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8.3.1	Develop options for CCTV in the Borough for both the redevelopment of the town centre and for Sandhurst and the wider Borough.	Mar 2010	CXO	✓ Work has been progressing to rationalise the CCTV system in Sandhurst in partnership with Sandhurst Town Council.
<b>8.6</b>	<b>Publish an action plan to prevent violent extremism.</b>			
8.6.1	Establish a Bracknell Forest 'Prevent' steering group to deliver and monitor action plan.	Mar 2010	CXO	✓ Prevent Steering Group has met four times this year with further dates planned. Action plan has now been agreed.
8.6.2	Build contacts with Muslim community in Bracknell Forest to encourage participation in 'Prevent' strategy.	Mar 2010	CXO	✓ One member of Bracknell Islamic Cultural Society (BICS) has attended the Prevent Strategy Group. There is also an Islamic member of BFC staff who is a member of the group.
8.6.3	Take advantage of funding opportunities to implement 'Prevent' action plan as they become available. (Bracknell Forest is not a priority area and receives no other sources of funding for 'Prevent'.)	Mar 2010	CXO	✓ £20k has been obtained through the government's Challenge & Innovation Fund bid process to support Prevent work. The Prevent Steering Group will be overseeing the spend of this money.
<b>OPERATIONAL RISKS TO MTO 8</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>
8.6	Rising crime due to downturn in economy. Mitigation: Seek best practice and advise from GOSE.		CXO	Nothing to report. Revised/New Risk: None.
8.7	Rising levels of drug and alcohol misuse lead to increase in violence. Mitigation: Work with DAAT to ensure effective treatment options. Education of children and young people. Effective licensing enforcement.		CXO	Nothing to report. Revised/New Risk: None.
8.8	Lack of involvement in the development of Prevent Strategy from the Muslim community Mitigation: Consult with Muslim partners and identify best practice from elsewhere.		CXO	Nothing to report. Revised/New Risk: None.
8.9	Perceptions of crime and anti-social behaviour influenced by external events. Mitigation: Robust effective strategic assessment and joint tasking process.		CXO	Nothing to report. Revised/New Risk: None.
8.10	Lack of effective involvement by partner agencies and other Council departments. Mitigation: Develop effective strategic assessment and joint tasking process.		CXO	Nothing to report. Revised/New Risk: None.
<b>Medium-Term Objective 9: Promote independence and choice for vulnerable adults and older people.</b>				
<b>ACTIONS IN SUPPORT OF MTO 9</b>		<b>Due Date</b>	<b>Owner</b>	<b>Comments</b>
<b>9.3</b>	<b>Develop a Borough-wide strategy for older people.</b>			
9.3.1	Publish a strategy for older people.	Dec 2009	CXO	✓ Complete.
9.3.2	Implement the actions from the older people's strategy.	Mar 2010	ASCH CPS CXO ECC	✓ ASCH: Key tasks being developed for the whole strategy. CPS: Work underway by Community Engagement Working Group to consider further inter-generational activities that could be developed. CXO: Work is ongoing.
9.3.3	Implement communications plan for modernisation of adult services pilot.	Apr 2009	CXO	✓ Complete.
<b>9.4</b>	<b>Provide advice and support to vulnerable people to help maintain them in their own homes.</b>			
9.4.3	Continue to implement communications plan for modernising home care.	Mar 2010	CXO	✓ Ongoing.

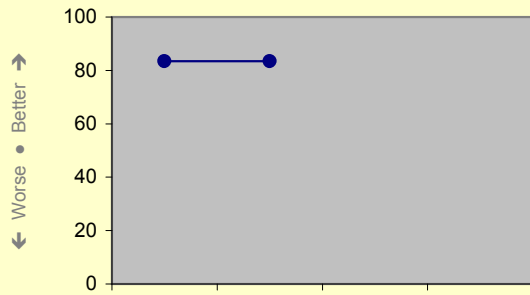
**PRIORITY FIVE:  
VALUE FOR MONEY**

**Medium-Term Objective 10:**

Be accountable and provide excellent value for money.

**PERFORMANCE INDICATORS FOR MTO 10**

**NI 5: Overall/general satisfaction with the local area**



**LAA INDICATOR (Designated)**

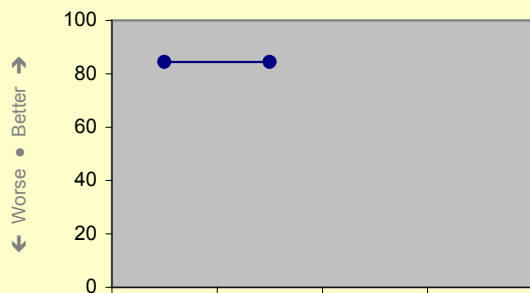
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey action plan is currently being drafted.*

The current figure uses validated final data. This LAA (Designated) indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 75th percentile in the same figures.

Unit: % • Polarity: High • BFC Lead: Belinda Clack

**NI 138: Satisfaction of people over 65 with both home and neighbourhood**



**CAA Indicator (non-LAA)**

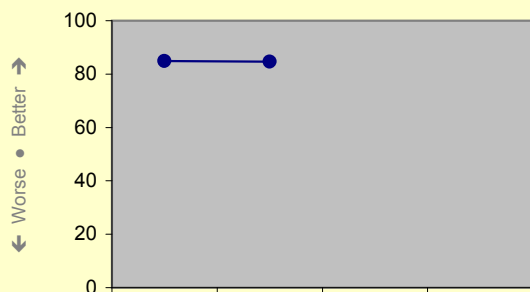
Department: CXO

*This is the final adjusted figure from the 2008 Place Survey. The national dataset is now available for comparison, as detailed in the figures provided here. A Place Survey action plan is currently being drafted.*

The current figure uses validated final data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the Place Survey (October 2008). Quartile shows the position of the current figure within the 2008 figures for all local authorities in England. Benchmark is the 50th percentile in the same figures.

Unit: TBC • Polarity: High • BFC Lead: Victor Nicholls

**NI 151: Overall employment rate (working-age)**



**CAA Indicator (non-LAA)**

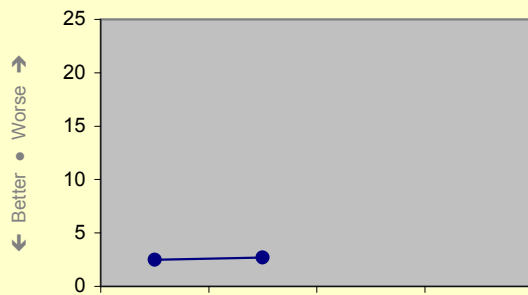
Department: CXO

*The outturn cited is comprised of 75.8% employees and 8.8% self employed (rounded figures). These are the latest figures for the period April 2008 to March 2009.*

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (Nomis) (March 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Victor Nicholls

**NI 152: Working age people on out of work benefits**



CAA Indicator (non-LAA)  
Department: CXO

*This outturn compares to a South-East figure of 3.1 and a UK figure of 4.2. These are the latest outturns for August 2009.*

Year: 2009/10	Q1	Q2	Q3	Q4
<b>Current</b> ●	2.5	<b>2.7</b>	N/A	N/A
<b>Local Target</b> ■	N/A	N/A	N/A	N/A
Last Reported	N/A	2.5		
Benchmark	N/A	N/A		
<b>Current Quartile</b>	N/A	<b>N/A</b>		

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (Nomis) Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Victor Nicholls

<b>ACTIONS IN SUPPORT OF MTO 10</b>		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>10.3</b>	<b>Create clear, accountable governance structures for working in partnership with other organisations in the Borough.</b>			
10.3.1	Undertake an annual self-assessment for the Council to cover effectiveness, accountability, governance, business continuity planning and update of self-evaluation tool.	Mar 2010	CXO	✓ Ongoing.
10.3.2	Develop and implement partner scrutiny arrangements with reference to new government regulations.	Mar 2010	CXO	✓ New arrangements agreed and being rolled out.
10.3.3	Implement internal communications plan for flexible working project.	Mar 2010	CXO	✓ Ongoing.
<b>10.4</b>	<b>Work effectively with partners to improve the quality of life in the Borough.</b>			
10.4.1	Undertake an annual refresh of the Sustainable Community Strategy evidence base, including a standard 'Story of Place' for Bracknell Forest, with links to the joint strategic needs assessment and equalities framework.	Mar 2010	CXO	✓ Work ongoing for 2010 refresh.
10.4.2	Undertake an annual refresh of the Local Area Agreement (LAA), to include allocation of appropriate resources by all partners, and performance and financial management and reporting.	Mar 2010	CXO	✓ 2010 refresh due to start in December 2009 for completion by March 2010.
10.4.3	Produce and communicate an annual report for Bracknell Forest Partnership.	Sep 2009	CXO	✓ Agreed to change date to November 2009 to combine with public launch at Partnership Awards ceremony. On target.
10.4.4	Develop and implement the Bracknell Forest Partnership communications strategy including the update of the Bracknell Forest Partnership handbook.	Nov 2009	CXO	✓ Complete
10.4.5	Manage the contract of community TV, including content management and filming. Confirm funding and procure new contract.	Oct 2009	CXO	✓ Contract extension agreed. Evaluation completed. Filming schedule completed.
10.4.6	Manage the system of voluntary sector grants, including agreement of SLAs.	Mar 2010	CXO	✓ Ongoing. 2010/11 process to start in October 2009.

10.4.7	Implementation of communications plan for budget and council tax setting.	Oct 2009	CXO	✓	<i>Current issue, in progress</i>
<b>10.7</b>	<b>Ensure all Council services provide value for money and make effective use of resources.</b>				
10.7.7	Work with internal and external audit and departments on the annual audit and inspection letter, annual audit plan, CAA and other inspections and audits. Develop implementation plan.	Mar 2010	CXO	✓	<i>Ongoing. Inspection schedule for next three years developed. Interim feedback received and responses made to the CAA organisational and area assessments.</i>
10.7.8	Co-ordinate the implementation of the new Comprehensive Area Assessment framework.	Mar 2010	CXO	✓	<i>Ongoing.</i>
10.7.9	Implement and support the new performance management software system including contract management and training.	Mar 2013	CXO	✓	<i>Working with Hitec on implementation. Project status review in October 2009.</i>
10.7.10	Collate and analyse performance information and highlight changes in performance for Council, BFP and theme partnerships.	Mar 2010	CXO	✓	<i>Quarterly performance reports produced. Will run in parallel with PARIS system until March 2010 for test and validation of new system.</i>
10.7.11	Prepare and publish the Council's annual report.	Oct 2009	CXO	✓	<i>Complete October 2009.</i>
10.7.12	Undertake corporate research for the Council and Bracknell Forest Partnership on future developments and new legislation, and provide advice as appropriate.	Mar 2010	CXO	✓	<i>Ongoing.</i>
10.7.13	Implement the data quality strategy, action plan and training, and provide guidance and toolkit for the Council and Bracknell Forest Partnership.	Mar 2010	CXO	✓	<i>Data quality policy, strategy and action plan produced. Corporate data quality group identified to develop and ensure implementation of action plan. First meeting to be held in October.</i>
10.7.14	Analyse results of the 2008 Place Survey and prepare an action plan to support continued high satisfaction with the Bracknell Forest area.	Jul 2009	CXO	✓	<i>Place Survey report sent to Executive. Agreed to hold a cross partnerships event in December to develop action plan for the area.</i>
10.7.15	Support the work of the Overview and Scrutiny Commission, panels and working groups.	Mar 2010	CXO	✓	<i>Support is continuing.</i>
10.7.16	Provide officer support for Overview and Scrutiny.	Mar 2010	CXO	✓	<i>Support is continuing.</i>
10.7.17	Produce annual report of Overview and Scrutiny.	Feb 2010	CXO	✓	<i>Not due until February 2010 (2008/09 Annual Report published on time).</i>
10.7.18	Review the organisational structure of Overview and Scrutiny to respond to new legislation, scrutiny of the Bracknell Forest Partnership, and the new requirements for O&S review of statutory plans and reports.	Feb 2010	CXO	✓	<i>Structure updated in May 2009.</i>
10.7.19	Implement new legislation and government guidance relating to Overview and Scrutiny, including the Councillor Call for Action, the prospective Statutory Officer designation, and Partnership scrutiny.	Mar 2010	CXO	✓	<i>Legislation to date has been implemented. More is due.</i>
10.7.20	Research best practice in improving public engagement with Overview and Scrutiny, and formulate proposals.	Dec 2009	CXO	✓	<i>On track.</i>

10.7.21	Review and manage the Local Safeguarding Children Board's performance reporting arrangements.	Sep 2009	CXO	<i>Following CXO assistance with developing a performance database, responsibility has now passed to CYPL.</i>
10.7.22	Produce a corporate calendar to include service planning, finance and performance management framework.	Sep 2009	CXO	✓ <i>First meeting held with Democratic Services. To be developed as part of the PARIS implementation.</i>
10.7.32	Carry out the biennial attitude survey of Council staff to measure perceptions of working for the Council.	May 2009	CXO	✓ <i>Complete.</i>
10.7.33	Review the Council's internal communications strategy based on findings from the staff survey.	Aug 2009	CXO	✗ <i>Outstanding - awaiting return of departmental action plans before work can begin. Now likely to be completed by end of November.</i>
<b>10.8</b>	<b>Implement all appropriate actions to ensure staff are in place with the right skills and capacity to deliver service outcomes and maximise service efficiency.</b>			
10.8.1	Implement the actions due in 2009/10 in each departmental workforce plan.	Mar 2010	ASCH CPS CXO CYPL ECC	✓ <i>CPS: Workforce actions being implemented. ECC: In progress. Work has been started by managers in relation to planning for employees retiring. A programme on customer service training is in place. ECC has delivered a programme of training courses to employees on safeguarding. A number of managers have attended a Management Development Centre and undertaken appropriate training as a result. 50 first-line managers have attended a network event on managing conflict.</i>
<b>OPERATIONAL RISKS TO MTO 10</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>
10.10	LAA targets – individual risks identified. Mitigation: Monitored by lead officers quarterly and reported in Partnership performance reports.		CXO	Targets reported and actions to rectify poor performance being taken. Revised/New Risk: None.
10.11	Non-achievement of performance management IT system procurement and implementation. Mitigation: Risk register developed. Risks monitored monthly at project board meetings.		CXO	Risks monitored monthly and action taken. Revised/New Risk: None.
10.12	Bracknell Forest Partnership Board strategic risks – individual risks identified. Mitigation: Risk register developed. Risks monitored monthly.		CXO	Risks monitored monthly and action taken. Revised/New Risk: None.
10.13	No funding for Community TV. Mitigation: Early approach to partners. Build in option for matching funding to scale of service.		CXO	Funding secured and contract renewed. Revised/New Risk: None.
10.14	Reliance on partners' co-operation for roll-out of Partnership scrutiny. Mitigation: Consult partners and include their nominees in a new Partnership O&S group.		CXO	Representatives from partner organisations have participated in successful first meeting of partnership O&S Group. Revised/New Risk: None.
10.15	Member and officer capacity for O&S. Mitigation: Set realistic O&S work programme.		CXO	Realistic work programme adopted by Commission. Revised/New Risk: None.
10.16	New legislation and government regulations increase O&S workload. Mitigation: Set realistic O&S work programme.		CXO	O&S powers have increased in new legislation, but too early to accurately assess impact on workload. Revised/New Risk: None.
10.17	Procedures do not ensure that robust and accurate data is produced. Mitigation: Develop policy, strategy and action plan including monitoring and management arrangements. Include in internal audit plan.		CXO	Audits held and actions included in corporate data quality action plan. DQ policy and strategy developed and adopted by CMT. Corporate data quality group set up to develop and implement action plan. Revised/New Risk: None.

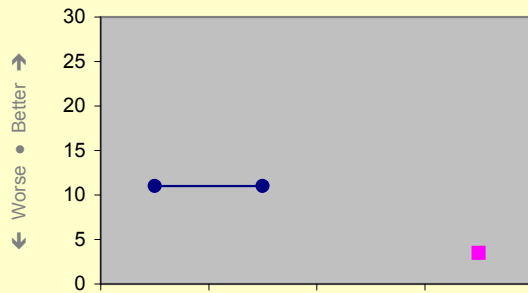
**PRIORITY SIX:  
SUSTAIN ECONOMIC PROSPERITY**

**Medium-Term Objective 11:**

Promote the Borough's economic activity and potential

**PERFORMANCE INDICATORS FOR MTO 11**

**NI 172: Percentage of small businesses in an area showing employment growth**



**LAA INDICATOR (Designated)**

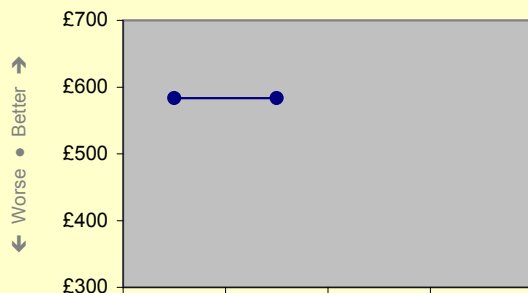
Department: CXO

*The 'last reported' figure is taken from government (BERR) data that was reported last quarter. This data was the most up to date for 2009 and hence there is no known change. As BFC is dependent on BERR for this information, and as it is a difficult indicator to calculate on an ongoing basis, it is likely that future data will only ever be available with a significant time lag.*

The current estimate is based on latest available data which relates to an earlier period. This LAA (Designated) indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from BERR. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Victor Nicholls

**NI 166: Median earnings of employees in the area**



CAA Indicator (non-LAA)

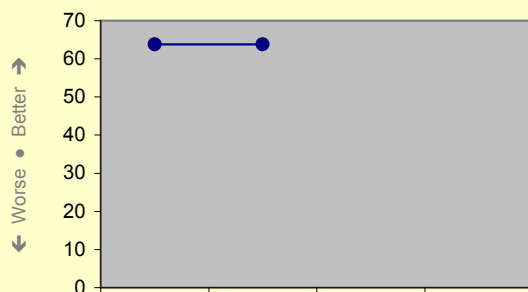
Department: CXO

*There has been no further update regarding this indicator since Quarter 1.*

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey.

Unit: Currency • Polarity: High • BFC Lead: Steph Boodhna

**NI 171: New business registration rate**



CAA Indicator (non-LAA)

Department: CXO

*The new business registration rate for measuring performance on NI 171 is calculated by dividing enterprise births (575) by the total population. 63.8 is the latest available figure and relates to 2007. The 2008 figure will be available in winter 2009.*

The current figure uses validated final data which relates to an earlier period. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from BERR/ONS (December 2008). Benchmarking and quartile information is not currently available for this indicator.

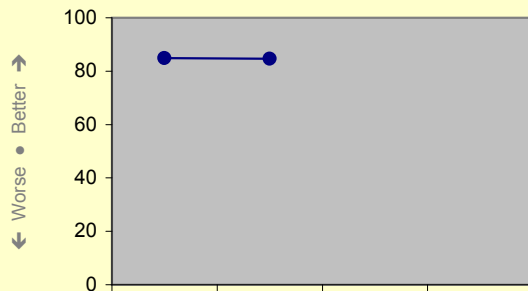
Unit: Rate per 10,000 • Polarity: High • BFC Lead: Victor Nicholls

<b>ACTIONS IN SUPPORT OF MTO 11</b>		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>11.1</b>	<b>Work closely with partners to produce a programme of local action to support the local economy.</b>			
11.1.1	Through the Economic and Skills Development Partnership, produce an action plan setting out key actions to support the local economy.	Jun 2009	CXO	✓ <i>The action plan has been produced and approved at Executive. Work is now ongoing on priority actions.</i>
11.1.2	Establish Council economic task force to co-ordinate cross-cutting Council service delivery in respect of the local economy.	Apr 2009	CXO	✓ <i>Monthly meetings take place to discuss work around the state of the local economy and what the Council can be doing to ease the pressures.</i>
11.1.3	Contribute through Member/officer engagement to the regional economic arrangements. Link to action plan programme.	Mar 2010	CXO	✓ <i>Working with Berkshire Economic Strategy Board and the Reading Diamond on regional economic initiatives.</i>
11.1.4	Create dedicated web pages with advice on surviving the credit crunch on the Council's website.	Apr 2009	CXO	✓ <i>Completed.</i>
11.1.5	Implement communications plan for the promotion of Bracknell market.	May 2009	CXO	✓ <i>In progress.</i>
<b>11.2</b>	<b>Respond to the review of sub-national economic development and regeneration by working with partners to establish new regional economic arrangements.</b>			
11.2.1	Support the Berkshire Economic Strategy Board (BESB) through Executive Member and officer involvement.	Mar 2010	CXO	✓ <i>Working with BESB to refresh the Berkshire Economic Strategy.</i>
<b>11.3</b>	<b>Publish an economic assessment for Bracknell Forest.</b>			
11.3.1	Publish an economic assessment for Bracknell Forest.	Dec 2009	CXO	✓ <i>Investigating the new government guidance on economic assessments.</i>
<b>11.4</b>	<b>Contribute to the objectives of the Berkshire Economic Strategy Board, including the publication of the Berkshire economic strategy.</b>			
11.4.1	Develop direct links with local business support agencies, including the Thames Valley Chamber, Federation of Small Businesses, and Institute of Directors.	May 2009	CXO	✓ <i>Working closely with the Chamber of Commerce, Business Link and FSB to ensure effective cross-cutting work.</i>
<b>OPERATIONAL RISKS TO MTO 11</b>			<u>Owner</u>	<u>Progress on Mitigation Actions</u>
11.2	Lack of engagement by key partners resulting in an incomplete economic action plan. Mitigation: Ensure an effective stakeholder consultation and engagement through direct contact.		CXO	Direct contact maintained. Revised/New Risk: None.
11.3	Inability of BESB to establish a coordinated strategy and delivery programme. Mitigation: Limited impact due to other partner involvement.		CXO	No major issues during the quarter. Revised/New Risk: None.
11.4	Engagement with business organisations is dependent upon shared commitment to economic objectives. Mitigation: Other agencies are subject to separate funding and resourcing.		CXO	No major issues during the quarter. Revised/New Risk: None.
11.5	General BFC resourcing of economic objectives needs to be reviewed. Mitigation: Implement appropriate funding and resource to deliver action plan.		CXO	No major issues during the quarter. Revised/New Risk: None.

Medium-Term Objective 13:  
Limit the impact of the recession

PERFORMANCE INDICATORS FOR MTO 13

NI 151: Overall employment rate (working-age)



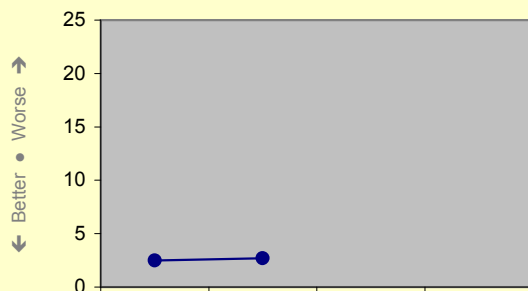
CAA Indicator (non-LAA)  
Department: CXO

*The outturn cited is comprised of 75.8% employees and 8.8% self employed (rounded figures). These are the latest figures for the period April 2008 to March 2009.*

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (Nomis) (March 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Victor Nicholls

NI 152: Working age people on out of work benefits



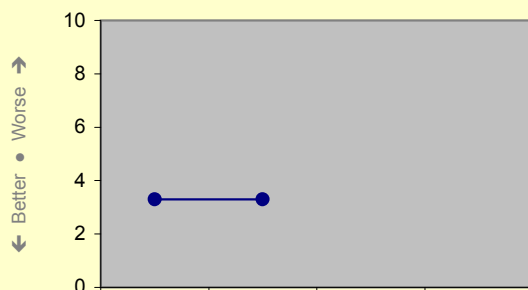
CAA Indicator (non-LAA)  
Department: CXO

*This outturn compares to a South-East figure of 3.1 and a UK figure of 4.2. These are the latest outturns for August 2009.*

The current estimate is based on latest available data which relates to an earlier period. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (Nomis) Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Victor Nicholls

NI 173: Flows onto incapacity benefits from employment



CAA Indicator (non-LAA)  
Department: CXO

*This indicator measures the proportion of the working population of the local authority area who move directly from employment to incapacity benefits. The latest available figure is 3.3% per annum as of August 2009, and it is not known when this will be updated.*

The current figure uses validated final data. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from Nomis (August 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Victor Nicholls

<b>ACTIONS IN SUPPORT OF MTO 13</b>		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>13.2</b>	<b>Maximise availability of benefits.</b>			
13.2.3	Develop web links and communications strategy to increase awareness and take-up of benefits, allowances and concessions.	Apr 2009	CXO	✓ <i>Credit crunch web pages in place January 2009 and currently being reviewed.</i>
<b>OPERATIONAL RISKS TO MTO 13</b>			<u>Owner</u>	<u>Progress on Mitigation Actions</u>
13.3	All work to support the local economy will need to respond to changes to the economy at large. Mitigation: Monitor economic developments.		CXO	National and regional economic developments closely monitored. Revised/New Risk: None.