













































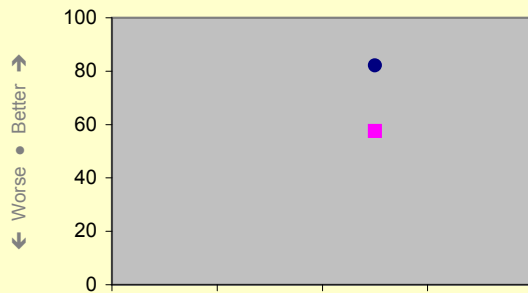


Medium-Term Objective 7:

Seek to ensure that every resident feels included and able to access the services they need.

PERFORMANCE INDICATORS FOR MTO 7

NI 1: Percentage of people who believe people from different backgrounds get on well together in their local area



Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>82.1</b>	N/A
<b>LAA Target</b> ■	[annual]	[annual]	<b>57.6</b>	[annual]
Last Reported	N/A	N/A	N/A	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

LAA INDICATOR (Local)

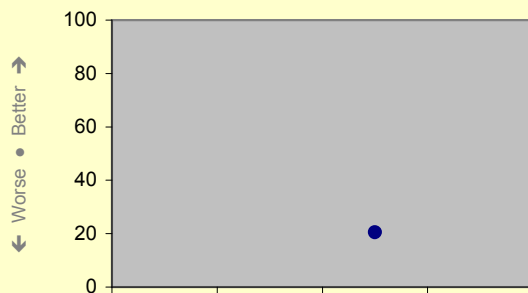
Department: CPS

*The outturn cited is early, unconfirmed weighted data from the 2008 Place Survey. The outturn will be confirmed, and some more context provided, in Quarter 4 reports.*

The current estimate is based on unvalidated current data. This LAA (Local) indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Abby Thomas

NI 6: Participation in regular volunteering



Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>20.5</b>	N/A
<b>LAA Target</b> ■	[annual]	[annual]	<b>TBC</b>	[annual]
Last Reported	N/A	N/A	N/A	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

LAA INDICATOR (Designated)

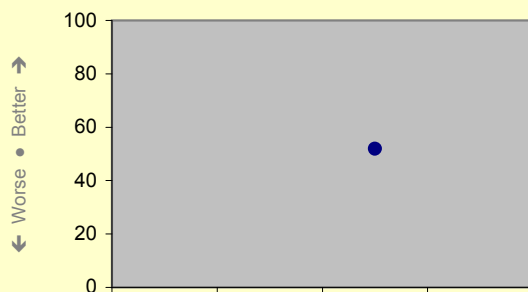
Department: CPS

*The outturn cited is early, unconfirmed weighted data from the 2008 Place Survey. The outturn will be confirmed, and some more context provided, in Quarter 4 reports.*

The current estimate is based on unvalidated current data. This LAA (Designated) indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Abby Thomas

NI 2: Percentage of people who feel that they belong to their neighbourhood



Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>51.9</b>	N/A
<b>Local Target</b> ■	[annual]	[annual]	<b>TBC</b>	[annual]
Last Reported	N/A	N/A	N/A	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

CAA Indicator (non-LAA)

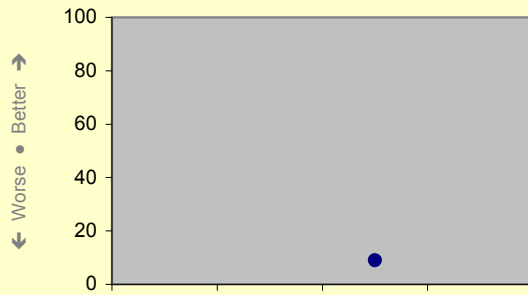
Department: CPS

*The outturn cited is early, unconfirmed weighted data from the 2008 Place Survey. The outturn will be confirmed, and some more context provided, in Quarter 4 reports.*

The current estimate is based on unvalidated current data. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % ● Polarity: High ● BFC Lead: Abby Thomas

**NI 3: Civic participation in the local area**



CAA Indicator (non-LAA)  
Department: CPS

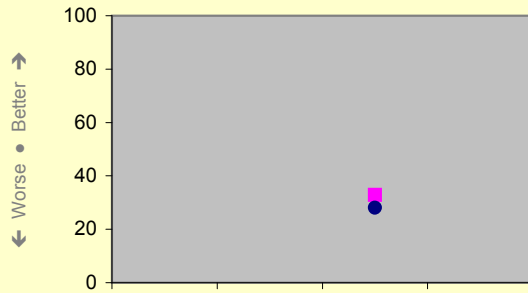
*The outturn cited is early, unconfirmed weighted data from the 2008 Place Survey. The outturn will be confirmed, and some more context provided, in Quarter 4 reports.*

Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>9.0</b>	
<b>Local Target</b> ■	[annual]	[annual]	<b>TBC</b>	[annual]
Last Reported	N/A	N/A	N/A	
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 unvalidated current data. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Abby Thomas

**NI 4: Percentage of people who feel they can influence decisions in their locality**



CAA Indicator (non-LAA)  
Department: CPS CXO

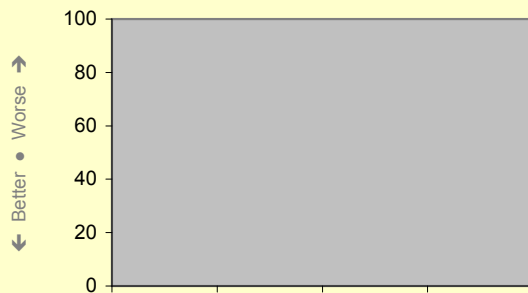
*The outturn cited is early, unconfirmed weighted data from the 2008 Place Survey. The outturn will be confirmed, and some more context provided, in Quarter 4 reports.*

Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>28.1</b>	
<b>Local Target</b> ■	[annual]	[annual]	<b>32.9</b>	[annual]
Last Reported	N/A	N/A	N/A	
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 unvalidated current data. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: High • BFC Lead: Abby Thomas

**NI 14: Avoidable contact: The proportion of customer contact that is of low or no value to the customer**



CAA Indicator (non-LAA)  
Department: CPS

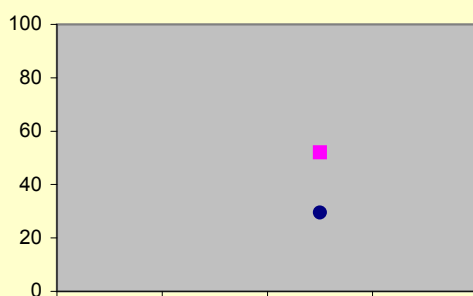
*This new indicator, for which the first return is due from local authorities in April, is being co-ordinated by the Chief Officer: Customer Services. Meetings have been held with relevant officers to raise awareness of the requirements of the indicator and the need to prepare a business improvement plan. Relevant service areas have either planned or commenced data collection.*

Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>N/A</b>	
<b>Local Target</b> ■	TBC	TBC	<b>TBC</b>	TBC
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
<b>Current Quartile</b>	N/A	N/A	<b>N/A</b>	

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: % • Polarity: Low • BFC Lead: Keith Woodman

**NI 23: Perceptions that people in the area treat one another with respect and dignity**



Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>29.5</b>	
<b>Local Target</b> ■	[annual]	[annual]	<b>52.0</b>	[annual]
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
<b>Current Quartile</b>	N/A	N/A	<b>N/A</b>	

CAA Indicator (non-LAA)  
Department: CPS

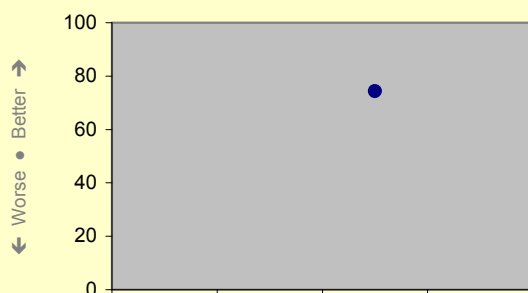
**✘**

*The outturn cited is early, unconfirmed weighted data from the 2008 Place Survey. The outturn will be confirmed, and some more context provided, in Quarter 4 reports.*

The current estimate is based on unvalidated current data. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: TBC ● Polarity: TBC ● BFC Lead: Abby Thomas

**NI 140: Fair treatment by local services**



Year: 2008/09	Q1	Q2	Q3	Q4
<b>Current</b> ●	N/A	N/A	<b>74.3</b>	
<b>Local Target</b> ■	[annual]	[annual]	<b>TBC</b>	[annual]
Last Reported	N/A	N/A	N/A	
Benchmark	N/A	N/A	N/A	
<b>Current Quartile</b>	N/A	N/A	<b>N/A</b>	

CAA Indicator (non-LAA)  
Department: CPS

*The outturn cited is early, unconfirmed weighted data from the 2008 Place Survey. The outturn will be confirmed, and some more context provided, in Quarter 4 reports.*

The current estimate is based on unvalidated current data. This CAA indicator has a snapshot target measured by survey. No outturn for this indicator has yet been formally reported or published. Benchmarking and quartile information is not currently available for this indicator.

Unit: TBC ● Polarity: High ● BFC Lead: Abby Thomas

<b>ACTIONS IN SUPPORT OF MTO 7</b>		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>7.1</b>	<b>Appoint an Executive Member with specific responsibility for community cohesion and related strategies.</b>			
7.1.1	Appoint an Executive Member with specific responsibility for community cohesion and related strategies.	May 2008	CPS	✓ <i>Complete. The Leader is the Executive Member with these responsibilities.</i>
<b>7.2</b>	<b>Use innovative methods of engaging local residents in decisions that affect them, particularly targeting 'hard to reach' groups to listen to their views.</b>			
7.2.1	Further develop use of web technology to engage hard to reach groups in the democratic process.	Mar 2009	CPS	✓ <i>Three pilot online Neighbourhood Forums have been launched in Birch Hill, Sandhurst and Great Hollands. The pilot has been extended to July 2009. Capital identified in new financial year to allow development/re-development of corporate website.</i>
7.2.2	Increase engagement in and awareness of democratic processes among members of the public, including young people through Local Democracy Week activities; enhancing the democracy and governance web pages; and facilitating neighbourhood forums.	Oct 2008	CPS	✓ <i>Complete. Two events successfully delivered for Local Democracy Week. The annual Neighbourhood Forums met and a round of Neighbourhood Action Groups was successfully supported throughout November/December.</i>

7.2.3	Prepare an Electoral Services participation strategy for agreement by the Ministry of Justice.	Mar 2009	CPS	✓	<i>Work on Strategy not yet commenced. It will be prepared by March 2009.</i>
7.2.4	Undertake a review of three polling districts.	Mar 2009	CPS	✓	<i>Complete. Review undertaken by the Electoral Review Steering Group. Council will consider the recommendations on 28 January 2009.</i>
7.2.5	Implement actions in the "All of Us " Community Cohesion Strategy Implementation Plan.	As Implemntn Plan	CPS	✓	<i>Strategy published. Action Plan in operation.</i>
7.2.6	Map current pieces of cross-departmental community engagement work.	Aug 2008	CPS	✓	<i>Mapping exercise completed including the activity of all BFP members.</i>
7.2.7	Review Neighbourhood Action Groups and investigate possibility of joining together current area based neighbourhood groups.	Aug 2008	CPS	✓	<i>Under review as part of the Neighbourhood Engagement Working Group and implementation of the Community Engagement Strategy.</i>
7.2.8	Develop a corporate engagement framework and refresh Community Engagement Strategy.	Mar 2009	CPS	✓	<i>The draft Community Engagement Strategy is out to consultation.</i>
7.2.9	Support Voluntary Sector Compact and form closer links with Additional Support Project (BME Forum).	Mar 2009	CPS	✓	<i>Compact support is being led by the Chief Executive's Office.</i>
<b>7.3</b>	<b>Create a new customer contact centre in Bracknell that allows people to access all services.</b>				
7.3.1	Implement Phase 3 of the corporate Customer Contact Strategy.	Mar 2009	CPS	✓	<i>Work is in progress to merge customer reception areas across the town-centre buildings in accordance with the "Balancing the Budget" workstream. All processes relating to customer enquiries at the reception areas are being scripted for the CRM system. A timetable for considering the transfer of services to Customer Services has been endorsed by CMT. The annual report to the Executive about the progress made in delivering the Strategy was endorsed by the Executive in December. Progress is monitored on a quarterly basis by the Corporate Customer Contact Strategy Group, which contains representation at chief officer level from each department. Specified service areas across the Council are actively collecting data for the purposes of National Indicator NI 14 (Reducing avoidable contact), so that they prepare their business improvement plans for 2009. Use of the online payment facility continues to grow.</i>
7.3.2	Implement the CRM work programme for 2008/9.	Mar 2009	CPS	✓	<i>The CRM work programme is now embedded within the Corporate Customer Contact Strategy.</i>

7.5 Implement a Disability Equality Scheme and Gender Equality Scheme, and implement the Council's Race Equality Scheme.					
7.5.1	Progress the authority's level on the Equality Standard for Local Government to Level 3.	Mar 2009	CPS	✓	<i>Good progress is being made towards Level 3 on the existing Equality Standard. However, a new Equalities Framework will be introduced from January 2009, replacing the Local Government Equality Standard. The implications of this for the Council are being assessed. A new action plan will need to be developed when the Framework is published.</i>
7.5.2	Publicise ethnic community mapping data.	Mar 2008	CPS	✓	<i>Seminars held on this for elected Members, Bracknell Forest Partnership, and the Community Cohesion &amp; Engagement Working Group. Copies of mapping widely disseminated.</i>
7.5.3	Develop a strategy for ongoing updating ethnic community mapping.	Jul 2008	CPS	✓	<i>School and DWP data widely distributed.</i>
7.5.4	Equality Impact Assessments – refresh guidance, complete training program and complete outstanding EIAs.	Sep 2008	CPS	✓	<i>Guidance has been refreshed and a training programme completed, and we are on track against the EIA schedule. Further training is being planned, and draft EIAs reviewed in Q4 for consistency and quality before publishing.</i>
7.5.5	Review arrangements for procurement in light of equalities objectives.	Dec 2008	CPS	✓	<i>Training needs have been identified, and consultants will be assisting with audit and recommendations for embedding equalities considerations into procurement activities. This work will be ongoing beyond December 2008.</i>
7.5.6	Monitor equalities actions detailed in the Race Equality Scheme, Disability Equality Scheme and Gender Equality Scheme.	Ongoing	CPS	✓	<i>RES, DES and GES action plans have been mapped against Community Cohesion Strategy themes in order to annually monitor together.</i>
7.5.7	Implement the Disability Equality Scheme, the Gender Equality Scheme and the Race Equality Scheme actions due for completion in 2008/09, and progress those actions due for completion in later years.	Mar 2009 and ongoing	CPS CXO ECC SCL	✓	<i>CXO: All actions either complete or underway within identified time scales. CPS: Activities in plans underway. Full annual monitoring will be completed in Quarter 1 of 2009/10. ECC: All actions on target.</i>

7.5.8	Conduct impact assessments on all new and revised policies and strategies.	Ongoing	CPS CXO ECC SCL	✓ CXO: Older People's Strategy EIA completed and Voluntary Grants Process EIA underway. CPS: Awareness has been raised on the importance of conducting EIAs through presentations, reports and training for staff. A significant number of EIAs due for review have been completed by the end of December 2008. These will be checked for quality and consistency and published in Quarter 4. Ongoing training and support is on offer, and a three-year rolling programme will be developed in Quarter 4. ECC: No new EIAs were published during the quarter, but ten existing EIAs were redrafted and will be published in the next quarter. Work has started on another 17 existing function and strategy reviews. SCL: Completion of EIAs is in progress, and EIAs will be completed within the agreed corporate framework.
<b>7.6</b>	<b>Increase access to services by electronic means.</b>			
7.6.1	Further development of the website to maintain position in top quartile of Local Government sites etc. and re-brand following launch of new corporate identity.	Jul 2008	CPS	This action needs to be re-scheduled for the coming year as capital was not agreed for the current year but next. It has now been agreed, and work will commence after April 2009.
7.6.2	Increase use of online payments.	Ongoing	CPS	✓ In the nine months to 31 December there were 26,398 online payments with a total value of £3.8m. (In the same period last year there were 22,987 payments worth £3.2m).
<b>OPERATIONAL RISKS TO MTO 7</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>
7.1	Demographic and socio economic changes. Mitigation: Provision of good information.		CPS	Available information monitored. Revised/New Risk: None.
7.2	Demand-led Services. Mitigation: Improve sharing of information.		CPS	Through Monthly Budget Monitoring Revised/New Risk: None.
7.3	Limited staffing resources. Mitigation: Careful prioritisation.		CPS	Monthly review by DMT. Revised/New Risk: None.
7.4	Increasing delivery of services through partnership arrangements. Mitigation: Monitoring of key service areas through PMR's and monthly budget monitoring.		CPS	Monthly monitoring. Revised/New Risk: None.
<b>PRIORITY FOUR: CREATE A BOROUGH WHERE PEOPLE ARE, AND FEEL, SAFE</b>				
<b>Medium-Term Objective 8: Reduce crime and increase people's sense of safety in the Borough.</b>				
<b>PERFORMANCE INDICATORS FOR MTO 8</b>				
<b>ACTIONS IN SUPPORT OF MTO 8</b>				
		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>8.4</b>	<b>Use the 'speedwatch' anti-speeding teams to reduce the incidence of speeding.</b>			
8.4.1	Run the Speedwatch programme and develop effective measures for success.	Jan 1900	CPS	✓ BFVA are recruiting volunteers for the schemes.
<b>OPERATIONAL RISKS TO MTO 8</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>

**Medium-Term Objective 9:  
Promote independence and choice for vulnerable adults and older people.**

**PERFORMANCE INDICATORS FOR MTO 9**

**ACTIONS IN SUPPORT OF MTO 9**

		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>9.1</b>	<b>Modernise services for vulnerable adults and older people by reducing reliance on residential care and improving access to community-based services.</b>			
9.1.4	Provide project support and advice for the project team on HR, legal, finance and property.	Mar 2008	CPS	✓ Support and advice given as required.
<b>9.3</b>	<b>Develop a Borough-wide Strategy for Older People.</b>			
9.3.2	Provide legal advice in the formulation of the Strategy for Older People.	As required	CPS	✓ Legal advice continues to be provided.

**OPERATIONAL RISKS TO MTO 9**

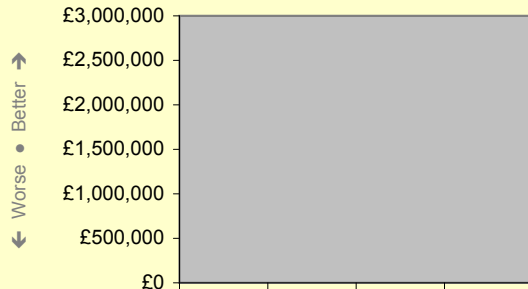
		<u>Owner</u>	<u>Progress on Mitigation Actions</u>
9.1	Key people leave. Mitigation: Planned handover. Mitigated by sound training of staff.	CPS	No change to the risk this quarter. Revised/New Risk: None.

**PRIORITY FIVE:  
VALUE FOR MONEY**

**Medium-Term Objective 10:  
Be accountable and provide excellent value for money.**

**PERFORMANCE INDICATORS FOR MTO 10**

**NI 179: Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year**



CAA Indicator (non-LAA)  
Department: CPS

Data for this indicator is provided to central government directly by local authorities on a biannual basis. The next scheduled data return is in July 2009.

No estimated outturn is currently available for this indicator. This CAA indicator has a complex cumulative target measured by data collection. The 'last reported' figure is from the CLG Data Hub (October 2008). Benchmarking and quartile information is not currently available for this indicator.

Unit: Currency • Polarity: High • BFC Lead: Alan Nash

**ACTIONS IN SUPPORT OF MTO 10**

		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>10.1</b>	<b>Maintain Council Tax levels in the lowest quarter of all unitary authorities.</b>			
10.1.1	Coordinate use of resources improvements across Corporate Services.	Oct 2008	CPS	✓ Detailed guidance for all of the individual components of the 'New' Use of Resources has now been published on the Audit Commission's website. Individual officers have been given responsibility for each of the components, and officer working groups have been established to undertake self-assessments to determine whether any improvements are required to the Council's current arrangements. Work will continue on these action plans during Quarter 4. The external audit of the 2008 Use of Resources has been completed, and recommendations arising from this will be incorporated in the action plans being developed to implement the 'New' 2009 arrangements.

<b>10.2 Implement a four year 'efficiency' programme to reduce spending to sustainable levels.</b>					
10.2.1	Continue to reduce and maintain the current reduction in the number of agendas and documents provided in hard copy.	Mar 2009	CPS	✓	<i>The level of printing continues to be monitored.</i>
10.2.2	Review the postal and courier arrangements.	Jun 2008	CPS	✓	<i>The initial review is now complete. An implementation plan is being developed to take the recommendations forward.</i>
10.2.3	Consider the future requirements for payment processing following the closure of the payment counter service at the cash office in Easthampstead House.	Feb 2009	CPS	✓	<i>Following a tender exercise, a contract has been awarded to the Alliance &amp; Leicester Commercial Bank Ltd so that customers may make payment at any Post Office in the country or at a retail outlet offering the Payzone facility. Payment by this channel has been available since 1 December 2008, and every council tax bill issued since has the barcode printed on it to allow payment at a Post Office if the customer wishes. The payment counter at the cash office in Easthampstead House will close on 27 February 2009. Every customer currently using the payment counter service is being made aware of the closure with leaflets and signs.</i>
10.2.4	Manage the financial cycle with the emphasis on delivering the Council's medium-term financial plan.	Mar 2009	CPS	✓	<i>2009/10 draft budget proposals published for consultation on 16 December 2008. The Executive will consider any representations made at its meeting on 10 February 2009.</i>
10.2.5	Deliver the financial projects contained within the Council's 'Balancing the Budget' programme: Reduce invoice costs; Collaborative procurement; Externalise vehicle maintenance services; Review of internal audit fees.	Mar 2009	CPS	✓	<i>All four projects have been completed with the target savings being achieved.</i>
10.2.6	Provide professional resources to support the delivery of departmental 'Balancing the Budget' projects.	Mar 2009	CPS	✓	<i>Professional property advice given as required. Also disposal programme in hand: some disposals complete, others planned. Where appropriate, resources assigned to projects. Now superseded by Service Efficiency Strategy.</i>
10.2.7	Ensure good project management of change using Organisational Change Protocol as part of the leisure outsourcing, including TUPE issues (incl pension), development of SLAs for training provision, OH, etc.	Apr 2009	CPS	✓	<i>Leisure outsourcing not proceeding but agreed Council policies being used for other efficiency projects as necessary.</i>
10.2.8	Support for restructuring across the organisation: Support departments including advice on support service changes; Top management level changes including recruitment activities; Develop use of competency framework; Financial changes; Accommodation changes; IT changes; Legal changes.	Sep 2008	CPS	✓	<i>Ongoing.</i>
<b>10.3</b>	<b>Create clear, accountable governance structures for working in partnership with other organisations in the Borough.</b>				

10.3.7	Ensure the governance arrangements for the Bracknell Forest Partnership and its themed partnerships.	Dec 2008	CPS	✓ Departments will review each of the themed partnerships against the Toolkit.
<b>10.4</b>	<b>Work effectively with partners to improve the quality of life in the Borough.</b>			
10.4.4	Put in place a system of workforce planning through service planning.	Oct 2008	CPS	✓ Workforce Planning Toolkit now rolled out to departments and being used on a trial basis.
10.4.5	Pull together departmental workforce plans.	Oct 2008	CPS	✓ Ongoing.
10.4.6	Co-ordinate R&R activities across the Council.	Ongoing	CPS	✓ Corporate R&R activities being implemented.
<b>OPERATIONAL RISKS TO MTO 10</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>
10.1	Having the staff with the right skills available to deliver tasks at the right time. Mitigation: Monthly monitoring of vacancies at DMT considered in terms of resources required to deliver agreed outcomes. Collective view of appointments at DMT. Sickness and absence monitoring reported to DMT monthly. Annual appraisal and training. Quarterly performance management report to CMT to include workforce data. CPA feedback identifies requirement to embed workforce planning.		CPS	Workforce Planning is being carried out. Monthly monitoring by DMT. Revised/New Risk: None.
10.2	Allocation of adequate financial resources to support projects and organisational capacity to deliver, including availability of project management skills. Mitigation: Business case produced and budget set for each project and monitored by individual project boards. Updates on significant projects provided to DMT. Effective project management based on PRINCE 2 methodology applied for significant projects. Feedback on CPA that there should be oversight of all significant projects by a coordinating group; action going forward to identify what form this should take and establish a threshold for "significant projects".		CPS	Regular project monitoring by project teams and DMT. Revised/New Risk: None.
10.3	Political will/commitment. Mitigation: Good preparation, briefing and appropriate lobbying. Good consultation and forward planning.		CPS	Regular briefings on key issues for Executive. Revised/New Risk: None.
10.4	Decision-making. Mitigation: Reports for decision-making include comments from the Borough Treasurer and Borough Solicitor and from Human Resources where appropriate. They also include Equality Impact and risk management assessments.		CPS	All included in reports. Revised/New Risk: None.
10.5	Additional burdens arising from central government requirements and/or new legislation. Mitigation: Provision and sourcing of good information. Improve sharing of information through group. DMT made aware of consultation exercises. Decision to respond based on potential impact of proposals for the authority. Briefings are provided by the Borough Solicitor of new legislation. Updates provided by Democratic Services on legal and best practice requirements. Updates on financial reporting requirements provided by Finance.		CPS	Briefings provided as required. Revised/New Risk: None.

10.6	<p>Delivery of Balancing Budget Projects and impact of Income projections, if actual income is significantly lower than projected.</p> <p>Mitigation: Robust budget setting process. Robust budget monitoring. Finance Reports are produced and reported to each DMT on a monthly basis at departmental level. CMT also review Finance Reports monthly. Variances are discussed and remedial action identified. Procurement savings target of £200k for 2008/09 monitored on a spreadsheet within Procurement and reported to Head of Finance. Internal Audit reviews of key financial systems including budget setting and monitoring and procurement.</p>	CPS	<p>Latest budget monitoring report presented to CMT 17 December 2008. No significant concerns, with an underspend forecast despite the effects of the credit crunch/economic downturn. Internal Audit 2008/09 reviews of financial systems and budgeting are nearing completion. The main procurement review for 2008/09 has been completed. In addition to this, a review of the highways consultancy contract with Jacobs Babbie was undertaken at the Borough Solicitor's request, which confirmed the need to tender the contract. Action to tender the contract is being taken forward by Environment, Culture &amp; Communities.</p> <p>Revised/New Risk: As a consequence of these procurement issues the district auditor has issued a qualified Value for Money conclusion and requires the Council to consider his recommendations for improvement at a Full Council meeting. These were considered in November and an Action Plan setting out proposed improvements was agreed. Progress against the Action Plan was reported to the Executive on 16 December 2008.</p>
10.7	<p>Increasing delivery of services through partnership arrangements and key contractors.</p> <p>Mitigation: Partnership Frameworks are in place for main partnerships. Regular meetings with partners to discuss performance, e.g. regular meetings are held with the Bracknell Forest Partnership. Regular meetings with key contractors and monitoring of performance.</p>	CPS	<p>Regular meetings held with partners and contractors.</p> <p>Revised/New Risk: None.</p>