

























































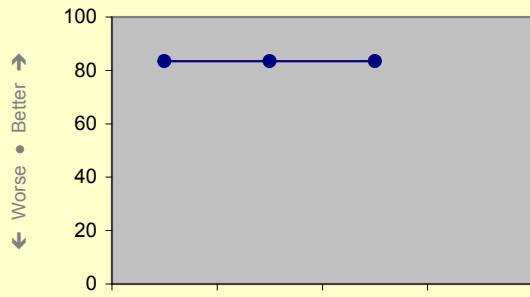
**PRIORITY FIVE:  
VALUE FOR MONEY**

**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)**

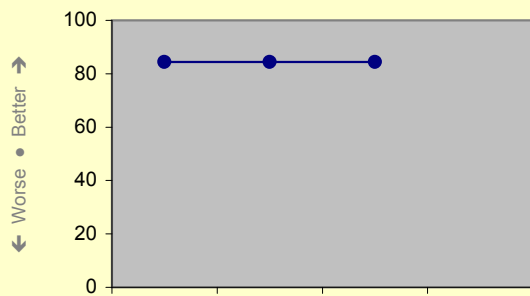
Department: CXO

*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 workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

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: Claire Sharp

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



**CAA Indicator (non-LAA)**

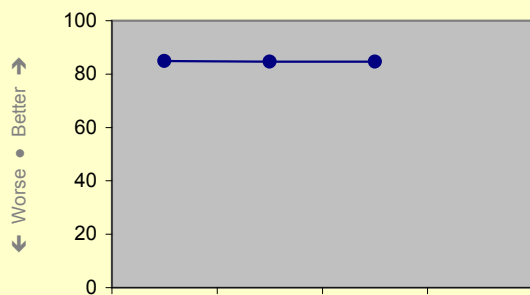
Department: CXO

*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 workshop was held with BFP in December, where actions were identified. These are currently being validated by theme partnerships for inclusion in a joint action plan.*

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

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



**CAA Indicator (non-LAA)**

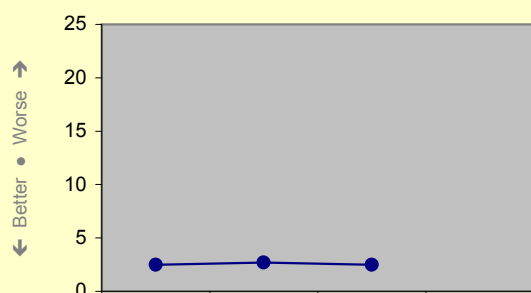
Department: CXO

*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 but outdated data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (March 2009). Quartile shows the position of the current outturn within the dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Richard Haynes

### 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 November 2009.*

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

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: Richard Haynes

<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	✓ <i>Ongoing.</i>
10.3.2	Develop and implement partner scrutiny arrangements with reference to new government regulations.	Mar 2010	CXO	✓ <i>New arrangements agreed and being rolled out.</i>
10.3.3	Implement internal communications plan for flexible working project.	Mar 2010	CXO	✓ <i>Ongoing.</i>
<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	✓ <i>Work ongoing for 2010 refresh.</i>
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	✓ <i>2010 refresh started and ongoing for completion by March 2010.</i>
10.4.3	Produce and communicate an annual report for Bracknell Forest Partnership.	Sep 2009	CXO	✓ <i>Annual report completed and launched at Partnership Awards ceremony.</i>
10.4.4	Develop and implement the Bracknell Forest Partnership communications strategy including the update of the Bracknell Forest Partnership handbook.	Nov 2009	CXO	✓ <i>Complete.</i>
10.4.5	Manage the contract of community TV, including content management and filming. Confirm funding and procure new contract.	Oct 2009	CXO	✓ <i>Completed.</i>
10.4.6	Manage the system of voluntary sector grants, including agreement of SLAs.	Mar 2010	CXO	✓ <i>Ongoing.</i>
10.4.7	Implementation of communications plan for budget and council tax setting.	Oct 2009	CXO	✓ <i>Completed. Consultation ends at end of January, with council tax leaflet published at end of March.</i>

<b>10.7 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>Final reports received and published. Improvement plan being developed for February completion.</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>Ongoing as per project plan.</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 for testing and validation of new system.</i>
10.7.11	Prepare and publish the Council's annual report.	Oct 2009	CXO	✓	<i>Complete.</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. Implementation of action plan ongoing.</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>Cross-Partnership event held in December. Action plan being produced.</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 (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.</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>Complete - proposals under review.</i>
10.7.21	Review and manage the Local Safeguarding Children Board's performance reporting arrangements.	Sep 2009	CXO		<i>Responsibility passed to CYPL.</i>

10.7.22	Produce a corporate calendar to include service planning, finance and performance management framework.	Sep 2009	CXO	✓	To be developed as part of the Paris implementation.
10.7.32	Carry out the biennial attitude survey of Council staff to measure perceptions of working for the Council.	May 2009	CXO	✓	Complete.
10.7.33	Review the Council's internal communications strategy based on findings from the staff survey.	Aug 2009	CXO	✗	Work in progress. Draft to be completed by end of January.
<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	✓	CPS: Workforce planning actions being implemented in accordance with the programme. CXO: Ongoing. ECC: In progress. Managers continue to make preparations for employees retiring. A programme on customer service training started in Quarter 3 and continues into Quarter 4. ECC has delivered a programme of training courses to employees on safeguarding. Several more managers attended the Management Development Centre and drew up development programmes with their managers following the event.
<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 taken to rectify poor performance. 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	Risk now increased with reduction in O&S officer team. Mitigation mainly through 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. Revised/New Risk: None.	

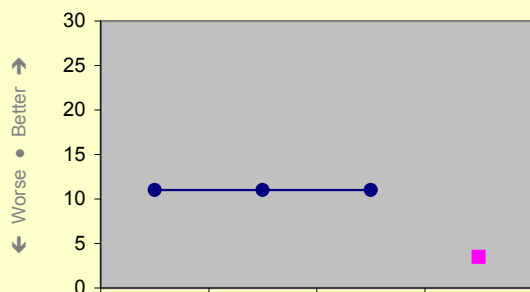
**PRIORITY SIX:  
SUSTAIN ECONOMIC PROSPERITY**

**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)**

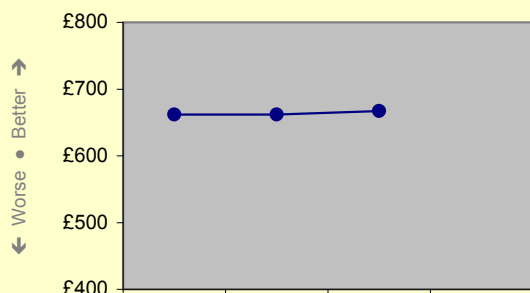
Department: CXO

*The data reported this quarter is the same as last quarter, with no updates having become available. It relates to 2007. 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 outturn uses latest available but outdated data. This LAA (Designated) indicator has a cumulative target measured by data collection. The 'last reported' figure is from BERR (2007). Quartile shows the position of the current figure within the dataset of all relevant LAs in the South-East. Benchmark is the approximate 25th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Richard Haynes

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



CAA Indicator (non-LAA)

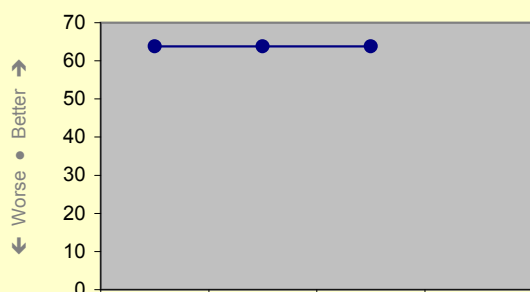
Department: CXO

*This outturn compares to a South-East figure of 513.6 and a UK figure of 490.2. These are the latest outturns for 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. Quartile shows the position of the current figure within the dataset of all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same figures.

Unit: Currency • Polarity: High • BFC Lead: Richard Haynes

**NI 171: New business registration rate**



CAA Indicator (non-LAA)

Department: CXO

*The new business registration rate is calculated by dividing enterprise births (575) by the total population. 63.8 is the latest available figure and relates to 2007. BERR have stated that the 2008 figure should become available shortly and will be reported in Quarter 4 if possible.*

The current figure uses validated final data which relates to an earlier period. This CAA indicator has a cumulative target measured by data collection. The 'last reported' figure is from BERR/ONS (2007). Quartile shows the position of the current figure within the dataset of all relevant LAs in the South-East. Benchmark is the approximate median in the same data.

Unit: Rate per 10,000 pop. • Polarity: High • BFC Lead: Richard Haynes

<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>Work is ongoing in the 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>Complete.</i>
11.1.3	Contribute through Member/officer engagement to the regional economic arrangements. Link to action plan programme.	Mar 2010	CXO	✓ <i>Ongoing.</i>
11.1.4	Create dedicated web pages with advice on surviving the credit crunch on the Council's website.	Apr 2009	CXO	✓ <i>Complete.</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>The LEA will be approached via a joint working approach through BESB.</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 and partners to run workshops on key areas within action plan. 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 12:  
Promote workforce skills

PERFORMANCE INDICATORS FOR MTO 12

NI 174: Skills gaps in the current workforce reported by employers

CAA Indicator (non-LAA)  
Department: CXO

↑  
Worse  
•  
Better  
↓

*The outturn cited is the latest available and comes from the 2007 National Employers Skills Survey (NESS). In 2007, the national figure was 15% and that for the South-East also 15%. No new data will be available for this indicator until the results of the 2009 NESS are published by the LSC later this year.*

Year: 2009/10	Q1	Q2	Q3	Q4
<b>Current</b> •	14.9	14.9	<b>14.9</b>	
<b>Local Target</b> ■	N/A	N/A	<b>N/A</b>	N/A
Last Reported	14.9	14.9	14.9	
Benchmark	14.0	14.0	14.0	
<b>Current Quartile</b>	Second	Second	<b>Second</b>	

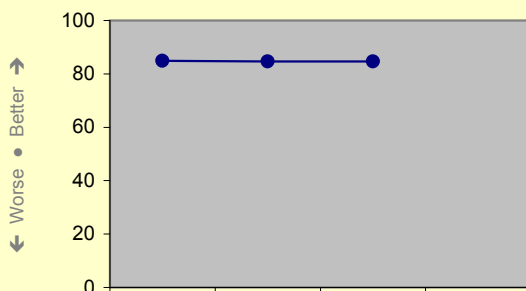
No estimated outturn is currently available for this indicator. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from the CLG Data Hub (2007). Quartile shows the position of the current figure within the dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same figures.

Unit: % • Polarity: Low • BFC Lead: Richard Haynes

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

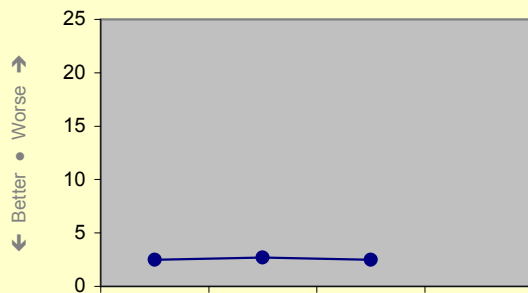
*The outturn cited is comprised of 75.8% employees and 8.8% self employed (rounded figures). These are the latest figures for the period April 2008 to March 2009.*

Year: 2009/10	Q1	Q2	Q3	Q4
<b>Current</b> •	84.9	84.7	<b>84.7</b>	
<b>Local Target</b> ■	N/A	N/A	<b>N/A</b>	N/A
Last Reported	85.5	84.9	84.7	
Benchmark	80.7	80.7	80.7	
<b>Current Quartile</b>	Best	Best	<b>Best</b>	

The current estimate is based on latest available but outdated data. This CAA indicator has a snapshot target measured by survey. The 'last reported' figure is from ONS (March 2009). Quartile shows the position of the current outturn within the dataset for all relevant LAs in the South-East. Benchmark is the approximate 75th percentile in the same data.

Unit: % • Polarity: High • BFC Lead: Richard Haynes

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



CAA Indicator (non-LAA)  
Department: CXO

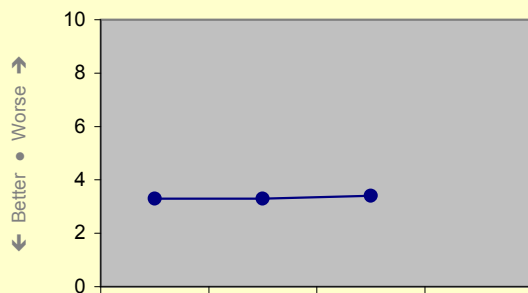
*This outturn compares to a South-East figure of 3.1 and a UK figure of 4.2. These are the latest outturns for November 2009.*

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

**NI 173: Flows onto incapacity benefits from employment**



CAA Indicator (non-LAA)  
Department: CXO

*This outturn compares to a South-East figure of 4.7 and a UK figure of 7.1. These are the latest outturns for May 2009.*

Year: 2009/10	Q1	Q2	Q3	Q4
<b>Current</b> ●	3.300	3.300	<b>3.400</b>	N/A
<b>Local Target</b> ■	N/A	N/A	N/A	N/A
Last Reported	3.300	3.300	3.300	
Benchmark	N/A	N/A	N/A	
<b>Current Quartile</b>	N/A	N/A	<b>N/A</b>	

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 Nomis (December 2009). Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Richard Haynes

<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>Complete. The wellbeing team runs activities for persons with disabilities and are available to assist. They are based at BLC but also operate at Coral Reef and Downshire Golf Complex. Disabled access prices are available at all sites. Red diamonds disabled activities sessions take place at BLC on Sunday evenings.</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.