



Quarterly Operations Report

Chief Executive's Office

Quarter 4

2006/07

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Version 3.0

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1. Introduction

This is the fourth and final Chief Executive's Office Quarterly Operations Report for 2006/07 and it provides information about the diverse work carried out over the period from the beginning of January 2007 to the end of March 2007.

In summary, the Chief Executive's Office delivered on the overwhelming majority of its service plan targets for the year. The performance at year-end is set out below

Completed	26
On track	20
Missed	4
Not applicable	1
TOTAL	51

The only targets not met relate to the town centre in areas outside the control of the council. In short, the performance has been sound in delivering the objectives agreed by the Council at the start of the year.

2. Progress during Previous Quarter

Town Centre

Significant progress was made towards the signing of the development agreement with Bracknell Regeneration Partnership. The Town Centre Regeneration Committee resolved to move to sign the agreement which took place in the first quarter of this civic year. This milestone was the culmination of substantial work involving the coordination of officers across the organisation, and their advisors.

In addition, the quarter saw the end of the three-month judicial review period for the town centre outline planning application. This was welcome news given the potential for third parties to seek to delay the town centre programme and reflects, in part, the considerable advocacy work done over the past five years to reassure surrounding councils and commercial interests of the soundness of the proposals.

Civic Hub

The principal focus this quarter related to ensuring that the civic building could be delivered through the town centre development agreement. In addition, the Chief Executive's Office, together with the council's project managers continued to coordinate the workstreams needed to ensure the smooth relocation to the new building.

Community Engagement

The Community Register of Consultation continues to grow with contributions being added by partner organisations. The promotion of the register is ongoing.

The results of the Best Value User Satisfaction survey have been received and dissemination of the information is now ongoing.

Bracknell Forest Partnership Board

The Bracknell Forest Partnership Board has continued work to improve the operations of the Partnership. A BFP Handbook has been developed to act as an introduction to new members and also as a reference tool for practitioners in relation to the current work programme. The Board has continued the performance management of the LPSA2 targets and has commissioned an economic, social and environmental audit to act as the evidence base for work on economic management. Board members are investigating the possibility of Community TV for the Borough.

Theme Partnerships

Bracknell Forest Environment Partnership

A review of Bracknell Forest's ecological footprint at the October 2006 meeting revealed that food production and consumption had the highest ecological impact of all activities, yet little attention was being paid to it by the Partnership. Members agreed to consider the need for a Food Working Group and to investigate the possibility of establishing a farmers' market in Bracknell Town Centre. Subsequent discussions have taken place with the Town Centre Manager and the Berkshire Food Group, both of whom are keen to pursue this further. Following the successful Going

Green event at Lilly Hill Park in July 2006 the Environment Partnership donated residual funds of £348 to Lilly Hill Park for the purchase of a monkey puzzle tree. The Natural Environment Working Group has submitted a Breathing Spaces bid for £6,854 to renovate a patch of woodland in Bracknell Forest with other local wildlife conservation groups. The application includes an element of woodland management training for local volunteers. The outcome of the bid will be known in May 2007. This spring/summer the Environment Partnership will be supporting BFBC Rangers and community volunteers to participate in the Parish Pond Survey. This is part of a national survey of Britain's ponds, designed by the Ponds Conservation Trust. Details are available on the BFBC website <http://www.bracknell-forest.gov.uk/leisparish-ponds-survey.htm> and an article will appear in the April edition of Town & Country.

Cultural Partnership

The Cultural Partnership held a very well attended meeting at South Hill Park which focussed on cultural activity for young people. Speakers gave talks on DJ skills for young people, the Girl Guides, the results of the Youth Working Group and how the Community Police approach some of the youth behaviour issues which they experience. The Partnership also commented on the draft progress report on the Cultural Strategy 2002 - 2007.

A very worthwhile visit was held at Blackbird Leys on the edge of Oxford to look at the community facilities available there. The visit was arranged to encourage ideas for the new Jennett's Park development as the community facilities are shortly to be planned for that site. Blackbird Leys has a new housing estate built next to a more established community so there were many useful comparisons to be made. Accordingly, the relationship with existing facilities in Great Hollands would also be considered.

Children and Young People's Strategic Partnership

Children and Young People's Plan Review

The Children and Young People's Plan 2006 – 2009 was published in May 2006. It is intended to be a three year strategic plan to improve the delivery of services for children, young people and families through strong partnership working. The Children and Young People's Plan [England] Regulations 2005 require that an annual review of the Plan is carried out. Further regulations and legislation have been brought into force which impact on the review and content of the Plan. Accordingly, the process for revision is currently underway which includes consultation on the priorities, a review of the Action Plan and further development of the way in which the vision for children, young people and families will be achieved. Consultation with a broad range of partners is essential and members of the Bracknell Forest Partnership will shortly be receiving a consultation document for their comments and input. The review of the Children and Young People's Plan will form part of the Annual Performance Assessment Inspection process and will replace the self assessment which has been completed in previous years. The revised plan will be submitted to Ofsted by 14 June 2007.

Annual Performance Assessment

The process for the Annual Performance Assessment (APA) has also been changed this year. Nationally a review of the APA process has shown local authorities to be achieving high levels of satisfaction. The APA has to report on the contributions made by the Council's services, but has a very strong emphasis on partnership working and the contribution the Council is making to this. Within the review process the following changes will take place:

- The timeframe for APA will be shortened.
- The Children and Young People's Plan will now be the self assessment element of the APA, instead of a separate self – assessment.

- There will be greater involvement with other inspectorates to bring in supporting evidence.
- A survey called "Tell Us 2" will be carried out with approximately 900 local children and young people contributing to the APA.
- The outcome of the APA will be used as a risk assessment for the Joint Area Review.

Launch of new web site for children and young people

A new website for young people was recently launched with the aim of offering advice and services to young people across the borough.

Safer Communities Strategic Partnership (SCSP)

Seven outcomes of the new Local Area Agreement will be led by the SCSP so these will provide a focus for future work. Of the work currently underway by the SCSP:

- The Partnership is at an advanced stage of compiling an alcohol harm reduction strategy;
- Work is continuing with the 23 Bracknell Forest Prolific and Priority Offenders (PPOs) managed within the borough;
- Work is due to be undertaken to ensure the PPOs are the right people being focussed;
- The partnership is now undertaking an Integrated Performance Management exercise to identify key targets which need to be reported to the Partnership;
- The Partnership has recently supported a borough wide anti-bullying survey of all schools and also has supported a domestic violence strategy, training programme and perpetrators programme;
- The Partnership also has responsibility for overseeing the Neighbourhood Forum consultation process and monitoring the work of the Neighbourhood Action Groups (NAGs) to address the outcomes. The issues of most concern to the community through this process are typically, instances of anti-social behaviour and parking and speeding matters. There are plans for this process to evolve over the coming year to include different forms of consultation;
- The level of the rise of British Crime Survey (BCS) comparator crime has now fallen to a rise of around 3.5%. There are a variety of initiatives planned to turn this figure into a reduction;
- An initiative involving the Partnership and Crimestoppers was undertaken over the New Year to address the theft from motor vehicles. This appears to have been a success as the number of reports of such crimes has reduced.

From April 2007, the partnership will be renamed to become the Crime and Disorder Reduction Partnership (CDRP).

Strategic Housing Partnership

The Strategic Housing Partnership continues to meet on a bi-monthly basis. Issues which have recently been considered include the government White Paper: Strong and Prosperous Communities. Future agenda items include discussions around a site in the borough which a local housebuilder, whom is also a member of the SHP, is considering bringing forward as an exciting eco homes development.

Officers are also in the process of looking for a replacement chairperson following the departure of Colin Sherriff whose chairing over the last 2 years has been widely appreciated.

Local Area Agreement (LAA)

Significantly, the Chief Executive's Office coordinated the work of partners and Council officers to secure ministerial approval of the first Bracknell Forest Local Area Agreement in March. The government has indicated that it sees a more significant

role for LAAs in the future and new guidance is now awaited how future LAAs should be developed..

CPA 2006

The Council's 2006 CPA scorecard was published by the Audit Commission in February 2007, with a rating of three stars, improving adequately.

CPA 2007

Preparatory work started on ensuring that the best possible case is put forward at the Council's corporate assessment in October 2007.

Annual Report

Work on the preparation of this report is continuing on programme. Best Value Performance indicator data is being collated. The Council's graphic designers will be used in the presentation of the Report and this will include an information pamphlet providing a summary of the key achievements of the Council.

Community Cohesion

This quarter has seen the development of a Gender Equalities Scheme for Bracknell Forest. This is currently the subject of consultation before being finalised. Initial consultation has started on the key outcomes for a new three year Community Cohesion Strategy, which is being expanded to include a Borough wide strategy involving key partners.

Overview and Scrutiny

Current Overview and Scrutiny work is concentrating on the Library provision in the new Civic Hub.

The draft Anti Social Behaviour review report was approved by the Overview and Scrutiny Commission at its meeting on 18 January 2007

Communications Project Support

Your Homes - The offer document was distributed to all tenants and a final media briefing carried out with all local newspapers. A news release was sent out with the results of the successful ballot.

Town centre regeneration – planning work for the CPOs/RCOs continued. A project to start to engage with local business headquarters has begun with a view to establishing a business forum that could feed in to issues once the development begins as well as potentially being used as a wider forum in the future for communications with local businesses and the Council.

Civic hub – a business case has been drawn up for signage in the hub. Ongoing work has continued to implement the civic hub comms plan.

Smoking Ban – a communications plan has been developed and is now being implemented for both staff and businesses with advice about the Smoking Ban which comes into effect on July 1.

Launch of Xpresionz young persons' website – marketing activity was carried out, including info cards to all secondary school students, bus shelter advertising and banners, for the new young people's website which was launch on March 14.

External Communications

Council tax bills – the information sent out with the council tax bills was updated to improve the design and make it more accessible and easy to read for residents, to better explain where the Council spends money.

Elections – Communications protocols were sent to all members. News releases and an elections information pack have been sent out to all local media. Advertising is now being sold for the new councillors' guide.

Bracknell Flowers/Your Gardens – initial publicity work underway to launch this year's scheme. Monthly column written for the Bracknell News.

Town & Country – the March edition was distributed to all homes in the borough as per schedule.

Bracknell News columns – were drafted for the Chief Executive and the Safer Communities Partnership.

Media - A total of 232 media enquiries were answered in this quarter (January 73; February 85; March 74). A total of 81 news releases were sent to the media (January 11; February 30; March 40).

Internal Communications

Chief Executive's staff briefings – have been planned for every department in April/May.

Staff survey – questionnaire developed and printed ahead of the next staff survey in May 2007.

Image library – a new corporate image library is now installed and all staff will be able to search the library via the intranet.

BORIS launch – communications activity to support the launch of the new staff intranet on May 1.

Forest views – the staff newsletter was produced monthly throughout the period.

Corporate messages – was produced monthly throughout the period.

3. Staffing

3.1 Detailed information on staffing issues, including staff turnover, vacancies and sickness levels etc

STAFFING LEVELS AS AT 31st March 2007

(Table A)

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
Chief Executive	2	1	1	1.81	0	0
Chief Exec's Office	19	14	5	16.83	2	9.52
Department Totals	21	15	6	18.64	2	8.7

Comments - One of the vacant posts (that of the Policy Officer - graduate trainee) is vacant due to the postholder leaving mid-academic year. His replacement will start in the next academic year.

3.2 Staff Turnover

For the quarter ending	31 March 2007	10.53%
For the year ending	31 March 2007	21.05%

Comments

Leavers this financial year:

James Griffin, Senior Policy Officer - 25 June 2006

Joel Killer, Policy Officer, graduate - 13 August 2006

Robin Taylor, Senior Policy Officer - 11 March 2007

Ashley Perry, Senior Communications Officer - 18 March 2007

3.3 Sickness Absence

	ALL EMPLOYEES, AVERAGE DAYS SICKNESS ABSENCE PER FTE
Bracknell Forest Borough Council 05/06	7.85 days
Employers Organisation for the South East 04/05 (Larger authorities)	10.5 days

3.4 Staff Sickness

(1 January – 31 March 2007)

(Table B)

Section	Total staff FTE	Number of days sickness	Average per employee (FTE)	Projected annual average per employee (FTE)
Chief Executive	1.81	0	0.00	0.00
Chief Exec's Office	16.83	55	3.26	4.66
Department Totals	18.64	55	2.95	4.21

Comments:

The high sickness rate this quarter is due to the long term sickness of two members of staff totalling 37 days – both are now back at work.

4. Budget

4.1 Revenue

Information is included in the Corporate Services & Resources QoR

4.2 Capital

Information is included in the Corporate Services & Resources QoR

5. Forward Look

Town Centre

Two key areas provide focus for the next quarter:

- (i) Land assembly – the Compulsory Purchase and Road Closure Orders will need to be made this quarter. Land assembly is the next milestone in delivering the regenerated town centre and is a complex and time-consuming process. The making of the formal CPO will be recommended to the Executive Member this quarter.
- (ii) Regeneration workstreams review – now the work to complete the development agreement is finished, the next step involves reviewing current project plans with BRP and ensuring that the programme will deliver speedy regeneration.

Civic Hub

The principal work will relate to the designs being developed to RIBA Stage C (concept design). In parallel, officers will continue to coordinate and lead on workstreams related to specification, procurement, fit-out and relocation issues.

Community Engagement

The effectiveness of the Neighbourhood Forums will be looked at, in particular to ensure that they support delivery of the recently-signed LAA.

Bracknell Forest Partnership Board

A Partnership Handbook will be presented to the Board for approval with a view to harmonise partnership working across the organisation and with partners.

The board will focus on the work programme for the coming year which will include reviewing the Sustainable Community Strategy, refreshing the LAA and ensuring delivery of the LAA targets.

CPA 2007

Work will continue to prepare for the corporate assessment in October 2007. This will include analysis of the council's activities against the Audit Commission's Key Lines of Inquiry, as well as preparation of an early draft Self Assessment statement.

Community Cohesion

- Consultation plan for the Community Cohesion strategy to be prepared.
- Complete consultation and action plan for the Gender Equalities Scheme
- Prepare action plan to enable the Council to reach the appropriate level of the Equalities Standard

5. Forward Look

Overview and Scrutiny

- Further Scrutiny coverage of the development of the Town centre will be considered by Members in the context of their 2007-08 work programmes.

External Communications

Town & Country planned for July 2007 with photographs of all the new councillors.

Civic hub - consultation with members, staff and customers being planned for June 2007. Media briefing planned for May.

Town centre regeneration – media briefings on CPOs and RCOs planned in May to take place jointly with BRP.

Your Homes – communications protocols and a joint communications plan to be drafted jointly with the new housing association, Bracknell Forest Homes.

RE3 – Joint communications plans with Wokingham and Reading to be refreshed and agreed. Planning to take place about the submission of a planning application for Longshot Lane development.

Internal Communications

Your Homes – continued briefings and information to staff about the plans to transfer.

Civic hub consultation planned for staff in June.

Staff survey to be carried out and results published.

Internal communications strategy – to be refreshed in September this year as a result of feedback from the staff survey.

Forest views – to be produced monthly.

Corporate messages – to be cascaded monthly.

Appendix A – Progress towards Objectives

Appendix A – Progress towards Objectives

(Refers to Section 2 of the original Service Plan)

Sustainable Community Plan Priority

Developing a Town fit for the 21st century

Medium Term Objective

1. To lead the regeneration of Bracknell to provide a town fit for the 21st century

Action Points & Key Objectives for 2006/07

1. Determine the planning applications for the comprehensive regeneration and redevelopment of the town centre
2. Finalise detailed plans and commission architects to design a new Civic Hub, including new library and arts provision
3. Support and sustain the Town Centre by working with partners and others on effective town centre management
4. Promote the use of renewable energy in the town centre by working with town centre partners and others to maximise the use of sustainable energy in new development
5. Develop and publish a regeneration strategy

ACTION	BY WHEN	PROGRESS TO DATE – COMPLETE, ON TRACK, MISSED
Action 1.1 Draft and consult on internal regeneration strategy, based on Town Centre workstreams	May 06	Missed due to focusing resource to finalise the development agreement.

Appendix A – Progress towards Objectives

ACTION	BY WHEN	PROGRESS TO DATE – COMPLETE, ON TRACK, MISSED
Action 2.1 Approve and agree concept designs for Civic Hub	August 2006	Missed. Delayed due to property covenant and development agreement negotiation issues. Due Feb 2007.
Action 2.2 Approve and agree detailed design for Civic Hub	March 2007	Missed due to continued negotiations on the development agreement. Now June 2007
Action 2.3 Ensure Members and Scrutiny Function are involved in the development of the Town Centre	March 2007	ON TRACK. Current Scrutiny work is concentrating on the Library provision in the new Civic Hub. Further Scrutiny coverage of the development of the Town centre will be considered by Members in the context of their 2007-08 work programme.
Action 3.1: Co-ordinate and implement communication strategies for the town centre regeneration, including the vitality of the town before regeneration, internal communications and the council's element of the project e.g. Civic Hub	Ongoing	ON TRACK A communications strategy for the Civic Hub was agreed by the Regeneration Committee in October 2006. A joint events plan to market the town centre to consumers is being prepared by the Council and BRP for the new financial year. The joint communications strategy for the town centre regeneration is being implemented.
Action 3.2 Draft Town Centre management strategy, ready for consultation	March 2007	ON TRACK Town Centre Management Strategy event planned for January 07
Action 3.3 Integrated CCTV – work with partners on an integrated CCTV strategy for Bracknell town centre.	March 2007	COMPLETED

Appendix A – Progress towards Objectives

ACTION	BY WHEN	PROGRESS TO DATE – COMPLETE, ON TRACK, MISSED
Action 4.1: Develop strategy for carbon reduction and use of renewables in new Town Centre with Bracknell Regeneration Partnership and external funding	July 2006	<p>MISSED</p> <p>Strategy drafted with BRP and waiting for approval through formal planning process.</p>

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

Providing decent and affordable housing

Medium Term Objective

2. Promote sustainable communities through innovative housing strategies and effective maintenance

Action Points & Key Objectives for 2006/07

1. Complete phase 2 of the Stock Options Appraisal, exploring the option of stock transfer with tenants and leaseholders

ACTION	BY WHEN	PROGRESS TO DATE
Action 1.1 Deliver the communications action plan to support the Your Homes project to consult with tenants and leaseholders about stock transfer	May 2006 – ongoing dependent upon Executive decision in May	COMPLETE Your Homes, the way forward communications strategy and action plan is being implemented by the Your Homes communications group, made up of council staff representatives, tenants and the independent tenants adviser, as well as communications staff.

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

Promoting community safety

Medium Term Objective

3. To provide a safe framework for developing the Community

Action Points & Key Objectives for 2006/07

1. Implement the Council’s Corporate Community Cohesion Strategy and in particular to ensure compliance with statutory requirements and Council ambitions

ACTION	BY WHEN	PROGRESS TO DATE
Action: 1.1 Ensure community cohesion questions are included in consultations and use as part of an evidence base for prioritising interventions to promote community cohesion	Ongoing	ON TRACK A number of community cohesion questions were included within the Best Value user satisfaction General Survey to ensure that the Council collects the baseline information it needs.
Action 1.2 Prepare annual report for Community Cohesion strategy	June 2006	COMPLETE.
Action 1.3 Implement final year of Community Cohesion Strategy	March 2007	ON TRACK – initial progress reports indicate that all actions will be complete and performance against indicators looks good.
Action 1.4 Review the way forward at the end of the Strategy	March 2007	COMPLETE Preparations already begun for the new Strategy.

Appendix A – Progress towards Objectives

ACTION	BY WHEN	PROGRESS TO DATE
Action 2.1 Assist and support the Overview & Scrutiny review of Anti-Social Behaviour	Dec 200	COMPLETE The draft ASB review report was approved by the Overview and Scrutiny Commission at their meeting on 18 January 2007

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

Improving health and well-being

Medium Term Objective

5. To work with partners to improve health provision within the Borough

Action Points & Key Objectives for 2006/07

1. Work with the PCT to develop detailed proposals for a Healthplex facility in Bracknell Town Centre
2. Work with all health partners to ensure appropriate hospital provision within the Heatherwood and Wexham Park area

ACTION	BY WHEN	PROGRESS TO DATE
Action: 1.1 Support development of smaller area plans	Ongoing	ON TRACK
Action 1.2 BF 1500 health consultation	December 2006	COMPLETE Health consultation now complete. Findings passed to the Health and Social Care Partnership Board for consideration and further action.
Action 2.1 Support health scrutiny members in making an effective contribution to debate about and consultation on local health provision	Ongoing	COMPLETE. All consultations – e.g 'A Stronger Local Voice' - have been responded to on time. The Health Scrutiny Panel continue to actively contribute to the debate on local health issues.
Action 3.1 Contribute to health reconfiguration work in East Berkshire and support work on debate and consultation on East Berkshire resource allocation	March 2007	COMPLETE Berkshire East PCT now established. A Joint East Berkshire Health Scrutiny Committee has been formed, and commenced public meetings in January 2007.

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

Improving community engagement

Medium Term Objective

6. To work with the voluntary sector to improve outcomes for vulnerable groups

Action Points & Key Objectives for 2006/07

1. Implement the Council’s Corporate Community Engagement Strategy in conjunction with Bracknell forest Partnership and in particular to work with partners to establish neighbourhood forums

ACTION	BY WHEN	PROGRESS TO DATE
Action: 1.1 Support Council priority areas as identified in All of Us	Ongoing	ON TRACK Support is being provided on an ongoing basis.
Action 1.2 : Plan and commission the next residents Best Value Performance Indicator survey	October 2006	Complete. All surveys were completed during the third quarter in line with the National statutory timetable. Results now received and used to inform the Council’s CPA scores.
Action 1.3 Implement findings of neighbourhood review to improve performance of Neighbourhood Forums	October 2006	COMPLETE Autumn 2006 round of Neighbourhood Forums completed.
Action 1.4 Oversee all BFBC grants and implement revenue grants system	Ongoing	COMPLETE Annual grants process prepared for 2007/08
Action 1.5 General support to the voluntary sector	Ongoing	ON TRACK Work underway with the new Director of BFVA with reference to the Council’s role with the voluntary sector.

Appendix A – Progress towards Objectives

ACTION	BY WHEN	PROGRESS TO DATE
Action 1.6 Monitoring grants on a quarterly basis	Ongoing	ON TRACK This year's Service Level Agreement to be signed in April
Action 1.7 Review grants to the voluntary sector	March 2007	COMPLETE Grants Report went to CMT on 28.03.07. Executive decision scheduled for 30.03.07

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

Protecting and Enhancing the environment

Medium Term Objective

11. To develop and maintain a quality environment

Action Points & Key Objectives for 2006/07

1. Increase the amount of waste recycled to 30%

ACTION	BY WHEN	PROGRESS TO DATE
Action: 1.1 Develop and implement communications campaign to support the launch of the Alternate Bin Collection (ABC)	October 2007	COMPLETE Communications plan was successfully implemented between April and November 2006. More residents ordered new recycling containers than the target set.

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

Promoting learning and training for all ages

Medium Term Objective

13. To improve outcomes for children

Action Points & Key Objectives for 2006/07

1. Establish systems to support the integration of work across children's services and the sharing of information between professionals

ACTION	BY WHEN	PROGRESS TO DATE
Action: 1.1 Implement the communications strategy to support the Integration of Children's Services	Ongoing	COMPLETE The communications strategy and action plan has been updated to reflect the changing nature of the project and support continues to be provided.
Action 1.2 Develop and implement a children and young people's performance management framework	Summer 2006	COMPLETE

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

Improving health and well being

Medium Term Objective

14. To improve older people's lives

Action Points & Key Objectives for 2006/07

1. Through developing an older people's strategy to ensure that a broad range of support and services are available to older people in Bracknell Forest with the overall objective of maximising independence, well-being and choice

ACTION	BY WHEN	PROGRESS TO DATE
Action: 1.1 Contribute and assist in the management of the inspection of older people's services	May 2006	COMPLETE
Action 1.2 : Establish a post-inspection improvement plan	July 2006	COMPLETE

Appendix A – Progress towards Objectives

Sustainable Community Plan Priority

All priorities

Medium Term Objective

15. To maintain and enhance quality and extend access to all services

Action Points & Key Objectives for 2006/07

1. Extend the use of the Smartcard to public transport
2. Lead and co-ordinate the development of the Local Area Agreement between the Government and Bracknell Forest Partnership
3. Make the best possible use of the Council's financial, staff and information technology resources and its property and land assets
4. Undertake a best value review of the Council's emergency response capabilities

ACTION	BY WHEN	PROGRESS TO DATE
Action: 1.1 Develop and implement the Communications Strategy for e+	March 07	ON TRACK Continued communications support provided for the e+ card.
Action: 2.1 Establish a Local Area Agreement for 2007/8 – 2009/10	March 07	COMPLETE. Ministerial approval received in March
Action 3.1 Undertake value for money self-assessment (CPA)	July 2006	COMPLETE
Action 3.2 Undertake Direction of travel self-assessment (CPA)	Ongoing	COMPLETE Direction of Travel Self-Assessment was undertaken and submitted to the Audit Commission on the 6 th of October 2006.

Appendix A – Progress towards Objectives

ACTION	BY WHEN	PROGRESS TO DATE
Action 3.3 Manage annual refresh of CPA	November 2006	Complete. 2006 CPA Scorecard published in February 2007.
Action 3.4 Improve the performance management system across the Council through the provision of good quality information in service planning, quarterly operations reports and the corporate performance overview report and continuously monitor and improve the performance management processes across the Council	Ongoing	ON TRACK
Action 3.5 Undertake timely monitoring and assessment/comparison of performance information, highlighting changes in performance appropriately	Ongoing on a quarterly basis	ON TRACK
Action 3.6 Prepare and publish a Corporate Plan	June 2006	COMPLETE
Action 3.7 Act as a resource to the Council and its services to undertake research – with emphasis on future developments, new legislation and guidance	Ongoing	ON TRACK
Action 3.8 Investigate performance management system for the whole Council	March 07	ON TRACK. Stage 1 agreed and further stages under consideration with ICT.
Action 3.9 Support and develop the overview & scrutiny function, particularly in relation to its performance monitoring/audit functions	Ongoing	ON TRACK
Action 3.10 Establish a business continuity plan for the Chief Executives Office	Summer 06	COMPLETE
Action 3.11 Implement the external communications strategy	Ongoing	ON TRACK

Appendix A – Progress towards Objectives

ACTION	BY WHEN	PROGRESS TO DATE
Action 3.12 Continue to develop communications support for each department through the account manager system and produce and implement departmental communications & marketing plans	Ongoing until March 07	ONGOING
Action 3.13 Answer media enquiries to the council and evaluate effectiveness by producing monthly reports	Ongoing	ON TRACK
Action 3.14 Undertake a fundamental review of the Council's corporate approach to complaints	TBA	COMPLETE Now confirmed that responsibility for this review is with Corporate services.
Action 3.15 Provide support and assistance and co-ordinate any Beacon Council applications	According to Beacon timetable	COMPLETE
Action 3.16 Seek out and attend various benchmarking groups	Ongoing	COMPLETE
Action 3.17 Develop work programme for Overview & Scrutiny	October 2006	COMPLETE
Action 4.1 Co-ordinate and support a Best Value review on Emergency Response	September 2006	COMPLETE
Action 4.2 Co-ordinate and support Improvement Plan Review Boards for completed best value reviews	Ongoing	No longer applicable

Appendix B - Performance Indicators

Performance	Indicator Reference	Performance Indicator	Performance to date	Target for 2006/07	Comments
MTO 3: Provide a safe framework for developing the Community					
Annual indicators					
○	BVPI 2(a)	The level of the Equality Standard for Local Government to which the authority conforms	1	-	New guidance has been issued on this indicator which on first evaluation shows the Council is achieving Level 1.
○	BVPI 2(b)	The duty to promote race equality check list score	-	-	See above
●	BFPI 35 (a)	By when (mm,yy) will a full review of the community strategy be completed	Completed	-	A new review of the Community Strategy is about to commence.
●	BFPI 35 (b)	If such a review was scheduled for this year, was it completed on time?	Yes	-	
-	CC03	Key priorities for improving an area	-	-	
-	CC07	Local concentration of deprivation	-	-	
-	CC09	Percentage of unemployed people claiming benefit who have been out of work for more than a year	-	-	

Key:

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Overall level of performance	● = good performance/ low risk	◐ = satisfactory performance/ medium risk	○ = poor performance / high risk
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Appendix B – Performance Indicators

Performance	Indicator Reference	Performance Indicator	Performance to date	Target for 2006/07	Comments
●	BFPI 015	Number of equality impact assessments completed in the department	Complete	Complete	
◐	BFPI 170	The number of racial incidents reported by the Chief Executives Office using the BVPI 174 definition	0	0	
◐	BVPI 175	The number of racial incidents reported by the Chief Executives Office using the BVPI 174 definition, that resulted in further action by the department	0	0	
MTO 6: Work with the voluntary sector to improve outcomes for vulnerable groups					
Annual indicator					
-	CC04	Percentage of people who feel that they can influence decisions affecting their local area	25.3%	-	
MTO 15: Maintain and enhance quality and extend access to all services					
Annual indicator					
◐	BVPI 3	Citizens satisfied with the overall service provided	56%	N/A	

Key:

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Overall level of performance	● = good performance/ low risk	◐ = satisfactory performance/ medium risk	◑ = poor performance / high risk
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Appendix B – Performance Indicators

Performance	Indicator Reference	Performance Indicator	Performance to date	Target for 2006/07	Comments
○	BVPI 4	Percentage of complainants satisfied with the handling of their complaint	34.1%	N/A	
●	BFPI 020	Percentage of BVPIs that are	0	Less than 2%	
-	BFPI 025	Percentage of BVPIs that are in the bottom quartile	9.8%	Less than 10%	

Key:

Overall level of performance	● = good performance/ low risk	○ = satisfactory performance/ medium risk	○ = poor performance / high risk
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Appendix C – Revenue and Capital Budget Monitoring

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Information is included in the Corporate Services & Resources QoR.