined within 13 weeks [E&L]	83.33% (83%)	72.72% (73%)	65%	This outturn represents a significant improvement
●	BV 109 (b) Percentage of minor applications determined within 8 weeks [E&L]	85.72% (71%)	80.17% (72%)	72%	This outturn represents a significant improvement
●	BV 109 (c) Percentage of other applications determined within 8 weeks [E&L]	93.49% (88%)	90.97% (87%)	85%	Performance Improvement over previous quarter.
●	BV 179 The percentage of standard searches carried out in 10 working days measured during the current financial year. [E&L]	97% (100%)	99% (99%)	100%	A slight fall in performance arose due to IT issues arising from the merger of Planning and Land Charge data.
●	BV 78 a The average processing time taken (number of calendar days) for all new housing benefit and Council Tax claims submitted to Bracknell Forest for which the date of decision is within the financial year [SS&H]	29.5 (92.81)		35	Target exceeded - very good performance.
○	BV 78b Speed of processing benefits – average time for processing notifications of changes in circumstance [SS&H]	20 days (34.75)		10	Issues with management reporting is distorting this figure. More work needs to be manually undertaken to review this reported figure. There are also a number of vacant posts and there has

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					been a slight increase in workload. To address this issue vacant posts have been backfilled and a performance management framework has been introduced.
<b>Annual indicators</b>					
●	BV 3 Citizens satisfied with the overall service provided [CEX]	-	-	-	Survey only completed every 3 years. New survey to be carried out autumn 06
●	BV 4 Percentage of complainants satisfied with the handling of their complaint [CEX]	-	-	-	Survey only completed every 3 years. New survey to be carried out autumn 06
n/a	BV 11a) The percentage of the top paid 5% of local authority staff who are women at 31 March. [CS]	n/a (34.29%)		35%	Data collected <b>annually</b> .  This year's outturn will be calculated at the end of 2006/07.  Last year's outturn (pre-audit) = 34.29%.
n/a	BV 11b) The percentage of the top paid 5% local authority staff who are from an ethnic minority at 31 March [CS]	n/a (7.18%)		7%	Data collected <b>annually</b> .  This year's outturn = to be collected at the end of 2006/07.

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					Last year's outturn (pre-audit) = 7.18%.
n/a	BV 16a) The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition at 31 March [CS]	n/a (0.88%)		1%	Data collected <b>annually</b> .  This year's outturn will be calculated at the end of 2006/07.  Last year's outturn (pre-audit) = 0.88%.
n/a	BV 17a) The percentage of local authority employees from ethnic minority communities at 31 March. [CS]	n/a (2.98%)		3%	Data collected <b>annually</b> .  This year's outturn will be calculated at the end of 2006/07.  Last year's outturn (pre-audit) = 2.98%.
●	LPI 1 Percentage of Supporting People service reviews completed [SS&H]	100%		100%	This will no longer be reported as all reviews have been undertaken and will not be done until towards the end of the 'Steady State' contract begins on 1 November
●	KPI 1 Service users who are supported to establish and maintain independent living through Supporting People [SS&H]	99.46% (723)		n/a	The type of support services may include those provided within long term

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					accommodation based services (such as sheltered housing), or those provided to people who are living independently or have moved to independent accommodation (such as resettlement or floating support).
	BV 3 Percentage of citizens satisfied with the overall service provided	These indicators form part of the triennial best value user satisfaction survey, which is due to be carried out during 06/07. The results will be available in a later quarter.			
	BV 4 Percentage of complainants satisfied with the handling of their complaint				
	BV 89 Satisfaction with cleanliness				
	BV 90 Satisfaction with a) waste collection, b) waste recycling, c) waste disposal				
	BV 103 Satisfaction with transport information				
	BV 104 Satisfaction with bus services				
	BV 119 Satisfaction with a) sports/ leisure facilities, b) libraries, e) parks & open spaces				Note parts c and d are not applicable to Bracknell Forest.
	BV 80 Benefits – Satisfaction with benefits service				

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	BV 111 – Planning – Satisfaction with planning service				
	BV 118 – Libraries – Satisfaction with library users				
	BV 74 – Tenants – satisfaction with overall service provided by the landlord				
	BV 75 – Tenants – satisfaction with the opportunities for participation				

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## **Sustainable Community Plan Priorities**

*Details of how the Council has contributed to the priorities during the last quarter*

### **Promoting learning and training for all ages**

- There was continued improvement in the test and examination results for pupils in Key Stage 2, 3 and 4. Results remain above average in Key Stages 1-3 and are predicted to do so for Key Stage 4.
- Almost 80% of courses held at the Education Centre were rated good or very good and over 95% were rated satisfactory or better.
- Four schools have joined the Primary Leadership Programme for the academic year 2006/07 with the aim of raising attainment in literacy and maths
- A support agreement has been agreed with each secondary school

### **Protecting and enhancing the environment**

- An agreement has been signed with British Gas to install Cavity Wall Insulation in 500 council properties and loft insulation in selected properties.
- The Council is partnering with British Gas in installing Cavity Wall Insulation in owner-occupied homes in the Borough and will be offering a £50 Council Tax rebate (funded by British Gas) for those who pay to have this work carried out
- The percentage of waste recycled and composted in the borough for the year to date is approximately 31.5% with September having the highest amount of kerbside recycling and garden waste ever collected in a month.

### **Improving health and well-being**

- 20 primary schools took part in an athletics competition at Bracknell Leisure Centre. 16 teams took part in the Young People in Sport festival and three secondary schools represented Bracknell Forest in the Berkshire Youth Games.
- Partnership working has further expanded as the single point of function now encompasses access to Community Matrons
- Recruitment is now complete for Occupational Therapy and Intermediate Care Support Worker posts in the Domiciliary Team
- The Bracknell Forest Falls Clinic is now well established and enables service users to access therapy, nursing, podiatry, dietetic, and medical support and assessment.

### **Providing decent and affordable housing**

- The capital programme works are on site and progressing well
- The Homeless Forum has established two sub-groups to work on the development of a Supported Housing Move-On Strategy and an assessment of housing needs of vulnerable households

- The success of the Young Persons Accommodation Scheme continues with the prevention of a further 5 young people from becoming homeless

### **Developing a town fit for the 21<sup>st</sup> century**

- The Malaysian and street life festival were successfully run as part of the ongoing management and promotion of the town centre
- Continuing work to draft and complete 106 agreement
- Continuing work to complete the development agreement between BFBC and BRP to secure the regeneration of the town centre

### **Improving travel and transport**

- 80 Council staff and two other companies took part in the Car Free Challenge to coincide with European Car Free Day.
- A revised pattern of bus services between Bracknell and Reading has been registered with First, with the aim to make services more regular with more consistent routes.
- 80 children attended summer holiday cycle training courses held across 8 venues

### **Promoting community safety**

- Structured day care now run from New Hope and extension now open
- Domestic Violence Strategy published and awaiting agreement by Executive
- Reducing crime group developed and extended to partners and held in council chamber

### **Improving community engagement**

- The Bracknell Forest 1500 health survey was approved by the Health and Social Care Partnership Board and has now been sent to panel members for completion
- Community Register of Consultation web pages are now online on the Council's website
- The Autumn 2006 round of Neighbourhood forums is underway
- The first estate walkabout was held in Harmans Water, which was seen as a success by local tenants and leaseholders

## Development Initiatives

A working group of all lead officers has been established to monitor the progress on LPSA2 (which will be subsumed into the LAA when that is in place).

<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
<b>LPSA 2</b>					
<b>Target one: Promote better health and emotional well-being for all children and young people</b>					
●	Indicator 1: Number of LEA managed schools in BF accredited as Healthy Schools under the National Healthy Schools Programme [ECS&L]		6	5	Plans are in hand to achieve target of 50% of Bracknell Forest schools meeting National Healthy Schools Standards by December 2006. Ongoing work by schools and consultant advice and support indicates that this challenging target should be met. Bracknell Forest already meets the 2009 target, in that all schools are engaged in the Programme and have attained at least Bronze award in the now superseded Berkshire scheme
<b>Target two: Improve the life chances of looked after children</b>					
-	Indicator 1: % of LAC who have been looked after for more than 12 months who have missed more than 25 days schooling [ECS&L]		-	13%	No information provided to date
-	% of Y6 pupils who have been looked after by BF continuously for at least one year, achieving level 4 or above in KS2, in the 3 year period from 2006 to 2008 Indicator 2: English [ECS&L]		-	75%	This is an annual measurement based on the exam results which will not be known until summer 07

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					This is an annual measurement based on the exam results which will not be known until summer 07
-	Indicator 3: Mathematics [ECS&L]		-	75%	This is an annual measurement based on the exam results which will not be known until summer 07
-	Indicator 4: English, mathematics and science [ECS&L]		-	60%	This is an annual measurement based on the exam results which will not be known until summer 07
-	% of Y9 pupils who have been looked after by BF continuously for at least one year, achieving level 5 or above in KS3, in the 3 year period from 2006 to 2008 Indicator 5: English [ECS&L]		-	75%	This is an annual measurement based on the exam results which will not be known until summer 07
-	Indicator 6: Mathematics [ECS&L]		-	70%	This is an annual measurement based on the exam results which will not be known until summer 07
-	Indicator 7: Science [ECS&L]		-	70%	This is an annual measurement based on the exam results which will not be known until summer 07
●	Indicator 8: % of LAC who have been looked after for more than 12 months and are aged 6yrs to 16 yrs who are in out of school hours learning [ECS&L]		35%	90%	
<b>Target three:  Attendance and exclusion at school</b>					

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○	Indicator 1: % of half days attended by all pupils in primary schools maintained by LA as measured and published in the DfES performance tables [ECS&L]	94.9%		95.5% (end of July 08)	Focussed work is going on with those schools whose performance has slipped this year, targeting individual pupils where that is appropriate. An annual indicator of the results will be known at the end of Sept each year
○	Indicator 2: % of half days attended by all pupils in secondary schools maintained by Las as measured and published in the DfES performance tables [ECS&L]	92.5%		93.5% (end of July 08)	Targeted work is going on with several schools to support individual pupils. An annual indicator of the results will be known at the end of Sept of each year
○	Indicator 3: Number of fixed period exclusions (episodes) from primary school [ECS&L]	17 (2 <sup>nd</sup> Quarter target- 19)		48 (end of July)	Support team in place. Currently performing ahead of target.
●	Indicator 4: Number of fixed period exclusions (episodes) from secondary school [ECS&L]	164 (2 <sup>nd</sup> Quarter target- 200)		500 (end of July 08)	This information can only be reported on a term basis. Target is cumulative for the academic year starting in the autumn term 2006
●	Indicator 5: Number of permanent exclusion from secondary school [ECS&L]	5 (2 <sup>nd</sup> Quarter target- 14)		60 9end of July 08)	On target. No remedial work necessary at this stage.
<b>Target four: Help older people with dementia to remain longer in the community rather than long term institutional type care</b>					

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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
●	Indicator 1: Number of older people with dementia whose admission into longer term care is prevented for a minimum of 4 months [SS&H]	Progress this quarter is 14 total to date is 30		Full year 60	This project is on target to achieve profiled figures
<b>Target six: Reduce vehicle crime by working with PPOs to enable a percentage of them to have a period free from any convictions</b>					
●	Indicator 3: Number of drug users retained in treatment for 12 weeks or more [SS&H]	69%		85%	The DAAT feels that this target will be achievable by the end of the LPSA period.
-	Indicator 4: Number of offences committed by PPOs subject to Intensive Supervision [SS&H]			45%	This information is only available on an annual basis
<b>Target seven: Increase community safety through working with young people to reduce arson and hoax calls and undertaking a perception survey with targeted interventions</b>					
-	Indicator 1: % of respondents to the Bracknell Forest Safer Communities perception survey who responded 'not at all worried' and 'not very worried' to the basket of issues identified in Question 12 of the survey [SS&H]			5% increase on baseline	2 <sup>nd</sup> part of the Fear of crime Survey due to be undertaken in autumn 2007.
<b>Target nine: Demonstrate effective community leadership through increasing the level of community engagement and participation in volunteering activities in Bracknell Forest</b>					
-	Indicator 1: % of adults surveyed who feel they can influence decisions affecting their local area (LIB 137) [CEX]			-	Neighbourhood forums continue to run with the spring round completed in June 2006. Review work has been completed to improve the way the Autumn Forums are run, ensuring a broader range of people are involved and that communities

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					can prioritise specific local projects. The performance data is collected every three years within the Best Value User Satisfaction Survey
-	Indicator 2: Number of new people from 'difficult to attract groups' who undertake formal volunteering this covers school governors and special constables [CEx]		544	576	Programme of work commenced on 1 April with a review of our recruitment strategy, Money from LPSA was allocated for additional administrative support. By the end of July 06 the vacancy level had dropped significantly to approximately 10% (555)
-	Indicator 3: Number of people (aged 16 or over) who undertake formal volunteering in groups, clubs or organisations for an average of 100 hours per 12 month period (an average of 2 hours per week) [CEx]		n/a	68	The Take Pride campaign was launched in spring 2006. More than 70 volunteers to date have registered on the database to take part in community clean-ups, speed monitoring and crime awareness patrols. Performance indicator data is collected every three years as part of the Best Value User Satisfaction Survey.
<b>Target ten: Increase the level of public transport uptake and satisfaction</b>					
-	Indicator 1: Local bus services passenger journeys per year (BVPI 102) [E&L]		Not yet available	1,876,000	Staff resources available from 17/08/06. Work on bus stop improvements continued. Work on Real Time Info project continued. New concessionary fare bus passes introduced. Promotional campaign being

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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress this quarter</i>	<i>Progress year to date</i>	<i>Target</i>	<i>Interpretation of performance/ remedial action</i>
					developed.
-	Indicator 2: Public satisfaction of users with the local bus service as reported in the Best Value Satisfaction Survey (BVPI 104) [E&L]		n/a	65%	Results for this indicator will not be available until after the completion of the user satisfaction survey (Dec/Jan). Some staff capacity in place from August 2006. Work on bus stop improvements continued. Work on Real Time Information scheme ongoing. Promotion work being developed.

N.B This schedule sets out only those indicators involving BFBC. The full listing of all indicators for the LPSA2 will be monitored by the Bracknell Forest Partnership Service Board and Executive Board.

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<b>Complaints</b>	<b><i>Progress this quarter</i></b>	<b><i>Progress to date</i></b>	<b><i>Interpretation of performance/ remedial action</i></b>
Education, Children Services & Libraries	Total = 5 Stage 1 = 4 Stage 2 = 0 Stage 3 = 0 Ombudsman = 1	Total = 17 Stage 1 = 13 Stage 2 = 0 Stage 3 = 1 Ombudm'n = 3	
Social Services	Total = 37 Stage 1 = 34 Stage 2 = 3 Stage 3 = 0 Ombudsman = 0	Total = 85 Stage 1 = 77 Stage 2 = 5 Stage 3 = 0 Ombudsman = 3	
Environment & Leisure	Total = 5 Stage 1 = 3 Stage 2 = 1 Stage 3 = 0 Ombudsman = 1	Total = 9 Stage 1 = 6 Stage 2 = 1 Stage 3 = 0 Ombudsman = 2	
Corporate Services/ Chief Executives	Total = 2 Stage 1 = (2) Stage 2 = 0 Stage 3 = 0 Ombdsm'n = 0	Total = 3 Stage 1 = (2) Stage 2 = (1) Stage 3 = 0 Ombdsm'n = 0	

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<b>External inspections</b>	<i>Progress to date</i>	<i>Interpretation of performance/ remedial action</i>
Investors in People for Corporate Services	Achieved.	Action plan being developed to follow up accreditation.
Latchwood Residential Short-break Care Unit	All actions achieved	This was an unannounced inspection. The service was judged to be of at least a good standard in all areas and excellent in a further four areas.

## Corporate Health

**Details of performance for the revenue budget (forecast over/underspend) and the capital programme are not included in this Corporate Performance & Overview Report as they are already included in a report on Finance which is being received by Executive at the same time.**

<b>Audits with limited or no assurance opinions</b>		
Education, Children's Services & Libraries	1	One school audit related to process and procedures around CRB checking. Enhanced guidance has now been sent to all schools. The school will be visited by Group Accountant to confirm progress against audit recommendations.
Social Services & Housing	0	There have been no audits with limited or no assurance opinions this quarter.
Environment & Leisure	0	
Corporate Services	0	
Chief Executive's Office	0	

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<b>Sickness levels</b> (The Employers Organisation for the SE 04/05 is 8.9 days and Bracknell Forest 05/06 was 7.85 days)	Days per FTE	Projected days per fte unless stated	Interpretation of performance / remedial action
Education, Childrens Services & Libraries	1.49	7.20	For this quarter, sickness reported as per 'pre-reorganisation' structure. Figures include Long Term Sickness: Children & Families (SC) (1), Children and Families (A&I) (1) and pupil referral Service (1)
Social Services & Housing	2.22	7.76	There has been a drop of 92.5 days on the previous quarter (inc. BFS figures). 61% of the absence this quarter was Short Term Absence compared with 69% last quarter. There were 413 days lost this quarter through Long Term Sickness, an increase of 34 days on the previous quarter (inc. BFS figures)
Environment & Leisure	1.53	5.67	Includes 7 members of staff on long term sickness totalling 247 days. All these cases are being addressed by Management and HR
Corporate Services	1.5	4.94	The number of staff days lost to sickness during the second quarter of 2006/07 (including long term sickness) was 330. This is higher than the figure from the previous quarter (215.5 days) and from the corresponding quarter in the previous financial year (272 days). It translates, however, to an average number of sick days per employee during the quarter of 1.50. This is only very slightly higher than the same figure for the previous quarter which, excluding BFS staff, was 1.43 days. At the end of the quarter, the projected annual average number of sick days per employee within Corporate Services is 4.94 days.
Chief Executive's Office	0.50	1.74	
<b>Staff turnover</b> (2005/06 turnover for Council is 13.6%, 2004/05 average turnover for SE LA's 04/05 is 15.6%, excluding schools)	Turnover for 2 <sup>nd</sup> Qtr	Turnover for 12 months preceding 30 Sept 2006	Interpretation of performance / remedial action
Education, Childrens Services & Libraries	4.75%	13.66%	2004/05 Average turnover for local authorities in the South East 15.6%
Social Services &	2.45%	12.5%	2005/06 turnover for the Council: 13.6% 2004/05 average for local authorities in the South East, 15.6%

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Housing			
Environment & Leisure	5.95%	8.4%	2005/06 turnover for the Council: 13.6% 2004/05 average for local authorities in the South East, 15.6%
Corporate Services	2.73%	16.46%	The staff turnover rate within Corporate Services for the quarter ending 30 September 2006 was 2.73%. This is lower than the previous quarter's figure of 4.85% and also lower than the figure for the corresponding quarter in the previous financial year (3.33%).  The annual turnover rate for Corporate Services as at the end of the quarter was 16.46%. This is higher than the overall turnover rate for the Council during 2005/06 and the 2004/05 local authority average for the South East.
Chief Executives Office	5.26%	21.05%	There have been four leavers this financial year.

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