



# **“All of Us” in Bracknell Forest**

A Corporate Strategy for Promoting Community Cohesion  
2004/05 – 2006/07

## **Progress Report**

**Autumn 2007**





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# Introduction

This document details the progress made to date by Bracknell Forest Borough Council in promoting community cohesion within the Borough in accordance with the Council's three year Strategy (2004/05 – 2006/07).

The Council has made considerable progress in implementing the Strategy and this is evident in the two key performance measures against which the success of the Strategy will be judged, namely:

- ✓ All of the seventy two Key Tasks in the Strategy have been completed within their respective timescales, with the majority ahead of schedule.
- ✓ Of the 25 performance indicators where information is available, the Council's performance has seen 12 improve; 8 remain stable, and only 5 decline.

In light of this progress, the Council is well placed to build on its achievements and to move the Community Cohesion agenda further forward via the current development of its new strategy for 2008- 2011.

# **A Quick Guide to Community Cohesion**

## **What is Community Cohesion?**

A further development of social inclusion, community cohesion is a term and concept arising from the Cattle Report following the riots in Oldham and Burnley in summer 2001.

A cohesive community is one where:

- there is a common vision and a sense of belonging for all communities
- the diversity of people's backgrounds and circumstances are appreciated and positively valued
- those from different backgrounds have similar life opportunities
- strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods

## **Why is Community Cohesion important to the Council?**

Because community cohesion is about recognising four important principles:

- Opportunity: everyone in Bracknell Forest is provided with the same opportunities
- Accessibility: everyone is able to access opportunities, service and facilities
- Inclusion: no one is excluded from accessing services, facilities or opportunities
- Difference: different groups in the community and different people have different needs and need different levels of services and support in order to have the same opportunities, accessibility and to be included.

Carrying out the Council's business with these four principles in mind is what the Council is there to do. Community Cohesion therefore is a critical part of all that we do.

Because community cohesion is about understanding and addressing the needs of all of our customers in what is an increasingly diverse population, with different risk factors related to different communities. In doing so, the Council's approach to community cohesion will be both meaningful and proportionate.

## The 'All of Us' Strategy – An Executive Summary

The first Community Cohesion Strategy set out the Council's approach to promoting community cohesion within the Borough. In this annual report for the last year of the strategy, we aim to demonstrate that we have contributed to strengthening community cohesion in Bracknell Forest.

### Vision

Our Vision is:

***To make Bracknell Forest a place where all people can thrive, living, learning and working in a clean, safe and healthy environment***

### Aims

We want Bracknell Forest to be a Borough where:

- There is a shared vision and a sense of belonging for all communities
- The diversity of people's backgrounds and circumstances is appreciated and positively valued
- Those from different backgrounds have similar life opportunities
- Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

### Goals

We will strive to realise our vision and aims by working hard to achieve six goals. These are:

1. Promoting community cohesion through community leadership
2. Promoting community cohesion through solid, innovative, sustained partnerships
3. Promoting community cohesion through a willingness to recognise and confront difficult social issues
4. Promoting community cohesion through practical and visible targeted projects
5. Promoting community cohesion through participative, community and public involvement in shaping action
6. Promoting community cohesion by reviewing progress

### Actions

We turned these six goals into action through the delivery of a three year Implementation Plan.

## Measures

We have measured the success of this Strategy in three ways:

- Firstly, the extent to which we achieved the key tasks and outcomes in the three-year Implementation Plan.
- Secondly, the extent to which performance improved in our 'basket' of community cohesion indicators (see *Community Cohesion Performance Indicators*).
- Thirdly by celebrating some of the tangible improvements that had been made in the community (see *Our Successes*).

Our headline indicator will be:

***The proportion of people who feel that their local area is a place where people from different backgrounds can get on well together***



# Community Cohesion in Bracknell Forest – Our Successes

## IntergenerationAL Projects

Through the Council's initiative to extend community services in and around schools, a variety of inter-generational projects have started, involving older people being in school. The aim was for pupils to benefit from some extra help and for older people to get involved in community life and develop themselves.



Senior citizens and pupils from Great Hollands Primary School have lunch together. (l-r) Jenny Rycroft, Charly Toya-Richardson (6) have a chat over lunch. \*PIC BY STEWART TURKINGTON\*

In Great Hollands, The Pines and Sandy Lane Primary schools, lunch clubs are running at which older people buy a meal and eat it alongside pupils at the school. At the Pines Primary School the lunch club developed into a reminiscence session for the older people, which helped the older pupils in their project work on the 1950s and 1960s. This led to a craft project in which a 'home corner' with a difference was created. The older people worked with the pupils to craft a 1950s sitting room complete with lamp standards and record player.

This work has helped build relations between the Pines school and local older residents.



At Sandy Lane Primary School, in response to needs of the older people at the lunch club, ICT training started in September 2007. At Great Hollands Primary school several lunch club members are now supporting the school with volunteer effort including helping with knitting and guitar classes.

The inter-generational projects have therefore enabled children to learn from the wisdom of their elders and also allowed older people access to training and volunteering opportunities. A better understanding across the generations and a chance to build relationships has led to a real community feel in and around the schools.

Bracknell Forest has won many awards in the **Britain in Bloom** competition including the regional award for **Best Community Engagement**.

Work with the **Nepali community in Sandhurst** has resulted in improved confidence of children.

## Special Sports Fun Day

The Special Sports Fun Day for people with disabilities was organised and held at Bracknell Leisure Centre in June this year for the 13<sup>th</sup> time! The event was officially opened by the Mayor of the Borough of Bracknell Forest, Cllr Gill Birch.

The day was a great success, attracting over 300 participants! Contestants took part in a variety of events, including wheelchair races, bean bag throwing, tennis ball throwing, long jump, shot putt, high jump, javelin, 100m, 200m and relay and each category winner was awarded a trophy.



**Northern parishes Arts Week** – lots of activities for everyone to get involved over half term.

**Employment** for people with learning disabilities in our parks.

Categories included:

- Assisted wheelchair user
- Electric wheelchair user
- Self propelled wheelchair
- Poor walker without aid
- Good walker (not runner) without aid
- People who can just manage to run
- People who can run fairly easily
- Best athletes



Competitors came from across the Borough including representatives from Cranstock, Priors Day Services, Reading Education and Training Centre, Oakbridge, Southern Archway, Ravenswood, Bracknell Day Services, Brunel, WROC, Ellerman Resource Centre, Leisure Plus and West Berkshire Mencap.

## Neighbourhood Action Groups

As a result of Neighbourhood Action

Groups (NAGs) Bracknell Forest residents can easily raise their concerns and make a real difference to their communities.

**Yours Gardens competition – recognised community efforts to enhance the natural landscape.**

The Council and Police developed a Neighbourhood Management model of engaging with the community to identify issues of concern to 14 identified neighbourhoods in the Borough and to establish Neighbourhood Action Groups to address these issues in a multi-agency and inclusive way.

Communities are able to contribute through forums and questionnaires sent to every home in the Borough. Each forum has a senior council officer, local police beat officer, neighbourhood sergeant and a police community support officer (PCSO) assigned to it and who attend every meeting and ensure that key messages and concerns are fed back into their organisation.

The scheme has been running in Bracknell Forest for 3 years and has proved a great success. Examples of actions arising from the scheme include projects in Binfield, where the speed limit in Tilehurst Lane is set to be cut from 40mph to 30mph next year, and Crowthorne, where a film night was set up for teenagers. Additionally the chairs of the 14 NAGs have now been invited to join the Local Area Policing Board, an advisory group set up by the Police Authority, to become a 'critical friend' to the Local Police Area commander to test the effectiveness of policing services delivered locally.

The Neighbourhood Action Groups are

a great example of how the community can have a really positive impact on the Council's services. By working with issues at a local level and involving everyone affected, real concerns in Bracknell Forest are being targeted efficiently and effectively.

**Easthampstead Park Cemetery & Crematorium has adapted to cater for differing cultural beliefs.**

## Health Awareness

As part of the links between the project to extend services in an around schools and health services, a health event was held for the Priestwood community, targeted at both young and old people. The aim of the event was to raise awareness of health issues among the community and provide local people with the opportunity to talk to health care professionals.



The day was organised in conjunction with Berkshire East Primary Care Trust and provided a wide range of health activities such as health MOTs, keep fit sessions, beauty treatments and information on health eating, stopping smoking and alcohol awareness.

**From Here to Maturity: a dance project for older people, where they can socialise and keep fit.**

There was a good attendance and 35 people, mostly older people, had a health MOT. These checked blood pressure, weight, height, BMI, % body fat, peak flow, carbon monoxide levels and included a lifestyle questionnaire on diet, alcohol intake, drugs and mental health questions.



The event was deemed a great success by both the local people who attended and the professionals. Attendees found the event informative and professionals benefited from the chance to meet with the community and promote their work.

The annual '**Streetlife**' festival has increasingly added local groups and talents to the programme of events over the last few years.

Bracknell Forest was awarded a **commendation** in the Association of Town Centre Management South East of England Regional Awards **for promoting community safety** through the Bracknell Business Against Crime Initiative.

## Black History Month



Black History month is held throughout Britain every October and provides opportunities for people to explore the positive contribution black culture has made through a variety of events, exhibitions and workshops. This is the third year that Bracknell Forest Borough Council has participated in this national celebration of Britain's rich cultural heritage.

This year Bracknell Forest's Black History Month focused on culture and stories contributed by local people and visiting artists and was delivered by the communities themselves, the Additional Support Programme, South Hill Park Arts Centre and Bracknell Forest Borough Council.

Events included:

- Speakers corner
- Rhyme and rhythm
- Abraham Wilson's Delta Blues Project
- Bridging Nations: Africa and the Internet
- Spoken Word Workshop led by the Beyonder
- International Exhibition of Cultural Awareness.

## Additional Support Programme (ASP) 1<sup>st</sup> AGM and Open Event

The Additional Support Programme (ASP) was set up through the national Change Up programme with separate and dedicated funding. The main aim of the programme is to provide BME, traveller and faith communities with a voice and to enable those communities to be meaningfully engaged in service delivery and decision making at local and regional level.

The group held a very successful first Annual General Meeting (AGM) and Open Event on 22 November at Easthampstead Baptist Church attended by over 60 people. The evening included a keynote speaker, Jeff Hinds from the Wokingham Borough Black and Minority Ethnic (BME) Forum, together with 'question time' panel of invited guests namely Tim Wheadon, Chief Executive of Borough Council, Alison Sanders, Director of Corporate Services at the Borough Council, Sally Kemp, Chair of Berkshire East Primary Care Trust, and Simon Bowden, Thames Valley Police Local Area Commander. Many varied questions were asked of the panel within the time available, but as there was so much interest and many more questions waiting, the ASP will be holding more 'panels' and in their planned open meetings in the year.

## Hot Streets

As part of our aim to improve community cohesion and community safety in Bracknell Forest, Royal Berkshire Fire and Rescue Service is teaming up with both Thames Valley Police and Neighbourhood Watch groups in a new

initiative called Hot Streets.

This approach allows us to focus on specific target groups within the area, which may be at increased risk. Along with the Crime Reduction Officers and the Neighbourhood Watch Co-ordinator, Margaret Weber, we are able to identify these areas and provide a number of services to a specific street in one day, including free Home Fire Safety checks (HFSCs) which take place in people's own homes, providing fire safety checks, advice on making an escape plan, plus the installation of smoke alarms where necessary. Home Security Checks and advice on reducing the risk of crime in both your home and street are also offered. The focus is solely preventative and allows us to differentiate the Hot Streets name from existing patrols and punitive action. Although still in its early days, two successful Hot Streets have been carried out in the Great Hollands area, and one in Mount Pleasant flats. All of these resulted in an excess of twenty HFSCs having been carried out on the day, and further bookings taken for HFSCs to be completed at a later date. The partnership initiative seems to be working extremely well, with all involved in agreement that it is a very productive way of delivering our messages. It is hoped that these, as well as continuing to offer free Home Fire Safety Checks to anyone residing in the Borough, will help to make people that bit safer in their homes and prevent the incidence of fire and crime in the future. We plan to take the Hot Street initiative forward into the coming year and continue to build on its successes.

Giving presentations to schools and community groups and striving to get our fire safety and road traffic

a message out to the public continues to be a priority for Royal Berkshire Fire and Rescue Service. This December the crews will be in Bracknell Town Centre, along with Thames Valley Police and the Ambulance Service, to promote safe driving, providing a detailed road traffic collision demonstration and warning of the dangers involved with drink driving.

In these ways we hope to improve community cohesion in the Borough and strongly believe that by working in partnership, we can all help each other to deliver our messages and achieve our goals in a far more productive and agreeable way.



## Modernising Day Services

In Bracknell Forest we have taken a strong line on our approach to modernising day service. As has now been identified in Valuing People Now, this should not be a move from large buildings to smaller buildings, whilst little of substance changes in the lives of individuals.

As identified in our framework developed in 2003, we are seeking to ensure that people with learning disabilities have the same range of opportunities as anybody else. Below are just two areas in which we have developed new and successful approaches to enabling ordinary lifestyle.

## Employment

We have an agreement with A4e, a mainstream employment agency, to work in partnership to enable skills development, and access to employment.

We are working with Leisure and environment Services, and Housing to create a social firm, with a range of contracts to create sustainability.

Learning disability services now employ 5 people with learning disabilities

Leisure and Environment department are seeking to create tailored employment opportunities suitable for people with learning disabilities.

## Sports and Leisure

Four members of staff from the LD service are now based within the Leisure service, 7 days a week, offering:-

- \* Additional support to participate in all the activities on offer, as and when required.

- \* Training to Leisure Centre staff to enable them to respond to the needs of people with learning disabilities

- \* We have negotiated a simpler charging structure for membership of the Leisure Centre, and activities within a range of BFBC site, which can be pre-purchased using the e+ card.

People can either pay for this themselves, or have the money as a direct payment straight "onto" the card, thus making access simpler for people who have difficulties managing cash.

We are working with the centralised transport unit to use our vehicles and transport staff differently to offer a "dial-a-ride" type of service to enable access to the increasing range of opportunities on offer.

With Leisure services, we have jointly purchased a hoist and changing table to enable people with more complex needs to use Coral Reef.

# The Council's Progress to date

The Council has made considerable progress in implementing the Strategy and this is evident in the two key performance measures against which the success of the Strategy has been judged, namely:

- ✓ All of the seventy two Key Tasks in the Strategy are on track to be completed within their respective timescales, with the majority ahead of schedule.
- ✓ Of the 25 performance indicators where information is available, the Council's performance has seen 12 improve, 8 remain stable, and only 5 decline.
- ✓ The major performance indicator by which the Council measured its progress in Community Cohesion is "the percentage of people who feel that people from different backgrounds get on well together". This has been measured by survey in 2003 and 2006. The results show that there has been a dramatic improvement, with those that agree with this statement increasing from 66% in 2003 to 81% in 2006, which brings the Council into the top 2<sup>nd</sup> quartile when compared nationally. (Top quartile results are 84% and above).

Of these 5, 1 is still in the top quartile (BV 39 15 year olds with 5 GCSEs or equivalent at A\*-Gs), 1 is in the second quartile (BV 3 satisfaction with overall service), two remain in the third quartile (BV 126a domestic burglaries per 1000 population and BV 74b BME tenant satisfaction) and 1 (BV 174a racial incidents per 1000 population) is where the methods of reporting and recording racial incidents has improved and therefore it is not a surprise that more incidents are being reported.

# Implementation Plan: progress to date

## 1: Promoting community cohesion through community leadership

	<b>Key Tasks – community leadership</b>	<b>Outcomes</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Progress at May 2007</b>
1.1	Continue to set and maintain corporate standards in relation to the Council's legal obligations, as an employer, service provider, and community leader, under equalities legislation	A non-discriminatory Council which promotes equality of opportunity and good relationships between different communities in the Borough	Director of Corporate Services & Resources	2004/05 - 2006/07	<p>Good progress.</p> <p>Race Equality Scheme, approved by the Race Equality Council, established. Preparations underway for next Race Equality Scheme 2007-2010.</p> <p>Disability Equality Scheme and Gender Equality Schemes prepared within timescales.</p> <p>Awareness workshops run for Members and staff, facilitated by Lord Ouesley.</p> <p>Equalities Impact Assessment framework established and continues to be rolled out through Departmental Working Groups.</p> <p>Race Audit of Social Services &amp; housing completed.</p> <p>Progress in introducing community cohesion implications into committee reports.</p>
1.2	Adopt the final version of the Community Cohesion Strategy, following full consultation with a range of stakeholders	<p>Stakeholder involvement in Strategy development</p> <p>A comprehensive reference document &amp; 3 year plan to improve community cohesion</p>	Executive	2004/05	<p>Good progress.</p> <p>Good response from consultees.</p> <p>Strategy reflected the consultation results.</p> <p>Adopted by Executive 18 May 2004.</p> <p>Work in progress to refresh the Strategy for 2008-2011. Initial consultation undertaken.</p>



	<b>Key Tasks – community leadership</b>	<b>Outcomes</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Progress at May 2007</b>
1.3	Amend the Bracknell Forest vision statement to make explicit a commitment to <i>all</i> people who live work and visit the Borough and use the Council's services.	Clear commitment to improving community cohesion by the Council	Director of Corporate Services & Resources	2004/05	Good progress. Amended vision appeared in the Corporate Plan 2004/05 and in the 'All of Us' promotional material.
1.4	Establish political champions for community cohesion by including it within the portfolios of all Executive Members.	Clear commitment to improving community cohesion by the Council	Director of Corporate Services & Resources	2004/05	Good progress. In Standing Orders since May 2004. The Leader is the 'Champion' for community engagement and cohesion. 'All of Us' briefing for Members took place in June 2004. Bracknell Forest Partnership to lead on Community Cohesion – agreed February 2007. A new Community Cohesion Executive Member since May 2007.
1.5	Establish a Corporate Community Cohesion Working Group (CCCWG) with lead responsibility for championing & delivering the Strategy.	Promoting community cohesion is an integral part of the way the Council works	Director of Corporate Services & Resources	2003/04	Good progress. Regular CCCWG meetings since January 2004. CCCWG has made significant progress in implementing the Strategy. Chaired by the Director of Corporate Services. Clear terms of reference and good departmental and cross-cutting membership. Departmental Working Groups established and represented on the Corporate Working Group to ensure strategic and operational issues are resolved. From September 2006 the CCWG

	<b>Key Tasks – community leadership</b>	<b>Outcomes</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Progress at May 2007</b>
					merged with the Community Engagement working group to ensure improved supportive working. Working Group expanded to include representatives from PCT, Police, Fire & Rescue and Voluntary Sector since January 2007. New Community Cohesion Executive Member since March 2007.
1.6	Ensure promoting community cohesion is clearly reflected in the Council's annual service planning process	Promoting community cohesion is an integral part of the way the Council works	Head of Performance & Improvement	Annually	Good progress. Senior management workshop in May 2004 to ensure 'All of Us' reflected in 2004/05 Service Plans. CCEWG considered requirements for 2005/06 and 2007/08 Service Plans and budgets and Service Plans audited to ensure community cohesion was included.
1.7	Expand the Equalities Checklist in Best Value reviews to include community cohesion implications.	Promoting community cohesion is an integral part of the way the Council works	Head of Performance & Improvement	2004/05	Good progress. New checklist published in the Council's Performance Management Toolkit and used in the two most recent Reviews.
1.8	Include guidance on how to integrate community cohesion into the Council's purchasing requirements in the second edition of the forthcoming procurement manual (June 2005)	Promoting community cohesion is an integral part of the way the Council works.	Head of Procurement	2005/06	Satisfactory progress. Community cohesion included in the Council's approach to procurement. More work is being undertaken in 2007/08 and beyond to ensure the processes are in place.

	<b>Key Tasks – community leadership</b>	<b>Outcomes</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Progress at May 2007</b>
1.9	Ensure that promoting community cohesion is part of the Council's grant allocation process in a way that is proportionate to the capacity of the applicant & continues to maximise the accessibility of the process to all applicants	Promoting community cohesion is an integral part of the way the Council works.	Head of Strategy & Partnerships	2004/05	Good progress. As a result of the Lifelong Working Group review, the grants policies and procedures will be redrafted for 2006/07 to promote community cohesion.

## 2: Promoting community cohesion through solid, innovative, and sustained partnerships

2	Key Tasks - partnerships	Outcomes	Responsibility	Timescale	Progress at March '07
2.1	Encourage Town & Parish Councils to develop their own community cohesion statements	Clear commitment to improving community cohesion by partner organisations	Director of Corporate Services	2004/05	Satisfactory progress. Town and Parish Councils fully involved in consultation on draft Strategy and will be involved in Community Engagement.
2.2	Strengthen the Local Strategic Partnership & show a commitment to community cohesion	Clear commitment to improving community cohesion by partner organisations	Strategy & Partnerships	2004/05	Good progress. Community Plan review included community cohesion as cross-cutting throughout all the Community Plan themes. Bracknell Forest Voluntary Action are acting as Champion for community engagement. Partners are making funding contributions to the delivery of the Community Engagement Strategy. New Sustainable Community Strategy work has begun.
2.3	Restructure the Chief Executive's Office to increase capacity for partnership working & co-ordination of the Council's approach to community cohesion	Clear commitment to improving community cohesion by partner organisations	Strategy & Partnerships	2004/05	Good progress. Increased capacity to accelerate 'All of Us' mainstreaming and development of the Bracknell Forest Partnership.
2.4	Continue to adhere to the Bracknell Forest Voluntary Sector Compact to ensure	Clear commitment to improving community	Director of Environment &	2004/05 - 2006/07	Satisfactory progress. Strategy & Partnership Team provide

2	Key Tasks - partnerships	Outcomes	Responsibility	Timescale	Progress at March '07
	effective working relationships with the voluntary sector	cohesion by partner organisations	Leisure		additional capacity to support the Compact.

### 3: Promoting community cohesion by addressing the most difficult social issues in the locality

3	Key Tasks – addressing the difficult issues	Outcomes	Responsibility	Timescale	Progress at March '07
3.1	Develop & implement a single simple comprehensive system of 'Community Cohesion Impact Assessments', capable of meeting the Council's statutory duties & being used as part of an evidence base for prioritising interventions to promote community cohesion	Greater evidence of community cohesion needs & priorities	Director of Corporate Services & Resources	2004/06	Satisfactory progress. Single Equalities Impact Assessment system approved and rolled out to Departmental Working Groups for completion by 2005/06. Structure, programme of action, and a process of support is in place. Findings to be actioned by 2006/07.
3.2	To develop a Black & Minority Ethnic stakeholder profile in Bracknell Forest & to assess Black & Minority Ethnic infrastructure requirements & use as part of an evidence base for prioritising interventions to promote community cohesion	Greater evidence of community cohesion needs & priorities	Head of Performance & Improvement	2004/05 Revise to 2005/06	Satisfactory progress. Progress has been made on this task in mapping demographic BME groups. This is to be completed in June 2007. BFVA have made good progress in assessing the BME infrastructure requirements and aim to establish a BME forum by October 2007.
3.3	Geographically map the Indices of Deprivation in Bracknell Forest & use as part of an evidence base for prioritising interventions to promote community cohesion	Greater evidence of community cohesion needs & priorities	Head of Performance & Improvement	2004/05	Good progress. Indices of Deprivation 2004 mapped at Super Output Area level. Participating in the GOSE Community Cohesion Network exercise for mapping Community Tensions.
3.4	Ensure community cohesion questions are	Greater evidence	Head of	2003/04 &	Good progress.

3	Key Tasks – addressing the difficult issues	Outcomes	Responsibility	Timescale	Progress at March '07
	included in consultations & use as part of an evidence base for prioritising interventions to promote community cohesion	of community cohesion needs & priorities	Performance & Improvement	2006/07	<p>Supplementary questions included in the 2003/04 and 2006/07 Best Value User Satisfaction General Survey.</p> <p>Corporate approach to taking account of community cohesion issues in consultation and other forms of engagement being promoted through the Corporate Community Engagement Strategy.</p> <p>SS&amp;H Race Audit report recommends that the Department includes guidance and training on race related questions</p>

#### 4: Promoting community cohesion by developing and implementing a realistic number of practical and visible targeted projects

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
4.1	Continue to raise awareness of equalities issues through impact assessment on human resource issues, particularly through major programme of training & development	A non-discriminatory Council which promotes equality of opportunity & good relationships between different communities	Borough Human Resources Manager.	Annually	Good progress. 'All of Us' now a fundamental part of staff induction and management training programmes. 'All of Us: Inclusive Excellence' workshops with Lord Ouesley for staff, Members, and partners. Mandatory training for all senior managers on 'Enhancing Community Cohesion'. A range of other equalities based training being run To ensure training on RRAA2000 for all SS&H staff
4.2	Implement a range of initiatives to ensure the frontline workforce of Bracknell Forest Services reflect the composition of the community it serves	A non-discriminatory Council which promotes equality of opportunity & good relationships between different communities within the Borough.	Assistant Director (Sustainable Communities)	2004/05 - 2006/07	Good progress. 2004/05 focus on Bracknell Forest Services which now provides more support for Modern Apprentices and strives towards recruitment from a more diverse background.
4.3	Fully implement Climbie Action Plan developed in response to the Local Authority self audit	A reduction in the risk of harm to vulnerable children	Head of Children & Families Services	2004/05	Good progress. Fully implemented.



<b>4</b>	<b>Key Tasks - Targeted Projects</b>	<b>Outcomes</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Progress at March '07</b>
4.4	Implement access improvements to Council owned buildings (£100,000 annual budget)	Improved access to Council owned buildings	Director of Corporate Services	Annually	Satisfactory progress. Programme of works identified and are being costed.
4.5	Implement Accessible Hackney Carriage policy leading to a rolling programme of wheelchair accessible Hackney Carriages as current vehicles come up for replacement	Improved access to licensed taxis for people who use wheelchairs	Head of Trading Standards & Services	2004/05 - 2006/07	Satisfactory progress. Policy continues to be implemented and number of wheelchair accessible Hackney Carriages has increased in 2004/05. Of the 85 taxis 40 have front swivel seats and 17 are fully accessible to wheelchairs
4.6	Continue to work in partnership to support the Shopmobility scheme in Bracknell town centre	Improved access to the town centre for disabled/mobility impaired people	Bracknell Shopmobility Management Committee	2004/05 - 2006/07	Good progress. Partnership scheme launched May 2004, currently has 66 members and is run by a management committee.
4.7	Continue to promote & enable the improvement of public transport by giving access to buses in infrastructure improvements e.g. the regeneration of Bracknell Town Centre.	Improved transport provision in the Borough	Assistant Director Streetcare	Annually	Satisfactory progress. The town centre planning consent makes provision for significant improvements identified in the planning application. A number of infrastructure upgrades have been made, including Information Points and kerbs.
4.8	Continue to facilitate the development & implementation of a range of Mobility Schemes	Improving accessibility to the public highway for disabled/mobility impaired	Assistant Director Streetcare	Annually	Good progress. Programme of works being implemented and some complete

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
		people			e.g. raised kerbs at bus stops.
4.9	To relaunch the Council's Leisure Saver Pass as an integral part of the Council's E+ smartcard.	Increased opportunities for people on low incomes to improve their health & social interaction by participating in affordable leisure activities	Assistant Director Leisure	2004/05	Good Progress. The Leisure Saver Scheme was launched in January 2005. Borough Residents that qualify for the scheme may receive discounts of up to 70% on a range of activities at the Council's Sport and Leisure Facilities. As at March 2007 there were 152 people in the Leisure Saver Scheme (112 adults, 31 juniors and 9, 60+)
4.10	Ensure that stretching performance in promoting community cohesion is a central tenet of the development & implementation of the second Local Public Service Agreement in Bracknell Forest.	Service improvements, over & above what they would have been without the Local Public Service Agreement, in twelve priority areas that positively impact on community cohesion	Head of Performance & Improvement	2004/05 – 2006/07	Satisfactory progress, 'All of Us' has influenced the choice of LPSA2 targets being negotiated with the Office of the Deputy Prime Minister.
4.11	Continue to promote & enable the involvement of local schools in developing sustainable transport solutions within the Borough through the Safe Routes to School initiative	The Council's approach to improving transport solutions in the Borough will promote community cohesion	Assistant Director Streetcare	Annually	Satisfactory progress. 26 LEA schools have formally signed-up fully developed travel plans to promote enhanced accessibility for all
4.12	Continue to promote & enable the involvement of local businesses in	The Council's approach to improving transport	Assistant Director Streetcare	Annually	Satisfactory progress. The Bracknell Forest Transport

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
	developing sustainable transport solutions within the Borough through Business Travel Plans	solutions in the Borough will promote community cohesion			Partnership meets to discuss transport of which travel plans plays a role. Additional Travel Plans are secured through the planning process, as well as in schools so that future generations of employees learn and understand how to travel sustainably.
4.13	Continue to promote & enable the involvement of community transport providers in developing sustainable transport solutions in the Borough through the development & management of the Community Transport Contract	The Council's approach to improving transport solutions in the Borough will promote community cohesion	Assistant Director Streetcare	Annually	Satisfactory progress. A Service Level Agreement has now been finalised with Keep Mobile and is working well.
4.14	Accessibility Modelling Tool development in conjunction with MVA & Department for Transport	The Council's approach to spatial planning & the Local Development Framework will promote community cohesion.	Assistant Director Streetcare	2004/06	Good progress. The Local Transport Plan included accessibility as a key theme and that access to Health facilities was an issue to be addressed. Work has commenced on this programme.
4.15	To continue to provide Council communications & services in a range of media & formats.	The Council's communications will be accessible to all communities within the Borough	Head of Communications	Annually	Good progress. Corporate Media & Translation Statement (adopted June 2004) provides corporate standard for ensuring documents can be

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
					<p>provided in alternative formats subject to need.</p> <p>Corporate Guidance &amp; Criteria for Monitoring &amp; Managing Personal Research (approved June 2004).</p> <p>SS&amp;H Race Audit report recommends translating documents into the relevant languages</p>
4.16	<p>Continue to ensure that recruitment literature reflects equalities requirements in relation to a supporting the claim that Bracknell Forest is an equal opportunities employer e.g. the "Two Tick" disability symbol.</p>	<p>The Council's communications will be accessible to all communities within the Borough</p>	<p>Borough Human Resources Manager.</p>	<p>Annually</p>	<p>Good progress.</p> <p>Recruitment Strategy Manager has reviewed and updated the recruitment literature to ensure all potentially discriminatory information requirements are removed from the application process.</p> <p>Recruitment Strategy Manager is a member of the Departmental Community Cohesion Working Group.</p> <p>Equalities requirements and commitment to 'All of Us' reflected in relevant literature including work related to advertising mediums.</p> <p>Initiatives in place to continue to improve the diversity of the</p>

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
					workforce, including taking on board new legislative requirements e.g. Age Disability
4.17	Develop a strategy for specialist domiciliary care for people with dementia.	The needs of all communities within the Borough are reflected in the Council's service provision	Head of Long Term Care / Home Care Manager	2004/05	Good progress. The service has now been fully evaluated, outcomes available within the evaluation document. This established team continues to provide a valuable service. Funding for this service will continue through LPSA2.
4.18	Evaluate the impact of the Consistency Management & Cooperative Discipline Programme on behaviour, attendance & standards in schools & consider its extension to other schools.	Raising achievement in schools	Assistant Director Learning, Achievement & Libraries / Assistant Director Access and Inclusion	2004/06	Good progress. Programme is embedded in three schools. Programme being established in primary schools.
4.19	To develop mobile youth provision in Bracknell Forest	Improved social and educational facilities for young people.	Head of Youth Service	2005/06 - 2006/07	Good progress In place.
4.20	Promote importance of emotional health wellbeing through Healthier Schools, Personal Social Health Education, Drugs Awareness & peer mediation schemes.	Children and young people have better emotional health and wellbeing and are equipped to respond to a range of issues that face them	Assistant Director Learning Achievement & Libraries / Assistant Director Access and Inclusion	2004/06	Good progress in all areas. Programme for implementing the revised Health Schools standard is in place and proceeding in line with implementation targets. Social and Emotional Aspects of

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
					Learning (SEAL) programme being piloted in Bracknell Forest schools
4.21	Implement a choice based letting scheme for our own housing stock	To help people to be housed where they want to be housed.	Head of Housing Strategy & Needs	2004/05	Good progress. Capital budget approved. Two –year Project Plan prepared and reported to DMT and CMT. Phase 1 – Policy Review – to be completed by March 2007. Phase 2 – IT implementation to be completed March 2008. Report submitted to SC&H Overview & Scrutiny Panel June 2006
4.22	Work towards the closer integration of services for Children, Young People & Families across Council departments & partner agencies.	To implement the proposals set out in the Children Bill to improve outcomes for children & families	Chief Executive	2004/06	Good progress. New department created in May 2005. Project management structures in place. Children and Young People's Strategic Plan produced in April 2006
4.23	Improve the provision for pupils with English as a second language.	To improve educational outcomes & educational inclusion of these children	Assistant Director Learning, Achievement & Libraries (LAL)	2004/05	Good progress but provision needs to be expanded to meet recent increase in demand. Service now provided within the Education and Libraries

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
					<p>Department EAL network established for school co-ordinators to develop approaches to identification, assessment and provision. Handbook and resources to support schools available on the BFinclusion website</p> <p>Focussed support available for newly arrived pupils and their families</p> <p>Working through the extended schools and children's centres programme and the Library Service to provide materials</p>
4.24	Review & update the Local Education Authority's Social Inclusion Plan & to implement the revised version	To improve educational outcomes & to contribute to Social Inclusion	Assistant Director Access and Inclusion	2004/05 - 2006/07	<p>Good progress.</p> <p>Plan has been replaced by the Children and Young People's Strategic Plan published in April 2006</p>
4.25	Continue to work through schools to prepare children & young people for living in a diverse society	To improve outcomes for children & young people	Assistant Director Learning Achievement & Libraries / Assistant Director Access & Inclusion	2004/05 - 2006/07	<p>Good progress.</p> <p>A comprehensive programme of initiatives based around three key themes: (i) minority ethnic achievement, (ii) provision for children with English as a second language, and (iii) developing schools' capacity to educate</p>

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
					<p>children to live in a diverse society. Working in partnership with UNICEF to develop the 'Rights in Respecting School' initiative. Working on global dimension across the curriculum. Developing further the relationship with the Travellers Education Consortium to provide better support in schools</p>
4.26	Implement the recommendations of the Best Value Review into services for Vulnerable Children.	To improve outcomes for children, young people & their families	Assistant Director Children's Social Care/ Assistant Director Access & Inclusion	2004/05 - 2006/07	Satisfactory progress. Improvement Plan in place and being implemented in line with the timescales in the Plan.
4.27	Develop the Town Centre Nursery into a Children's Centre & establish 'satellite' centres in nearby schools.	To increase service provision & promote strong & positive relationships through a meeting point for parents	Early Years & Childcare Manager	2004/05 - 2005/06	Good progress. Superseded by the programme to develop 6 childrens centres in Bracknell Forest. These will be in place by April 2008.
4.28	Investigate the feasibility of developing one extended school in Bracknell Forest. Specifically, to commission a corporate community audit, in liaison with schools, which provides the evidence to help schools determine priorities & enables support from the Borough Council to be co-ordinated & focussed most	To make the school a hub for the local community & address a variety of educational & social needs.	Assistant Director Learning Achievement & Libraries / Assistant Director Access & Inclusion	2004/05	Good progress. A corporate community audit was published in February 2005. An Extended schools and childrens centres: Strategy for extending provision, was subsequently published in October 2005. Since this time implementation has progressed on a phased basis,



4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
	effectively. It will also provide an assessment of schools' capacity & willingness to develop & manage extended provision.				driven by 8 Area Steering Groups with local accountability for delivery against local community needs. All schools have built on their current provision and many meet the criteria for being fully extended.
4.29	Review approaches to funding of provision for pupils with special educational needs in Bracknell Forest Schools.	A method of funding pupils with SEN in mainstream schools which better enables resources to support inclusion	SEN Manager	2004/05 - 2005/06	Satisfactory progress. Consultation has taken place and the outcome is that there is no change to the existing arrangements. Further discussions to take place with schools with a view to considering revised arrangements from April 2008
4.30	Work with East Berkshire partners to agree reconfigured model for Mental Health Inpatient Services	The needs of all communities within the Borough are reflected in the Council's service provision	Assistant Director Adult Services / Locality Manager, Mental Health	2005/06	Satisfactory progress. Progress has been made but has been overtaken by the new PCT Commissioning Plan for patient services which will be consulted on in 2008. Work still progressing on model - the broad agreement is challenged by the financial position of BHCT.
4.31	Continue to promote the Council's crematorium as a multi-faith service	The needs of all communities within the Borough are reflected in the Council's service	Cemetery & Crematorium Manager	2004/05 – 2006/07	Satisfactory progress. Policy statement provides for a diverse range of funeral services. Inter-nomination chapel for

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
		provision			cremation or burial service is provided whatever the faith.
4.32	To develop an Older People's Renewal Strategy	Review with partners the strategy and all services for older people, including support services, sheltered housing & care provision.	Assistant Director Sustainable Communities / Assistant Director Adult Services	2005/06	Good progress The Commissioning Strategy for services to older people was agreed by the Executive in March 2007.
4.33	Establish an Assessment Advice & Treatment centre to provide a full range of substance misuse services to Bracknell Forest residents	The needs of all communities within the Borough are reflected in the Council's service provision	Drug & Alcohol Action Team Co-ordinator and Commissioner	2004/05	Good progress. The treatment centre has been opened for almost a year and has been so successful that it has been expanded into the adjacent unit. Due to the regeneration of the town centre a new location is being sought for New Hope.
4.34	Integration of care pathways in line with models of care as indicated in the Adult Drug Treatment Plan 2004/05	The needs of all communities within the Borough are reflected in the Council's service provision	Drug & Alcohol Action Team Co-ordinator and Commissioner	2004/05	Good progress. The East Berkshire Models of Care Documentation is now being widely used and will shortly be posted on the Intranet for use by professionals. The models of care documentation are under revision. This is due to changes in the way that DAAT's report. In September DAAT's will move towards monitoring

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
					outcomes.
4.35	Raise awareness of community cohesion amongst children & young people by Local Agenda 21 promotional work in schools	The needs of all communities within the Borough are reflected in the Council's service provision	Environmental Co-ordinator	2004/05 – 2006/07	Satisfactory progress. Programme ongoing.
4.36	Continue to develop business & community ownership of the local environment as a contributing factor to community cohesion by developing a Business Partnership on Environmental issues & by Environment Improvement Grants	The needs of all communities within the Borough are reflected in the Council's service provision Pride in the Borough as a place where people want to live, work & visit	Environmental Co-ordinator	2004/05 – 2006/07	Satisfactory progress. Programme ongoing.
4.37	Implement the Education of Looked-after Children Strategy monitored by the Children & Young People Local Strategic Partnership	The needs of all communities within the Borough are reflected in the Council's service provision	Assistant Director Children's Social Care/ Assistant Director Access and Inclusion	2005/06	Good progress. Strategy implemented in accordance with timescales within the strategy and regularly monitored. New LPSA targets have been negotiated for 2007/08.
4.38	Implement & review Homelessness Strategy, minimising use of Bed & Breakfast accommodation	The needs of all communities within the Borough are reflected in the Council's service provision	Head of Housing Strategy & Needs	2004/05	Good progress. Strategy being implemented and targets being met. Homelessness Forum re-established to review and refresh priorities and targets.

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
4.39	Implement review of the Council's adaptations & disabled facilities grant policies to enhance housing improvement services.	Improved access to their homes for people with disabilities	Head of Long Term Care / Principal Occupational Therapist / Head of Housing Strategy & Needs / Environmental Health Manager	2005/06	Satisfactory progress. Comprehensive Review in place to consider the level of investment needed to meet demand for adaptations. A new Adaptations Panel to be established to prioritise expenditure of Housing Capital Budget. Use of the Home Improvement Agency has progressed works for DFG.
4.40	Develop detailed commissioning strategies for all client groups in conjunction with the Primary Care Trust	The needs of all communities within the Borough are reflected in the Council's service provision	Joint Strategy & Commissioning Group Manager Strategy Policy and Partnerships (SS&H)	2005/06	Satisfactory progress. Now being progressed jointly with partner agencies in the East Berkshire Joint Strategy and Commissioning Board, reflecting new PCT organisation.
4.41	Review & remodel day opportunities for people with learning disabilities.	The needs of all communities within the Borough are reflected in the Council's service provision	Locality Manager, Learning Disability Services & Partnership Board	2005/06	Excellent progress during last year. The Council is a 2 <sup>nd</sup> wave national pilot for in control and development plan approved by Executive in early 2007. Range of opportunities for employment, access to leisure and arts have been created as part of access to wider community.

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
4.42	Deliver Council policy on supply of affordable & key worker housing	The needs of all communities within the Borough are reflected in the Council's service provision	Director of Social Services & Housing / Assistant Director of Environment & Leisure	2005/06	Satisfactory progress. The Social Services and Housing Department and the Environment and Leisure department continue to work in partnership to deliver the Council's Supplementary Planning Guidance of 23% affordable and 15% key worker housing on all relevant sites
4.43	Establish a Home Improvement Agency within the Borough subject to successful grant application	The needs of all communities within the Borough are reflected in the Council's service provision	Supporting People Manager/Environmental health Manager	2005/06	Satisfactory progress. The Home Improvement Agency established 01/04/05 following successful grant bid. Working with Environment to promote services.
4.44	Implement the strategy to reduce re-offending of young people referenced within the Youth Justice Plan	The needs of all communities within the Borough are reflected in the Council's service provision	Youth Offending Team Manager	2004/05	Good progress. The actions in the 2005/06 Youth Justice Plan were mostly achieved and those which are ongoing and work in progress have been carried forward into the 2007/08 Youth Justice Plan, which was signed off by Chief Officers of the funding partner agencies at the end of April 2007. Bracknell Forest YOS performance in relation to the national KPI targets set for Youth Offending Services remained of a

4	Key Tasks - Targeted Projects	Outcomes	Responsibility	Timescale	Progress at March '07
					<p>good standard and where targets were not achieved actions have been included in the 2007/08 Youth Justice plan to improve performance. Reoffending rates measured at the end of 2006, show a decrease of 24% in pre court interventions, 33% in first tier penalties and 8% in community penalties.</p>

## 5: Promoting community cohesion by encouraging public involvement in shaping action in their areas

5	Key Tasks - Public Involvement	Outcomes	Responsibility	Timescale	Progress at March '07
5.1	Develop & implement a Community Cohesion Communication Plan to raise awareness of & commitment to promoting community cohesion in the Borough.	Increased engagement with 'vulnerable' &/or 'harder to reach groups'.	Director of Corporate Services & Resources	2004/05 - 2006/07	Good progress. CCEWG to finalise the Community Cohesion Strategy in 2004/05. Delivered a number of initiatives in 2004, including: (i) staff, Member and partner workshops with Lord Ouesley; (ii) briefing packs and intranet/internet pages (iii) strategy summary published; (iv) articles in public and staff newsletters; and (v) partnership and community events. Briefing held with all themed Partnerships on progress on the Community Cohesion strategy.
5.2	Develop a corporate &, where possible, partnership approach to public consultation, involvement, & community development, which promotes community cohesion & consistently enables all communities within the Borough to engage in the Council's decision-making processes.	Increased engagement with 'vulnerable' &/or 'harder to reach groups'. The needs of all communities within the Borough are reflected in the Council's service provision.	Head of Strategy & Partnerships	2004/05 - 2006/07	Good progress. Corporate Community Engagement Strategy in place and being implemented. Partnership approach to Community Engagement endorsed via Bracknell Forest Partnership with commitment to promote through themed partnership boards. Resource for Citizens' Panel (BF1000) procured. Go live date summer 2005. Handbook of Engagement Guidance currently being developed. Online delivery scheduled for summer 2005.

5	Key Tasks - Public Involvement	Outcomes	Responsibility	Timescale	Progress at March '07
5.2					<p>Increased capacity of community infrastructure being developed through 5 pilot neighbourhood groups in conjunction with Thames Valley Police Authority</p> <p>Training for staff in the use of community engagement</p> <p>A register of planned engagement activity to ensure a more co-ordinated approach and to reduce the risk of overloading local people with engagement initiatives</p>
5.3	Work with local community on access issues through the Access Advisory Panel	Increased engagement with 'vulnerable' &/or 'harder to reach groups'.	Director of Corporate Services	Annually	<p>Satisfactory progress.</p> <p>Developing work with partners on key issues e.g. access to railway station and town centre development.</p> <p>Planning for engagement in new areas of statutory requirements i.e. Disability Equality Scheme</p>
5.4	Develop mechanisms & forums e.g. Voice of Experience Conference to involve older people in service planning	Increased engagement with 'vulnerable' &/or 'harder to reach groups'.	Assistant Director Adult Services / Head of Long Term Care	2005/06	<p>Good progress.</p> <p>The Voice of Experience IV took place on 17<sup>th</sup> November 2006. A multi-agency group delivered the conference which was themed 'Living Longer, Living better in the Community.' The event was developed in consultation with the Older Peoples Forum. Throughout 2006 older people were consulted and involved with the development of the Older People's</p>



<b>5</b>	<b>Key Tasks - Public Involvement</b>	<b>Outcomes</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Progress at March '07</b>
					commissioning strategy.
5.5	Continue to promote the Youth Forum as a vehicle for the involvement of young people in public life	Increased engagement with 'vulnerable' &/or 'harder to reach groups'.	Assistant Director Access & Inclusion	Annually	Good progress. Continuing programme of work.
5.6	Continue to ensure that Member Champions represent the interests of target groups	Increased engagement with 'vulnerable' &/or 'harder to reach groups'.	Head of Democratic Services	Annually	Satisfactory progress. Member champions remain active. The Leader is the nominated Champion for Engagement for elected members. Additional Member Champions have been appointed.
5.7	Further develop Customer Focus Groups in the Council's leisure facilities	The needs of all communities within the Borough are reflected in the Council's service provision	Director of Environment & Leisure	Annually	Satisfactory progress. Continuing programme of work.

## 6: Promoting Community Cohesion by Reviewing Progress

6	Key Tasks – Reviewing Progress	Outcomes	Responsibility	Timescale	Progress at March '07
6.1	Regular consideration of progress in promoting community cohesion with stakeholders	A publicly accountable approach to monitoring progress in promoting community cohesion.	Head of Strategy & Partnerships	2004/05	Good progress. Detailed report produced on how consultation responses informed final version of the Strategy. Annual monitoring report to Public Scrutiny Commission. A range of communication initiatives have been undertaken. Targets for emerging Community Plan currently being developed to include community cohesion.
6.2	Continue to develop & promote equality issues through the annual reporting to Council of ethnicity, age, gender, disability, religion, belief, & sexual orientation with regard to monitoring mechanisms such as: staff employed, applicants for employment / training, training received, grievance & disciplinary procedures, & leavers	A publicly accountable approach to monitoring progress in promoting community cohesion.	Borough Human Resources Manager.	Annually	Good progress. Annual reporting on procedures in place for ethnicity, age, gender, and disability and information widely available through the Council's intranet and on the Council website.
6.3	Undertake a Scrutiny review of the performance of the Council's Community Cohesion Strategy	A publicly accountable approach to monitoring progress in promoting community cohesion.	Director of Corporate Services	2006/07	Satisfactory progress. Briefing session with Public Scrutiny Commission June 2004. Annual monitoring report to Public Scrutiny Commission.
6.4	Further develop the existing 'basket' of community cohesion performance indicators & include within the	More sophisticated measurement of the	Director of Corporate	2004/05	Satisfactory progress. Six monthly progress to CCCWG

6	Key Tasks – Reviewing Progress	Outcomes	Responsibility	Timescale	Progress at March '07
	Council's performance management framework	local nature of community cohesion in Bracknell Forest	Services		September 2004. Some indicators have been included in Quarterly Operations Reports e.g. equalities checklist (BVPI 2a).

# Community Cohesion Performance Indicators: progress to date

## Introduction

The Council's 'All of Us' Community Cohesion Strategy covers the three year period 2004/5 – 2006/7. One of the three measures of success of the Strategy is the extent to which performance improved in our basket of community cohesion indicators. Therefore, the Council's performance to date against the basket of community cohesion performance indicators has been mapped in Table 1 below to show the following:

- ✓ The Council's actual and comparative performance in the past three years (2004/05 and 2006/07) and the extent to which that has changed. The outturn figures published at the end of June 2007 are used.
- ✓ The comparative performance against the quartiles of all the councils in England. The performance figures for the respective quartiles are reported to give an indication of the performance change necessary to change quartile
- ✓ The Council's target performance for 2005/06 and 2006/07

## Results







The major performance indicator by which the Council measured its progress in Community Cohesion is "the percentage of people who feel that people from different backgrounds get on well together". This has been measured by survey in 2003 and 2006. The results show that there has been a dramatic improvement, with those that agree with this statement increasing from 66% in 2003 to 81% in 2006, which brings the Council into the top 2<sup>nd</sup> quartile when compared nationally. (Top quartile results are 84% and above).








Of the 25 performance indicators where information is available, the Council's performance has seen 12 improve; 8 remain stable, and only 5 decline.









Of these 5, 1 is still in the top quartile (BV 39 15 year olds with 5 GCSEs or equivalent at A\*-Gs), 1 is in the second quartile, (BV 3 satisfaction with overall service provided), two remain in the third quartile (BV 126a domestic burglaries per 1000 population and BV 74b BME tenant satisfaction) and 1 (BV 174a racial incidents per 1000 population) is where the methods of reporting and recording racial incidents has improved and therefore it is not a surprise that more incidents are being reported.





Table 1 – the Council’s actual and target performance against the Community Cohesion Unit’s ‘basket’ of performance indicators



BVPI	Definition	Position against All England Quartiles (2005/06) comparing against 06/07 performance	Performance			BFBC Targets	
			2004/05	Pre-audit 2006/07	Variance 2004/05 – 2006/07	2005/06	2006/07
40	Pupils with Level 4 or above in Key Stage 2 Maths	Top	76.0%	79%	+3.0% 	83.0%	83.0%
41	Pupils with Level 4 or above in Key Stage 2 English	Top	83.0%	86%	+3.0% 	84.0%	84.0%
45	Half days missed due to total absence in secondary schools	2nd	7.1%	7.5%	-0.4% 	7.3%	6.9%
2(b)	Duty to promote race equality checklist score	Top	68.0%	84%	+16% 	100%	100%
175	Racial incidents that resulted in further action.	Top	100.0%	100%	0.0% 	100.0%	100.0%
3	Satisfaction with overall service provided	2nd	59.8%	55.7%	-4.1% 	-	-

BVPI	Definition	Position against All England Quartiles (2005/06) comparing against 06/07 performance	Performance		BFBC	BFBC Targets	
			2004/05	Pre-audit 2006/07	Variance 2004/05 – 2006/07	2005/06	2006/07
75 (a)	Tenant satisfaction with participation opportunities in housing services management		59%	63%	4% 	-	-
11(a)	Top 5% of earners that are women	2nd	33.84%	33.38%	-0.46% 	32.0%	35.0%
39	15 year olds with 5 GCSEs or equivalent at grades A* - to G	Top	94.3%	92.3%	-2.0% 	96.0%	92.0%
126(a)	Recorded domestic burglaries (per 1K households)	3rd	8.0%	10.78%	-2.78% 	8.9%	7.9%
74(b)	BME tenant satisfaction with landlord service	3rd	75%	70%	-5% 	-	-
38	15 year olds with 5 GCSEs or equivalent at grades A* - to C	Top	52.4%	59.4%	+7.0% 	57.0%	62.0%
44	Pupils permanently excluded (per 1K pupils)	-	2.37	This indicator is no longer measured as a Best Value indicator.			
50	Young people leaving care aged 16 or over with at least 1 GCSE at grades A* - G	top	71.4%	83%	+11.6% 	60.0%	67.0%

BVPI	Definition	Position against All England Quartiles (2005/06) comparing against 06/07 performance	Performance		BFBC	BFBC Targets	
			2004/05	Pre-audit 2006/07	Variance 2004/05 – 2006/07	2005/06	2006/07
74(a)	Tenant satisfaction with landlord service: overall satisfaction	3 <sup>rd</sup>	75.8%	75%	-0.08% 	-	-
165	The percentage of pedestrian crossings with facilities for disabled people.	Top	96.3%	100%	+3.7% 	100.0%	100.0%
74(c)	Non-BME tenant satisfaction with landlord service	3 <sup>rd</sup>	75.8%	75%	-0.8% 	-	-
156	Council buildings suitable for and accessible to disabled people	-	18.60%	35.7%	+17.1% 	23.8%	34.6%
54	Aged 65+ helped to live at home (per 1K pop)	3 <sup>rd</sup>	61.50	82.7%	+21.2% 	70.0%	70.0%
128(a)	Vehicle crimes (per 1K pop).	3 <sup>rd</sup>	13.00	12.75	-0.25 	12.50	11.01
164	Follow the CRE's code of practice in rented housing and the harassment GP Standards	-	Yes	Yes	Yes 	Yes	Yes
2(a)	Equality Standard for Local Government level (1-5 where 5 is highest)	-	1 68% towards Level 2	1	0 	2	3

BVPI	Definition	Position against All England Quartiles (2005/06) comparing against 06/07 performance	Performance		BFBC	BFBC Targets	
			2004/05	Pre-audit 2006/07	Variance 2004/05 – 2006/07	2005/06	2006/07
17(a)	BME local authority employees	2 <sup>nd</sup>	1.97%	2.96%	+0.99% 	2.0%	3.0%
127(a)	Violent offences by a stranger (per 1K pop)	3 <sup>rd</sup>	No data	18.35%	N/A	16.68%	Not set due to lack of baseline data
174	Racial incidents recorded by the authority (per 100K pop)	-	18.0	23.21	-5.21% 	21.90	18.00
198	Change (2002/3 - 2003/4) in the number of problem drug misusers accessing treatment	-	No data	Revised format means performance not yet known and targets cannot be set			
CC01	% of people who feel that their local area is a place where people from different backgrounds can get on well together	-	66%	81%	15% 		
CC02	% of adults surveyed who feel that they can influence decisions affecting their local area	-	27.1%	25.3%	-1.8% 		
CC03	% of adults surveyed who feel that race relations has got better over the last 3 years	-	No data available to support this indicator				



# Feedback from independent sources: progress to date

The Council's approach to promoting community cohesion has been the subject of feedback. This feedback has been generally positive; however there are some areas which the Council needs to address as part of the last year of the current strategy and the development of a new strategy for future years. The details of the feedback are outlined below.

## Positive Feedback

### Local Government Association (LGA)

The Local Government Association published guidance on Community Cohesion matters in November 2005. The work being carried out in Bracknell Forest has been included in this guidance as an example of best practice. *(insert name of document where BFBC is quoted and used as best practice case study)*

### Annual Performance Assessment

Various issues concerning community cohesion were raised and explored during the Annual Performance Assessment during June 2006. All of these were responded to positively and to the satisfaction of the assessors. Youth Forums and 'Tell Us' conferences for children and young people are well established and there is positive dialogue with disabled children and young people and their carers. One area identified for improvement is the monitoring of appropriateness of BME groups on the Child Protection register.

### Supporting People

Relating specifically to the Community Cohesion agenda the inspection report following the Supporting People Programme made the following recommendations:

- Identify with providers and other stakeholders, the gaps in housing-related support services for vulnerable people and ensure a plan to meet those needs is developed over time (within 9 months)
- Improve information produced for users, providers and the general public on the Supporting People programme in Bracknell Forest, including more detailed information on fairer charging and products targeted at specific groups, for instance, learning disability clients
- The monitoring of the take up of Supporting People services, by diverse communities should be undertaken, to ensure appropriate access

### Social Care Services for Older People

During May 2006 an inspection of social care services for older people took place in Bracknell Forest. The outcome of the inspection was that Bracknell Forest were serving some people well, with promising capacity for improvement. However, delivering the intended outcomes of the Community Cohesion Strategy was identified as one of the key factors on which rested the Council's plans to accelerate the pace of change and support the further modernisation and sustained improvement of services.

The 'Community Cohesion Strategy itself had real potential', however the inspectors believed that this had not yet been realised. 'The Council had taken an approach which focused on analysing the needs of those already being served. Management should ensure that there are systems in place to identify, map, analyse and respond to those who are hard to reach.'

# Conclusions & Challenges for the future

To date the Council has made considerable progress in implementing the Strategy and this is evident in the two key performance measures against which the success of the Strategy has been judged, namely:

- ✓ All of the seventy two Key Tasks in the Strategy are on track to be completed within their respective timescales, with the majority ahead of schedule.
- ✓ Of the 25 performance indicators where information is available, the Council's performance has seen 12 improve, 8 remain stable, and only 5 decline.
- ✓ The major performance indicator by which the Council measured its progress in Community Cohesion is "the percentage of people who feel that people from different backgrounds get on well together". This has been measured by survey in 2003 and 2006. The results show that there has been a dramatic improvement, with those that agree with this statement increasing from 66% in 2003 to 81% in 2006, which brings the Council into the top 2<sup>nd</sup> quartile when compared nationally. (Top quartile results are 84% and above).

In light of this progress, the Council is well placed to take forward this work as the basis for further development with the preparation and implementation of the next Community Cohesion Strategy.

## Challenges

Clearly there are some challenges for the Council to take forward into the development of a new Strategy for future years. There are two major aspects that the Council will need to consider. Since the development of the existing strategy the demographics and make-up of the communities within Bracknell Forest has changed.

The second major aspect is that during 2006 a number of new pieces of equality related legislation came into force. The Council's strategy will be the 'glue' that links all of these equality, engagement and cohesion aspects together into one concise, pragmatic document.

There is no doubt that the Council has performed well against the tasks and the targets it set in the first strategy for Community Cohesion. However there is a recognition that nationally the approach to community cohesion issues has matured over the last couple of years and the approach the Council adopts to ensure maximum cohesion will need to mature in a similar way.

As part of the development of the new strategy, the Council needs to address the feedback from external sources. There is growing evidence of the difficulty that the Council, along with other councils, has in engaging with hard to reach groups, which stems from the difficulty in identifying these groups. So one of the main challenges will be to identify the 'hard to reach' groups, building on the intelligence of these communities from different services across the Council and to ensure access to services for all parts of the community.