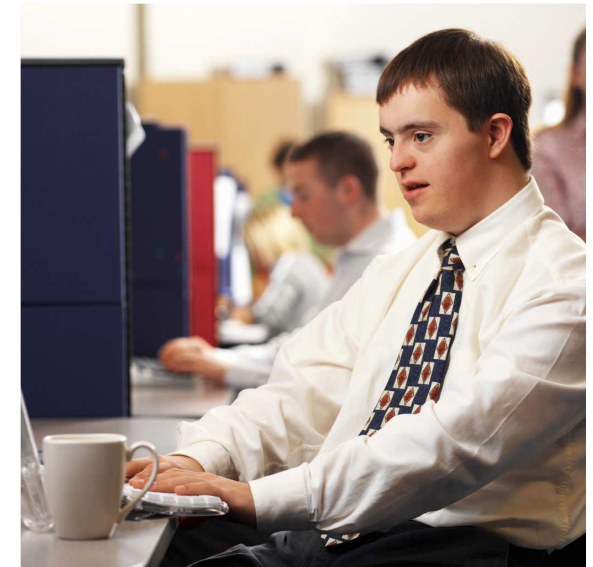
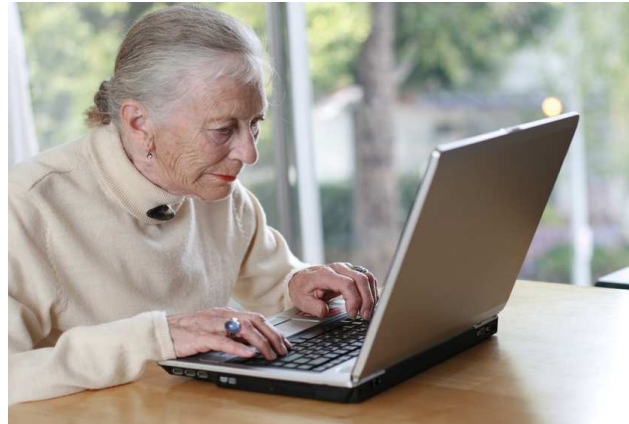
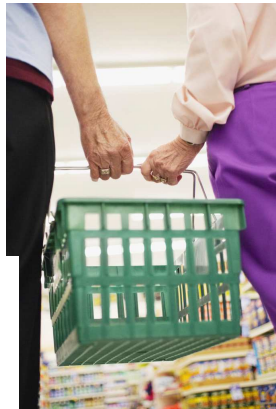


Adult Social Care & Health

Annual Report 2010-2011



Welcome

Bracknell Forest Adult Social Care and Health write a report every year about what has been happening in services for adults.

This report says:

- What we wanted to do because it was most important
- How well we did it
- The difference that made to people's lives.
- What we will do next year

This is the report for 2010-2011.

When we decided what was important in how we supported people, we looked at:

- What the government says we should do
- What you said we should do.



To help us know how well we have done, we look at:

- What you said in our annual survey
- The information that the Department of Health asks us for

To help us provide good services, we work together with other people:

- The health service – hospitals and community teams
- People in the private sector
- Voluntary groups
- Other people at the Council

We worked with the health services to make sure:

- That people only went to hospital if they had to
- That people can come home as soon as possible if they have to go into hospital.
- That people who have poor mental health get the right support to help them
- That staff in hospitals understand about keeping people safe
- That the money given to the Council for support for people with Learning Disabilities who used to live in Church Hill House was the right amount.

The government has said there are four main areas we need to look at. These are:

Enhancing quality of life for people with care and support needs - helping people to live life in the way they want to, so that they enjoy life

Promoting independence, delaying and reducing the need for care and support - helping people to do as much as they can for themselves, for as long as possible

Ensuring people have a positive experience of care and support - making sure that people who provide support are good at what they do

Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm – making sure that people who are old or disabled are not hurt or bullied in any way

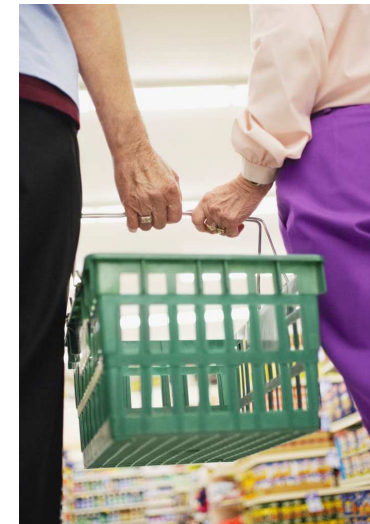
There are four things that are very important to how we change the way we work and what will happen in the future. These are:

Personalisation

Personalisation in Adult Social Care is about giving each person choice and control over the support they get to help them in their life.

In Bracknell Forest we are working to make sure that everyone who receives support from us can have a Personal Budget. A personal budget is an amount of money, which the person can spend on support they need to live their lives. People can choose to have the money themselves and arrange their own support or they can ask adult services to do this for them.

Personalisation has been working well. People have been able to make choices about how they are supported to live their lives, and they have chosen many different ways.



We keep working to make support better, and use the information that people give us about

- What has worked really well for them
- What things they wanted to do, but could not find, or make happen.

From October 2010, we will work with everybody in this way. This report has stories from people who have different sorts of support which has improved their lives.

Prevention and Early Intervention

It is much better for people if they keep themselves as healthy and as independent as possible. This means that they should not need support from Adult Social Care or Health services as soon as they might otherwise do.

We have worked on a number of ways that we can help people to keep themselves healthy and independent, and we have a service (Intermediate Care) that helps people to get fit again after they have been ill.

Working with others

There have been lots of changes in the health service, and so the Council has to change the ways that we work with health staff, to make sure that people in Bracknell Forest get the right kinds of

support. The Council and the health service will go on working together in a lot of different ways, including helping people to get out of hospital and go home as soon as possible.

As well as the health service, we need to work with a lot of other organisations such as:

- Organisations who provide support to people at home, or who run care homes
- Local charities and voluntary organisations,
- Employers
- Other departments in the Council such as Housing

The local population

We have to think about the people in Bracknell.

- They are living longer
- There are more people whose families originally came from different countries
- There are more people with disabilities

When we look at services we need to think about these changes, because more people will need help from the Council.



Enhancing Quality of Life for People with Care and Support Needs

This means helping people to live life in the way they want to, so that they enjoy life

What we have done over the past year, 2010-11

We said we would...	We did...
<p>Listen to people with a learning disability to make sure they can live where they want, and in the right kind of houses.</p>	<p>During 2010-11 we helped about 70 people with learning disabilities to become tenants in their own homes. This means that they have the same rights as anyone else who pays rent to a landlord, and is one of the ways of “living in settled accommodation”. Most of the 70 people used to live in residential care homes.</p> <p>We are one of the best councils in the country for supporting people to live in settled accommodation.</p>

Enhancing Quality of Life for People with Care and Support Needs

We said we would...	We did...
<p>Help older people, including those with dementia, to have different things to do during the day and to help younger adults to use Personal Budgets so that they can meet and make new friends and do different activities.</p>	<p>When Downside was closed down, some of the money was used by Crowthorne Old Age and Teens Society (COATS), Sandhurst and Age Concern day centres to make them better.</p> <p>Sandhurst day centre now has a new level access shower room for people who have problems with walking.</p> <p>People were supported to use their personal budget to meet and make new friends and to do different activities.</p> <p>Heathlands Day Centre helps people with memory problems (dementia). They had work done to make the inside of the building better. This means that there are bigger rooms so that more people can go there. Councillor Dale Birch reopened the centre in March 2011. There was a special lunch for people who use the service, their carers and families.</p>

Enhancing Quality of Life for People with Care and Support Needs

We said we would...	We did...
<p>Provide information and help to people who have dementia but are managing on their own, or with their families.</p>	<p>There is a Dementia Advisor who works with people who have been given a diagnosis of dementia, but who don't yet need support from the Council. The Dementia Advisor's job is to give people information about their dementia, and where they can go for help.</p> <p>People asked for help to set up a group that meets together for social events like coffee mornings. New members are always welcome. There is a monthly newsletter and a 'blog' for people to share news, ideas and information.</p> <p>One of the Community Teams that supports people with Dementia and their families will be starting new groups for carers and about being healthy as they get older.</p>

Enhancing Quality of Life for People with Care and Support Needs

We said we would...	We did...
<p>Use the Dementia Home Support team in the Council to focus on short term work with people with dementia who:</p> <ul style="list-style-type: none"> ● Were leaving hospital ● Need a lot of support at home or else they would have to go to a care home ● Were leaving Psychiatric hospital on special leave ● Need end of life care 	<p>10 older people with dementia who had been in hospital were given special support to help them to be as independent as they could and have a good life.</p> <p>The team also helps people who have dementia who are dying, and their families.</p>

Enhancing Quality of Life for People with Care and Support Needs

We said we would...	We did...
Make sure that people with dementia do not stay in hospital for a long time when they don't need to.	People who are old and have dementia were able to stay in part of Heathlands when they no longer needed to be in hospital. Staff then helped people to return home when they were well enough.
Improve the chances of people who misuse drugs and alcohol to recover from addictions:	We applied to become an area to try out Payment by Results, and we were successful. This is a new way of providing services for people who misuse drugs and alcohol. This will focus on getting the right results, rather than how many people get different kinds of support.

Enhancing Quality of Life for People with Care and Support Needs

Mrs B was very worried about being supported in a different way, and it took a lot of persuasion to 'give it a go'. Now she is really pleased she did because it has made things much better for her.

She is a lady with a lot of physical and mental health problems. She needed a lot of help from her husband to do everything, and had had to go to hospital a lot of times in 2009.

Mrs B had played musical instruments in the past, and used her personal budget to buy two: one she knew how to play, and the other he had to learn so she had something to focus on. She also bought a new scooter, which meant she could get out and about and keep in contact with friends, go to medical appointments and to weight watchers.

She also got a gym pass for herself and her husband; this has helped with her mobility, weight physical health problems. She has lost six stone, and is able to move about much better. This also enables her husband to have some time to himself too.

Money for short breaks for respite, and a Merlin pass to use in theme parks means that the whole family can spend some quality time together which helps all the family. The respite breaks mean that Mrs B's husband and daughter can spend time together.

Mrs B says that this has made more of a difference than she could ever have imagined. Over the past year she has only been to hospital twice, which is significantly less than the previous two years. Mrs B says that she does not think she would be still here without this, because she felt like killing herself before.

Enhancing Quality of Life for People with Care and Support Needs

What we plan to do over the next year, 2011-12

We say we will...	Our targets – how well we want to do
<p>Publish the Autistic Spectrum Disorder Commissioning Strategy which will tell you how we will respond to the needs and wishes of local people.</p>	<ul style="list-style-type: none"> ● Publish the strategy ● Have an awareness day to tell you all about the strategy ● Publish an implementation plan - a plan showing what we are going to do and by when.
<p>Set up our "three wishes" approach to checking how well people's plans are going.</p>	<p>We will ask everyone who receives support what their three main aims are from using this support – the "three wishes". We will ask, at their review, how well the aims have been met.</p>
<p>To help people who are in hospital to return home to give them time to think about whether they want to stay there, or move into a care home</p>	<p>To have a policy which tells all staff how they should be supporting people to have time to make their minds up, and arrange support for people at home when they leave hospital.</p>

Enhancing Quality of Life for People with Care and Support Needs

We say we will...	Our targets – how well we want to do
Help carers who look after older people with dementia.	There will be a service open seven days a week, where family carers can take people at short notice if they need to. The service will support people with memory problems, by offering a range of activities, such as gardening or music and dance therapy, so that their carers can have a break.
Improve the chances of people who misuse drugs and alcohol to recover from addictions	We will choose an organisation to provide the services to people. This will use the Payment by Results approach, and will be ready to start services in April 2012.

Enhancing Quality of Life for People with Care and Support Needs

What we have told the Government

What we have to measure	Our targets – how well we want to do
<p>Whether people think they have enough control over their lives. We do this by sending out a survey</p>	<p>When we asked in 2010-11, 77% (more than three quarters) of people said that they had enough control in their lives. Only 6 in every 100 people said they had no control.</p> <p>For 2011-12, we want more people to feel that they have control in their lives.</p>
<p>How many people are in control of what, how and when support is given to meet their needs (1C)</p>	<p>During 2010-11, 818 more people and/or their carers received a Personal Budget and/or had a Direct Payment. 492 people chose a Direct Payment to arrange some or all of their support.</p> <p>For 2011-12, we want to help more people do this.</p>

Enhancing Quality of Life for People with Care and Support Needs

What we have to measure	Our targets – how well we want to do
<p>How many people with a learning disability who are supported by the Council to have a job. (1E)</p>	<p>During 2010-11, 46 people with a learning disability had jobs.</p> <p>For 2011-12 we will continue to help more people find jobs, where possible, and help those who have jobs to keep them.</p> <p>We know this might be difficult because there are a lot of people looking for jobs now.</p>
<p>How many people with mental health problems are supported by the Council to get or keep a job. (1F)</p>	<p>During 2010-11, 28 people with mental health problems who have services and are helped by local community teams had jobs.</p> <p>For 2011-12, we want more people to get jobs, or to keep the jobs they have while they are ill.</p>

Enhancing Quality of Life for People with Care and Support Needs

What we have to measure	Our targets – how well we want to do
<p>How many people with a learning disability are living in “settled accommodation” – this means with their families, or in an ordinary house or flat like anybody else.(1G)</p>	<p>During 2010-11, 244 people with a learning disability were living in their own home or with their family.</p> <p>For 2011-12, we want to improve performance so that more people with a learning disability are living where they want to live.</p>
<p>How many people with mental health problems who use community teams live in their own home or family home, with or without support (1H)</p>	<p>During 2010-12, 187 people with mental health problems and who use community teams were living in their own home or family home, with or without support.</p> <p>For 2011-12, we want more people to live independently.</p>

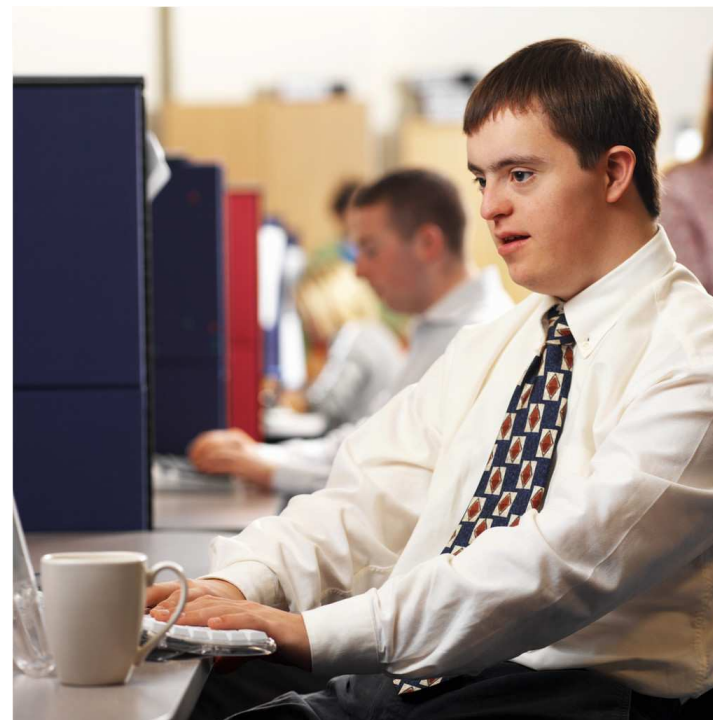
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Enhancing Quality of Life for People with Care and Support Needs

"The benefits to me of all the electrical equipment and technology have been fantastic and cannot be underestimated. These particular improvements have helped make my life so much easier. Previously, I left my bedroom curtains shut because it was too difficult for me to open them which was rather depressing. Now they can be opened and adjusted, just being able to let in the daylight makes me feel so much better.

My quality of life is so much better because as well as making normal day-to-day living tasks easier and possible, I'm happier in an environment where I have more light, air and control in the house. I cannot express enough my thankfulness to have the house adapted to my needs in this way."

"Although you had not been involved with my aunty for a long time, the care you provided made it possible for her to stay in her own home, which is what she wanted."



Promoting independence, delaying and reducing the need for care and support

This means helping people to do as much as they can for themselves, for as long as possible, and when people need support, making sure that they are supported at home for as long as they want.

What we have done over the past year, (April 2010-March 2011)

We said we would...	We did...
Help Green Machine, a green space maintenance service, to become independent from Bracknell Forest Council.	The Green Machine is now independent of Bracknell Forest Council and continues to provide job opportunities for people who are disabled or disadvantaged.
Review the Falls Service and get it going again. The falls services helps people who fall over a lot, and looks at ways to help them so that they don't fall.	In June 2010 the Falls Service started again at Skimped Hill Health Centre. This runs once every two weeks.

Promoting independence, delaying and reducing the need for care and support

We said we would...	We did...
<p>Try out an Enhanced Intermediate Care service and an End of Life service.</p> <p>The enhanced intermediate care service supports people in an emergency to prevent them going into hospital, or support them to go home again.</p> <p>The end of Life services supports people when they are dying.</p>	<p>In October 2010 we tried out a new Enhanced Intermediate Care service. There is a team of staff working 24 hours a day, 7 days a week, and they try to go and support people within two hours of getting the call to say they need help.</p> <p>The trial proved very successful and is now one of the services we provide.</p> <p>An End of Life service in the community, for people who wish to die at home, was tried out too, which was also successful.</p> <p>The Health service has agreed that there will be money to run both these services for another two years.</p>

Promoting independence, delaying and reducing the need for care and support

We said we would...	We did...
<p>Make sure that older people have the time and support to make decisions about where they want to live, after they have been in hospital.</p>	<p>We wrote a policy to make sure that staff knew how they should help people have the time to make a decision about where they live in future.</p> <p>Support is available all day and night, and this is popular with people and the hospitals</p>
<p>Make sure people have a lot of information so they know what to do to keep themselves healthy and independent.</p>	<p>We made sure that all the information on the iHub (internet) is up to date, and people can find it easily.</p> <p>We also spent a lot of time writing Our Approach to Prevention and Early Intervention. This is a magazine that is available to everybody in Bracknell Forest and gives a lot of information about things people can do to keep themselves healthy and independent</p>

Promoting independence, delaying and reducing the need for care and support

We said we would...	We did...
Hold a conference for Family Carers	In September we held a conference for family carers called "Caring for Carers" This was very successful, with over 120 people attending. People said they found it very helpful

What we plan to do over the next year (April 2011-March 2012)

We say that we will...	Our targets
Work with a local charity, Crowthorne Old Age and Teens Society (COATS), to alter a building in Crowthorne into flats for adults with a learning disability.	To complete the work and help adults with a learning disability to move in and become tenants in their own homes.

Promoting independence, delaying and reducing the need for care and support

We say that we will...	Our targets
Help Headspace, a community arts project which is run by the council, to be run by a different organisation. This will mean Headspace could apply for money from other places, which it cannot do as part of the Council	That Headspace will be independent of Bracknell Forest Council.
We will develop the Falls Clinic so that it runs weekly. We will also run therapy programmes that last for six weeks for people referred by the Falls Clinic.	The Falls Clinic will move to a better place and will be improved by the summer of 2012.
Give people more information on how to keep themselves healthy and independent	We will publish the second edition of Our Approach to Prevention and Early Intervention.

Promoting independence, delaying and reducing the need for care and support

We say that we will...	Our targets
<p>Community Intermediate Care will organise the way that staff work in a different way – they will have a new rota. This will be more flexible, and people will get support when it is most useful to them. We will introduce e-monitoring, which is a way of telling exactly how much time support staff spend with people in their homes, so that they only have to pay for what they get.</p>	<p>The new rota and e-monitoring will be introduced during 2012.</p>
<p>We will work closely with people in health services to improve the residential part of the Intermediate Care service to make sure it can support people who are too ill to be at home, but who don't need to be in hospital</p>	<p>We will see what type of workers would be needed to run this service, and then employ the right people.</p>



Promoting independence, delaying and reducing the need for care and support

What we have told the Government about what we have done

What we have to measure	Our Target
The number of people who go to live in residential care homes, or nursing homes (2A)	<p>People tell us they prefer to stay in their own home rather than move into a Care Home. Staff will work to help people live in their own homes.</p> <p>During 2010-11 93 people went to live in residential / nursing care homes, for 2011-12 we want fewer people to have to go into a care home unless they want to.</p>
The number of people who are over 64 years old who leave hospital who are still living in their own homes three months later (2B)	<p>During 2010-11 just over 9 out of every 10 older people who left hospital with support to help them get better and stay in their own home, were still in their own home three months later. For 2011-12 we want to help the same number of people, or more.</p>

Promoting independence, delaying and reducing the need for care and support

What we have to measure	Our Target
How many people to have to stay in hospital longer than they need to because staff from the Council have not been able to arrange support for them when they come out.	During 2010-11 only 52 people had to stay in hospital a little longer than they needed because Adult Social Care & Health had a problem finding them support on time. For 2011-12 we want there to be even fewer people who have to stay in hospital longer than they need to.

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Ensuring people have a positive experience of care and support

This means making sure that people who provide support are good at what they do, and treat people with respect.

What we have done over the past year, (2010-11)

We said we would...	We did...
<p>Ask you about whether we should close Downside Resource Centre, to see if we could use the money in a better way.</p>	<p>We did this through public meetings and a questionnaire. People said that money would be best spent in providing more flexible support. We did this by:</p> <ul style="list-style-type: none">● giving money to centres run by charities so they could have more people there● having more services for people with dementia at Heathlands● using money through Personal Budgets to help people buy the services they want so that they don't spend too much time alone. This included paying for people to be members of Keep Mobile so they could go on trips.

Ensuring people have a positive experience of care and support

We said we would...	We did...
<p>Review the way we monitor how well organisations support people.</p>	<p>We looked at information we ask organisations to provide, and how we check whether every person is well looked after. We asked the other organisations what they thought of this, and listened to how they suggested we could make it better.</p> <p>There is a group of managers from Adult Social Care and Health who meet every month (the Care Governance Board), and if there are any problems with a home or support agency, then the group decides how the Council will support the home or agency to improve.</p>

Ensuring people have a positive experience of care and support

"I would like to express my appreciation for all the kindness and help I have from the lady carers who have visited me since I left hospital. Their sensitivity and cheerfulness lightened my day and I looked forward to their daily visits. I will miss them." Mrs C



Mr A is an elderly gentleman who lives with his wife in a Bracknell Forest Homes (BFH) house. He depends on his mobility scooter to go shopping and to get out and about. He needed to be able to get in and out of his house more easily.

The assistant care manager helped Mr A to think about the best way of helping him, and then later met with a member of staff from BFH at Mr A's home.

BFH arranged for a ramp to go from the pavement, across the garden and into his utility room. Mr A is delighted with the outcome.

Ensuring people have a positive experience of care and support

What we have to measure	Our targets
<p>How happy people are with the support they get. We asked people what they think in a survey. (3A)</p>	<p>During 2010-11, 6 out of every 10 (over half) people said they are "extremely satisfied" or "very satisfied" when they were asked how satisfied they were with the care and support they get. For people with a learning disability this was 9 out of 10 people. Only just over 4 in every 100 said they were "quite dissatisfied" or worse</p> <p>For 2011-12, we want to improve on this.</p>
<p>How easy it is for people to find information about adult social care. People need to know what help and support is available to them locally, what they have a right to, and who to contact when they need help. We asked people what they think (3D)</p>	<p>During 2010-11, 5 out of every 10 (half) people and their carers said that it was "very easy" or "fairly easy" when asked "In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?" Less than 1 out of every 5 people said it was fairly difficult or worse. For 2011-12, we want to improve this.</p>

Ensuring people have a positive experience of care and support

What we have to measure	Our targets
<p>How many complaints and compliments (nice things people say about what we do) we get, and how quickly we give people answers to complaints.</p>	<p>During 2010-11 we received 136 compliments and 37 complaints. The annual report can be found on our web site: http://www.bracknell-forest.gov.uk/living/liv-community-care/liv-complaints-adult-social-care.htm or you can ask for a copy by calling Susan Horton, Complaints Manager on 01344 351737</p> <p>We like you to send us compliments and complaints so that we learn from them. If you have any compliments or complaints please contact us.</p>

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Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

This means making sure that people who are old or disabled are not hurt or bullied in any way, and get the support they need

What we have done over the past year

We said we would...	We did...
<p>Set up the Safe Place Scheme so that vulnerable people will have a place to go if they are feeling frightened when they are out</p>	<p>In July 2010 the Safe Place Scheme was set up. There are 82 different places in Bracknell, Crowthorne and Sandhurst, and some places are open in the evening too. In January 2011 people were asked about the scheme and everyone said they felt safer. People also said it would be good to have somewhere to go to in the evenings. Different places like pubs and restaurants are being asked if they would like to join the scheme.</p>

Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

We said we would...	We did...
<p>Make sure that people could get emergency support if their carers were ill</p>	<p>We continued to support the work of the Princess Royal Trust to make arrangements for people.</p>
<p>Have an event to help staff working in care homes understand what the Mental Capacity Act says they must do to make sure they do not limit people's freedom more than they have to.</p>	<p>We held a workshop to help managers of care homes and their staff understand more about the Deprivation of Liberty Safeguards (DoLS). The safeguards are a way of making sure that if people need some of their freedom to be limited, then this is the right way to keep them safe, and it is properly checked out and agreed.</p>
<p>Help other organisations to keep people safe</p>	<p>We appointed a Safeguarding Adults Development Worker to work with organisations employing staff to support people. He will help them to look at their policies and training</p>

Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

We said we would...	We did...
Review the Emergency Duty Service. This service is there for when children are at risk and for people who need assessments in an emergency overnight and at weekends.	We asked all the Councils who use the service what they wanted the service to provide. This will tell us about how we need to organise staff next year.

What we plan to do over the next year (2011-2012)

We say that we will.....	Our Targets
Develop plans to make sure people know how to keep themselves safe	We will have a strategy written by March 2012

Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

<p>Develop a Safeguarding Toolkit for organisations that run care homes, and provide support to people in their own homes. This will help providers to learn from each other about how to write good policies and plans</p>	<p>The toolkit will be developed with a lot of input from the organisations that run homes and provide support. It will be ready in March</p>
<p>Develop a new model for the Emergency Duty Service based on what other Councils told us they want.</p>	<p>Staff will be asked what they think of the new arrangements before anything is changed, so they have a chance to comment and see if they have any better ideas.</p>

Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

What we have told the Government about what we have done

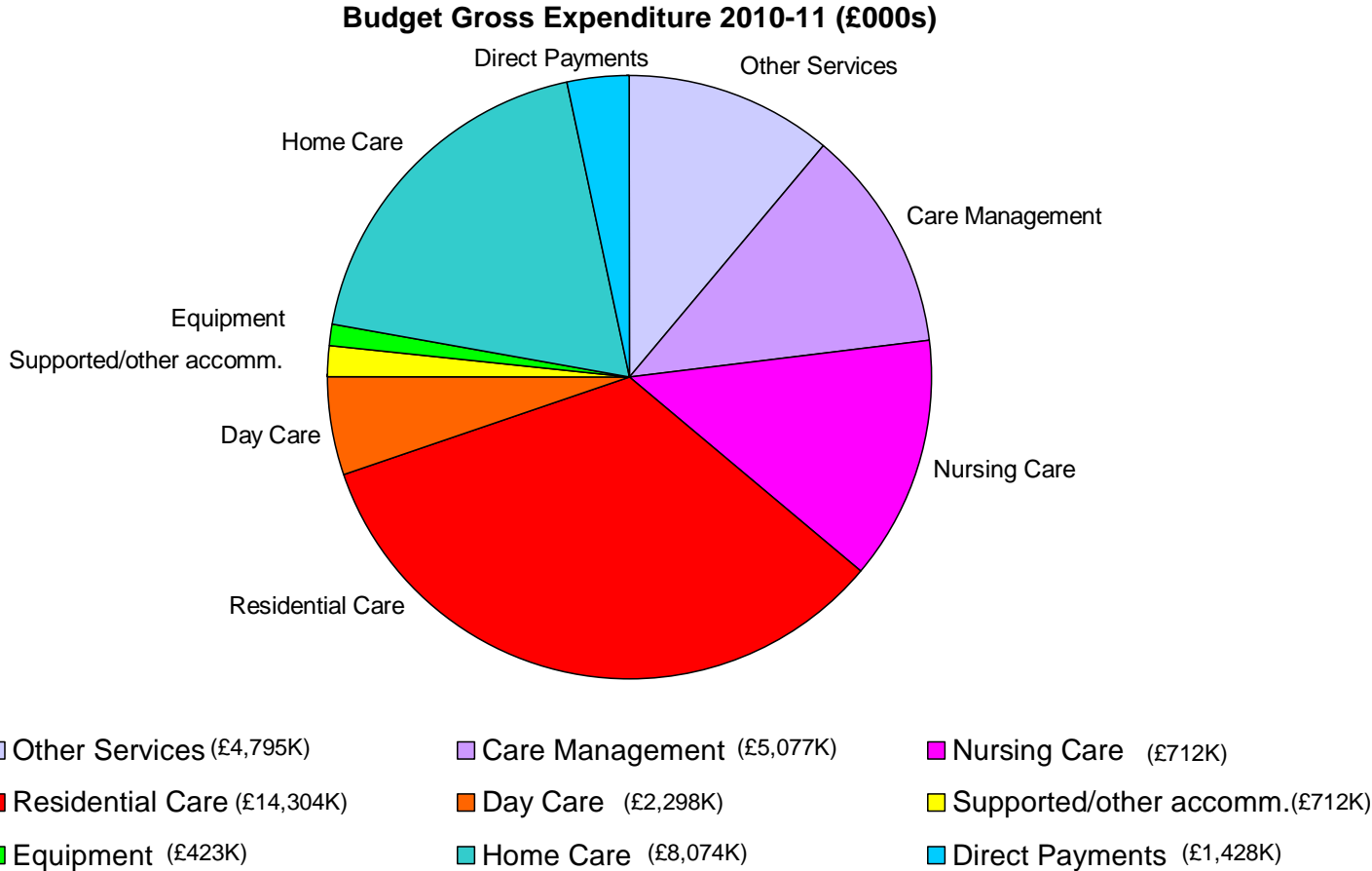
Things we have to measure	Our targets
Whether people feel safe, and have help to plan to keep themselves safe. (4B)	We will ask this question for the first time in the survey in 2011-12. We are looking forward to hearing what you want to tell us.

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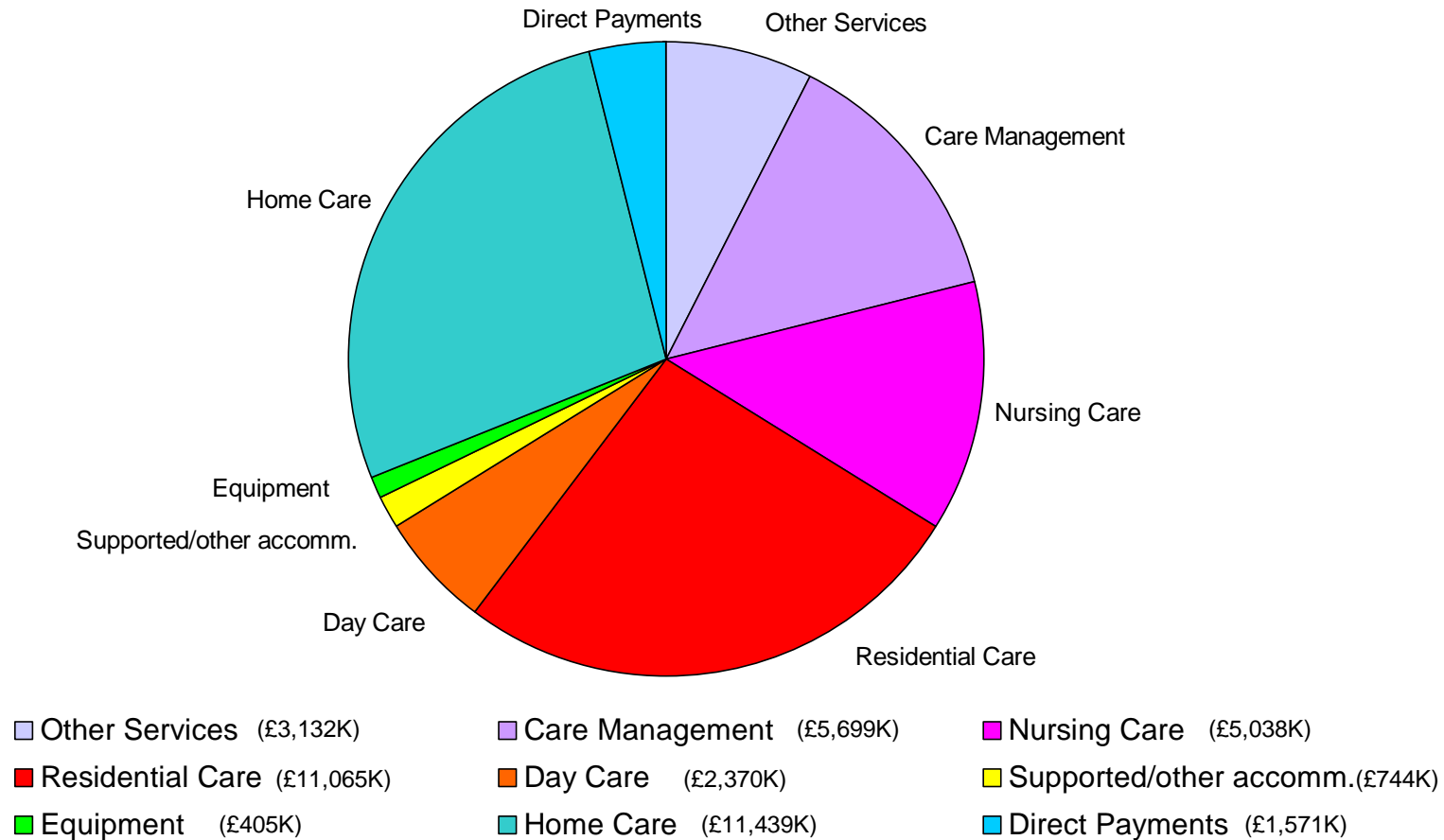


Money

Our budget for 2010-11 was £40.4 million and we managed to keep our spending within budget. In 2011-12 we will have reduced funds of £40.1 million.



Budget Gross Expenditure 2011-12 (£000s)



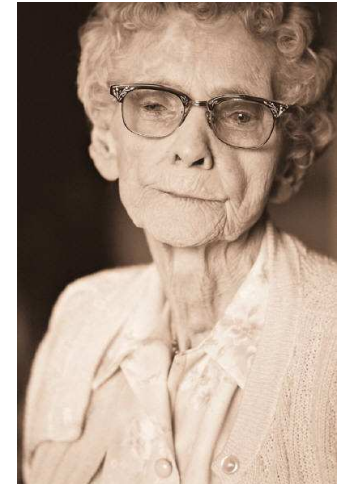
Bracknell Forest Council's Statement of Accounts 2010-11 can be found on the website:
<http://www.bracknell-forest.gov.uk/your-council/yc-statement-of-accounts.htm>

Facts & Figures

Bracknell Forest Council has an adult population of **89,346** people, of whom **14,307** people are aged 65 or over.

During 2010-11, Adult Social Care & Health:

- Received **4394** contacts/referrals
- Assessed 2360 people and **799** carers
- Provided packages of care to **3294** people
- **287** carers received respite and/or other carer specific services and **512** received information and advice



Local Account for 2011-12

The Local Account for 2011-12 is the first year that the Government requires local authorities to produce it, and as it is a document for the people of Bracknell Forest we want to know what you want to read about. Please tell us:

- Which social care services you would like us to talk about in the Local Account and what you want to know about them
- What services you think Adult Social Care should be focusing on
- What you think makes Adult Social Care & Health services good
- If the report should look like a newsletter, or a report like this one, or if you would like to have this information in a different way.

Please contact us with any feedback by email: asc.performance-management@bracknell-forest.gov.uk

or post: Performance Management Team, Adult Social Care & Health, Time Square, BRACKNELL, RG12 1JD.