

QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q3 2012-13
October - December 2012

Portfolio holders:
Councillor Iain McCracken
Councillor Alan Ward

Director:
Alison Sanders

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Section 1: Director's Commentary

Corporate Services is continuing to make good progress against all service plan actions and the majority of indicators are within target.

Highlights for the quarter include:

The Council's draft budget proposals for 2013/14 were published for consultation on 12 December. The consultation closes on 22 January.

The new website has continued to be popular with customers. During Q3 we registered 167,351 unique visitors, making 268,257 separate visits, during which there were 895,552 page views.

Incremental improvements have been made to the new website, including adding news and consultations to the home page and further enhancements to simplify navigation to content. The budget consultation in December was the first survey to use this new format. Usage of the mobile website currently accounts for approximately 26% of all visits to the website. Mobile friendly forms have been added to make it easy for residents to apply for or request Council services on their mobile device whilst on the move.

The electoral canvass was undertaken early this year, between July and October, and the new register was published on 16 October in accordance with statutory requirements. The first ever Police and Crime Commissioner elections took place on 15 November with the counting of votes on 16 November. This election was combined with two Town Council by-elections for Sandhurst TC (Owlsmoor Ward) and Bracknell TC (Town Centre Ward).

An excellent 11% response rate was achieved on the Council's resident's survey. The results are due to be received in January. This is the first full survey since 2008.

A range of Local Democracy Week activities took place including question and activity sessions with College Town Junior School Council and Brakenhale School facilitated by the Mayor in the Council Chamber. In addition, students from Easthampstead Park School participated in a Citizenship Ceremony at Easthampstead Park Conference Centre.

Two school Christmas card competitions were organised to design the corporate e-card for the Council and the Mayor's Christmas card.

The "Time for a Change" accommodation programme continued in the period with all staff in Time Square receiving their new ICT equipment and staff in Seymour House and Easthampstead House having their workstyles agreed; the rollout of IT equipment will continue through Q4 also.

Much work on job evaluation was needed in the past quarter particularly around Member briefing and re-checking the rank order of posts. Work continues on this important project with more intense TU discussions on the details of the scheme and the issue of implementation.

The appointment of a new Director of Public Health took place during the quarter with significant support from HR. This was an important step forward in the transfer of

public health to local councils and, with Bracknell acting as the host authority for Berkshire, a critical milestone in ensuring the function will land safely for the official start of 1 April 2013.

Legal Services have led or supported a number of important areas:

- Planning public inquiry concerning housing development at Foxley Lane, Binfield.
- Convictions secured in Crown Court for two counterfeit trading cases, one of which resulted in Defendants being sentenced to 28 weeks imprisonment, suspended.
- Member Working Group endorsed proposed revised Code of Conduct for Members.
- Continued work on revised Town Centre Section 106 Agreement. Drafting on the Development Agreement has also continued with all of the principal terms agreed.
- Significant announcements were made on new retailers committing to the regenerated Town Centre. Notices were served on all BFC tenants so that vacant possession of the Broadway can be achieved in June 2013 to enable demolition to commence.

Contracts have been exchanged for a long lease of Adastron House and Byways with Thames Valley Housing Association, subject to Thames Valley obtaining planning permission.

Offers for Binfield Nursery were reported to the Executive who have instructed Chief Officer: Property to negotiate with the selected parties and report back.

Works to the Town Centre library completed week commencing 17 December 2012. These major works have significantly improved the facility and provided disabled access throughout.

The quarterly Building Surveyors report on capital projects shows that 84% of projects were completed within budget and 76% of projects were completed by the target date. 100% of projects were rated as good or excellent.

New Hope relocated to a unit in Market Street and previous offices were surrendered to landlord.

A new postal contract has been agreed with T.N.T effective from 2 January 2013. Over 150 staff have been trained on implications of 'clean mail' for their working practices. Successful implementation of 'clean mail' should result in savings for the Council.

Areas where performance has been more difficult are:

Business rate collection is suffering mainly as a result of companies and their agents employing tactics to avoid the payment of unoccupied rates. The legality of these schemes is in question and action to recover the amounts due are on hold while test cases are being brought before the Courts. Revenue Services continues to see good performance with council tax collection rates slightly improved in spite of the economic conditions.

Customer Services has seen a dip in the performance for answering calls in the Contact Centre. The performance target is to answer 80% of calls within 5 rings (13 seconds). Many other authorities work to a benchmark of 80% within 20 seconds.

The challenge has been brought about by several factors:

- Over the last year we have started to take calls which are longer to manage, for example, Nationality Checking Appointments and calls using the Council's new fault reporting system for Council buildings and facilities.
- Customer Services is also supporting the work to review the Benefits and Housing processes which has involved 2 FTEs seconded to the work.
- As reported previously, we have experienced challenges with our CRM system, however, we are beginning to turn a corner on this and have seen improvements in its performance over the last quarter.

In light of the type of work we now manage we will be reviewing our target for time to answer. We will also be looking at automating switchboard calls.

On a positive note, despite these challenges, customer satisfaction levels have remained high - well above the 80% target

For ICT the Customer Satisfaction Survey results are slightly lower than 2010 when this survey was carried out previously. Overall ICT satisfaction, however, is better than the unitary council average and in line with the all council average in the SOCITM survey. An action plan is being prepared.

Areas where risk is closely monitored:































The Corporate Services Risk Register was reviewed by DMT on 6th December 2012. In response to this review, the likelihood of the risks associated with managing election processes was reduced given that the election for the Police and Crime Commissioner election was held in November 2012 and no further elections are envisaged in the short term. In addition, the likelihood of risks on the "Time for a Change" office accommodation project was also slightly reduced as progress on the project is now less dependent on third parties.








Significant input was required around Safeguarding for Children and Vulnerable Adults both in terms of training and HR policies including a report to CMT on the new Vetting and Barring Board/CRB checks/new legislative requirements.

During Quarter Q3, no limited assurance reviews were issued for Corporate Services.

Ernst and Young have now taken over as the Council's external auditors.

Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q2 2012/13	Current Figure Q3 2012/13	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Quarterly						
L059	Percentage of post sent second class (Quarterly)	98.00%	98.00%	95.00%		
L076	Planned maintenance spend (Quarterly)	52.50%	80.00%	60.00%		
L077	Staff cleaning surveys results (6 monthly)		74.66%	68.00%		
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	57.12%	85.07%	85.00%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	63.89%	88.50%	90.00%		
L055	Satisfaction level expressed in survey of telephone contact with Customer Services (Quarterly)	96.00%	92.00%	90.00%		
L056	Percentage of calls answered within 5 rings (Quarterly)	65.50%	65.70%	80.00%		
Democratic and Registration Services - Quarterly						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.00%	100.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	75.00%	86.00%	70.00%		
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	93.1%	93.0%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	7.00%	10.00%	10.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	1.13%	1.04%	0.50%		
ICT - Quarterly						
L079	Resolution of reported ICT incidents (Quarterly)	95%	90%	94%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	99.70%	99.90%	99.00%		
Legal Services - Quarterly						
L084	Number of section 106s completed (Quarterly)	4	9			
L085	Amount of money recovered in debt collection (Quarterly)	11,314.64	19,159.02			

L086.1	Percentage of Freedom of Information requests dispatched (where 50% or more of the request) was refused as the information is already publically available (Quarterly)	16%	11%			
L086.2	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	5%	5%			
L086.3	Number of Freedom of Information requests received (Quarterly)	195	189			
L088	Number of leases completed (Quarterly)	23	19			
Democratic and Registration Services - Annual						
L060	Percentage response to the annual canvass (Annually)	98.56%	95.70%	98.00%		
ICT - Annual						
L078	ICT User satisfaction - service user survey (Annually)	5.25	5.08	5.25		

Note: Key indicators are identified by shading

Traffic Lights

Compares current performance to target

Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



On, above or within 2.5% of target



Performance has improved



Between 2.5% and 7.5% of target



Performance sustained



More than 7.5% from target



Performance has declined

The following are annual indicators that are not being reported this quarter:

Ind Ref	Short Description
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area (Biennially (every two years))
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years))
NI006	Participation in regular volunteering (Biennially (every two years))
NI023	Perceptions that people in the area treat one another with respect and consideration (Biennially(every two years))
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)
L075	Number of commercial property voids (Annually)
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually)
BV14	Percentage of early retirements as a percentage of total employees (Annually)
L066	Top five percent earners - women (Annually)
L067	Top five percent earners - minority ethnic communities (Annually)
L068	Top five percent earners - with disability (Annually)
L069	Percentage of ill-health retirements (Annually)
L070	Percentage of employees with a disability (Annually)
L071	Percentage of black and ethnic minority employees (Annually)
L072	Gender pay gap (Annually)
L073	Average number of off the job training days per employee (Annually)
L074	Average amount spent on training per employee (Annually)
L130	Percentage staff voluntary turnover (Annually)
L131	Percentage of staff leaving within one year of starting (Annually)
L174	Average number of working days lost to sickness per employee (Annually)
L080	ICT Project management - 5 metrics (Annually)
L087	Percentage of time recorded as chargeable time (Annually)

Section 3: Complaints

Complaints received

Stage	No. rec'd Q3	Nature of complaints (bulleted list)	Action taken and lessons learned (bulleted list)
New Stage 2	7	<ul style="list-style-type: none"> • A complaint was brought against the Council following the decline of a claim for damage to the complainant's property caused by a tree. No record could be found on any of the Council's system of previous concerns raised on the safety of the tree and also the attitude of the Claims Officer. • An insurance claimant complained about the length of time it had taken to resolve his claim. • A council tax customer complained that we were not collecting the month council tax payments by direct debit as requested. • Booking of a Bulky Collection. Unhappy with the handling of the process and a complaint made about Customer Services to a Councillor.. • A customer experienced some delay speaking to an officer in Waste Service regarding payment for garden waste collection, and was unhappy with Customer Services. • There was some confusion in logging a vehicle with Customer Services which the complainant felt was parked dangerously. • A letter of complaint received by Property Services regarding the sale of Craigholm. 	<ul style="list-style-type: none"> • Borough Treasurer wrote back to the claimant who then replied back but no further action is to be taken as agreed with the Director of Corporate Services. It should be noted that in the complainant's most recent correspondence he was no longer critical of the Claims Officers attitude. • An apology was sent and the matter escalated with the Council's external claims handlers Gallagher Bassett. The claim has now been settled. • The customer's bank details had been entered and the request for payment failed. Letter sent apologising and records amended to enable collection of future payments • On review it seems that there was some misunderstanding by the complainant and the situation was quickly resolved. • Complainant did speak with an Officer and situation resolved. • Situation resolved and enquiry logged to appropriate department. • This has been investigated and the sale is now proceeding.
New Stage 3	1	<ul style="list-style-type: none"> • A Business Rates customer complained that we were not classing a premise as 'occupied. 	<ul style="list-style-type: none"> • Explained that, until further case law emerges, the Council should maintain the view that the company's use of the premises does not constitute 'beneficial occupation' for rating purposes.
New Stage 4	1	<ul style="list-style-type: none"> • A council tax customer complained that we had not sent reminders, had not allowed him to set up monthly credit card payments, and had not sent paper receipts. 	<ul style="list-style-type: none"> • Response sent setting out our recovery procedures, the legal position, and providing details of all the reminders that had been sent. Confirmed that the Council is not able to set up regular credit card payments, but that the customer might be able to do this themselves, if they contacted their credit card provider.
Ombudsman		None	

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	3	3	0	3	0.5	14.29
Community Engagement	3	2	1	2.81	1	25
Customer Services	43	33	10	39.57	1	2.27
Democratic & Registration Services	22	13	9	18.33	2	8.33
Finance	39	30	9	35.55	2	4.88
Human Resources	19	17	2	18.28	0	0
ICT	36	33	3	35.05	3	7.69
Legal	13	8	5	11.41	0	0
Property Services	43	31	12	37.67	2	4.44
Department Totals	221	170	51	201.67	11.5	4.95

Voluntary Staff Turnover

For the quarter ending	31 Dec 2012	1.86
For the last four quarters	1 Jan 2012 – 31 Dec 2012	7.05

Total voluntary turnover for BFC, 2011/12: 12.69%
 Average UK voluntary turnover 2011: 9.3%
 Average Public Sector voluntary turnover 2011: 6.7%
 (Source: XPerHR Staff Turnover Rates and Cost Survey 2012)

Comments:

The vacancy rate has gone down very slightly this quarter from 5.15% to 4.95%. There have been a couple of leavers within the quarter but also a few new starters leading to pretty stable staffing levels over all.

Voluntary turnover for the quarter has increased slightly to 1.86% compared to 0.92% last quarter. However the annual figure of 7.05% is still a good deal lower than the authority average for 2011/12 of 12.69%

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 3 average per employee	2012/13 annual average per employee
Directorate	3	2.5	0.83	2.67
Community Engagement	3	35	11.67	23.11
Customer Services	43	77	1.79	5.27
Democratic Services	22	24.5	1.11	3.36
Finance	39	47.5	1.22	3.88
Human Resources	19	19	1	2.25
ICT	36	29	0.81	2.67
Legal	13	4	0.31	1.44
Property Services	43	20.5	0.48	2.76
Department Totals (Q3)	221	259	1.17	
Projected Totals (12/13)				3.64

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 11/12	5.64 days
All local government employers 2011	8.1 days
All South East Employers 2011	6.4 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2012)

Comments:

[20 working days or more is classed as Long Term Sick.]





Sickness for this quarter has gone up since the previous quarter to 259 days in total from 149 days. This is to be expected in the Winter time with an increase in the number of infections such as colds and flu.

There were 28 days attributed to long term sick during the quarter. This is one person within Community Engagement




The projected Annual absence for the Department for 2012/13 is now standing at 3.64 days per employee which is lower than the Authority figure for 2011/12 and very close to the actual figure for Corporate Services in 2011/12 of 3.59 days per employee.

Section 5: Progress against Medium Term Objectives and Key Actions

Progress has been monitored against the sub-actions, supporting the Key actions contained in the Corporate Services Service Plan for 2012 - 2013. This contains 25 actions to be completed in support of 2 Medium Term Objectives. Annex A provides detailed information on progress against each of these sub-actions:

Overall no actions were completed at the end of Quarter 3 () , while 22 actions are on schedule () and 3 were causing concern ( and ).

The 3 actions that are causing concern are:

Ref	Action		Progress
11.5.1	identify where “avoidable contact” with customers exists and take appropriate action to minimise waste in processes		This project is likely to last longer than originally planned, and may not be completed by the target date. However work is underway.
11.5.2	extend the range of online and transactional services which may be used by customers on a 24/7 basis to support channel shift		Work continues on data analysis and development of online services. However, this work is unlikely to be completed by the target date.
11.5.3	use automated speech recognition with the telephony system to improve speed of access to service		We have not been able to make up the time lost due to technical issues earlier in this project. The full implementation will still go ahead, but we have not been able to meet the target date. However, implementation to all internal users should be in place by 31 March 2013.

Section 6: Money

The original cash budget for the department was £15.285m. Net transfers of £0.326m have been made bringing the current approved cash budget to £15.611m. A detailed analysis of these budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.074m under the current approved cash budget. A detailed analysis of the new variances this quarter is available in Annex B.

The department has identified the following as budgets that can pose a risk to the Council's overall financial position, principally because they are vulnerable to significant changes in demand for a service. The current position with regard to each of these is as follows:

Service Area	Budget £000	Forecast Outturn £000	Comments
Commercial Property	(1,510)	(1,504)	Increased voids and void periods, resulting in reduced income.
Bracknell Market	4	10	Traders potentially leave due to falling footfall.
Design & Print	(69)	(69)	As other departments look to cut expenditure, printing income will be affected and income target may not be achieved.

Although these budgets pose a risk to the Council, careful management has ensured that there is little adverse impact forecast at this point.

Capital Budget

The total approved capital budget for the year is £6,808.0m.

Expenditure to date is £1.709m representing 25% of the budget. The Department anticipates 51% of the total approved budget to be spent by the end of the financial year. A significant proportion of budget is allocated to the Time Square works due to commence in the next financial year. A detailed list of schemes together with their approved budget and forecast spend is available in Annex B.

Section 7: Forward Look

Town Centre & Civic Accommodation

- Work on the further CPO notices to be served across the Town Centre continues, with a view to serving in the 3rd quarter.
- Drafting continues on the main Development Agreement variation.
- Work with the Council's advisors to resolve CPO claims continues. Further settlements for Market Square claims will be finalised.
- Work on the Stanley Walk residential phase will continue including commencing the Development Agreement with One Housing.
- Work on the future of the Market will continue.
- Work to support Growing Places funding bids to continue.
- Works programme to address major maintenance and capacity improvements to Time Square has been approved and will be funded through a combination of the Capital programme and revenue balances. Tender process has been recommenced and final assessment of contractors is scheduled for March 2013. The works programme is likely to commence in early June.
- All work streams supporting the Time for a Change Programme are progressing as planned.
- To support flexible working, workstyles for staff who will occupy Time Square are now complete and progress is being made with other town centre buildings in line with the ICT refresh programme.
- Staff from Seymour House will move to Ocean House in March for the duration of the works programme, before finally moving to Time Square. They will occupy floors 1 and 2 in Ocean House.

Corporate Property

- Developing a programme of Town Centre events with BRP.
- Developing options for Youth Hub.
- Working with West Berks Council to share two Term Maintenance Contracts which will start in April 2014.
- Support to move of Seymour House staff to Ocean House.
- Undertake staff surveys on the Print Room/MFD's and Catering services.
- Drafting Print Strategy.
- Results of parental satisfaction survey on Special Educational Needs transport.
- Move to electronic Disclosure and Barring Service for home to school escorts.
- Complete safeguarding training for all home to school drivers and escorts.
- Implementation of clean mail.
- Complete the works on Waymead.

Community Engagement & Equalities

- Launch the new corporate consultation software to improve the accessibility and quality of the Council's consultations.
- Develop a consultation community of practice and roll out accredited consultation training.
- Analyse and distribute the results of the Council's borough wide household survey.
- Consult on a new BFP community engagement strategy.
- Retender the Consultation and Engagement Framework Agreement.
- Facilitate the development of The Parks Community Centre.

Customer Services

- We will continue investigations into the suitability of an 'open source' solution for the provision of a Website Content Management System (CMS). This project will fundamentally review the requirements of the CMS.
- We will start work simplifying online forms to help encourage website take-up.
- We will start a programme to review website top tasks and implement improvements based on customer and service team feedback. Improved online services will be promoted to residents at libraries and other locations across the borough.
- We will deliver the requirements specification for a new CRM system, and will undertake research into available systems and possible solutions.
- Training will be provided to staff in Customer Services to enable them to support residents in getting 'on-line.'
- Channel Strategy - further development of our plans to extend services to other channels to support customer choice in accessing information
- Data collection about current channel usage should be completed in this quarter, and analysis will commence, to support prioritisation of channel development and identification of key services for channel shift focus.

Democratic & Registration Services

- Making agenda and minutes available to i-pad and android tablet users via a Modern.Gov app.
- Completion of first tranche of 360° feedback for Councillors and commencement of next tranche.
- Undertaking a personal identifier refresh for absent voters.
- Continuing preparations for Individual Electoral Registration.

ICT Services

- Continue migration to Microsoft infrastructure.
- Complete roll-out of IT kit based on new work-styles in Time Square and begin Seymour House.
- Work on Ladybank and Waymead refurbishments.
- Begin transfer of Public Health staff to local teams and work with Director on overall programme.
- Continue action plan to improve ICT delivery following benchmarking customer satisfaction exercises with Socitm.
- Continue involvement with Accommodation strategy related office moves and move staff from Seymour House to Ocean House.
- Complete implementation of new hosted backup solution.
- Complete upgrade to Citrix server farm.
- Implement secure email replacement.
- Determine strategy from Windows 7 and Office 2010 deployment.
- Link EPCC to corporate network for e-mail services.
- Begin work on technology refresh of Easthampstead House.
- Executive to agree ICT category management strategy.
- Implement interim Disaster Recovery solution.

Legal Services

- Revised Town Centre S106 Agreement anticipated to be completed.
- Extensive advice will be required in connection with the transfer of the Public Health function to the Council and an agreement between the Berkshire U.A.'s for BFBC to be the lead authority.
- Two significant SEN cases due for hearing in Tribunal.
- Advice to be provided on Council Tax reduction scheme and new "spot" contracts for Adult Social Care and Health.





Finance







- Consultation on the 2013/14 budget proposals will conclude on 22 January 2013. The Executive will meet on 13 February and recommend a budget package to Full Council, who will meet on 27 February to agree the final budget and council tax for 2013/14.
- Fundamental changes to the local government finance regime are being implemented. The full impact of these changes will emerge throughout January following the publication of the Provisional Local Government Finance Settlement on 19 December. The impact will be assessed and incorporated within the budget proposals presented to the Executive and Full Council.
- Initial preparations, including a detailed timetable and project plan, will be made for the closure of the Council's accounts and the drafting of the financial statements for 2012/13.
- Following the testing of the Corporate Business Continuity Management Plan in October and a review of the lessons learnt, improvements will be made to the plan and linked procedures. The initial focus will be on a review of critical functions and their associated business systems.
- New insurance contracts will be awarded, which are due to commence on 1 April 2013.
- Work will continue on the development of procurement category strategies for ICT, utilities and facilities.
- Preparations will be made and a communications strategy developed for the introduction of auto enrolment into the pension fund for eligible employees. The start date for auto enrolment is 1 May 2013.





Human Resources









- The staff survey has resulted in a Council wide Action Plan which has significant implications for the HR function with 11 of the 17 actions specifically related to HR activities; this will require an on-going programme of work activities many of which have already started.
- Job evaluation will continue to take centre stage in HR terms as the requirements to implement a new pay and grading structure accelerate.
- The transfer of all remaining Public Health staff to the Council will take place during the next quarter.
- Both the Pay & Workforce Strategy and the Pay Policy Statement, are due to be considered at Council in January having been through both CMT and the Employment Committee; these two key documents are central to the strategic work of the HR function over the coming period.
- The annual work programme for Flexible Benefits is due to be commenced in Q4.
- A significant Safeguarding training programme is underway in both Adult and Children's social care with a full programme of activities during the coming period.




Annex A: Progress on Key Actions






MTO 1: Re-generate Bracknell Town Centre				
Sub-Action	Due Date	Owner	Status	Comments
1.9 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council				
1.9.1 Implement an Accommodation Strategy to rationalise the number of buildings used by the Council	31/03/2013	CS		Time Square Works programme to address major maintenance and capacity improvements has been approved and will be funded through the Council Capital programme. Tender process has been re-commenced and final assessment of contractors is scheduled for March 2013. The works programme is likely to commence in early June 2013. All work streams supporting the Time for a Change Programme are progressing as planned. To release the building and allow the town centre regeneration programme to progress, staff from Seymour House will move to Ocean House in March 2013 for the duration of the works programme, before finally moving to Time Square. They will occupy floors 1 and 2 in Ocean House.
1.9.2 ICT work plan to support new ways of working and Accommodation Strategy	31/03/2013	CS		Workstyles for staff who will occupy Time Square are now complete and progress is being made with other town centre buildings in line with the ICT refresh programme and the Flexible Working initiative. Audit of all town centre buildings completed and work programme for deploying kit agreed. Refresh has begun and all sites scheduled for completion in June 2013. Specifically in the coming quarter the staff in Seymour House will be upgraded prior to moving to Ocean House.
1.9.3 Corporate Property to manage all building contracts resulting from implementation of Accommodation Strategy and to arrange disposals in accordance with the Development Agreement.	31/03/2013	CS		Acceptable Tenders have been received for the Time Square works and as a result of the delay further negotiation is to be arranged with the contractors. The intention is to award the contract in April.
1.9.4 Establish Time Square as the primary town centre reception service area by moving customer-facing staff currently in	31/03/2013	CS		Work has been done to agree the layout and interim arrangements in line with the project plan. The review of the refurbishment of Time Square means that the relocation of

Easthampstead House to the ground floor of Time Square north.				the telephone contact centre is at the end of the project.
MTO 7: Support Our Older & Vulnerable Residents				
Sub-Action	Due Date	Owner	Status	Comments
7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care				
7.5.3 Market Binfield Nursery site	31/03/2014	CS		The site has been marketed and expressions of interest received. Negotiations are planned with a selected number of bidders.
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money:				
Sub-Action	Due Date	Owner	Status	Comments
11.1 ensure services use resources efficiently and ICT and other technologies to drive down costs				
11.1.1 procure and implement regional Public Service Network through project Unicorn in conjunction with other local authorities	31/10/2012	CS		Unicorn preferred supplier has been appointed and partnership documents produced. Phase 1 is specific to Surrey CC and we anticipate services being available to other partners in the new financial year.
11.1.2 to ensure Council buildings are fully utilised, dealing with vacant accommodation as appropriate, taking into account market conditions and other possible Council uses	31/03/2013	CS		Binfield Nursery, East Lodge and Craigholm have been marketed and applications have been received and followed up. Additional site works are being carried out for Brackworth and the site will be auctioned in March/April 2013.
11.2 ensure staff and elected members have the opportunities to acquire the skills and knowledge they need				
11.2.1 review the Member Development Strategy and deliver a comprehensive Member Development Programme	31/03/2013	CS		The 360° feedback process commenced for the next tranche of councillors. Two approved conferences were attended by a total of five councillors; six councillors attended six additional conferences; one training session was attended by two councillors; and four briefing seminars were offered to all Members.
11.2.2 creation of a minimum of six new e-learning packages available in the Council's e-learning zone per annum	31/03/2013	CS		5 new packages introduced in the quarter: Flexible Working for Managers, Flexible Working for Everyone, You and your workstation, Autism and Carer Aware.
11.2.3 delivery of a minimum one Institute of	31/03/2013	CS		One Level 3 Award and Certificate planned for Quarter 4, One Level 5

Leadership and Management award programme for managers at both level 3 and level 5 per annum				Certificate planned for Quarter 4.
11.3 publish information about the Council to promote openness and cost-effectiveness and accountability				
11.3.1 Increase published information on Council web pages for frequently requested Freedom Of Information (FOI) data	31/07/2012	CS		Increased information has been made available. To further support this a new public website for Open Data will be created to increase the amount of information which can be published by the Council. The public will easily be able to access information about the Council and the site enables the Council to meet its Freedom of Information and Transparency Agenda requirements. A new version of the Publication Scheme has been issued by the Information Commissioner which identifies information to be published and this will be implemented during the next quarter.
11.3.2 complete review of position on data sets in Data Transparency Best Value Guidance and implement recommendations from the Information Management Group	31/10/2012	CS		A report identifying the progress made on implementing the Transparency Code of Practice was considered by Information Management Group on 3 December 2012. Good progress was noted. A new public website for Open Data will be created to increase the amount of information which can be published by the Council. The public will easily be able to access information about the Council and the site enables the Council to meet its Freedom of Information and Transparency Agenda requirements. A new version of the Publication Scheme has been issued by the Information Commissioner which identifies information to be published and this will be implemented during the next quarter.
11.4 ensure residents have fair access to the services they need				
11.4.1 develop Equality Scheme 2012-16 action plan and monitor its implementation	31/03/2013	CS		Action plan developed. Paris is being developed to enable it to be used to conduct the annual monitoring of the plan.
11.4.2 carry out a feasibility study to increase access to marriage/civil partnership ceremonies outside core hours	31/03/2013	CS		Work is in hand to complete the feasibility study by the end of March.

11.4.3 Corporate Property to continue implementing the programme to improve public access to Council buildings to 90%	31/03/2013	CS		Work progressing satisfactorily.
11.5 develop appropriate and cost effective ways of accessing council services				
11.5.1 identify where "avoidable contact" with customers exists and take appropriate action to minimise waste in processes	31/03/2013	CS		This project is likely to last longer than originally planned, and may not be completed by the target date. However work is underway.
11.5.2 extend the range of online and transactional services which may be used by customers on a 24/7 basis to support channel shift	31/03/2013	CS		Work continues on data analysis and development of online services. However, this work is unlikely to be completed by the target date.
11.5.3 use automated speech recognition with the telephony system to improve speed of access to service	30/09/2012	CS		We have not been able to make up the time lost due to technical issues earlier in this project. The full implementation will still go ahead, but we have not been able to meet the target date. However, implementation to all internal users should be in place by 31 March 2013.
11.7 work with partners and engage with local communities in shaping services				
11.7.1 develop a new Partnership Community Engagement Strategy	31/03/2013	CS		On track. Strategy drafted ready for consultation.
11.7.2 implement the Council's new approach of the Neighbourhood Engagement	31/03/2013	CS		Some NAGs continue to meet as independent groups. Proposals have been developed to improve the operation of the Parish and Town Council Liaison group.
11.7.3 Implement corporately consultation software to improve the transparency and quality of consultations	31/03/2013	CS		On track. There was a soft launch of the software in December. It is being used to consult on the Council's 2013-14 budget. Training on use of the system is underway.
11.8 implement a programme of economies to reduce expenditure				
11.8.1 update the Medium Term Financial Strategy to include changes to the local government finance regime, strategic policy changes and lead on the development of the Council's annual budget	31/03/2013	CS		The Medium Term Financial Strategy is continuously reviewed and updated. An initial approach was reported to the Executive on 3 July as part of the Commitment Budget 2013/14 to 2015/16. Further modelling has been undertaken since that date to reflect changes in planning assumptions and potential funding scenarios and these have been incorporated in the draft budget proposals for 2013/14, published for consultation on 12 December 2012.

11.8.2 monitor the delivery of the annual budget and produce the financial statements, having regard to recommendations made by the external auditor	30/09/2012	CS		The financial statements for 2011/12 were approved by the Governance and Audit Committee on 25 September. External audit gave a 'clean' audit opinion on the accounts. Budget monitoring indicates that the Council is expected to underspend significantly in 2012/13.
11.8.3 implement the necessary organisational change processes in line with service changes	31/03/2013	CS		The required Organisational Change programme was implemented in accordance with the Council's budget requirements although it is clear that, subject to the final confirmation of government funding arrangements, there will be no large scale employee reduction programme in the next quarter.
11.8.4 Develop proposals to help the Council produce a balanced budget in 2013/14	31/03/2013	CS		Detailed budget proposals for 2013/14 were published for consultation on 12 December 2012.

Status Legend	
Where the action has not yet started but should have been, or where the action has started but is behind schedule	
Where the action has not yet started or where the action has been started but there is a possibility that it may fall behind schedule	
Where the action has started, is not yet completed, but is on schedule	
Where the action has been completed (regardless of whether this was on time or not)	
Where the action is no longer applicable for whatever reason	

Annex B: Financial Information

	Original Cash Budget 2012/2013	Virements & Budget C/Fwds	NOTE	Current Approved Cash Budget	Spend to Date %	Department's Projected Outturn	Variance Over/(Under) Spend	Variance This Quarter	NOTE	Variance Supported by CMT
	£000	£000		£000	%	£000	£000	£000		£000
<u>Director of Corporate Services</u>										
Director of Corporate Services	223	-10	H	213	78	213	0	0		0
Community Engagement & Equalities	165	43	H,J	208	9	218	10	0		0
	388	33		421	44	431	10	0		0
Head of Democratic & Registration Services										
Committee Services	400	7		407	65	407	0	0		0
Member and Mayoral services	919	36		955	58	934	-21	0		0
Registration of Births, Deaths & Marriages	-25	0		-25	124	-25	0	0		0
Registration of Electors / Elections	213	-1		212	77	212	0	0		0
	1,507	42		1,549	62	1,528	-21	0		0
Chief Officer: Customer Services										
Local Tax Collection incl Cashiers	428	-8		420	57	420	0	0		0
Customer Services	940	41	C	981	63	981	0	0		0
	1,368	33		1,401	61	1,401	0	0		0

Borough Solicitor										
Legal	608	1		609	69	699	-10	-10	1	0
Chief Officer: Human Resources										
Human Resources	523	122	<i>D</i>	645	40	653	8	4	5	0
Unified Training Unit	464	21	<i>D</i>	485	47	465	-20	0		0
Health & Safety	95	0		95	63	95	0	0		0
	1,082	143		1,225	44	1,213	-12	4		0
Borough Treasurer										
Finance	2,247	26		2,273	59	2,273	0	0		0
Insurance	849	0		849	67	824	-25	-25	6	0
	3,096	26		3,122	61	3,097	-25	-25		0
Chief Officer: Property Services										
Property Services	562	15	<i>B,G</i>	577	48	581	4	-11	2,3	0
Industrial & Commercial Properties	-1,428	-82	<i>A</i>	-1,510	78	-1,504	6	-6	7	0
Surveyors	493	2		495	55	495	0	0		0
Town Centre Redevelopment	50	0		50	22	75	25	0		0
Operations Unit	3,872	-103	<i>A,I</i>	3,769	66	3,718	-51	-38	4	0
	3,549	-168		3,381	55	3,365	-16	-55		0
Chief Officer: Information Services										
ICT Services	2,048	4		2,052	70	2,052	0	0		0

Chief Executive's Office									
Chief Executive	340	19	<i>F</i>	359	<i>84</i>	359	0	<i>0</i>	0
Chief Executive's Office	677	133	<i>E</i>	810	<i>63</i>	810	0	<i>0</i>	0
Voluntary Sector Grants	163	0		163	<i>76</i>	163	0	<i>0</i>	0
NI136 - Grant Contributions to Shopmobility & CAB	219	0		219	<i>86</i>	219	0	<i>0</i>	0
Community Safety	240	60		300	<i>56</i>	300	0	<i>0</i>	0
	1,639	212		1,851	70	1,851	0	0	0
TOTAL CS AND CX OFFICE	15,285	326		15,611	61	15,537	-74	-86	0
Memorandum item									
Devolved Staffing Budget - CS and CX	9,264	19	<i>E,I</i>	9,283	67	9,283	0	<i>0</i>	0
Non Cash Budgets									
Capital Charges	1,898	0		1,898		1,898	0	<i>0</i>	0
FRS17 Adjs	213	0		213		213	0	<i>0</i>	0
Recharges	-10,429	0		-10,429		-10,429	0	<i>0</i>	0
	-8,318	0		-8,318		-8,318	0	0	0

CORPORATE SERVICES / CX OFFICE QSR3 - SEPTEMBER TO NOVEMBER 2012

Note	Total	Explanation
	£'000	
	91	Total Virements in QSR2
A	10	Carbon Reduction Commitment Budget has been provided to cover the cost of CO² emissions from Corporate Services properties.
B	20	Property Services CMT approved contingency funding for the Harmans Water Community Centre/Library feasibility study on the 10 th October.
C	20	Customer Services CMT Approved contingency funding for the ICT CRM/CMS feasibility study on the 26 th September.
D	135	Unified Training Unit/Human Resources A transfer was required from the Revenue Grants Unapplied Reserve to cover work on training newly qualified social workers which commenced in September 2012.
E	38	Chief Executives Office CMT have agreed to transfer of £0.038m from the Economic Development and Town Centre Reserve. Part of this funding will be to support the Link to China Event (£0.014m) with the balance of £0.024m to cover the additional staffing costs of an Economic Development Officer and a Regeneration Support Officer.
F	2	Chief Executive A second careers event was held on the 18 th October. The total cost of the event was £0.012m. Secondary schools contributed £0.003m, CYPL contributed £0.001m and £0.006m was transferred from the Local Economy Steering Group Reserve. A bid to the DWP Local Initiative Fund was unsuccessful so a final contribution of £0.002m from the Economic Development and Town Centre Reserve is required to the cost of the event.
G	-15	Property Services A revenue contribution from property Services to Capital is required in order to complete the refurbishment works at the Great Hollands Community Centre.
H	0	Director of Corporate Services/Community Engagement A virement of £0.010m has been made from the Director of Corporate services training, consultancy and furniture budgets to Community Engagement towards the costs of consultancy for Disabled GO, training on surveys and the monitoring of the Equality scheme using PARIS.
I	0	Operations Unit In order to support a grade and FTE increase the Operations Unit are making a contribution of £0.003m from supplies and services budgets to the DSB.
J	25	Community Engagement On the 13 th June CMT agreed the release of £0.025m from Contingency to provide match funding, and thereby secure the maximum funding from the European Integration Fund, for the Swastha Prabhesh Nepali Project. This funding was originally allocated to ASCHH, but has been transferred to Corporate Services who are running the project.
	235	Total Virements in QSR3 Period
	326	Total Virements reported to Date

CORPORATE SERVICES / CX OFFICE QSR – SEPTEMBER TO NOVEMBER 2012
Variations

Note	Total £'000	Explanation
	12	Total Variations in QSR2
1	-10	<p>Legal Services The fees earned from S106 work have reduced and there is an anticipated overspend of £0.015m. This overspend has however been offset by the legal income received in the year of -£0.019m</p> <p>In addition underspends have been identified for legal fees and court costs of -£0.004m and printing and photocopying of -£0.002m</p>
2	-9	<p>Property Services A review of spending was undertaken within the Property Department in an effort to offset the previously reported overspend for Bracknell Market. As a result underspends have been identified for reactive maintenance of -£0.009m, reducing the overspend to £0.006m</p>
3	-2	<p>Property Services Due to a reduction in the number of Town Centre events held during the year there is an underspend of -£0.012m to report. In addition Property Services have identified additional income of -£0.004m from the Right to Buy Scheme and an underspend of -£0.001m against the training budget.</p> <p>These underspends are reduced by £0.015m as a revenue contribution to capital is required in order to complete the refurbishment works at the Great Hollands Community Centre.</p>
4	-38	<p>Operations Unit Underspends have been identified within the Fleet running costs which include; -£0.005m in computer costs for Cleric (passenger transport and scheduling software), an increase in Bus Services Operator Grant income -£0.006m, an increase of -£0.004m in pool car income and general vehicle running costs of -£0.010m.</p> <p>Home to School Transport are anticipating a -£0.010m in year discount from one of its suppliers which was not previously expected. In addition the previously reported underspend of -£0.060m for Home to School Transport has increased by -£0.003m to reflect the current budget monitoring position.</p>
5	4	<p>Human Resources The previously reported overspend of £0.010m for the monthly retainer fee paid to a consultant working on the Job Evaluation project has increased by £0.004m</p>
6	-25	<p>Insurance Following finalisation of the Council's insurance arrangements, including lower premiums, an underspend is now forecast.</p>
7	-6	<p>Industrial & Commercial Properties The Citizen's Advice Bureau will leave their present location in the Broadway at the start of January 2013, this is later than originally anticipated and reduces the loss of income previously reported from £0.012m to £0.006m</p>
	-86	Variations reported in QSR3 Period
	-74	Total Variations reported to Date

Corporate Services & Chief Executive's Office Capital Monitoring as at 30th November 2012

Cost Centre	Cost Centre Description	2011/12 brought forward	Cash Budget 2012 /2013 Budget	Approved Budget for the Project	Cash Budget 2012 /2013	Expenditure to date	Current Commitment	2012/13 Cash Budget unspent/ uncommitted	Carry Forward Budget 2013 /2014	(Under) / Over Spend	Target for Completion	Current status of the project /Notes
					(1)	(2)	(3)	(1)-(2+3)				
					(£'000)	(£'000)	(£'000)	(£'000)	(£'000)	(£'000)		

Prior Year Funded Schemes

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

YM245	Jennett's Park Community Centre	6.1	0.0	6.1	6.1	5.5	0.3	0.3	0.0	0.0	March 2013	Plans in place to spend the remaining budget within 2012/13.
YM248	The Parks Community Centre/Sports Pavilion	175.8	0.0	175.8	0.0	0.0	0.0	0.0	175.8	0.0	2013-14	Works to commence Spring 2013
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		181.9	0.0	181.9	6.1	5.5	0.3	0.3	175.8	0.0		

Prior Year Funded Schemes - Council Wide

YM180	ICT Maint Prog – Photocopiers	35.1	0.0	35.1	35.1	26.3	5.4	3.4	0	0.0	March 2013	Final rationalisation underway (EH). Capital will be used before March 2013. New refresh capital will be requested for 2013/14 as some MFD's are over 7 years old
YM199	Time Square Refurbishment - Chillers & Roof	0.0	0.0	0.0	0.0	3.4	0.0	-3.4	0.0	3.4	April 2012	The outstanding invoice to the administrators has been paid and this project should be considered as complete. The original capital budget was £0.750m and in 2011-12 an underspend of £0.052m was declared.

YM260 - YM265	Members Initiative	143.3	0.0	143.3	103.3	34.5	27.5	41.3	40.0	0.0	2013-14	Uncommitted balances have been shared equally amongst all members and pro formas have been circulated seeking further proposals from Members. Some proposals have been implemented.
YM215	Replacement Revenue & Benefits System	79.6	0.0	79.6	79.6	17.3	7.6	54.7	0.0	0.0	March 2013	Phase I went live on the 2nd November 2010. The Phase II modules (e-Benefits) and FIMS3 requirements have been identified.
YM239	Replacement Network Circuits (Invest to Save)	33.2	0.0	33.2	8.4	0.0	8.4	0.0	24.8	0.0	2013-14	Further work is needed as a result of moves and upgrades and links to the accommodation strategy. Circuits to be replaced by BLC.
YM250	Backup System Replacement	46.6	0.0	46.6	46.6	0.0	12.1	34.5	0.0	0.0	March 2013	Pilot complete. Running some servers in live and dual running. Remainder to be transferred over to Aimstore apart from Novell.
YM252	IPT Migration Project (Invest To Save)	81.4	0.0	81.4	33.7	15.9	9.2	8.6	47.7	0.0	2013-14	Install in central offices completed. New Cisco Manger expansion commissioned. Communication programme being developed by Learning & Development. Decommissioning of current PBX underway. This links to the accommodation strategy.
Total of Prior Year Funded Schemes - Council Wide		419.2	0.0	419.2	306.7	97.4	70.2	139.1	112.5	3.4		

Total Prior Year Funded Schemes	601.1	0.0	601.1	312.8	103.0	70.5	139.4	288.3	3.4			
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Percentages

33% 23% 45% 92% 1%

Current Year Programme

Current Year Programme - Corporate Services & Chief Executive's

YM243	Community Centres - S106	14.0	196.2	210.2	0	0.0	0.0	0.0	210.2	0.0	Rolling Programme	Total S106 funding anticipated for the scheme. A budget of £0.014m was transferred from ECC to support schemes at North Ascot Community Centre.
YM249	Provision of Technology to Members	3.6	38.0	41.6	15.0	15.0	0.0	0.0	26.6	0.0	2013-14	1 Member awaiting connection to own broadband - equipment already chosen. 1 Member has indicated that he might now wish to have a Council laptop but is still undecided. All others have received the kit originally requested and all Council

													broadband lines have been cancelled.
YM254	New Hope	0.0	185.0	185.0	185.0	185.0	0.0	0.00	0.0	0.0	November 2012	Works commenced on site on the 28 th August and completed November 2012.	
YM255	CRM – Upgrade to Version 8	0.0	25.0	25.0	25.0	20.0	5.0	0.0	0.0	0.0	December 2012	Upgrade has been implemented in live system. Some issues still to be resolved, but on target for completion December 2012.	
YM256	Tourneo 9 Seat Trend	0.0	17.0	17.0	17.0	17.0	0.0	0.0	0.0	0.0	April 2012	Vehicle received	
YM258	Farley Wood Community Centre	0.0	1.7	1.7	1.7	1.7	0.0	0.0	0.0	0.0	May 2012	Works completed in May.	
YM259	North Ascot Community Centre	0.0	22.1	22.1	22.1	5.6	0.0	16.5	0.0	0.0	March 2013	The improvement works started in July 2012 and are ongoing	
YM291	CRM – Reporting Enhancements	0.0	25.0	25.0	0.0	0.0	0.0	0.0	25.0	0.0	2013-14	Work has begun on this project; however, it is unlikely now to deliver in this financial year. Capital needs to be carried forward to 2013/14.	
YM292	Great Hollands Community Centre	0.0	75.0	75.0	72.0	3.9	63.4	4.7	3.0	0.0	April 2013	Approval to award works contract to the successful contractor received on 29.11.12. Works programmed to commence on site on the 7.01.13 and all works to be completed by 15.02.13 (6 weeks contract duration).	
YM293	Building Surveyors Asset Management System	0.0	30.0	30.0	30.0	5.9	11.8	12.3	0.0	0.0	March 2013	The first orders against this budget have been placed and quotations for further works are being sought.	
YM300	Easthampstead and Wildrings Community Centre	0.0	30.0	30.0	30.0	0.0	0.0	30.0	0.0	0.0		Plans for the improvement works are in development	
YM301	Purchase of Transit Minibus	0.0	22.0	22.0	22.0	21.8	0.0	0.2	0.0	0.0	November 2012	Vehicle received	
Total of Current Year Programme - Corporate Services & Chief Executive's		17.6	667.0	684.6	419.8	275.9	80.2	63.7	264.8	0.0			
Current Year Programme - Council Wide													
YM002	Access Improvement Programme	7.0	100.0	107.0	107.0	0.9	73.1	33.0	0.0	0.0	Rolling Programme	The percentage of public buildings which are accessible currently stands at 83%. Works to Crown Wood Community Centre have on site. Other works are being considered to expend the remaining budget.	
YM003	ICT Infrastructure Development/Network refresh	23.4	40.0	63.4	38.4	25.3	0.8	12.3	25.0	0.0	2013-14	Network refresh continuing at various sites. Need to replace network equipment at End of Life during year including EOL switches; UPS; modem.	
YM165	Server and Server Component Refresh	33.3	100.0	133.3	133.3	133.0	0.0	0.3	0.0	0.0	March 2013	Server refresh to continue. Citrix servers purchased and being commissioned. Remainder of budget required for ESX hosts ordered.	

YM179	Desktop Refresh – Thin Client	64.3	99.0	163.3	113.3	94.0	2.3	17.03	50.0	0.0	2013-14	Refresh to fall in line with Flexible working and Time for Change strategy and review of working styles. Rollout started in October.
YM181	Capitalisation of Revenue (Budgets Only)	0.0	400.0	400.0	400.0	0.0	400.0	0.0	0.0	0.0	March 2013	Monies will be transferred as part of the final accounts process.
YM214	Electronic Documents Records Management System	5.9	305.0	310.9	260.9	142.1	19.0	99.8	50.0	0.0	August 2013	All Seymour House workshops scheduled. Visit to Bucks CC Debbie Herbert and Maureen Hoyle to see how implemented. Time line workshops end of October. Decisions over file plan November/December. Database and file plan build December/January.
YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	853.3	2,190.0	3,043.3	2,280.3	836.3	1,042.1	401.9	763.0	0.0	Rolling Programme	Works on this years programme are underway although the need to procure the services of consultants for a proportion of it is slowing down the normal progress. A significant proportion of the current budget (approximately £800k) is linked to the works proposed for Time Square. Project spend to date stands at 33% with a further 50% committed.
YM247	Market Street Properties	74.7	400.0	474.7	474.7	15.4	25.0	434.3	0.0	0.0		A provision of £1.7m was created in 2010/11 to comply with grant conditions, this amount represented the £1.46m received from HCA and £0.24m from the Bracknell Forest budget of £0.4m. To date £0.984m of costs have been incurred against this provision. The total budget agreed by the Executive for this project is as follows:- Initial HCA grant £1.46m Additional HCA grant £0.107m BFBC £0.4m - note. The grant money will be called on first with additional funding by BFBC and BRP on a pound for pound basis. BRP £0.4m TOTAL £2.367m
YM251	Laptop Refresh	144.7	144.0	288.7	213.7	78.6	0.4	134.7	75.0	0.0	2013-14	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles and security requirements. Rollout started October.
YM253 YM299	Times Square Accommodation	48.7	195.0	243.7	16.0	2.9	13.1	0.0	227.7	0	2014-15	Approval to proceed with project received on the 4.12.12. Meeting arranged for the 18.12.12
YM294	Vasco Token System Replacement	0.0	25.0	25.0	5.0	1.4	0.0	3.6	20.0	0.0	2013-14	Replacement under review and new portal to be designed.

YM295	Secure e-mail	0.0	44.0	44.0	44.0	0.0	44.0	0.0	0.0	0.0	December 2012	Products under investigation. Selection made in August, purchase in December.
YM296	Times Square Data Cabling	0.0	115.0	115.0	0.0	0.0	0.0	0.0	115.0	0.0	2013-14	To fall in line with Time for Change accommodation moves.
YM297	Superfast-Broadband Match Funding	0.0	100.0	100.0	10.0	0.0	10.0	0.0	90.0	0.0	2013-14	Capital funding for a market procurement using the Broadband Delivery UK procurement framework to buy a broadband infrastructure improvement solution across the Thames Valley
YM298	Power Generator	0.0	10.0	10.0	0.0	0.0	0.0	0.0	10.0	0.0	2013-14	Part of refurbishment of Time Square, as yet not started. Budget will not cover cost of power board required for a potential power generator.

Total Current Year Programme - Council Wide	1,255.3	4,267.0	5,522.3	4,096.6	1,329.8	1,629.9	1,136.9	1,425.7	0.0
Total Current Year Programme	1,272.9	4,934.0	6,206.9	4,516.4	1,605.8	1,710.0	1,200.6	1,690.5	0.0

Percentages 36% 38% 27% 27% 0%

Total - Council Wide	1,674.5	4,267	5,941.5	4,403.3	1,427.3	1,700.1	1,276.0	1,538.2	3.4
Total - Corporate Services & Chief Executives	199.5	667.0	866.5	425.9	281.5	80.4	64.0	440.6	0.0
Total Capital Programme	1,874.0	4,934.0	6,808.0	4,829.2	1,708.7	1,780.5	1,340.0	1,978.8	3.4

Percentages 35% 37% 28% 29% 0%