



QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q2 2013-14
July - Sept 2013

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Section 1: Director's Commentary

Quarter 2 has posed a number of challenges for the teams in Corporate Services but in general good progress has been maintained on key objectives.

General Highlights

Work to support Town Centre redevelopment

The Development Agreement Variation between BRP and the Council was completed, representing a major step forward to delivering the town centre. Demolition commenced on the Broadway and Crossway area. The Digital Services team has enabled the broadcast via the website of photographs of the demolition from the web cam on the roof of Easthampstead House. The Princess Square improvement works also started. Work on third party sites continues to help bring forward the redevelopment of the Northern Retail quarter.

Bracknell Forest Access Group held an access conference in July, attended by 71 people with a variety of disabilities, to contribute to the design of the town centre with the aim of ensuring it is a beacon for disability access. A number of action points came out of the conference including the production of a guide for retailers on attracting and welcoming customers with disabilities.

Legal Services have undertaken, and continue to do so, a significant amount of work in connection with highways agreements required to facilitate Town Centre re-development

Car parking changes included the closure of Car park 7 and the transfer of staff car parking spaces to Easthampstead House or Charles Square.

The Time Square works programme (to consolidate the Council into two offices) has continued as planned. The contractors have now completed phases 1 – 3 on time and within the agreed budget. To date first floor north, fourth floor north and south and third floor north are finished and staff have been moved without any interruptions to service provision.

ICT Services are heavily involved in the Time for A Change initiative and to date have carried out over 400 staff equipment moves.

Work with the community

£50,000 of matched funding has been secured to enable the submission of a bid to the European Integration Fund in September to support the integration of the Nepali and other migrant communities in the borough.

A coffee morning/activity session for older Nepali people has been launched on each Monday at Bracknell Open Learning Centre and the Owlsmoor Community Centre, Sandhurst in partnership with BFVA and Bracknell Age Concern.

Work has started on the development of The Parks Community Centre/Sports Pavilion.

The Customer Services and Digital Services teams have delivered two "Digital Inclusion" sessions, where customers have been able to bring their own devices, use

the free WiFi at Easthampstead House and receive assistance from a member of the team in accessing the council's website or other online activities that they want to use.

Asset Management

To support the Older Peoples Strategy, the transfer of the land at Garth Hill for the construction of an extra care facility for older people to Bracknell Forest Homes has been completed. Works on the site have now commenced and the facility is due to open in March 2015.

The contract for sale of the land at Binfield Nursery has been exchanged following evaluation of all bids in the competitive process. This has required significant input from Property and Legal teams.

Other significant projects

There has been continued work with Wokingham Borough Council to develop a shared bulk print service for both Council's. This will retain existing Print room staff and move their work location to Shute End in Wokingham.

Legal significant work in the quarter includes:

- Overseeing of investigation into allegation of breach of Code of Conduct by a Parish/Town Councillor and determining response to investigation report.
- Finalising drafting of a replacement Planning Protocol for Members.
- High volume of instructions received in connection with new SEN appeals.
- Advice provided in connection with sites proposed for development by SALP.
- Advice provided in connection with Public Health and CRM system procurements.

Human Resources significant work in the quarter includes:

- The development of the new Corporate Training database continued to make good progress. The system successfully went "live" in Q2 and early indications are that it will provide significant new functionality for the database.
- Bracknell has taken the lead in Berkshire for the new Government funded "Step up to Social Work" programme which sponsors and pays for graduate social worker placements. The aim being to increase the pool of Social Workers in the future and Bracknell has recruited 2 trainee graduate social workers as part of the scheme.
- As a result of looking at channel migration issues, e-forms are being introduced as an alternative to paper copies – HR has introduced this for car loans and is looking at self-certification sickness/new employee starter forms and others.
- The collection of personal details from all employees has commenced – the exercise is designed to ensure the Council's workforce data is up to date and relevant.
- Work has commenced on a key strategic HR area – the action plan from the "Good to Great" concept. This has included two significant strands around Recognising and Releasing Talent and Improving Performance.

ICT significant work in the quarter includes:

Projects that support the PSN CoCo, such as upgrades to major systems in EC&C, the purchase and installation of a new disk storage system, procurement exercises relating to desktop equipment refresh and legislative changes required for Adult Services.

Finance:

Work has begun with the Finance and HR teams on the replacement of the Council's Payroll and HR system. The current contract expires in August 2015. The initial focus has been on identifying business process improvements.

Performance highlights

Audit of the financial accounts and asset valuations has now been completed.

The Council's financial statements were approved by the Governance and Audit Committee on 30 September. An unqualified audit opinion was given for both the financial statements and the value for money conclusion. The external auditor's report contained no specific recommendations and the external audit director commended the Council for the high quality of its financial statements.

Following the review of the work of the Surveyors team, monitoring of key Performance Indicators is undertaken each quarter.

In respect of capital projects there were 2 questionnaires returned 1 July to 30 September 2013. Of the 2 returned, the average ratings were:

- 1 project Excellent (50%)
- 1 project Good (50%)

Of the 13 projects completed 1 July to 30 September 2013:

- 9 (69%) projects were completed on time and on budget.
- 9 (69%) projects were completed within budget.
- 13 (100%) projects were completed on time.

Areas where performance has been more difficult are:

The largest impact on the work programme of ICT Services this quarter has been as a result of the Cabinet Office stance on achieving adherence to the Public Services Network Code of Connection (PSN CoCo). As a result of the zero tolerance approach now being taken it has been necessary to re-focus resources to achieve compliance with the result that other major projects, such as the Microsoft migration and capital projects that are not pertinent to achieving compliance will be delayed on average by three months.

Where appropriate extra resources have been brought in to supplement the ICT support services. These include 2 desktop services engineers and a server specialist.

The Customer Service Performance Indicator - The Percentage of calls answered within 20 seconds has been changed in Q2. The data for Q1 was based on 80% of calls answered within 13 seconds or 5 rings. This target has been reviewed to be in line with national benchmarks and from the beginning of Q2 is now 80% of calls answered within 20 seconds. This change also reflects a change in the types of calls being handled by customer services which are longer in duration and reflect more activity taking place at the first point of contact. On average each call is now 9 seconds longer than the average duration for the previous year.

However, CRM system performance in Customer Services has been particularly challenging in this quarter resulting in the new indicator being achieved in 61% calls rather than the target 80%. The continued 'patching' of systems as a result of the PSN requirements has resulted in system failures which have caused longer call times, resulting in longer waiting times. However customer satisfaction remains high at 98%. There have also been a number of occasions where the website has been impacted, and we have experienced some down time on most days.

The collection of business rates has not met with target for the quarter due to the late payment by one significant business rate payer. This has now been received.

The Q2 achievement of planned maintenance spend is lower than target. The current capital maintenance programme consists of approximately 80 individual projects and over the course of a year it is almost impossible to collectively arrange the progress of each so that payments made against them exactly match the specified targets. As such, whilst the recorded expenditure at the end of September falls short of the quarterly target, there are significant commitments imminently in the pipeline that aren't easily expressed in this format. For example, if the expenditure figure were reported mid October, it would equate to approximately 46% of the budget spend - an increase of over half in the space of three weeks.

Areas where risk is closely monitored:

Public Service Network (PSN)

The impact of PSN requirements on the workload of the ICT team and resultant backlog is being carefully monitored, as is the impact should compliance not be achieved and the service ceased. This last scenario is not tenable and all possible steps are being taken to ensure compliance by mid December.

As part of the Council's connection to the Public Service Network, those employees with access to central Government systems and/or GCSX email accounts need to meet the Government's security standard. Whilst most requirements are already part of the new starter procedures, the Government requires those current employees with access to have Basic level Disclosure and Barring level clearance, if they are not already cleared at Standard or Enhanced Level. There are 90 staff in this category.

Individual Electoral Registration (IER)

The risks associated with preparations for IER are being closely monitored. The risk has reduced in the light of the success of the Confirmation Dry Run, which tested the transfer and return of electoral data from local authorities to the Department for Work & Pensions for data matching purposes using a secure Government Digital Service (GDS).

Risk Register

The Corporate Services Risk Register was reviewed on 12 September 2013. The main changes arising from the review were to increase both the likelihood and impact of the risk to continuing delivery of information services due to on-going work to satisfy the Cabinet Office that the Council fully complies with Public Services Network Code of Connection (PSN CoCo). This is a nationwide issue affecting all local authorities. In addition, the score for the likelihood of the election risk was reduced following the nationwide dry-run for individual electoral registration and the likelihood risk for the "Time for a Change " accommodation project was reduced reflecting the fact that the Time Square works are now satisfactorily underway.

Limited Assurance Internal Audit Reports

The internal audit report on arrangements for the compliance with Payment Card Industry Standards Data Security Standards was finalised during quarter 2. A limited assurance opinion was given as a framework had not been established to ensure compliance with the standards and key activities such as the completion and submission of the Self-Assessment Questionnaire had not been performed. This will be a priority area of work for Q3.

Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q1 2013/14	Current Figure Q2 2013/14	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Quarterly						
L059	Percentage of post sent second class (Quarterly)	93.00%	95.00%	96.00%		
L076	Planned maintenance spend (Quarterly)	15.90%	30.50%	37.00%		
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	29.15%	57.04%	57.20%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	36.54%	48.85%	64.00%		
L055	Satisfaction level expressed in survey of telephone contact with Customer Services (Quarterly)	89.00%	98.00%	90.00%		
L194	Percentage of calls answered within 20 seconds (Quarterly)		61.00%	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)	79.00%	76.00%	70.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)	90.00%	89.00%	90.00%		
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	95.2%	94.7%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	8.00%	7.00%	9.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.67%	0.63%	0.50%		
ICT - Quarterly						
L079	Resolution of reported ICT incidents (Quarterly)	97%	96%	94%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	98.80%	97.80%	99.00%		
Legal Services - Quarterly						
L084	Number of section 106s completed (Quarterly)	14	11			

L085	Amount of money recovered in debt collection (Quarterly)	141,588.04	51,319.30			
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)	13%	8%			
L086.2	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	3%	4%			
L086.3	Number of Freedom of Information requests received (Quarterly)	248	242			
L088	Number of leases completed (Quarterly)	26	21			

Traffic Lights		Comparison with same period in previous year	
Compares current performance to target		Identifies direction of travel compared to same point in previous year	
On, above or within 5% of target		Performance has improved	
Between 5% and 10% of target		Performance Sustained	
More than 10% from target		Performance has declined	

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

Ind ref	Short Description
L077	Staff cleaning surveys results (6 monthly)
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 don't 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)
L060	Percentage response to the annual canvass (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)
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)
L078	ICT User satisfaction - service user survey (Annually)
L080	ICT Project management - 5 metrics (Annually)
L087	Percentage of time recorded as chargeable time (Annually)

Section 3: Complaints

Corporate Complaints received

The number of complaints received in this quarter – 4.

The number of complaints received from quarter 1 to quarter 2 (*year to date*) - 24

Stage	New complaints activity in quarter 2	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	1	19	16 upheld, 0 partially upheld, 2 not upheld, 1 ongoing
New Stage 3	1	1	1 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
New Stage 4	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
Local Government Ombudsman	2	4	0 upheld, 0 partially upheld, 4 not upheld, 0 ongoing

Nature of complaints/ Actions taken/ Lessons learnt:

1 new Stage 2 complaint:

Following the granting of Probate on an inherited property on 25 February 2013, a six month Council Tax exemption was applied. The taxpayer is complaining that a further period of reduction beyond this is not applicable – ongoing.

1 new Stage 3 complaint:

The complaint is about the paying of business rates on a temporarily unoccupied property.

Local Government Ombudsman

4 complaints not upheld year to date:

Of these, 1 admission appeal complaint was reported in Q1 as an ongoing complaint. The Ombudsman has decided not to investigate the complaint as there was no evidence of administrative fault. A further 2 Ombudsman complaints were received this quarter and both were not upheld. These had not been through the usual complaints procedure.

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Directorate	4	3	1	3.5	0	0
Community Engagement	3	1	2	2.49	0	0
Customer Services	42	30	12	37.91	2	4.55
Democratic & Registration Services	19	11	8	15.88	2	9.52
Finance	38	29	9	34.35	0	0
Human Resources	19	17	2	18.28	0	0
ICT	37	34	3	36.05	1	2.63
Legal	13	8	5	11.41	0	0
Property Services	43	32	11	38.48	0	0
Department Totals	218	165	53	198.35	5	2.24

Staff Turnover

For the quarter ending	30 Sep 2013	0.89
For the last four quarters	1 Oct 2012 – 30 Sep 2013	6.33

Total voluntary turnover for BFC, 2012/13: 12.48%

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 reduced since the last quarter. This is mainly due to recruitment within Customer Services and ICT. This is the lowest vacancy rate reported for Corporate Services in the last 2 years. There are a couple of leavers that we know are coming in Q3 which may lead to an increase next quarter.

Turnover figures have also reduced from last quarter to 0.89% with the rolling year turnover figure also being much lower than the average across the authority.

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 2 average per employee	2013/14 annual average per employee
Directorate	4	0	0	0
Community Engagement	3	2	0.67	8.33
Customer Services	42	80	1.9	7.53
Democratic Services	19	1.5	0.08	1.52
Finance	38	49.5	1.3	3.37
Human Resources	19	1	0.05	0.21
ICT	37	31.5	0.85	3.84
Legal	13	1	0.08	0.45
Property Services	43	40	0.93	2.82
Department Totals (Q2)	218	206.5	0.95	
Projected Totals (13/14)				3.57

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 12/13	5.56 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 increased since the previous quarter to 206.5 days from 118 days last quarter. We have had two long term sickness cases within the Department however both employees are now back at work.

This quarter there were 86 days attributed to long term sick compared to 72 last quarter. This is attributable to one person in customer services and one person in Finance. Both employees have now returned to work.

The current projected absence figure for Corporate Services for the year is 3.57 which is lower than the actual for last year for the Authority and that for Corporate Services. However it is still only early in the year.

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 2013 - 2014. This contains 41 actions to be completed in support of 7 Medium Term Objectives. Annex A provides detailed information on progress against each of these key actions:

Overall 2 actions were completed at the end of Quarter 2 () , while 36 actions are on schedule () and 3 were causing concern ( and ) .

The 3 actions that are causing concern are:

Ref	Action		Progress
1.9.2	Implement ICT work plan to support new ways of working and Accommodation Strategy.		Due to work relating to PSN regarding End Point Security it has been necessary to review the use of personal equipment and the Citrix portal to remotely access systems and services. It will be necessary to provide secure laptops to all wishing to work remotely and this will need to be completed by mid December 2013.
11.1.1	Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey.		Due to changes in the PSN code of connection (CoCo) it has been necessary to delay the review of Unicorn services available to the authority until certification has been achieved at the end of the year.
11.5.1	Identify where “avoidable contact” with customers exists and reduce by 10%. Take appropriate action to minimise waste in processes. Use ‘Systems Thinking’ methodology to redesign services identified as priority.		The means of delivering this requirement is currently being reviewed in light of the decision to proceed with an upgrade or replacement of the current CRM system. It may be possible to build this requirement into the new / upgraded system.

Section 6: Money

Revenue Budget

The original cash budget for the department was £15.121m. Net transfers of -£0.495m have been made bringing the current approved cash budget to £14.626m. A detailed analysis of these budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.039m 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	(1,605)	(1,605)	Increased voids and void periods, resulting in reduced income.
Bracknell Market	14	14	Traders potentially leave due to falling footfall.
Print Services	(72)	(72)	As other departments look to cut expenditure, printing income will be affected and income target not 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 £8.883m.

Expenditure to date is £1.741m representing 23% of the budget. The Department anticipates 84% of the total approved budget to be spent by the end of the 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

- Legal drafting to enable highways and utilities works to commence as soon as possible.
- Continue negotiations with third party site owners in the town centre.
- Process advance payment settlements for compulsory purchased interests.
- The council will reduce the number of office buildings it occupies in the town centre by 50% in May 2014 as a result of the Time Square works.
- Amber House CTPLD staff and services move into Time Square in January 2014.
- All customer facing services will be accommodated in Time Square by April 2014.
- The programme to refurbish Time Square is continuing on schedule and we reached the halfway point having completed 5 wings. The next phase will be to refurbish floor 2 South and move ECC Environment and Public Protection from 1 South onto the completed floor 2 on 18 November. Colleagues across Time Square continue to clear out storage in preparation for their moves.
- Further work to equip staff to work with customers and clients through modern and appropriate ICT equipment.
- Planning for Easthampstead House improvements to the ground floor to accommodate ICT and redesign of the vacant registrars' office area.

Community Engagement & Equalities

- Lead a community empowerment scoping project.
- Produce the Council's Equality Information Reports for 2012-13.
- Publish the 'All of Us' Equality Scheme Impact Report for 2012-13.
- Facilitate the development of The Parks Community Centre/Sports Pavilion and Great Hollands Community Centre improvement works.
- Support the EIA process on budget proposals.
- Manage the launch of new corporate consultation software to improve the accessibility and quality of the Council's consultations.
- Finalise the action plan to respond to the results of the Council's 2012 borough wide household survey.

Customer Services

- The technical requirements specification for the CRM system will be completed in the next quarter and reference site visits with potential suppliers undertaken. We hope to award the contract for the system in Q4.
- The Digital Services team is currently reviewing the use of open source as a web publishing solution and working to develop two new websites for the JSNA and Youth Services for completion before the end of the current financial year.
- Recruitment for the new Revenues Manager should be completed this quarter, with the intention that the new manager should be in post in the New Year.
- Some calls for Revenues Services will be transferred to Customer Services, to free up some resource in the Revenues team to deal with a small backlog of work.
- Digital Inclusion sessions will continue every Wednesday at Easthampstead House, with staff available to support customers in accessing services online.

Corporate Property

- Complete the sale of Brackworth at auction.
- Options for development of Coopers Hill for a new youth hub to be considered with planning officers over the next three months.
- Complete the sale of land at Rainforest Walk.
- Complete leases for youth centres at Whitegrove and North Ascot.
- Complete a contract for the sale of Santa Catalina.
- Progress options for identifying sites for school accommodation.
- Work continuing with developing Print Strategy for implementation of the new service in January 2014.
- Undertake a staff survey of catering services.
- Progress the sale of Binfield Nursery site. Following invitations for parties to make best and final bids the successful party is due to submit a planning application.
- Working with West Berks Council to share two Term Maintenance Contracts which will start in July 2014.
- Participate in CIPFA Benchmarking of the Estates function.

Democratic & Registration Services

- 2013 canvass starts on 1 October and ends on 16 February 2014.
- Induction of newly appointed Electoral Officer commencing work on 1 October.
- Commencement of work to compile the EU register for the European Parliamentary elections to be held on 22 May 2014, and preparations for the elections.
- Preparations for relocation of Registrars to Time Square.
- Delivery of Local Democracy Week projects.
- Completion of final tranche of 360° degree feedback for Members.
- Preparation of biennial Members' survey.

ICT Services

- Continue large scale office moves and replacement of all data cabling in Time Square.
- Achievement of PSN CoCo accreditation to be completed by December.
- Distribution of 170 secure laptops, including 28 to Members, to meet PSN CoCo.
- Project to procure corporate data storage solution to be completed and installation commenced.
- Meeting with major ICT providers/suppliers to review contract costs.

Legal Services

- The Assistant Solicitor (Information Management and Corporate Governance) has resigned to take up a post with another authority. The Legal Services Section will be looking to recruit to a new post which is part replacement of that post combined with the Information Security Officer responsibilities.
- SEN Litigation is likely to be the continuing priority of the Contentious Team.
- Significant amount of legal advice will be required in connection with CIL adoption and development of SALP sites.

Finance

- Work will continue on the development of detailed proposals and options to ensure the Council achieves a balanced budget in 2014/15. The commitment budget will be presented to the Executive on 15 October and the draft budget proposals will be published for consultation on 10 December.
- The Provisional Local Government Finance Settlement may be published in December. A detailed analysis of the impact on the Council's short term and medium financial position will need to be completed before the 2014/15 budget is finalised.
- Work on the replacement of the Council's Payroll and HR system will continue. The focus will be on business process improvements with the aim of developing a high level functional specification before Christmas. A Project Board and Project Team will be established.
- Development of the Agresso financial system will continue. The immediate focus will be on the implementation of a fixed assets module to support the preparation of the Council's financial statements for 2013/14.
- The Strategic Risk Register will be updated and presented to the Executive and Governance and Audit Committee for comment and approval.
- The Corporate Procurement team will continue to provide professional advice and guidance on a range of procurements across the Council. The most significant being the public realm contract, a framework agreement for bus services and the schools capital programme construction projects.

Human Resources

- The Jobs Go Public advertising contract is still being re-negotiated and it is anticipated that it will be completed during the quarter to extend the current one by 18 months; a saving on current costs will be achieved.
- Work will continue on reviewing the business processes around the REBUS Payroll/HR Payroll System prior to preparing the specification for tender to procure a replacement system.
- Work will continue to harmonise the contract conditions for Public Health staff to bring them in line with standard Council conditions.
- The Organisational Change programme required to Balance the Budget will commence in the next quarter – there will be a significant amount of work arising from that as the need to effectively manage the process remains paramount.
- There will be ongoing consultation with the unions and members on the implementation of a new pay and grading scheme.

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	31/10/2014	CS		Significant progress has been made on rationalisation of the accommodation which the Council occupies in the town centre. Time Square works continues on schedule and on budget. The work will provide increased occupation capacity. Seymour House has been transferred to the Regeneration Partnership. Daycare Services have been transferred from Eastern Road to Waymead and New Hope has been relocated to Market Street. Plans are being finalised to move CTPLD from Amber House to Time Square in January which will reduce the Town Centre sites further.
1.9.2 Implement ICT work plan to support new ways of working and Accommodation Strategy.	31/03/2014	CS		Due to work relating to PSN regarding End Point Security it has been necessary to review the use of personal equipment and the Citrix portal to remotely access systems and services. It will be necessary to provide secure laptops to all wishing to work remotely and this will need to be completed by mid December 2013.
1.9.3 Let and manage all building contracts resulting from implementation of Accommodation Strategy and arrange disposals in accordance with the Development Agreement.	31/03/2014	CS		Time Square refurbishment continues through the programme which is on time and on budget. Town Centre redevelopment continues with demolition currently underway and due for completion by the end of November.
1.9.4 Establish Time Square as the primary town centre reception service area by moving customer-facing staff (Customer Services, Revenue Services and Registrars) currently in Easthampstead House to the ground floor of Time Square north.	31/10/2014	CS		On track to be delivered as part of Time for a Change programme. Currently mapping the new customer journey for services in Time Square. Plans are also being developed for interim arrangements while work is underway in the building.

1.9.5 Move CYPL to Ocean House.	31/04/13	CS		All staff were moved to Floor 1 and 2 of Ocean House on 14th March. All public facing meeting and correspondence is through Time Square. Seymour House was emptied and handed back to Property section by end of April 2013.
1.9.7 Move ECC, CYPL and ASCHH to final locations in Time Square.	31/10/2014	CS		By late October 50% of the wings of the building will be completely refurbished. All scheduled moves have been completed as planned. This quarter includes interim moves for ASCHH who have relocated from 2N to 3N. ASCHH Heads of Service and Brokerage and Commissioning have joined the teams on 1N. ECC P&R and TD have moved from 2S to 2N.
1.9.11 Implement flexible and mobile working across all town centre offices.	31/03/2014	CS		Changes to requirements for PSN have had an impact on the need for remote working to be carried out from a secure endpoint. Plans to roll out the correct ICT kit to support these changes are in place and will be complete by December. Flexible working staff in ASCHH have all been provided with locker space and shared desks through the relocation to their interim floor. Floor layouts for new locations include breakout areas for staff.

MTO 4: Support our younger residents to maximise their potential

Sub-Action	Due Date	Owner	Status	Comments
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4.3 Increase opportunities for young people in our youth clubs and community based schemes.

4.3.5 Implement phase three of the Modernisation of the Youth Service Programme, including the development of options for the Town Centre Youth Hub.	31/03/2014	CS		Housing Officers are seeking to provide seed funding for initial development scoping work. Property Services will liaise and support through this process.
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MTO 5: Work with schools and partners to educate and develop our children, young people and adults as lifelong learners

Sub-Action	Due Date	Owner	Status	Comments
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5.11 Ensure systems in place for effective pupil and school place planning.

5.11.3 Support CYPL in finding suitable sites for school extensions and new schools.	31/03/2014	CS		CYPL have been awarded a significant grant for the development of school places. Property Services are supporting
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				the acquisitions of various sites to support this award.
MTO 6: Support Opportunities for Health and Wellbeing				
Sub-Action	Due Date	Owner	Status	Comments
6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough.				
6.2.3 Work with colleagues to implement, support and advise the Health and Wellbeing Board.	31/03/2014	CS		Public participation scheme approved by Council. Register of interest forms completed by all co-optees. Board meetings scheduled for 2014-2015. Support provided for Board meetings.
6.7 Recognise the value libraries play in our communities.				
6.7.2 Carry out option appraisals for the relocation and enhancement of library facilities in Harmans Water.	31/03/2014	CS		Project appraisal complete for the Library/Community Centre. This project is now being considered by Members, but in the context of a wider review of library services. Further options appraisal may be required.
MTO 7: Support our older and 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.				
7.5.2 Work with the PCT to extend Bridgewell and increase bed capacity.	31/03/2014	CS		Solicitors have been instructed for a new lease to be granted to the Health Trust.
7.5.4 Work with housing association partners in provision of Extra Care unit at Garth site.	31/03/2014	CS		The sale of the site for the construction of the extra care facility has now been completed and construction on site has now commenced.
7.5.5 Dispose of Binfield Nursery site for residential including older people's accommodation.	31/12/2013	CS		Contracts have exchanged with Beaulieu Homes and they are working on submitting a planning application.
MTO 10: Encourage the provision of a range of appropriate housing				
Sub-Action	Due Date	Owner	Status	Comments
10.1 Ensure a supply of affordable homes.				
10.1.6 Work with Thames Valley Housing Authority on development of affordable homes on the Adastron/Byways site.	31/03/2014	CS		TVHA are at an advanced stage with planning and discussions on terms for disposal of the land are continuing.

10.2 Support people who wish to buy their own home.				
10.2.3 Assist applicants in purchasing houses under the homebuy scheme.	31/03/2014	CS		Assistance will be provided to applicants under the homebuy scheme throughout the year.
10.2.4 Assist applicants in purchasing houses under the homebuy scheme.	31/03/2014	CS		Nil Homebuy completions and one instruction received during the quarter.
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 Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey.	31/10/2013	CS		Due to changes in the PSN code of connection (CoCo) it has been necessary to delay the review of Unicorn services available to the authority until certification has been achieved at the end of the year.
11.1.2 Implement a programme of property reviews to ensure Council buildings are fully utilised, dealing with vacant accommodation as appropriate, taking into account market conditions and other possible Council uses, to secure disposals.	31/03/2014	CS		The terms of reference for a property review/audit are being taken through the Asset Management Group.
11.1.3 Explore opportunities to expand the electronic distribution of agendas and meeting papers.	31/03/2014	CS		Confidential agenda papers can now be accessed via an iPad. Efforts will be made to increase the number of people using the app to reduce the number of paper agendas, however the addition of Portfolio Review Groups has started to have an impact on the amount of paper agendas being produced.
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.	31/03/2014	CS		Sessions for the Member Development Programme continue to be scheduled. There were seven attendances at one session and seven attendances at five conferences. Three individual training sessions were delivered. The fourth and final tranche of the 360° feedback programme commenced.

11.2.2 Using agreed methods but with an emphasis on e-learning, deliver the agreed corporate training plan with priority given to key areas such as management development, information security and safeguarding.	31/03/2014	CS		Information Security & Data Protection Workshops continue to be run twice monthly. A number of new e-learning packages have been launched including autism, faith & belief, using social media, work experience and using assistive technology. A new support area within the e-learning zone has been created for managers undertaking the ILM Level 3 & 5 programmes which commenced in September 2013.
11.2.3 Implement the 5 priority areas of the 6th Pay and Workforce Strategy specifically those related to organisational development, leadership capacity, enhancing workforce skills and ensuring that the overall resources, pay and reward structure of the Council are appropriate and in line with best practice.	31/03/2014	CS		Progress is being made in accordance with individual key dates outlined in the Action Plans approved by Employment Committee on 5th December 2012. In particular Safeguarding training, the Time for a Change programme and actions around a new pay and grading structure have had significant input over the first quarter. A new (7th) Pay & Workforce Strategy will be brought forward for Employment Committee approval in Quarter 3.
11.3 publish information about the Council to promote openness and cost-effectiveness and accountability.				
11.3.1 Implement the Data Transparency Best Value Guidance by developing an open data website to improve the accessibility of information to the public.	31/03/2014	CS		The Open Data web site is published. The Assistant Solicitor (Information Management and Corporate Governance) responsible for development of the Open Data web site resigned during the quarter. The opportunity has been taken to consolidate the role of the Assistant Solicitor with that of the Information Security Officer post. An appointment to the resulting Information Management and Security Officer post has been made. Following her joining the Council in December she will review the possibility of publishing additional information on the Open Data web site.
11.3.2 Compile and publish the 2012/13 notice of Members allowances and expenses.	31/07/2013	CS		The notice was published on 27 June 2013.
11.3.4 Implement the Data Transparency Best Value Guidance by developing an open data website to improve the accessibility of information to the public.	31/03/2014	CS		Content and presentation of data on the open data site continues to be kept under review. Now working on site to present JSNA data.

11.4 ensure residents have fair access to the services they need.				
11.4.1 Deliver the Equality Scheme 2012-16 action plan and monitor its implementation.	31/03/2014	CS		On track. 2012-13 monitoring report to be approved and published in Q3.
11.4.2 Carry out a feasibility study to establish whether to conduct civil funerals.	31/03/2014	CS		The feasibility study is close to completion and a report on the outcome will be prepared in due course.
11.4.3 Continue implementing the programme to improve public access to Council buildings to 92.5%.	31/03/2014	CS		Works are ongoing to improve public access to Council buildings to 92.5% at the end of 2013/14. Currently 90.2%.
11.4.4 Maintain the Achieving Level of the Equality Framework externally assessed by a LGA Peer Review.	31/03/2014	CS		LGA peer review booked for 28th March 2014.
11.4.5 Increase engagement in and awareness of the democratic process among members of the public by: undertaking a programme of activities throughout the year; maximising the use of social media and the website	31/03/2014	CS		A social media session was delivered to seven councillors offering practical advice, and was followed up by three one to one sessions to support councillors setting up profiles based on their individual requirements.
11.5 develop appropriate and cost effective ways of accessing council services				
11.5.1 Identify where "avoidable contact" with customers exists and reduce by 10%. Take appropriate action to minimise waste in processes. Use 'Systems Thinking' methodology to redesign services identified as priority.	31/03/2014	CS		The means of delivering this requirement is currently being reviewed in light of the decision to proceed with an upgrade or replacement of the current CRM system. It may be possible to build this requirement into the new / upgraded system.
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.	31/03/2014	CS		Key services have been identified for focus of 'shift' to digital channels this year, and work is underway on redesigning them. These include School Admissions, Council Tax and Waste and Recycling.
11.5.3 Review CRM and CMS and investigate of new technologies and channels available, e.g. instant messaging, SMS, mobile apps.	30/09/2013	CS		CMS project continues, with new Youth website being built in open source software. Additional site for JSNA will also be built in this software. Both are expected to be completed this year. CRM project continues, with procurement plan and technical specification being finalised. Expect to award contract in Q4. Business case being developed for subscription-based messaging service, identifying how this will be used across the Council.

11.7 work with partners and engage with local communities in shaping services.				
11.7.1 Publish and deliver the new Partnership Community Engagement Strategy.	31/03/2014	CS		The strategy has been finalised and will be published in Q3.
11.7.2 Develop partnership working with the parish and town Councils on neighbourhood engagement through joint activities.	31/03/2014	CS		Discussions are taking place with the Parish and Town Councils regarding community empowerment. The Sandhurst Town Council 3 R's project has been externally evaluated, supported by the Borough Council, to assess how effective it has been in engaging the community; the lessons learnt will be shared with other Parish and Town Councils in the borough.
11.7.3 Implement corporately consultation software to improve the transparency and quality of consultations increasing consultation skills Council wide.	31/03/2014	CS		The governance documents have been completed and consultation guidance. User testing is being planned and the stakeholder database is in development. The software will launch internally in October and externally at the end of November.
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.	31/03/2014	CS		Three year budget forecasts have been updated following the announcement of the 2015/16 Spending Round on 26 June. The Council's updated Medium Term Financial Strategy and Commitment Budget will be reported to the Executive on 15 October. The Council's draft budget proposals will be published for consultation on 10 December and the impact of the Provisional Local Government Finance Settlement will be assessed when it is published in December/January.
11.8.2 monitor the delivery of the annual budget and produce the financial statements, having regard to recommendations made by the external auditor.	30/09/2013	CS		The financial statements were approved by the Governance and Audit Committee on 30 September. An unqualified external audit opinion was issued. Budget monitoring for 2013/14 indicates that spending should be within budget for the sixteenth consecutive year.

<p>11.8.3 Implement the necessary organisational change processes in line with service changes.</p>	<p>31/03/2014</p>	<p>CS</p>		<p>CMT have agreed the HR Organisational Change Programme and timescales; Members will now be scrutinising the budget reduction programme to decide on what the actual changes will be. The Organisational Change programme will therefore be activated in Quarter 3.</p>
<p>11.8.4 Develop proposals to help the Council produce a balanced budget in 2014/15.</p>	<p>31/03/2014</p>	<p>CS</p>		<p>The development of options and proposals to achieve a balanced budget in 2014/15 is nearing completion. The Council's draft budget proposals for 2014/15 will be published for consultation on 10 December.</p>

Annex B: Financial Information

	Original Cash Budget	Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter	
	2013/2014	C/Fwds	NOTE						NOTE
	£000	£000		£000	%	£000	£000	£000	
<u>Director of Corporate Services</u>									
Director of Corporate Services	206	1		207	54	207	0	0	
Community Engagement & Equalities	177	4	C	181	33	181	0	0	
	383	5		388	44	388	0	0	
Head of Democratic & Registration Services									
Committee Services	427	11		438	32	438	0	0	
Member and Mayoral services	901	5		906	43	906	0	0	
Registration of Births, Deaths & Marriages	-48	0		-48	127	-48	0	0	
Registration of Electors / Elections	218	1		219	25	219	0	0	
	1,498	17		1,515	35	1,515	0	0	
Chief Officer: Customer Services									
Local Tax Collection incl Cashiers	380	-8		372	33	372	0	0	
Customer Services	942	22	E	964	44	984	20	0	
	1,322	14		1,336	41	1,356	20	0	
Borough Solicitor									
Legal	601	-11	A	590	46	590	0	0	

Chief Officer: Human Resources

Human Resources	540	-29	A	511	53	511	0	0
Unified Training Unit	444	1		445	34	445	0	0
Health & Safety	97	-32	A	65	62	65	0	0
	1,081	-60		1,021	45	1,021	0	0

Borough Treasurer

Finance	2,145	-160	A,G	1,985	49	1,985	0	0
Insurance	868	-380	A,F	488	62	488	0	0
	3,013	-540		2,473	52	2,473	0	0

Chief Officer: Property Services

Property Services	532	0	A	532	27	498	-34	0
Industrial & Commercial Properties	-1,587	-16	C	-1,603	38	-1,603	0	0
Construction & Maintenance	378	4		382	44	382	0	0
Operations Unit	3,863	53		3,916	45	3,916	0	0
	3,186	41		3,227	45	3,193	-34	0

Chief Officer: Information Services

ICT Services	2,179	33	A,H	2,212	48	2,212	0	0
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Chief Executive's Office

Chief Executive	340	16		356	71	356	0	0
Chief Executive's Office	776	3		779	49	779	0	0
Town Centre Redevelopment	51	0		51	-92	51	0	0
Voluntary Sector Grants	171	60	B	231	53	206	-25	-25

NI136 - Grant Contributions to Shopmobility & CAB	219	0		219	38	219	0	0
Community Safety	301	-73	<i>D</i>	228	16	228	0	0
	1,858	-6		1,864	44	1,839	-25	-25
TOTAL CS AND CX OFFICE	15,121	-495		14,626	45	14,587	-39	-25
Memorandum item								
Devolved Staffing Budget - CS and CX	9,149	43		9,192	45	9,192	0	0
Non Cash Budgets								
Capital Charges	1,422	0		1,422		1,422	0	0
IAS19 Adjs	617	0		617		617	0	0
Recharges	-9,746	630		-9,116		-9,116	0	0
	-7,707	630		-7,077		-7,077	0	0

CORPORATE SERVICES / CX OFFICE QSR 2 - JUNE TO AUGUST 2013

Note	Total £'000	Explanation
133 Virements reported in QSR1 Period		
A	-630	Cash/Non Cash Budgets Corporate Services DMT has agreed that the recharges to Children Young People and Learning for services traded with schools should remain in Corporate Services and each budget manager be responsible for the income earned. This has resulted in the non-cash recharges to schools of £0.630m transferring to cash income budgets across the Department.
B	60	Voluntary Sector Grants A one-off grant of £0.060m to Bracknell Forest Voluntary Action was agreed by Executive to be met from the Transformation & Innovation Fund.
C	6	Planned Maintenance The council faces a backlog of maintenance on it's properties which falls outside the scope of the capital maintenance programme. Within Corporate Services works have been identified on Commercial Properties totalling £0.002m and Community Centres £0.004m. A virement is to be made from the non-departmental budget now that individual schemes of work have been identified in each Department.
D	-8	Revenue Contribution to Capital A revenue contribution to capital from Community Safety to Capital is required in order to support the purchase of a new ANPR Camera system at the junction of Drift Road and the A330 Ascot Road.
E	-8	Customer Services Transfer of budget for UNIFORM licences no longer used by Customer Services to ECC who will continue to pay the licence fee.
F	-49	Insurance Reduction in costs arising from the award of a new contract for Insurance Services. The saving had initially been loaded into non-Departmental but has now been transferred to Corporate Services.
G	3	Finance As a result of a reduction in staffing levels within the Accounts Payable Team a redundancy payment totalling £0.003m has been made, a virement has been requested from the Structural Changes reserve.
H	-2	ICT Following a recommendation by the Time for a Change Programme Board, CMT agreed that the likely increases in landline costs to all Directorates, as a result of automatic diverts to mobiles, would be met from the redistribution of savings brought about by the withdrawal of personal broadband allowances.
	-628	Total Virements in QSR2 Period
	-495	Total Virements Reported To Date

CORPORATE SERVICES / CX OFFICE QSR 2 – JUNE TO AUGUST 2013**Variances**

Note	Total £'000	Explanation
	-14	Variances reported in QSR1 Period
1	-25	Voluntary Sector Grants Bracknell Regeneration Partnership has reimbursed the Council for the relocation costs paid to the Citizens Advice Bureau in 2012/13. As these costs had initially been funded by a virement from Contingency this is to be returned to Contingency in this financial year.
	-25	Variances reported in QSR2 Period
	-39	Total Variances Reported To Date

Corporate Services & Chief Executive's Office Capital Monitoring as at 31st August 2013

Cost Centre	Project Description	2012/2013 brought forward	2013 /2014 Budget	Approved Budget (£'000)	Cash Budget 2013/14 (£'000)	Expenditure to date (£'000)	Current Commitment (£'000)	2013/14 Cash Budget unspent/ uncommitted (£'000)	Carry Forward 2014 /2015 (£'000)	(Under) / Over Spend (£'000)	Target for Completion	Current status of the project Notes
					(1)	(2)	(3)	(1)-(2+3)				

Prior Year Funded Schemes

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

YM245	Jennett's Park Community Centre	0.3	0.0	0.3	0.3	3.3	0.0	-3.0	0.0	0.0	March 2014	Plans in place to spend the remaining budget within 2013/14.
YM248	The Parks Community Centre/Sports Pavillion	175.8	0.0	175.8	175.8	0.0	0.0	175.8	0.0	0.0	March 2014	Works to commence Autumn 2013
YM249	Provision of Technology to Members	25.2	0.0	25.2	25.2	0.0	0.0	25.2	0.0	0.0	March 2014	Members are using their own broadband with the exception of one Member who uses the Group Office, and are either using their own kit or have received the kit originally requested. A laptop has been provided to a Member who no longer wishes to use her own kit.
YM254	New Hope	4.2	0.0	4.2	4.2	0.0	0.0	4.2	0.0	0.0	March 2014	The budget represents a carry forward required for retention costs.
YM255	CRM – Upgrade to Version 8	5.0	0.0	5.0	5.0	0.0	5.0	0.0	0.0	0.0	March 2014	Retention payable upon completion of additional work required to resolve issues with initial implementation.
YM259	North Ascot Community Centre	16.3	0.0	16.3	16.3	0.0	0.0	16.3	0.0	0.0	March 2014	The improvement works started in July 2012. Planning approval gained for the next stage of works, which will be completed in 2013-14
YM291	CRM – Reporting Enhancements	25.0	0.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	December 2013	A further review of this project is being carried out in light of the decision to move forward with a replacement CRM system. A new system may be able to provide the 'Avoidable Contact' reporting

													without the need for a separate system in which case this capital can be returned. Or we may need to use this capital to fund development work in the new system to facilitate this. We should know the capabilities of the new system by December 2013, and could then implement the original solution if necessary.
	Easthampstead and Wildridings Community Centre	30.0	0.0	30.0	30.0	26.8	1.0	2.2	0.0	0.0	September 2013	Works completed September 2013	
YM302	Bullbrook Community Centre	5.6	0.0	5.6	5.6	2.4	0.0	3.2	0.0	.0.0	March 2014	Soundproof insulation work to be undertaken in 2013-14	
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		287.4	0.0	287.4	287.4	32.5	6.0	248.9	0.0	0.0			

Prior Year Funded Schemes - Council Wide												
YM260 - YM265	Members Initiative	99.1	0.0	99.1	99.1	30.5	13.7	54.9	0.0	0.0	March 2014	Some small schemes in the pipeline. Web pages set up and Members recently reminded of funding. New fund established in 2013/14 from revenue
YM215	Replacement Revenue & Benefits System	55.3	0.0	55.3	55.3	0.0	1.0	54.3	0.0	0.0	March 2014	The new CRM may facilitate easier integration with the Revenues system, thereby making the purchase of the e-Revenues model unnecessary, although some capital would be required to fund the integration. The capacity of this system should be known by December 2013, enabling a decision on how to take this project forward to be made early 2014. It may be necessary to carry this capital forward to 2014-15, to enable completion of this.
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	23.2	0.0	0.0	23.2	0.0	0.0	March 2014	Required for speeding up at remote sites. Delayed due to PSN.

YM247	Market Street Properties	454.1	0.0	454.1	454.1	0.0	0.0	454.1	0.0	0.0	September 2013	A provision of £1.716m was created to comply with grant conditions, this amount represented the £1.46m received from HCA and £0.256m from the Bracknell Forest budget of £0.4m. To date £1.546m 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
YM250	Backup System Replacement	45.1	0.0	45.1	45.1	1.6	0.0	43.5	0.0	0.0	March 2014	Pilot complete. Running some servers in live and dual running. Remainder to be transferred over to Aimstore apart from Novell. Required to buy extra space on cloud and boost data. Determining method to recover data in the event of an incident. Priority orders agreed.
YM251	Laptop Refresh	88.8	0.0	88.8	88.8	41.0	9.1	38.7	0.0	0.0	March 2014	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles. New rollout in progress. Currently under review in light of potential need for more laptops due to PSN. Unmanaged Endpoints directive.
YM252	IPT Migration Project (Invest To Save)	59.1	0.0	59.1	59.1	0.1	3.7	55.2	0.0	0.0	March 2014	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. To be used for integration of call manager with AD and Tiger. Work delayed due to PSN.
YM294	Vasco Token System Replacement	12.8	0.0	12.8	12.8	5.0	0.0	7.8	0.0	0.0	March 2014	Replacement under review and new portal to be designed. Being used for Microsoft migration.
YM296	Times Square Data Cabling	65.0	0.0	65.0	65.0	32.7	15.8	16.5	0.0	0.0	March 2014	To fall in line with the Time for Change accommodation moves. On schedule in line with refurbishment and moves scheduled.

YM297	Superfast-Broadband Match Funding	29.1	0.0	29.1	29.1	0.0	0.0	29.1	0.0	0.0	March 2014	Capital funding for a market procurement using the Broadband Delivery UK procurement framework to buy a broadband infrastructure improvement solution across the Thames Valley.
Total of Prior Year Funded Schemes - Council Wide		931.6	0.0	931.6	931.6	110.9	43.2	777.4	0.0	0.0		

Total Prior Year Funded Schemes		1,219.0	0.0	1,219.0	1,219.0	143.4	49.2	1,026.4	0.0	0.0		
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Percentages

12%

4%

84%

0%

0%

Current Year Programme

Current Year Programme - Corporate Services & Chief Executive's

YM243	Community Centres - S106	161.6	0.0	161.6	161.6	0.0	0.0	161.6	0.0	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM293	Building Surveyors Asset Management System	12.3	40.0	52.3	52.3	10.3	22.1	19.9	0.0	0.0	September 2013	Works are ongoing to develop the system. Further development work is still required that will run into the Autumn of 2013. The next phase will be rolling out to building managers.
YM306	Council Chamber Audio & Visual Replacement	0.0	43.0	43.0	43.0	37.5	0.0	5.5	0.0	0.0	September 2013	The audio/visual equipment in the Council Chamber has been replaced and testing in various settings is now in progress before the work is signed off. Initial snagging took place by the end of August but there may be some additional minor changes as a result of the testing which will be completed by the end of September.
YM305	Town Centre CCTV	0.0	7.5	7.5	7.5	7.5	0.0	0.0	0.0	0.0	July 2013	New ANPR camera system at the junction of drift Road and the A330 Ascot Road
YM312	On-Line Booking Systems	0.0	20.0	20.0	20.0	0.0	0.0	20.0	0.0	0.0	March 2014	The Digital Services team is currently investigating booking solutions that sit in the Drupal web environment. Alongside this we will be working with service teams over the coming months to analyse their requirements, so that we can evaluate possible solutions. We may need to carry some of this capital forward to 2014-2015, to facilitate implementation of preferred solution(s).

YM313	ICT Helpdesk Software Replacement	0.0	15.0	15.0	15.0	0.0	0.0	15.0	0.0	0.0	March 2014	Investigation into replacement Help desk system during 2013-14. Plan to only upgrade during 2014-15 not replace.
Total of Current Year Programme - Corporate Services & Chief Executive's		173.9	125.5	299.4	299.4	55.3	22.1	222.0	0.0	0.0		
Current Year Programme - Council Wide												
YM002	Access Improvement Programme	102.6	100.0	202.6	202.6	44.8	148.2	9.6	0.0	0.0	Rolling Programme	Works this year are concentrating on Bracknell Leisure Centre and a scheme is currently being developed to meet the BVPI requirements
YM003	ICT Infrastructure Development/Network refresh	34.0	237.0	271.0	271.0	201.1	18.8	51.1	0.0	0.0	March 2014	Need to replace core data switched, proxy servers and switches during 2013-14. Core data switches being reviewed alongside the Storage Area Network. Ordered Core switches. Work delayed due to PSN.
YM165	Server and Server Component Refresh	0.0	75.0	75.0	75.0	6.3	7.3	61.4	0.0	0.0	March 2014	Server refresh to continue. Citrix servers purchased and being commissioned. Remainder of budget required for ESX hosts and licenses for servers
YM179	Desktop Refresh – Thin Client	31.6	153.0	184.6	184.6	49.0	42.2	93.3	0.0	0.0	March 2014	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles. Rollout due for completion in June with new rollout for 2013-14 commencing in June. New rollout commenced but stalled whilst solution for PSN unmanaged endpoints determined.
YM180	ICT Maint Prog – Photocopiers	10.2	70.0	80.2	80.2	36.5	5.1	38.6	0	0.0	March 2014	Final rationalisation underway (EH). New refresh capital received for 2013/14 as some MFD's are over 7 years old. In progress of update. Times square is a priority.
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 2014	Monies will be transferred when schemes are identified as part of the final accounts process.
YM214	Electronic Documents Records Management System	158.8	40.0	198.8	198.8	6.6	31.1	161.1	0.0	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	1,130.0	500.0	1,630.0	1,430.0	306.3	1,123.7	0.0	200.0	0.0	Rolling Programme	Works on this years programme are underway .A significant proportion of the current budget (approximately £800k) is linked to the works proposed for Time Square

YM253	Times Square Accommodation	237.8	3,050.0	3,287.8	2,313.5	860.1	1,453.4	0.0	974.3	0	2015-16	Works to the 1st floor north wing - phase 1 and the 4th floor north and south wings (Phase 2) were completed and handed back to the Council as programmed. Works have commenced on the 3rd floor north wing on the 23 August and the contractor is currently reporting that works will be completed as programmed on the 20th September. Works to the boiler room are 50% complete.
YM298	Power Generator	10.0	104.0	114.0	114.0	0.0	0.0	114.0	0.0	0.0	March 2014	Investigating options with suppliers to install a power generator. Project specification commenced and will be co-ordinated with TS Works.
YM304	Great Hollands Community Centre & Library	3.3	291.3	294.6	48.0	27.2	13.9	6.8	246.6	0.0	July 2014	Phase 1 - All works completed 1st March 2014. Works in defect period until 28th February 2014. Final account prepared and agreed. Phase 2 - on the 25th July the Council agreed the scope of the project. The Consultants are currently preparing the detailed design and specification for the proposed extension and re-modelling works. It is programmed that the tender documents will be finalised and ready to go out to tender during December 2013. It is programmed that the works will commence on site during March 2014.
YM307	CITRIX Licensing	0.0	78.0	78.0	78.0	0.0	0.0	78.0	0.0	0.0	March 2014	Increment in licenses to support Mobile and Flexible working
YM308	Phone System Replacement – Remote Sites	0.0	48.0	48.0	48.0	0.0	0.0	48.0	0.0	0.0	March 2014	A number of remote sites during 2013-14 will have phone systems transferred to CISCO solution. Delayed due to PSN.
YM309	Storage Area Networks	0.0	450.0	450.0	450.0	4.3	4.8	440.9	0.0	0.0	March 2014	Replacement of Storage Area Network in the Data Centre required. This scheme will cover replication to another site also to increase resilience. Procurement plan approved. Specification is currently out to tender.
YM310	Easthampstead House Car Park	0.0	25.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2014	A scheme is being drawn up to repair the deck of the covered area
YM311	Phone System Replacement - Libraries	0.0	25.0	25.0	25.0	0.0	0.0	25.0	0.0	0.0	March 2014	A number of libraries during 2013-14 will have phone systems transferred to CISCO solution following completion of those remote sites that need replacing. Not started. Delayed due to PSN.
YM314	Garth Hill College Land Valuations	0.0	0.0	0.0	0.0	0.0	3.0	-3.0	0	00	March 2014	Costs of land valuations for options to expand Garth Hill College

