

QUARTERLY SERVICE REPORT

CORPORATE SERVICES

Q4 2013-14
January - March 2014

Portfolio holders:
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Section 1: Director's Commentary

Corporate Services has made good progress against all service plan actions over the last year despite delays outside of the Directorate's control. The majority of indicators are also on target which is a significant achievement given the pressure of change and economic climate for many of these.

Over the last year there are some real achievements to be very proud of:

- BFC have successfully been re-accredited at the Achieving Level for the Equalities Peer Review and inspectors highlighted some areas of Excellence.
- Getting all schools to buy into the Health & Safety (H&S) Service Level Agreements (SLA). The Corporate H&S Service had a 100% buy into last year and this is reflected in the returned Customer Survey Forms which indicate that H&S provides an excellent and appreciated service to not only for schools but for all Council Departments.
- Re-engineering business processes in HR - both in preparation for a new HR/Payroll system, and by developing the use of online forms and webpages. This would then encompass things like the new benefits webpage and forms, online forms for car loans process, for allocating car parking spaces as well as the work being done on the tender spec.
- L&D work around the construction of the new Learning Management System which will provide the Council with a modern IT system which will allow instant access to the whole range of training and development opportunities provided by the Council, the ability to self-select those courses and statistics to construct the Corporate Training Plan.
- Closing the accounts earlier than ever before.
- Following the completion of the annual external audit receiving no recommendations for improvement.
- Keeping Council spending within budget for the sixteenth consecutive year.
- Agreed sale of Binfield Nursery, over £3M.
- Shared service of the Print facility with Wokingham Borough Council.
- Project management of Time Square on time and on budget.
- Secured 99% occupancy of Commercial and Industrial portfolio.
- Customer Services went live with external Auto Operator which has reduced calls to the Contact Centre.
- Digital Services went live with JSNA website, built in the new Content Management System.
- Revenue Services maintained high collection rates in both Council Tax and Business Rates.
- New arrangements to support the Mayor's Office culminating in the Civic Office of the Year Award.
- Successful relocation of Registrars to Time Square delivering significantly improved facilities.
- Facilitating 360° feedback for Members.
- Achieving PSN Compliance under difficult circumstances.
- Carrying out in the region of 800 staff moves for the Time for a Change programme.
- Migration of all user profiles and 5 terabytes of data from Novell to a Microsoft environment.
- Achieving successful outcome in all Court of Protection, Employment Tribunal and SEN cases with all of the work undertaken (including the advocacy) in-house by the Legal Team.

- Completion of transfer and all other legal work required for Garth Hill Extra Care facility. Legal advice provided in connection with release of section 52 agreement at Blue Mountain Golf Centre, Binfield.
- Objective consultation software launch across the Council.
- Support for Bracknell Forest Voluntary Action.

General Highlights for the quarter include:

Work to support Town Centre redevelopment

As work to support the Town Centre continues, the Legal team have completed agreements for highways works to facilitate the re-development.

Work is also underway with Bracknell Regeneration Partnership and Adult Social Care teams to produce a retail guide to support businesses in the new town centre and across the Borough to provide excellent customer service to people with disabilities.

As part of the Office Accommodation Strategy, work on moves within Time Square nears completion and the ICT team is now preparing for its move to Easthampstead House at the end of April and the final move of CYPL teams from Ocean House to Time Square and the restacking of Time Square in May.

The Customer Services team has successfully moved its operation in Easthampstead House to Time Square. This brings the service together in one area and will make working and responding to customer demand much more effective and efficient.

The Facilities team, part of the Operations Unit, are supporting the move of Customer Services from Easthampstead House to Time Square by taking on reception duties once Registrars move across to Time Square. Easthampstead House will no longer be a public building, other than for Council meetings, and as a result a visitor greeting service is required rather than a full Customer Services presence. This will be provided by the Facilities team from the 14 April.

The Council have also served their break notice at Ocean House in anticipation of the move of CYPL.

The Time Square works programme was audited over the last quarter and the report was very positive, providing significant assurance, and moreover there were no recommendations arising.

HR have provided significant input to support the recruitment to the new Regeneration Team in the Chief Executive's Office which will take forward support for the town centre and across the Borough.

Work with the community

A successful MOD Community Covenant Bid has been made to support service leavers and their families, as well as people in the wider community, to learn together how to set up their own businesses in a 'Pathways to Enterprise' Project. This is to be delivered by the Real Business Club in the Alders and Chestnuts Children's Centre in Owlsmoor.

BFVA have an Interim Chief Officer in place who has produced their 2014/15 business plan, approved by the Board of Trustees in January 2014. The Council continues to provide support to BFVA in their development.

Work is progressing well on the development of The Parks Community Centre and Sports Pavilion; a Community Association has been established that will take on the management of the centre.

Asset Management

As part of the Council's disposals programme, the sale of 1 School House in Cranbourne was completed on 19 March 2014. A capital receipt of £330,000 has been obtained from the disposal for educational purposes.

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. Completion is dependent on a successful planning approval.

Corporate Property has completed dilapidations and decommissioning of Amber House following the move of the ASCHH teams into Time Square. The lease has now been terminated.

Performance highlights

The Mayoral Support Team has received the Civic Office of the Year 2013 award from the National Association of Civic Officers (NACO). The Award is designed to recognise and promote the work undertaken by civic offices where they contribute to the service provided to the community by their Council. The criteria on which entries are judged include:

- Quality and innovation in the service provided to the Mayor, the Council and the community
- Promotion of the office of Mayor within the Council and the community, including links to the Council's aims and objectives
- Value for money by demonstrating how resources are used to their best effect.

The Sandhurst 'Respect, Responsibility and Rights' project has won gold in the Community Matters category in the IESE awards 2014 following an independent external evaluation which confirmed the positive impact that the campaign had had on the community. The Council's support to the Town Council was recognised in the evaluation.

The bulk printing shared service has been running successfully since the beginning of 2014. This is producing better quality printing with superior machinery utilising existing BFC staff now located in Wokingham Council's offices. Regular monitoring of the shared service is continuing.

Monitoring of Key Performance Indicators in the Construction & Maintenance team is undertaken each quarter. As this is the final quarter of the year, the annual figures are below:

Capital Projects Feedback

There were 13 questionnaires returned 1 April 2013 to 31 March 2014. Of the 13 returned, the average ratings were:

6 project Excellent (46%)
7 project Good (53%)
0 projects Satisfactory (0%)
0 projects Poor (0%)

Project Completion & Budget

From 1 April 2013 to 31 March 2014 there were 116 projects completed. Of the 116 projects completed:

83 (72%) projects were completed on time and on budget.
95 (82%) projects were completed within budget.
102 (88%) projects were completed on time.

Corporate Planned Maintenance Work % Completed at 31 March 2014

Projects complete	55.7%
Projects not started	15.8%
Projects on hold	1.5%
Projects in design	4.4%
Projects out to tender	4.4%
Projects Ordered	9.3%
Projects on site	8.9%

The Revenue Services Team have successfully completed the annual billing process for Council Tax and Business Rates, a total of 50,000 bills were issued correctly and on time. The influx of calls resulting from the bills was managed very successfully with the assistance of the Customer Services team, with call waiting times significantly lower than in previous years for this particular period. Changes to Business Rates announced in the Chancellor's autumn statement were publicised and implemented in time for the annual billing process despite the tight deadline.

Mid-March saw the automated operator service rolled out externally which means that calls which do not need to be handled by Customer Services are now being routed to the appropriate officer or department. This has reduced calls handled by the Contact Centre by 20%. The objective is for Customer Services to predominately manage calls where they can add value.

The ICT team has made significant progress on the migration away from Novell to Microsoft and the project is on schedule for completion by the end of April. Major progress has also been made on the new software build for our PCs and laptops which means the roll-out of Window &/Office 2010 will begin in April also. We are also having a new Storage Area Network and core infrastructure in place by the middle of the year.

Other significant projects

Full Council agreed the budget and council tax for 2014/15 on 26 February. Council tax has been frozen for the fourth consecutive year.

A full review of Financial Regulations has been completed, incorporating the recommendations contained in the final report of the Working Group of the Overview and Scrutiny Commission entitled "A Review of Delegated Authorities".

The Council participated in an LGA Equalities Peer Review on 28 March which confirmed that the Council is continuing to work at the Achieving Level of the Equalities Framework with some examples of excellence.

The Digital Services Team has completed a review of all content on the public website and developed standards to ensure that information is written consistently and in plain English. This review will be carried out on an annual basis to ensure the ongoing currency of information on the website.

The Digital Services Team has been migrating microsites from the existing web content management platform to a new open source platform called Drupal. In addition a new microsite has been developed for the JSNA (Joint Strategic Needs Assessment), working with the public health team. Work is also well advanced to replace the young people's website called Xpresionz.

Democratic Services have implemented the Thames Valley Berkshire City Deal Joint Committee on behalf of the six Berkshire authorities.

Legal significant work in the quarter includes:

- Represented Council at hearing of planning appeal for residential re-development of Fairclough Farm.
- Extensive legal advice provided in connection with proposed development at Blue Mountain Golf Course.
- Legal support provided in connection with award of public realm contracts and payroll system contract.
- Acted for Council in proposed SEN Judicial Review case.
- Over £122,000 debts collected.
- Successfully defended unfair dismissal claim against Binfield Church of England primary school.
- Large volume of FOI and Data Protection subject access requests.
- Legal advice provided for joint procurement of public health contracts by Berkshire Unitary Authorities.

Human Resources significant work in the quarter includes:

- After further analysis and Member approval, officers have now agreed with the trade unions how best to approach the implementation of the "Bracknell Forest Supplement" and notified all affected staff. Staff will be paid it with effect from 1 April 2014.
- The Organisational Change Protocol timetable continued over the period culminating in a Special Meeting of the Employment Committee which dealt with the staffing implications required to balance next year's budget. The staffing impact on the Dementia Team is ongoing.
- Corporate Management Team dealt with a report recommending the approach to be adopted in respect of the On-Line Update service of the Disclosure and Barring Service (previously the Criminal Records Bureau).
- There were some significant recruitment activities carried out over the quarter, both at Chief Officer level and in staffing the Council's new Economic Development Section.

Areas where performance has been more difficult are:

The Council's website has received two stars in the SOCITM Better Connected review. This is mainly due to two reasons:

- The site failed to redirect to the mobile site (if accessed from a mobile device) unless the user initially landed on the home page. This has now been resolved and the redirect has been applied to all pages. This will not be required once the site is migrated to a Drupal environment, as it will then automatically repurpose for whatever device is being used.
- Failure of third party applications to adapt to use on a mobile device. This is a key area of focus for the Digital Services Team going forward, and we will work with suppliers wherever possible to improve the presentation of their applications through our mobile site.

Despite this review the BFC website had:

- 2nd highest take-up by local residents amongst Unitary Authorities (43.61%)
- The highest net satisfaction with the website in the country (49.68%)
- The lowest failure rate in the country for finding information (13.78%)
- Online search – 3rd highest net visitor satisfaction in the country (14.11%)

The Customer Services team call answering performance, whilst just below target, continues to move in the right direction. The last quarter has been particularly challenging with managing redundancies and the move to Time Square but the target has almost been achieved and the impact of the Automated Operator system has been beneficial.

Desktop performance is still variable but we anticipate this being addressed when common issues arise whilst we migrate to a fully Windows environment.

Annual Performance Indicators not on target.

- BV156 Percentage of buildings open to the public which are suitable for and accessible to disabled people
 - The list of relevant buildings was recently revised and reduced to 39 overall but the type of building included was extended to cover additional facilities e.g. car parks. As a consequence the target has not been met. The (87.20%) percentage figure represents 34 of those 39 building and so is not directly comparable with the figures for previous years.
- L068 Top five percent earners - with disability
 - The small numbers involved in this indicator means just one more member of staff having a disability would result in us meeting our target.
- L087 Percentage of time recorded as chargeable time (Legal Services)
 - Time recording during the second half of the year has been problematic due to the significant difficulties with the relevant IT system due to PSN connection issues.

Areas where risk is closely monitored:

Risk Register

The Corporate Services Risk Register was reviewed on 19 March 2014 to review the scoring and completeness of risks. The main changes made were to reduce the likelihood of poor staff morale and increase the risk on management of elections. DMT also updated actions in place to mitigate risks and it was noted that work is ongoing to identify the controls in place to prevent the risk of potential fraud.

Limited Assurance Internal Audit Reports

No audit reports were finalised with limited assurance opinions in Corporate Services during Quarter 4.

Section 2: Department Indicator Performance

Ref	Short Description	Previous Figure Q3 2013/14	Current Figure Q4 2013/14	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Quarterly						
L059	Percentage of post sent second class (Quarterly)	97.00%	98.00%	96.00%		
L076	Planned maintenance spend (Quarterly)	90.40%	101.60%	95.00%		
Customer Services - Quarterly						
L051	Percentage of current year's Council tax collected in year (Quarterly)	84.84%	96.59%	97.50%		
L053	Percentage of current year's Business Rates collected in year (Quarterly)	86.24%	98.79%	98.00%		
L055	Satisfaction level expressed in survey of telephone contact with Customer Services (Quarterly)	87.00%	91.00%	90.00%		
L194	Percentage of calls answered within 20 seconds (Quarterly)	76.90%	74.00%	80.00%		
Democratic and Registration Services - Quarterly						
L057	Percentage of agendas published 5 clear days prior to a meeting (Quarterly)	100.00%	97.00%	100.00%		
L058	Percentage of minutes published within 5 clear days of a meeting (Quarterly)	87.00%	79.00%	70.00%		
L182	Percentage of citizens using the Tell Us Once service offered by Registrars (Quarterly)	85.00%	88.00%	90.00%		
Finance - Quarterly						
BV8	Percentage of invoices paid within 30 days (Quarterly)	94.2%	94.0%	95.0%		
L064	Debt outstanding as percentage of gross debt (Quarterly)	5.00%	6.00%	9.00%		
L065	Return on investments exceeds 7-day LA cash benchmark rate (Quarterly)	0.61%	0.58%	0.50%		
ICT - Quarterly						
L079	Resolution of reported ICT incidents (Quarterly)	93%	92%	94%		
L082	ICT service availability - percentage of time service is available for use (Quarterly)	97.70%	98.80%	99.00%		

Ref	Short Description	Previous Figure Q3 2013/14	Current Figure Q4 2013/14	Current Target	Current Status	Comparison with same period in previous year
Legal Services - Quarterly						
L084	Number of section 106s completed (Quarterly)	13	11			
L085	Amount of money recovered in debt collection (Quarterly)	1,086,759.56	126,941.26			
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)	4%	7%			
L086.2	Percentage of Freedom of Information requests dispatched which were refused because the time limit would be exceeded (Quarterly)	3%	3%			
L086.3	Number of Freedom of Information requests received (Quarterly)	272	341			
L088	Number of leases completed (Quarterly)	38	28			

Ind Ref	Short Description	Previous figure 2012/13	Current figure 2013/14	Current Target	Current Status	Comparison with same period in previous year
Corporate Property - Annual						
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually)	90.20%	87.20%	95.00%		
L075	Number of commercial property voids (Annually)	2.99	1.00	6.00		
Customer Services - Annual						
L052	Cumulative percentage of Council Tax collected for the previous year at 31 March (Annually)	99.02%	99.05%	99.00%		
L054	Cumulative percentage of business rates collected for the previous year at 31 March (Annually)	99.08%	99.06%	98.50%		
Democratic and Registration Services - Annual						
L060	Percentage response to the annual canvass (Annually)	95.70%	96.10%	98.00%		
Human Resources - Annual						
BV14	Percentage of early retirements as a percentage of total employees (Annually)	0.12%	0.26%			

Ind Ref	Short Description	Previous figure 2012/13	Current figure 2013/14	Current Target	Current Status	Comparison with same period in previous year
L066	Top five percent earners - women (Annually)	39.04%	39.80%	32.00%		
L067	Top five percent earners - minority ethnic communities (Annually)	3.00%	4.30%	4.50%		
L068	Top five percent earners - with disability (Annually)	4.50%	4.30%	6.00%		
L070	Percentage of employees with a disability (Annually)	1.42%	2.07%	2.00%		
L071	Percentage of black and ethnic minority employees (Annually)	4.25%	5.08%	4.50%		
L072	Gender pay gap (Annually)	18.38%	17.61%	18.00%		
L073	Average number of off the job training days per employee (Annually)	3.3	2.9	2.5		
L074	Average amount spent on training per employee (Annually)	337.00	370.00	275.00		
L130	Percentage staff voluntary turnover (Annually)	12.48%	12.64%			
L131	Percentage of staff leaving within one year of starting (Annually)	22.99%	18.08%	25.00%		
L174	Average number of working days lost to sickness per employee (Annually)	5.56	5.50	6.75		
ICT - Annual						
L080	ICT Project management - 5 metrics (Annually)	80.40%	81.10%	80.00%		
Legal Services - Annual						
L087	Percentage of time recorded as chargeable time (Annually)	65.00%	64.50%	70.00%		

Note: Key indicators are identified by shading

Traffic Lights

Compares current performance to target



On, above or within 5% of target



Between 5% and 10% of target



More than 10% from target

Comparison with same period in previous year

Identifies direction of travel compared to same point in previous year



Performance has improved



Performance sustained



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)) – reported Q4, 2012-13
NI004	Percentage of people who feel they can influence decisions in their locality (Biennially (every two years)) – reported Q4, 2012-13
NI006	Participation in regular volunteering (Biennially (every two years)) – reported Q4, 2012-13
NI023	Perceptions that people in the area don't treat one another with respect and consideration (Biennially(every two years)) – reported Q4, 2012-13
L078	ICT User satisfaction - service user survey (Annually) – reported Q3, 2013-14
L077	Staff cleaning surveys results (6 monthly) – report Q1 & Q3, 2013-14

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 4 (*year to date*) - 34

Stage	New complaints activity in quarter 4	Complaints activity year to date	Outcome of total complaints activity year to date
New Stage 2	2	25	17 upheld, 0 partially upheld, 8 not upheld, 0 ongoing
New Stage 3	1	4	1 upheld, 0 partially upheld, 3 not upheld, 0 ongoing
New Stage 4	0	0	0 upheld, 0 partially upheld, 0 not upheld, 0 ongoing
Local Government Ombudsman	1	5	0 upheld, 0 partially upheld, 5 not upheld, 0 ongoing

Nature of complaints/ Actions taken/ Lessons learnt:

Stage 2 complaints:

- Land ownership dispute from Q3 now finalised and not upheld - Officers have advised they will not resist an application for possessory title and have now advised the complainant how to proceed.
Learning point is that communication with complainant should be followed up in writing after any visit to ensure clarity and understanding.
- New stage 2 - a complaint from a customer dissatisfied with a staff member's attitude. An apology has been sent.
- New stage 2 - customer who feels a property should not be classed as a business operation and therefore liable for Business Rates. The customer has been advised to speak with the Valuation Office.

1 new Stage 3 complaint:

- The complaint is from a customer who believes the bailiff fees that have been charged have not been charged in accordance with the regulations. The Council has confirmed that actions taken have been in accordance with regulation and the customer has been informed.

Local Government Ombudsman:

- Complainant wrote directly to the LGO about public spending and the LGO decided not to investigate.

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	2.51	0	0
Customer Services	41	30	11	37.01	1	2.38
Democratic & Registration Services	20	9	11	16.55	1	4.76
Finance	37	27	10	33.86	1	2.63
Human Resources	17	16	1	16.81	2	10.53
ICT	38	35	3	36.85	0	0
Legal	13	8	5	11.41	0	0
Property Services	43	31	12	38.28	0	0
Department Totals	216	160	56	196.78	5	2.26

Staff Turnover

For the quarter ending	31 March 2014	2.74
For the last four quarters	Apr 2013 – Mar 2014	6.70

Total voluntary turnover for BFC, 2012.13: 12.48%

Average UK voluntary turnover 2012: 10.6%

Average Public Sector voluntary turnover 2011: 8.1%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2013)

Comments:

The vacancy rate slightly increased this quarter. There were a number of leavers during the period which led to the increase including 1 in HR and 1 in Finance Services. Recruitment is well underway for the HR and Finance vacancies so these should be filled in the next quarter which should improve figures once again.

Turnover rates for the Department remain very low and well below that of the whole authority.

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 4 average per employee	2013/14 annual average per employee
Directorate	4	0	0	0.25
Community Engagement	3	1	0.33	6.5
Customer Services	41	117.5	2.87	8.16
Democratic Services	20	16	0.8	2.35
Finance	37	60.5	1.64	4.35
Human Resources	17	6	0.35	1.41
ICT	38	41	1.08	3.88
Legal	13	3	0.23	0.69
Property Services	43	35.5	0.83	2.87
Department Totals (Q4)	216	280.5	1.3	
Projected Totals (13/14)				4.01

Comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 12/13	5.56 days
All local government employers 2012	9.0 days
All South East Employers 2012	8.7 days

(Source: Chartered Institute of Personnel and Development Absence Management survey 2013)

Comments:

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

Sickness for this quarter stands at 280.5 days. This compares less favourably with last quarter when the figure was 197; there have been only 21 days attributable to long term sick this quarter (one person in Revenues).

It is expected that sickness levels in this quarter would be slightly higher than during the summer months because of the increased likelihood of cold and flu.

The annual average absence figure for Corporate Services for the year stands at 4.01 which is lower than the actual for last year for the Authority and also very slightly lower than last year's figure for Corporate Services. Corporate Services once again compares favourably with absence levels throughout the whole authority.

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 4 actions were completed at the end of Quarter 4 () , while 35 actions are on schedule () and 2 were causing concern ( and ).

The 2 actions that are causing concern are:

Ref	Action		Progress
11.1.1	Implement regional Public Service Network through the Unicorn contract in conjunction with other local authorities in Berkshire and Surrey.		Originally we had anticipated going to Unicorn early but there was no advantage to be gained by doing so. BT has now completed the initial phase of the Unicorn project with the completion of the installation of services with Surrey County Council and has just begun work with Royal Berkshire Fire and Rescue to upgrade services at all their stations. Initial indications are that the services being provided are well priced and of good quality. The contracts for voice, broadband and data line services run to May 2015 and work in the renewal/retendering will begin this summer.
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 procurement of a CRM system is progressing, and we expect to make a decision in April 2014. The implementation will take place during summer / autumn 2014. We expect this system to be able to report avoidable contact.

Section 6: Money

Revenue Budget

The original cash budget for the department was £15.121m. Net transfers of -£0.024m have been made bringing the current approved cash budget to £15.097m. A detailed analysis of these budget changes in this quarter is available in Annex B.

The forecast outturn for the department is £0.224m 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	(1,576)	(1,589)	Increased income from the Peel Centre.
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 Department is £9.196m, of which £5.741m is expected to be spent on work completed in the current year, with £3.093m slipping forward into 2014/15.

A detailed list of schemes together with their approved budget and forecast spend is available in Annex B.

The following schemes are currently forecast to over/(under) spend.

Scheme	Over/(Under) Spend
Jennetts Park Community Centre	£0.003m
Provision Of Technology to Members	(£0.007m)
New Hope	(£0.004m)
CRM upgrade to version 8	(£0.005m)
Easthampstead House Car Park	(£0.006m)

The schemes identified below are now expected to complete in the 2014/15 financial year.

Scheme	Carry Forward Amount
The Parks Community Centre/Sports Pavillion	£0.201m
North Ascot Community Centre	£0.016m
CRM Reporting Enhancements	£0.025m
Members Initiatives	£0.015m
Replacement Revenue & Benefit System	£0.055m
Replacement Network Circuits	£0.023m
Market Place Properties	£0.300m
Backup System Replacement	£0.037m
IPT Migration	£0.056m
Vasco Token System Replacement	£0.008m
Superfast Broadband	£0.029m
Community Centres S106	£0.152m
Property and Asset Management System	£0.037m
Council Chamber Audio & Visual Replacement	£0.003m
Online booking systems	£0.010m
ICT Helpdesk Software Replacement	£0.015m
Customer Relationship Management System	£0.086m
Access Improvement Programme	£0.155m
ICT Infrastructure Development/Network Refresh	£0.015m
Server and Server Component Refresh	£0.005m
Desktop Refresh	£0.030m
ICT Maintenance Programme - Photocopiers	£0.014m
Electronic Documents Records Management System	£0.155m
Improvements and Capitalised Repairs	£0.325m
Times Square Accommodation	£0.860m
Power Generator	£0.114m
Great Hollands Community Centre and Library	£0.240m
CITRIX Licensing	£0.015m
Phone System Replacement – Remote Sites	£0.038m
Storage Area Networks	£0.030m
Easthampstead House Car Park	£0.004m
Phone System replacement - Libraries	£0.025m
Total Proposed Carry Forward to 2014/15	£3.093m

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.
- Relocation of the market traders.
- Work to the Time Square building will be complete by early June as predicted initially. At that point the Council will be occupying two rather than four office buildings in the town centre.
- CYPL will move from Ocean House into Time Square by May 2014.
- Easthampstead House improvements to the ground floor to accommodate ICT to be complete by end of April.
- Tenders out for the redesign of the vacant registrars' office area and first floor accommodation in Easthampstead House.
- Revamp of the Print Room to provide business continuity and other flexible options for use of the space.

Community Engagement & Equalities

- Develop an action plan to implement the recommendations from the LGA Equality Framework Peer Review.
- Award the contract for the Framework agreement for Community Consultation and Engagement Services.
- Lead a community empowerment scoping project.
- Facilitate the development of The Parks Community Centre/Sports Pavilion and manage the phase two Great Hollands Community Centre improvement works.
- Continue to manage the roll out of new corporate consultation software to improve the accessibility and quality of the Council's consultations and provide further consultation training to lead officers from each department.
- Monitor the implementation of the 'All of Us' Equality Scheme and the BFP Community Engagement Strategy for 2013-14.
- Support the Aiming High, services for children with disabilities budget consultation.

Customer Services

- Customer Services are looking forward to settling into Time Square (TS) and reaping the benefits of having the operation and staff in one location. Over the coming quarter work will commence to improve the queuing operation in TS North reception to provide a 21st Century offering using touch screen technology. The main reception will also be refurbished to improve both the customer and staff experience. The new desk will be DDA compliant and will provide two work stations so that Customer Services can respond to customer demand as required.
- The Digital Services Team's work to migrate to the Drupal platform will culminate in 2014-15 with moving the public website and provide an enhanced and more cost effective web infrastructure.
- Work will continue on the online bookings project, to fully understand the authority's requirements; and
- The CRM project will move into the implementation phase. We expect to make a decision on which system to choose early in the quarter, and to begin work on service redesign shortly thereafter.

- We will undertake a review of complaints procedure, with a view to making it more streamlined and efficient both for the organisation and for customers.
- Work on Digital Inclusion will continue, with further introductory sessions offered at Time Square, and we will work with the Open Learning Centre to develop the opportunities available to new ICT users.
- We will begin work on a review of the Customer Contact Strategy, with a view to introducing a new strategy in 2015.
- We will also begin work on the development of a Digital Strategy, adopting the government digital principles, and identifying the best way for them to be adopted by the Council.

Democratic & Registration Services

- Deliver the Annual Council Meeting and provide an induction session for the Mayor and Deputy Mayor.
- Implement the new arrangements for the provision of chauffeur services for the Mayor.
- Collate and analyse the responses to the biennial Members' survey.
- Deliver the annual tranche of appeals against secondary school allocations.
- Induct the newly appointed Electoral Services Manager and Electoral Officer.
- Compile the register of European citizens choosing to vote in the UK at the European Election.
- Commence Individual Electoral Registration.
- Refurbish the Marriage Room in the Syrett Suite at Easthampstead Park.
- Relocate the Registration and Checking Service to Time Square.
- Introduce same sex marriages.

Corporate Property

- Options for development of Coopers Hill for a new youth hub to be considered with planning officers over the next three months.
- Progress negotiation with Bracknell & Wokingham College on the proposed purchase of land for education purposes.
- Complete leases for Youth Centre at Whitegrove.
- Progress options for identifying sites for school accommodation.
- Complete legal agreements for the sale of Downside, subject to planning permission.
- Complete legal agreements for the sale of East Lodge, subject to planning permission.
- Following an Executive decision in February/March 2014 to progress the sale of Adastron House.
- Progress the sale of Binfield Nursery site.
- Undertake a staff survey of catering services.

ICT Services

- Completion of migration of applications to the new version of Citrix.
- Begin upgrade to Windows 7 and Office 2010 for desktop and citrix.
- Complete installation of new SAN and Core Switch replacement.
- Email on the move solution implementation.

Legal Services

- Continuing extensive legal advice in connection with Blue Mountain Golf Course.
- Major Section 106 Agreement required in connection with re-development of Winchester House.
- Procurement advice to be provided in connection with Coopers Hill development.
- SEN Tribunal hearing in April.
- Large number of hearings for school attendance prosecutions.

Finance

- The main activity during the next quarter will be the closure of the Council's 2013/14 accounts and the preparation of the draft financial statements. The statutory deadline for the completion of this work is 30 June.
- Work on the replacement of the Council's Payroll and HR system will continue. The advert inviting tenders will be published in early April.
- Preparations for the retendering of the Council's banking contract will begin. The current contract expires on 31 March 2015.
- The Head of Internal Audit's annual opinion on the effectiveness of the Council's internal control environment will be prepared and presented to the Governance and Audit Committee. This opinion supports the Annual Governance Statement.
- Payroll will be implementing changes to reflect the revised contribution rates payable under the new Local Government Pension Scheme and the introduction of the Bracknell Forest Supplement.
- An operational review of existing procurement category strategies will be completed and recommendations for their improvement will be made.
- The new e-procurement system will be trialled.

Human Resources

- The staffing impact of the changes to the Dementia Team in ASCHH is still to be processed.
- Further significant recruitment exercises are required at Chief Officer Level in ECC and Public Health plus ongoing recruitment in the Chief Executive's Office in Business & Enterprise/Regeneration/Communications and Marketing.
- Vacancies in the Corporate HR team will also be addressed in the next quarter.
- The new Learning and Management system is now in place but further development activities will be needed over the period to refine the database.
- There will be significant input required into a project in CYPL to address recruitment & retention problems in Children, Young People & Learning.

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	31/10/2015	CS		Work continues on schedule to both Time Square and Easthampstead House to ensure they are able to support the staff from two other buildings which will be vacated as agreed in the Accommodation plans. Amber house was vacated in March when CTPLD moved into Time Square. Ocean House will be vacated by the end of May. The vast majority of customer facing services have now been relocated to Time Square and are delivering services from North reception areas including the Registration Service which moved in April.
1.9.2 Implement ICT work plan to support new ways of working and Accommodation Strategy.	31/03/2014	CS		Pilot beginning in April to assess replacement of current email on the move solution with a view to replacing it by August. Work also underway to begin the roll-out of Windows 7/Office 2010 to the authority. This work to be completed by August
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 is near in completion, on time and on budget and alterations within Easthampstead House have commenced to accommodate the final phase of the project. Ocean House surrender notice to terminate the lease has been served. Amber House has been vacated and lease terminated and dilapidations settled.
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.	31/10/2015	CS		Customer Services, Digital Services and Revenue Services have successfully relocated to Time Square. Interim arrangements worked very successfully while the offices and reception area were refurbished. Registration Services are on schedule to move during the second week of April. An enhanced Queue Management System will also be installed, enabling more effective management of customer journeys for a range of services.

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. Demolished in October 2013.
1.9.7 Move ECC, CYPL and ASCHH to final locations in Time Square.	31/10/2015	CS		Work has moved to Easthamstead House to prepare the ground floor for Corporate ICT and the final floor 3 south in Time Square will be complete by end of May. Plans to move all departments to their final location are at an advanced stage and departments are in preparation for the last stages of the programme. Final moves will take place over the last two weekends of May. CYPL will move from Ocean House by the end of May.
1.9.11 Implement flexible and mobile working across all town centre offices.	31/03/2014	CS		Departments are preparing their final floor layouts and the desk ratio of 5:4 is being worked towards across the departments through the use of shared desks in the non fixed teams. Corporate Services who relocated to the ground floor of Time Square achieved more than 5:4 by reducing their desk count by 22%

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		Proposal for a Youth Hub and affordable housing is being developed with a registered housing provider due to submit a planning application by the end of September 2014.
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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		Terms have been agreed with Bracknell & Wokingham College for 2 acres of land to facilitate the Garth Hill College sixth form
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				(temporary) extension. Property Services are continuing to assist CYPL in the development of a new SEN facility at Eastern Road. Extensive property negotiations are in progress regarding the land at Blue Mountain for the future potential learning village.
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		The Board continues to operate effectively.
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		A further project appraisal is being carried out for a community library scheme as the first was not affordable. Feasibility plans have been commissioned to be completed by the end of April 2014.
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		The lease has been completed and the memory clinic have taken up occupation.
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 been exchanged. The purchaser has now submitted a full planning application and completion is subject to the outcome of the planning application, this is anticipated May 2014.
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	31/03/2014	CS		Solicitors are now instructed to complete the sale.

development of affordable homes on the Adastron/ Byways site.				
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 has been 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		Two Homebuy transactions were completed this 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		Originally we had anticipated going to Unicorn early but there was no advantage to be gained by doing so. BT has now completed the initial phase of the Unicorn project with the completion of the installation of services with Surrey County Council and has just begun work with Royal Berkshire Fire and Rescue to upgrade services at all their stations. Initial indications are that the services being provided are well priced and of good quality. The contracts for voice, broadband and data line services run to May 2015 and work in the renewal/retendering will begin this summer.
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		Instructions to Commercial Agents have been issued to tender for the work.
11.1.3 Explore opportunities to expand the electronic distribution of agendas and meeting papers.	31/03/2014	CS		Ipad and other devices are operating effectively. A problem has been identified using Android devices to access confidential papers. ICT have been advised and will work to resolve the issue when their work programme allows.

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 59 attendances at five sessions and 11 attendances at nine conferences.
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 on a regular basis. A number of e-learning packages are already in use 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 and more development of this approach to training is in place based on the identified needs of employees
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		A new (7th) Pay & Workforce Strategy was taken to Employment Committee approval in Quarter 3 and was approved by full Council in Quarter 4 i.e. on 22nd January 2014. Actions arising from that have formed a key part of the HR Business Plan for 2014/15.

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		Review undertaken against revised Code of Practice and amendments made where necessary. Additional work to identify FOI request trends completed which resulted in more data being published. Ability to redirect some FOI requests to information already publicly available which has reduced officer time spent on handling requests.
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	31/03/2014	CS		JSNA site has been completed, and will be published in early April. A new format for the Open Data site has been obtained from

the accessibility of information to the public.				CIPFA, and this is being used to publish additional data, that is often the subject of Freedom of Information requests. Further information and data will be added to the site over the coming months.
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		2012-13 impact report and action plan monitoring published.
11.4.2 Carry out a feasibility study to establish whether to conduct civil funerals.	31/03/2014	CS		The feasibility study has been completed. There is not a business case for the Council conducting civil funerals at present but this will be kept under review.
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. Actual target achieved at year end 87.20% but this was partly due to an expansion of the buildings included.
11.4.4 Maintain the Achieving Level of the Equality Framework externally assessed by a LGA Peer Review.	31/03/2014	CS		The Council has been reaccruited at the 'Achieving' level of the Framework through a successful peer review, many areas were identified as being excellent.
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		Harmans Water Primary School held their School Council meeting in the Chamber. They used the microphones and practiced taking turns speaking and passing ideas through the Chairperson. They discussed the merits and feasibility of ideas for the school from fellow pupils. Holly Spring Junior School Council visited the Mayor to ask about the changing face of Bracknell. They saw the demolition work from the top floor of Easthampstead House and asked questions. They learnt about the occupations and life of Bracknell people in the 1830s by seeing the earliest birth register held by the Council. The visit concluded with the School Council holding a meeting in the Chamber focussing on changes they would like to see in their own school and what they had achieved so far. The Mayor supported the Youth Council residential event in March.

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 procurement of a CRM system is progressing, and we expect to make a decision in April 2014. The implementation will take place during summer / autumn 2014. We expect this system to be able to report avoidable contact.
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		Business Analysis work has been carried out during this quarter, to identify high volume transactional services to be the focus for redesign as part of the CRM implementation. Work is progressing well on implementation of a 'save and return' option and user account for online forms, and this is expected to go live in the next quarter.
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		The JSNA website beta version was published this quarter, and the full site is expected to go live in early April, using the new CMS. Work is continuing on the Youth service site. It was not possible to award the CRM contract this quarter, however we expect this to be awarded next quarter, with implementation through summer / autumn 2014. This will include the introduction of new channels, as appropriate.
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		Action plan being implemented and monitoring for 2013-14 about to commence.
11.7.2 Develop partnership working with the parish and town Councils on neighbourhood engagement through joint activities.	31/03/2014	CS		The Sandhurst Town Council 3 R's project has been externally evaluated by the ICoCo Foundation supported by BFC; the evaluation found that the campaign has had a positive impact on the community helping reduce levels of ASB. The evaluation results will be shared with other Parish and Town Councils. The campaign won gold in the IESE 2014 awards 'community matters' category.

11.7.3 Implement corporately consultation software to improve the transparency and quality of consultations increasing consultation skills Council wide.	31/03/2014	CS		Training continues to be provided to support new users to use the Consultation Portal. Work continues to improve the feedback that is provided on consultation results through the portal and on developing the consultation database.
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		The Council's updated Medium Term Financial Strategy and Commitment Budget were reported to the Executive on 15 October and approved. The Executive agreed the Council's draft budget proposals for consultation on 10 December. The Autumn Statement and Provisional Local Government Finance Settlement were announced in December. Detailed analysis has shown that these are in line with the Council's expectations. The final budget package and council tax for 2014/15 were approved by Full Council on 26 February.
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 will be within budget for the sixteenth consecutive year.
11.8.3 Implement the necessary organisational change processes in line with service changes.	31/03/2014	CS		The Organisational Change Protocol (OCP) commenced in the previous quarter and was completed in this quarter. It dealt with the staffing changes arising from the requirement to balance the 2014/15 budget. The OCP for the Dementia Service in ASCHH commenced in Q4 and will continue into the next financial year (Q1 of 2014/15)
11.8.4 Develop proposals to help the Council produce a balanced budget in 2014/15.	31/03/2014	CS		Proposals were prepared and were approved on 26 February when Full Council agreed the budget and council tax for 2014/15.

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	Virements & Budget		Current Approved Cash Budget	Spend to Date %	Projected Outturn	Department's Over/(Under) Spend	Variance This Quarter		Requested Carry Forward
	2013/2014	C/Fwds	NOTE						NOTE	
	£000	£000		£000	%	£000	£000	£000		£000
<u>Director of Corporate Services</u>										
Director of Corporate Services	206	76	I	282	88	282	0	0		
Community Engagement & Equalities	177	35	E,K	212	58	209	-3	-3	1	-3 #4
	383	103		494	75	491	-3	-3		
Head of Democratic & Registration Services										
Committee Services	427	-83	K	344	85	339	-5	-5	14	
Member and Mayoral services	901	51	K	952	88	937	-15	-15	15	-6 #6
Registration of Births, Deaths & Marriages	-48	29	K	-19	458	-38	-19	-19	18	-19 #7
Registration of Electors / Elections	218	-3	K	215	76	215	0	0		
	1,498	-6		1,492	81	1,453	-39	-39		
Chief Officer: Customer Services										
Local Tax Collection incl Cashiers	380	-82	D,E,K	298	58	206	-92	-59	2,3	
Customer Services	942	64	K	1,006	86	990	-16	-16	4	-16 #1
	1,322	-18		1,304	79	1,196	-108	-75		
Borough Solicitor										
Legal	601	16	K	617	88	601	-16	-16	16	

Chief Officer: Human Resources											
Human Resources	540	-42	K	498	94	482	-16	-16	5	-14	#3
Unified Training Unit	444	-14	K	430	60	425	-5	-5	17	-5	#5
Health & Safety	97	-40		57	89	57	0	0			
	1,081	-96		985	79	964	-16	-16			
Borough Treasurer											
Finance	2,145	-137	K	2,008	99	2,003	-5	-5	6		
Insurance	868	-438		430	22	425	-5	-5	6		
	3,013	-575		2,438	85	2,428	-10	-10			
Chief Officer: Property Services											
Property Services	532	-111	K	421	79	405	-16	-16	7	-10	#2
Industrial & Commercial Properties	-1,587	11	C	-1,576	112	-1,589	-13	-13	8		
Construction & Maintenance	378	78		456	93	468	12	0			
Operations Unit	3,863	-17	A,K	3,846	82	3,769	-77	-77	9,10		
	3,186	-39		3,147	68	3,053	-94	-106			
Chief Officer: Information Services											
ICT Services	2,179	192	G,H,K,L	2,371	92	2,371	0	0			
Chief Executive's Office											
Chief Executive	340	28	B	368	118	460	92	92	11		
Chief Executive's Office	776	104	K	880	91	880	0	0			
Town Centre Redevelopment	51	285	F,J	336	52	311	-25	-74	12,13		
Voluntary Sector Grants	171	60		231	100	231	0	0			

NI136 - Grant Contributions to Shopmobility & CAB	219	-25		194	100	194	0	0	
Community Safety	301	-61	K	240	70	240	0	0	
	1,858	402		2,249	89	2,316	67	18	
TOTAL CS AND CX OFFICE	15,121	-24		15,097	82	14,892	-224	-252	-69
Memorandum item									
Devolved Staffing Budget - CS and CX	9,149	367	K	9,516	94	9,516	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	624		-9,122		-9,122	0	0	
	-7,707	624		-7,083		-7,083	0	0	

CORPORATE SERVICES / CX OFFICE QSR 4 – DECEMBER 2013 TO FEBRUARY 2014

Note	Total £'000	Explanation
	-541	Virements reported in QSR3 Period
A	-50	<p>Revenue Contribution to Capital The original specification for Time Square refurbishment included the removal, cleaning and re-use of existing blinds, however as the refurbishment has progressed this has not been possible and new blinds have had to be purchased. The contractor has reflected a saving that the existing blinds will not be re-used, but a revenue contribution to capital of £0.050m from the Operations Unit is required to fund the difference for the replacement blinds.</p>
B	66	<p>Chief Executive Approval was received from Cllr Brunel Walker, on the 10th January, for funding of £0.158 from the Economic Development Reserve to cover the costs of staffing, market intelligence, inward investment and retention and business growth incurred by the Chief Executive's Office.</p> <p>The decision has been taken to only draw down at present the cost of the Principal Economic Development Officer & Enterprise Officer £0.066m leaving the balance in reserve for future requirements.</p>
C	40	<p>Industrial & Commercial Properties Due to the concerns raised by tenants in units 38 & 39 on the Longshot Industrial Estate about the state of their forecourt, in particular subsidence and potential health and safety issues, the Council had to carry out repaving works over the Christmas/New Year period. In order to pay for the works the balance of £0.040m has been vired from the Longshot Lane repairs and renewals reserve.</p>
D	-8	<p>Revenue Contribution to Capital In order to improve the facilities within Time Square, screens will be installed in several of the meeting rooms. Customer Services are contributing the cost of the screens from the previously identified discretionary rates relief underspend within the Local Taxation budgets.</p>
E	0	<p>Community Engagement/Local Taxation Customer Services have vired £0.019m to Community Engagement from the Local Taxation budget, which had previously reported an underspend for discretionary rates relief. This virement is to support LGIU training, an LGA peer review, a contribution to Sandhurst Council for iCoCo research into Sandhurst RRR initiative and the Aiming High budget consultation.</p>
F	49	<p>Town Centre Redevelopment The Council has agreed to meet the planning fees for Winchester House of £0.049m. Contingency funding has been received to cover these costs.</p>
G	198	<p>ICT In order to achieve compliance with the new local Public Sector Network regime it was necessary for ICT to employ additional resources which has placed a pressure on the Departmental DSB of £0.081m.</p> <p>In addition to the revenue costs PSN has placed pressure on various Capital projects which have incurred hardware and software costs of £0.117m as a direct result of PSN.</p> <p>Contingency funding of £0.198m was received to cover both these pressures.</p>

H	-117	Revenue Contribution to Capital A revenue contribution from ICT to Capital is required to cover the additional costs of PSN incurred on various ICT capital projects.
I	4	<u>Director of Corporate Services</u> A virement of £0.004m has been approved from the Transformation & Innovation Fund to cover the costs of a Member transformation workshop held by IESE
J	236	<u>Town Centre Redevelopment</u> Town Centre legal costs have been reviewed and are anticipated to be £0.236m in 2013/14; however there are no longer funds available in a Town Centre Regeneration Reserve to cover these costs resulting in a pressure. These costs can be broken down into two areas: Town Centre redevelopment, which includes BLP fees for the 3rd variation to Town Centre and subsequent variations required to enable the redevelopment to come forward as soon as possible £0.120m. Progress on Winchester House is quicker than originally anticipated and the legal, property and valuation costs associated with the redevelopment and process required to consult on the future of the market £0.116m. Contingency funding has been received to cover these costs.
K	0	<u>DSB</u> In order to balance the Corporate Services DSB staffing budgets a contribution of £0.034m has been made from Legal Services non-DSB budgets, which are underspending, to the Corporate Services DSB budgets. The DSB budgets have then been realigned to reflect in year staff turnover and amendments to staffing structures
L	99	<u>ICT</u> CMT approved contingency funding to support the additional licence costs required for the forthcoming migration to Windows 7 and Microsoft Office 2010 and other unsupported local software licences
	-319	Total Virements in QSR4 Period
	-24	Total Virements Reported To Date

CORPORATE SERVICES / CX OFFICE QSR 4 – DECEMBER 2013 TO FEBRUARY 2014
Variations

Note	Total £'000	Explanation
	28	Variations reported in QSR3 Period
1	-3	<p><u>Community Engagement</u> The Social Value Workshop originally planned for March has been delayed until the new financial year resulting in an underspend of £0.003m. A carry forward will be required in order to meet the cost in 2014-15.</p>
2	-53	<p><u>Local Taxation</u> The Council Tax Support New Burdens Funding grant for £0.053m has been received from DCLG. To date no schemes have been identified which require support from this grant resulting in an underspend.</p>
3	-6	<p><u>Local Taxation</u> Following changes to the accounting treatment for Business Rates, the budget of £0.066m set aside for discretionary rates relief is no longer required, resulting in an under spend. An amount of £0.033m was previously reported and £0.027m has been vired to support Customer Services (£0.019m) and a revenue contribution to capital (£0.008m).</p>
4	-16	<p><u>Customer Services</u> Due to other Time Square renovations the reception works won't now be undertaken until June 2014, the budget set aside for the reception desk will not therefore be spent in this financial year. A request for a carry forward will be made.</p>
5	-16	<p><u>Human Resources</u> There is an underspend of £0.010m to report against the consultancy budget. This budget was set aside to support the Good to Great workstreams but due the start dates of the workstreams the costs won't now be incurred until the next financial year. A carry forward will therefore be requested.</p> <p>In addition a review of budgets within Human Resources has identified an underspend of £0.003m due to a reduction in printing and an underspend of £0.003m for Long Service Awards.</p>
6	-10	<p><u>Finance/Insurance</u> A review of budgets has identified underspends of £0.005m within Insurance for brokers days and £0.005m in Finance for contracted audit days.</p>
7	-16	<p><u>Property Services</u> An underspend of £0.005m is anticipated for Town Centre events</p> <p>No land or buildings have been identified to date as assets of community value so The Community Right to Bid grant of £0.008m remains unspent.</p> <p>Finally income of £0.003m is anticipated from Bracknell Forest Homes for work undertaken on the Right To Buy scheme</p>
8	-13	<p><u>Industrial & Commercial Properties</u> Land Securities have provided a provisional figure for the Peel Centre which shows income of £0.126m in excess of the budget.</p>

This underspend has however been reduced due to fencing works required at Longshot Lane £0.020m, a loss of income from hoardings of £0.011m, a residual income budget of £0.004m for Seymour House and the costs of outstanding maintenance works of £0.060m.

- | | | |
|----|-----|--|
| 9 | -55 | <p><u>Operations Unit</u>
 Rebates of -£0.105m have been received for Time Square Business Rates, the resulting under spend has been reduced by £0.050m to reflect the revenue contribution to capital to support the blinds required as part of the Time Square refurbishment.</p> |
| 10 | -22 | <p><u>Operations Unit</u>
 The new postal contract with TNT has resulted in a reduction in costs and an underspend of £0.012m is anticipated. In addition the Integrated Transport Unit is in receipt of £0.0010m of additional income from a Bus Service Operators Grant from the Department of Transport.</p> |
| 11 | 92 | <p><u>Chief Executive</u>
 The Chief Executive's Office received approval from Cllr Brunel Walker, on the 10th January, for funding from the Economic Development Reserve to cover:
 Staffing - Principal Economic Development Officer & Enterprise Officer £0.066m
 Costs of developing a business branding toolkit £0.042m
 Inward Investment - Link to China £0.025m
 Careers Event - Third careers event including local schools £0.007m
 Strategic Rail Study - Economic impact study with LEP, Wokingham & Reading £0.008m
 Car park review with BRP £0.010m</p> <p>A request of £0.066m to cover staffing has been met from the reserve, the balance of the items will be met from the overall Council under spend</p> |
| 12 | -49 | <p><u>Town Centre Redevelopment</u>
 The Council has agreed to meet the planning fees for Winchester House of £0.049m, contingency funding has been received to cover these costs thus reversing the previously reported overspend.</p> |
| 13 | -25 | <p><u>Town Centre Redevelopment</u>
 A contribution of £0.025m was received from BRP for the relocation of Voluntary Sector clients during the Town Centre redevelopment. All of the Voluntary Sector organisations have now relocated without the need for any funding assistance. There are no conditions which require the repayment of the contribution so this is an underspend.</p> |
| 14 | -5 | <p><u>Committee Services</u>
 The Schools Appeals budget has underspent by £0.002m due to receipts from Schools.
 Committee Services are underspending by £0.003m, split across supplies and services £0.002m and hire of premises £0.001m</p> |
| 15 | -15 | <p><u>Member and Mayoral Services</u>
 The cost of the Joint Arrangements for storage and the Lord Lieutenant provided by Reading Borough Council are underspent by -£0.002m.
 Mayoral receptions, hospitality and refreshment costs are underspent by -£0.001m.
 Members Allowances are underspent by -£0.002m and Members training and development is underspending by -£0.002m.
 There are also underspend on various supplies and services budgets of -£0.008m.</p> |

16	-16	<p><u>Legal Services</u> Additional income from S106 income and other legal services fees has resulted in an underspend of £0.039m, in addition underspends have been identified of £0.005m across supplies and services budgets and £0.006m for training and seminar budgets.</p> <p>The underspend of £0.050m has however been reduced by £0.034m to £0.016m following a virement to support the Departmental DSB budgets.</p>
17	-5	<p><u>Unified Training</u> All Berkshire Chief Executives were due to undergo specialised training in January, due to the difficulties in organising a date suitable for all this has been delayed until June.</p> <p>A carry forward will be required to enable this training to be provided.</p>
18	-19	<p><u>Registration of Births, Deaths and Marriages</u> Income from the registration of marriages and nationality checking service have exceeded the income target. This additional income was to offset the improvements programmed for the Syrett Suite; however the contractor has delayed the start date of the works. A carry forward will be required to enable these works to progress in 2014-15.</p>
	-252	Variances reported in QSR4 Period
	-224	Total Variances Reported To Date

CORPORATE SERVICES / CX OFFICE QSR4 – DECEMBER 2013 TO FEBRUARY 2014**Carry Forwards Currently Reported**

Note	Total £'000	Explanation
The budget underspends connected with these carry forwards are included in the analysis of variances		
#1	-16	Customer Services The works to install the new Customer Services desk at Time Square have been postponed until the completion of the works on the ground floor which will be in May 2014.
#2	-10	Property Services Work has been commissioned to review of Bracknell Forest properties, however this work cannot commence until the next financial year resulting in a requirement to carry forward the budget set aside in the current financial year.
#3	-14	Human Resources A budget was set aside to support Good to Great but due the start dates of the various workstreams the costs won't now be incurred until the next financial year
#4	-3	Community Engagement The Social Value Workshop originally planned for March has been delayed until the new financial year. A carry forward will be required in order to meet the cost in 2014-15
#5	-5	Unified Training All Berkshire Chief executives were due to undergo specialised training in January, due to the difficulties in organising a date suitable for all this has been delayed until June. A carry forward will be required in order to meet the cost in 2014-15
#6	-6	Member & Mayoral Services The costs of equipment and furniture for the Function room and Minority Group room were to be met from the supplies and services underspend previously identified. However due to other works required at Easthampstead House this has been delayed until June.
#7	-19	Registration of Births, Deaths & Marriages The refurbishment of the Syrett Suite has been delayed by the contractor; in order for the works to progress a carry forward is required.
	-69	Total Carry Forwards Currently Reported

Corporate Services & Chief Executive's Office Capital Monitoring as at 28 th February 2014												
Cost	Project Description	2012/2013	2013	Approved	Cash	Expenditure	Current	2013/14	Carry Forward	(Under) /	Target for	Current status of the project
Centre		brought forward	/2014 Budget	Budget	Budget	to date	Commitment	Cash	2014	Over	Completion	Notes
					2013/14			Budget	2014	Spend		
								unspent/ uncommitted	/2015			
					(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	0.3	0.0	0.3	0.3	3.3	0.0	-3.0	0.0	3.0	March 2014	Project complete Overspend offset by other Prior Year schemes underspends
YM248	The Parks Community Centre/Sports Pavilion	175.8	25.0	200.8	0.0	0.0	0.0	0.0	200.8	0.0	March 2015	The budget includes a virement of £0.025m from ECC towards works on a multi use games area.
YM249	Provision of Technology to Members	25.2	0.0	25.2	25.2	18.3	0.0	6.9	0.0	-6.9	March 2014	Project complete, Included £0.013m of PSN costs.
YM254	New Hope	4.2	0.0	4.2	4.2	-0.1	0.0	4.3	0.0	-4.3	March 2014	Project complete
YM255	CRM – Upgrade to Version 8	5.0	0.0	5.0	5.0	0.0	0.0	5.0	0.0	-5.0	March 2014	This budget was retained as a result of dissatisfaction with the system upgrade. It is not expected that the outstanding amount will be paid. This budget is no longer required.
YM259	North Ascot Community Centre	16.3	0.0	16.3	0.0	0.0	0.0	0.0	16.3	0.0	March 2015	Works are due to be ordered shortly, once the final details have been approved by planners, but a long lead-in of approximately 12 weeks means that it won't be completed until next financial year.
YM291	CRM – Reporting Enhancements	25.0	0.0	25.0	0.0	0.0	0.0	0.0	25.0	0.0	March 2015	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 May 2014, and could then implement the original solution if necessary.
YM300	Easthampstead and Wildridings Community Centre	27.9	0.0	27.9	27.9	27.9	0.0	0.0	0.0	0.0	September 2013	Works completed September 2013	
YM302	Bullbrook Community Centre	2.7	0.0	2.7	2.7	2.7	0.0	0.0	0.0	.0.0	March 2014	Works completed August 2013	
Total of Prior Year Funded Schemes - Corporate Services & Chief Executive's		282.4	25.0	307.4	65.3	52.1	0.0	13.3	242.1	-13.3			
Prior Year Funded Schemes - Council Wide													
YM260- YM265	Members Initiative	99.1	0.0	99.1	84.5	56.8	27.7	0.0	14.6	0.0	March 2015	Some small schemes in the pipeline. Web pages set up and Members regularly reminded of funding available. New fund established in 2013/14 from revenue	
YM215	Replacement Revenue & Benefits System	55.3	0.0	55.3	0.0	0.0	0.0	0.0	55.3	0.0	March 2015	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.	
YM239	Replacement Network Circuits (Invest to Save)	23.2	0.0	23.2	0.0	0.0	0.0	0.0	23.2	0.0	March 2015	Required for speeding up at remote sites. Delayed due to PSN. Some funds required for extension of wireless links and potential Bridgewell expansion	
YM247	Market Street Properties	454.1	0.0	454.1	154.1	0.0	0.0	154.1	300.0	0.0	March 2015	Budget required to meet outstanding CPO claims in addition to the provision of £0.168m. The outstanding CPO claims and adequacy of the provision are to be reviewed as part of the final accounts process.	

YM250	Backup System Replacement	45.1	0.0	45.1	7.7	7.7	0.0	0.0	37.4	0.0	March 2015	Need for consultancy to assist in set-up of backup schedule and DR recovery.
YM251	Laptop Refresh	88.8	71.6	160.4	160.4	155.4	0.2	4.7	0.0	0.0	March 2014	Extra expenditure on laptops and peripherals for extra staff due to PSN.
YM252	IPT Migration Project (Invest To Save)	59.1	0.0	59.1	3.3	3.3	0.0	0.0	55.8	0.0	March 2015	Required for extension to IP Call Manager. Additional test hardware required.
YM294	Vasco Token System Replacement	12.8	0.0	12.8	5.0	5.0	0.0	0.0	7.8	0.0	March 2015	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	58.8	5.8	0.4	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	0.0	0.0	0.0	0.0	29.1	0.0	March 2015	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	71.6	1,003.2	480.0	286.9	33.8	159.3	523.2	0.0		
Total Prior Year Funded Schemes		1,214.0	96.6	1,310.6	545.3	339.0	33.8	172.5	765.3	-13.3		
Percentages						62%	6%	32%	58%	-3%		
Current Year Programme												
Current Year Programme - Corporate Services & Chief Executive's												
YM243	Community Centres - S106	152.2	0.0	152.2	0.0	0.0	0.0	0.0	152.2	0.0	Rolling programme	Total S106 funding anticipated for the scheme.
YM293	Property & Asset Management System	12.3	40.0	52.3	15.8	15.8	0.0	0.0	36.5	0.0	March 2015	Works are ongoing to develop the system. Further development work is still required that will run to the end of 2014/15.. The next phase will be arranging training to roll out to building managers.
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

YM306	Council Chamber Audio & Visual Replacement	0.0	43.0	43.0	40.3	40.3	0.0	0.0	2.7	0.0	March 2015	Additional work may be required following damage to Council Chamber and after the replacement of the windows.
YM312	On-Line Booking Systems	0.0	20.0	20.0	9.8	0.0	0.0	9.8	10.2	0.0	March 2015	A consultant has been appointed to investigate booking solutions that sit in the Drupal web environment. They are currently working with the service teams to analyse their requirements, so that we can evaluate possible solutions. We are likely to 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	0.0	0.0	0.0	0.0	15.0	0.0	March 2015	Investigation into replacement Help desk system during 2013-14. Plan to only upgrade during 2014-15 not replace. Options being considered.
YM315	Customer Relationship Management System (Invest To Save)	0.0	86.2	86.2	0.0	0.0	0.0	0.0	86.2	0.0	December 2014	Although the procurement is progressing well, we have been unable to select a system and award contracts to date. Implementation should then take 6-9 months. It is therefore unlikely that any expenditure will be completed in this financial year, and the whole budget will need to be carried forward.
YM316	Farley Wood Community Centre	0.0	14.4	14.4	14.4	14.4	0.0	0.0	0.0	0.0	October 2013	Installation of sprung floor in the Main Hall of the Farley Wood Community Centre
Total of Current Year Programme - Corporate Services & Chief Executive's		164.5	226.1	390.6	87.8	77.9	0.0	9.9	302.8	0.0		
Current Year Programme - Council Wide												
YM002	Access Improvement Programme	102.6	100.0	202.6	47.3	47.3	0.0	0.0	155.3	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. This work is likely to run over the end of the financial year and will require some of next years budget to complete.
YM003	ICT Infrastructure Development/Network refresh	34.0	263.3	297.3	286.2	260.4	14.6	11.1	15.0	0.0	June 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	90.3	90.3	85.3	54.4	21.8	9.1	5.0	0.0	June 2014	Server refresh to continue. Citrix servers purchased and being commissioned. Remainder of budget required for ESX hosts and licenses for servers. Additional servers ordered Oct/Nov for PSN and application upgrades.

YM179	Desktop Refresh	31.6	153.0	184.6	154.6	71.6	52.3	30.7	30.0	0.0	June 2015	Refresh to fall in line with Flexible working and Time for Change strategy and a review of working styles. New rollout for 2013-14 commenced in June, but stalled whilst solution for PSN unmanaged endpoints determined. Should complete rollout by June 15
YM180	ICT Maint Prog – Photocopiers	10.2	70.0	80.2	66.6	48.8	10.8	7.0	13.6	0.0	March 2015	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	43.8	36.7	0.0	7.1	155.0	0.0	August 2014	Revised schedule being planned and revisiting file plans. Monies potentially needed for consultancy before year end.
YM244	Improvements and Capitalised Repairs – Council Wide – Planned Maintenance	1,130.0	500.0	1,630.0	1,305.0	1,226.9	78.1	0.0	325.0	0.0	Rolling Programme	Works on this years programme are underway .A significant proportion of the current budget was linked to the works for Time Square. Project spend to date stands at 88% with a further 12% committed.
YM253	Times Square Accommodation	237.8	3,127.0	3,364.8	2,505.2	2,505.2	0.0	0.0	859.6	0	2015-16	Works to the 1st floor north wing (Phase 1) , 4th floor north and south wings (Phase 2), 3rd floor north wing (Phase 3) ,2nd floor north wing (Phase 4), 2nd floor south wing (Phase 5) ,1st floor south wing (phase 6) ground floor south wing (phase 8) and ground floor north wing (phase 9) were completed and the and the floors handed back to the Council as programmed. Works have commenced on the ground floor of Easthampstead House on the 24th March and the contractor is currently reporting that works will be completed as programmed on the 25th April. The works to install the new boilers and boiler control panel are 90% complete. Works to the perimeter water proofing is currently ongoing
YM298	Power Generator	10.0	104.0	114.0	0.0	0.0	0.0	0.0	114.0	0.0	April 2015	Power generator ordered, to be installed April 2015
YM304	Great Hollands Community Centre & Library	3.3	291.3	294.6	54.6	34.7	20.0	0.0	240.0	0.0	July 2014	Phase 1 - All works completed. Phase 2 - The works contract has been awarded to the successful Contractor and works are programmed to commence on site on the 14 April and be completed by mid July
YM307	CITRIX Licensing	0.0	78.0	78.0	63.0	0.0	0.0	63.0	15.0	0.0	March 2015	Increment in licenses to support Mobile and Flexible working Need to order approx 100 extra licences before year end

YM308	Phone System Replacement – Remote Sites	0.0	48.0	48.0	10.0	0.0	0.0	10.0	38.0	0.0	March 2015	A number of remote sites during 2013-14 will have phone systems transferred to CISCO solution. Delayed due to PSN. Cem and crem to commence shortly.
YM309	Storage Area Networks	0.0	450.0	450.0	420.0	288.2	92.7	39.1	30.0	0.0	March 2015	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. Contract awarded and order being placed. Other integration costs required imminently.
YM310	Easthampstead House Car Park	0.0	25.0	25.0	21.0	12.9	2.0	6.1	4.0	-6.1	March 2015	Works have commenced and all works should be completed by the end of March. Fees will be claimed in April 2014.
YM311	Phone System Replacement - Libraries	0.0	25.0	25.0	0.0	0.0	0.0	0.0	25.0	0.0	March 2015	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	0.0	0.0	March 2014	Costs of land valuations for options to expand Garth Hill College. To be met from land acquisition budget if purchase goes ahead.
YM318	Time Square Meeting Rooms - Display Screens	0.0	8.0	8.0	8.0	1.0	7.0	0.0	0.0	0.0	March 2014	In order to improve the facilities within Time Square, screens will be installed in several of the meeting rooms

Total Current Year Programme - Council Wide	1,718.3	5,776.7	7,495.0	5,470.5	4,588.1	702.2	180.2	2,024.5	-6.1
Total Current Year Programme	1,933.5	5,952.1	7,885.6	5,558.3	4,666.0	702.2	190.1	2,327.3	-6.1
Percentages				84%	13%	3%	30%	0%	

Total - Council Wide	2,699.9	5,798.3	8,498.2	5,950.5	4,875.0	736.0	339.5	2,547.7	-6.1
Total - Corporate Services & Chief Executives	502.6	165.4	668.0	153.1	130.0	0.0	23.1	544.9	-13.3
Total Capital Programme	3,202.5	5,993.7	9,196.2	6,103.6	5,005.0	736.0	362.6	3,092.6	-19.4
Percentages				82%	12%	6%	34%	0%	