

Title of Report:	Property contracts and contractors in schools	Item 5
Report to be considered by:	Resource Management Select Committee	
Date of Meeting:	19 October 2009	

Purpose of Report: Review of the efficiency and effectiveness of Property Services in relation to contracts and the use of contractors in schools.

Recommended Action: To note the information provided both in the paperwork and verbally at the meeting to consider, where possible, areas for improvement.

Resource Management Select Committee Chairman	
Name & Telephone No.:	Councillor Jeff Brooks – Tel (01635) 47391
E-mail Address:	jeff.brooks@westberkslibdems.org.uk
Contact Officer Details	
Name:	Stephen Chard
Job Title:	Policy Officer (Scrutiny Support)
Tel. No.:	01635 519462
E-mail Address:	schard@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 At the Resource Management Select Committee meeting held on 30 June 2009 Steve Broughton, the Head of Property Services, attended and provided a report on the work of Property Services and the Council's main contractor, Kier Facilities Services Ltd, within schools.
- 1.2 As a result a follow up item was scheduled for this meeting with the Head of Property Services asked to return with a cost analysis on the delivery of services. This is detailed at Appendix A. The Education Assets Manager will also be in attendance.
- 1.3 A satisfaction survey was also asked to be undertaken with schools and the survey results and analysis is attached at Appendix B. In addition the following witnesses will be in attendance for the item to provide verbal evidence to the Committee on their experience of work undertaken:
- (1) Maria Tillett, Business Manager at Theale Green Community School
 - (2) Tina Norton, Headteacher and Justine Fry, Finance Officer at Kintbury St Marys Church of England Primary School.

2. Recommendation

- 2.1 The Select Committee is asked to note the information provided both in the paperwork attached and verbally at the meeting to consider, where possible, areas for improvement.

Appendices

Appendix A – Property Services to schools – the costs associated

Appendix B – Property Services to schools – survey analysis

Title of Report:	Property Services to schools - Appendix the costs associated A
Report to be considered by:	Resource Management Select Committee
Date of Meeting:	19 October 2009

Purpose of Report: To identify the costs associated with providing a Property service to schools.

Recommended Action: To note the information and request further information as necessary.

The proposals contained in this report will help to achieve the following Council Plan Priority(ies):

- CPP1 – Support our communities through the economic recession** – to alleviate the impact on different communities and individuals who find themselves out of work and/or disadvantaged
- CPP2 – Raise levels of educational achievement** – improving school performance levels
- CPP3 – Reduce West Berkshire’s carbon footprint** – to reduce CO₂ emissions in West Berkshire and contribute to waste management, green travel, transportation and energy efficiency

The proposals will also help achieve the following Council Plan Theme(s):

- CPT1 - Better Roads and Transport**
- CPT2 - Thriving Town Centres**
- CPT3 - Affordable Housing**
- CPT4 - High Quality Planning**
- CPT5 - Cleaner and Greener**
- CPT6 - Vibrant Villages**
- CPT7 - Safer and Stronger Communities**
- CPT8 - A Healthier Life**
- CPT9 - Successful Schools and Learning**
- CPT10 - Promoting Independence**
- CPT11 - Protecting Vulnerable People**
- CPT12 - Including Everyone**
- CPT13 - Value for Money**
- CPT14 - Effective People**
- CPT15 - Putting Customers First**
- CPT16 - Excellent Performance Management**

The proposals contained in this report will help to achieve the above Council Plan Priorities and Themes by:
Supporting frontline services meet their customers needs through provision of an efficient and effective Property Services.

Portfolio Member Details	
Name & Telephone No.:	Councillor Anthony Stansfeld - Tel (01488) 658238
E-mail Address:	astansfeld@westberks.gov.uk
Contact Officer Details	
Name:	Steve Broughton
Job Title:	Head of Property
Tel. No.:	01635 519837
E-mail Address:	slbroughton@westberks.gov.uk

Implications

Policy: The report raises no policy implications for the Council.

Financial:

If there are any financial implications contained within this report this section **must** be signed off by a West Berkshire Group Accountant. Please note that the report cannot be accepted by Policy and Communication unless this action has been undertaken.

Personnel:

Legal/Procurement: None.

Property:

Risk Management:

Equalities Impact

Assessment:

For advice please contact Principal Policy Officer (Equalities) on Ext. 2441.

Executive Report

1. Introduction

- 1.1 West Berkshire Council (WBC) does not require any School to procure its property services from its own Property Services Unit. Accordingly some schools do have their own arrangements for all or some of their property needs.
- 1.2 Those that do use the WBC Property Service can opt to use some or all of the services offered. Choices usually relate to the size of the school and the ability the school may have to procure expertise themselves or employ caretakers etc.
- 1.3 There is a cost associated with the provision of property services to schools and these costs relate to salaries.

2. Property Services to Schools

- 2.1 The Property Service to schools falls within two areas
 - (1) Maintenance
 - (2) Projects
- 2.2 Education construction is carefully managed and programmed to make the most effective use of the school closure periods thereby minimising the disruption to the school and ensure safety of the teachers and pupils.

3. Maintenance

- 3.1 Routine maintenance is delivered through fair funding buy back service and incorporates:
 - (1) Planned preventative maintenance
 - (2) Emergency/urgent maintenance
 - (3) Minor works maintenance

A full explanation of buy back services to schools is shown in Appendix A.

- 3.2 The capital maintenance programme (CMP) is agreed with Education Assets and the school and is based upon the data of condition surveys, routine maintenance reports and feedback from surveyors. The programme is funded through the Councils' Capital Programme and in the case of schools a 20% contribution is requested by Education Assets from all schools towards works identified within the annual programme.
- 3.3 Maintenance Surveyors project manage the CMP including the procurement of specialist consultants and contractors where appropriate to each project. Construction specifications, budget position and construction programme are monitored with regular highlight reports to stakeholders for information, guidance and decision requirements. Appendix B shows details of the 2009/10 Education CMP.

4. Projects

- 4.1 The Projects team undertake feasibility studies, larger maintenance projects such as those that exceed £500k in value and new building works such as classroom extensions. Very large schemes that may consist of new school building including the procurement of the associated land need etc are undertaken by the Councils' Special Projects Unit. All projects undertaken by the Projects Team are funded by the Council's Capital Programme.
- 4.2 Project Officers project manage the schemes in a similar way to the Maintenance Surveyors though generally these will be on a larger scale. Projects will commence with receipt of a project brief from Education Assets for a feasibility study to be undertaken. The feasibility will identify and particular construction complexities and the requirements of current legislation and provide an estimated cost of the project.
- 4.3 Once the Feasibility study and cost are agreed a revised brief is issued by Education Assets to the Projects Team to proceed with the main construction on site; managed using the Councils' Project Management Methodology (PMM). Appendix C shows the capital programme.

5. Education Assets

- 5.1 The Education Assets team is responsible for the strategic asset management of the school estate, which includes the development and strategic management of the Education Asset Management Plan (AMP) and other capital investment strategies; the preparation, implementation and overall management of the C&YP Capital Programme; the strategic management of the impact of new housing developments on schools across the district; and the management, co-ordination and development of Health & Safety policies applicable within schools.
- 5.2 Once a project has been selected for potential inclusion within the capital programme the team work with the school and other key stakeholders to develop a project brief. Once this brief has been developed it is passed to the Projects team for the procurement and delivery of the feasibility study and, once approved, into design and construction. During the feasibility study and subsequent design and construction phases the Education Assets team undertake the role of client and sponsor.
- 5.3 The role of the team with regard to the CMP is slightly different to that of major capital projects. As outlined above the 3-year programme is developed and subsequently approved by the team to ensure alignment with relevant capital strategies but the formulation of the briefs/scope of works are managed by the Maintenance Surveyors. The input from the team during the programme is one of securing the school contributions, ensuring the programme is delivered within the budget set and to work with the Maintenance Manager to address any budget pressures and unforeseen maintenance needs.

6. Value for Money

- 6.1 In 2003 Kier Facilities Services Ltd (KFS) were awarded the maintenance term contract (MTC) for West Berkshire Council. The service provided by the MTC forms

the back bone of the maintenance buy back service to schools. The service provided for WBC comprises of:

- (1) Urgent/Responsive/Make Safe repair service.
- (2) Planned Preventative Maintenance for servicing boilers etc.
- (3) Minor works service for alterations and replacements
- (4) Capital maintenance works

6.2 The current structure of the Property Maintenance Team is based on the concept of utilising the KFS to deliver the capital maintenance programme, a programme which has been successfully completed for a number of years by using the facility to place single tender actions up to £150k. However, WBC does not guarantee any value of work and reserves the right to tender all works above £25k. With the drive to improve performance and ensure value for money, a higher proportion of the capital maintenance programme in 2009/10 is being competitively tender. However, a proportion of work remains within the MTC to retain the contract's integrity.

7. School financial contribution and funding to schools

7.1 The Education Assets team manage the vast majority of capital funding for schools, including S106 contributions. Funding for school capital works comes into the authority in two ways – to the authority to retain centrally to deliver capital investment (i.e. modernisation, S106, extended schools, children's centres, primary capital programme, building schools for the future, targeted capital funding, schools access initiative and early years funding), to the authority to devolve to schools (i.e. devolved formula capital, ICT and specialist schools funding).

7.2 The Education AMP outlines the relevant roles and responsibilities for capital investment between the local authority and schools. There is a requirement that schools, like the authority, spend their funding on AMP priorities, and because of the increasing levels of devolved formula capital the Education Assets team proposed that schools should provide a contribution towards CMP works or Capital Projects carried out at their schools. This proposal was accepted by EMAB and required schools to contribute 20% towards maintenance works and 20% or 2 years devolved capital funding towards capital projects.

8. Property Services Costs

8.1 The costs to West Berkshire for the provision of a service from the Property team relates solely to salary cost. Subject to the work being undertaken this will relate to a revenue budget or the Capital Salary Budget. Appendix D shows a breakdown in Property Costs.

8.2 The Projects Team only undertake work associated with the Councils' capital programme and accordingly recharge salary costs the Capital programme. These costs are not currently ascribed to individual projects but it is estimated that the service provided to Schools equates to approximately 65% of the Project Teams work

8.3 The Maintenance Team salary costs are attributable to both Revenue and Capital work. Specific budgets relate to revenue work however like the Projects team their

Capital work is ascribed to the individual project but again it is estimated that 50% of their work is attributable to school related work.

- 8.4 The specific Property salary costs applied to revenue budgets equates to £200k and at 65% of the Property Service Capital salary attributed to education equates to £350k [Insert table of costs]

9. Education Asset cost

- 9.1 The costs to West Berkshire for the provision of the Education Assets Team relates solely to salary cost against the capital salary budget.

Appendices

Appendix A – Property Maintenance Schools Service

Appendix B – Education CMP 2009/10

Appendix C –Capital Projects 2009/10

Appendix D - Property Costs

Consultees

Local Stakeholders: Portfolio holder, Councillor Anthony Stansfield

Officers Consulted: Mark Lewis, Andy Green

Trade Union: N/A

Item 5A1 - Property Maintenance Schools Service

Property Maintenance Services to Schools

The aim of the Service is to provide a comprehensive and high quality service that represents good value for money. Property Services provide a whole range of professional property services and functions, which include planned preventative maintenance, helpdesk and technical support and project management for minor works projects.

We offer a fully managed service that, depending on your requirements school requirement, includes

1. Planned Preventative Maintenance (PPM)

Management of regular inspection and servicing of plant & equipment such as, boilers and fire detection system, through the use of maintenance contracts.

Our objective is to provide the appropriate level of maintenance in a safe and well-managed approach, whilst also offering the advantage of economies of scale.

We utilise the skills and services of Kier Facility Services (KF to undertake PPM under this contract where appropriate. However, where skills and expertise are not available within the Contractors workforce he shall be required to manage service suppliers to provide an effective level of service support to schools.

2. Helpdesk-Urgent Maintenance Repairs

Provision of Helpdesk and technical maintenance support for urgent maintenance repairs which are requested via Property Services helpdesk. The Property Helpdesk is based in Customer Services are available during office hours on **01635 519869** (08.30 to 17.00 Mon-Thurs, 08.30-16.30 Fri) and utilises the Authority's appointed KFS.

Outside of normal working hours an emergency out of hour's telephone support service provided by KFS is available on **0871 703 0882**.

Requests for urgent maintenance repairs should **NOT** include items of improvement or items, which can be planned for such as:

- Brick work pointing
- Roads and Path resurfacing
- Roof covering patch repairs or replacement
- Replacement of sanitary fixture and fittings
- External window/Door replacement
- Fencing replacement

Urgent Maintenance repairs will be carried out within **4 working hours**

Item 5A1 - Property Maintenance Schools Service

Example of Urgent Maintenance Repair

If a property is experiencing problems with a roof leak, the contractor will respond and make safe, isolate any electrics coming into contact with the water, assess requirements of the leak to roof and either cover with a plastic sheet or material, or apply a suitable form of temporary sealant.

Typical urgent maintenance repairs cover the following items:

- Burst water pipe – repair to prevent water damage
- Roof Covering – temporary repair to damaged roof to prevent the ingress of water.
- Guttering – re-fix of damaged guttering
- External Window/Doors – temporary repairs to prevent intruder access.
- Waste plumbing – repair to damage pipe work
- Walls & Fences – Make safe fallen or damaged areas with temporary repair.
- Boiler - repair faults to remedy lack of heating or hot water
- Gas safety – Trace gas leak and make safe
- Electrical - safety due to water damage
- Fire alarm – to remedy fault to system
- Intruder alarm – to remedy fault in system
- Lifts - to remedy fault in system
- Electrical Switches & Sockets – Make safe damaged switches sockets to prevent electrocution.
- Roads and Paths – Infill potholes causing trip hazards

On attending urgent maintenance call outs the contractor will inform the school of actions taken and inform both the School and Property Services Helpdesk of any permanent repairs that are required. This order will then be closed as complete.

If requested by the school the contractor will be able to provide a quotation for the permanent fix.

In some cases the contractor may be able to undertake the permanent fix whilst still on site. Whilst the contractor will not be able to give a fully quoted price at this time, they should be able to give the school a budget price. The school can decide whether it wants to proceed with the permanent fix.

Best Value

To ensure best value for money DO NOT use this service as a substitute for carrying out works normally more suited for handyman role such as:

- Replacement light bulbs/tubes
- Erecting shelving & cupboards
- Small internal/external decoration works
- Moving furniture
- Minor fabric repairs such as loose door handle

Item 5A1 - Property Maintenance Schools Service

3. Planned minor works

Property Services offers schools the opportunity to benefit from planned minor works service. The project management of planned minor works can be managed for the school

The Maintenance Surveyor will manage the schools planned minor works projects from production of work schedules and specifications to the payment of invoices. Any work identified and agreed with the school will be ordered against the school's own budget.

This service will include:

1. Produce work schedules and specification
2. Produce cost estimates and tendered quotations.
3. Appoint Contractor.
4. Monitor performance and quality
5. Monitor health & safety
6. Provide budgetary control
7. Agree completion of works
8. Agree final account.
9. Process and payment of invoices

Exclusions

- For planned minor works any additional hours worked over the 10 hours will be agreed with the school prior to being carried out and logged for record purpose. Additional hours will be charged at a non-discounted rate. These rates are available on the pricing sheet, Appendix 1.
- The cost of planned minor works service excludes other professional fees such as CDM Co-ordinator, Structural Engineer

Pricing Mechanism**Planned Preventative Maintenance (PPM)**

- Our prices will be calculated on a cost per service item basis and will remain fixed for the 3 year period.
- PPM contractors costs are per item will remain fixed for a 3 year period. Please note the overall annual servicing cost may vary due to an increase or decrease in number of items to be serviced.
- Schools will only be charged for servicing once the scheduled test and inspection has been completed

Helpdesk-Urgent Maintenance Repairs

- Our prices have been calculated on a cost per school basis and will remain fixed for the 3 year period.

Item 5A1 - Property Maintenance Schools Service

Planned minor works

- This service is based on a discounted fee which includes for 10 hours annually of project management service and will be fixed for 3 years.
- The fee for this service includes disbursements

PROPERTY SERVICES RESPONSIBILITIES

1. Urgent maintenance repairs reported via the property helpdesk will be logged and the appropriate contractor dispatched. Make safe/ emergency repairs **only** will be carried out within **4 working hours** (from receipt of the helpdesk call) by the contractor.
2. Other maintenance works will be undertaken in a time scale agreed with the school and may be depend upon lead in times for plant, material and labour resources.
3. On attending urgent maintenance call outs the contractor will inform the school of actions taken and inform both the School and Property Services helpdesk of any permanent repairs that are required. The urgent maintenance order will then be closed as complete.
4. Once a urgent maintenance repair has been undertaken the full repair specification will be added to the schools Asset Management Plan condition survey identifying this work as a planned maintenance item
5. A specific Maintenance Surveyor will be assigned to your school. This will provide you with the opportunity to obtain technical support and advice from them. This can be done in via telephone/email. If the situation demands, the Surveyor will attend a site visit to ascertain the extent of the problem.
6. The Maintenance Surveyor will liaise with the school to arrange a termly formal meeting to discuss all aspects of the contract and the service provided by Property Services.
7. The hours of operation of Property Services are 08.30 to 17.00 Monday-Thursday, 08.30-16.30 Friday.
8. Customer satisfaction survey will be used to ascertain and measure the key performance indicators on which the contract with KFS and service by Property Services is measure. These will include:

% of category A faults attended to by Contractor within 4 hours of receipt of call by help desk
% of category B faults attended to by Contractor within 2 days of receipt of call by help desk

Item 5A1 - Property Maintenance Schools Service

% of category C faults attended by Contractor within 7 days of receipt of call by help desk
Score achieved from survey of Service Users rating the help desk facility as 'good or 'very good'.
Score achieved from survey of Service Users rating the Service provided by contractors as 'good' or 'very good'

9. All contractors are CRB checked.
10. All employees and contractors utilised by KFS are fully qualified, trained and carry the appropriate level of insurance
11. All employees and contractors utilised by KFS are trained in current health & safety legislation and requirements.

SCHOOL RESPONSIBILITIES

1. On completion of maintenance works the school will be handled a customer satisfaction card which they will be required to complete and return. The survey will endeavour to measure the school's opinion of the quality of the service overall. These will be evaluated and will contribute to the review of the service delivery.
2. The school will provide reasonable access for Property Services and appointed contractors.
3. Once a make safe/emergency maintenance repair has been undertaken the schools will be encouraged to use their devolved capital and/or other funds where possible or appropriate, to cover the cost of any additional work. Whilst the contractor will not be in a position to give a fully quoted price at this time, the Contractor should be able to give the school a budget price. The school will then need to decide if they want to proceed with the works, if so the school will then be required to identify a budget cost centre and account code to finance the job/works. The school will need to contact Property Services helpdesk to enable an order to be raised for the work to be undertaken, this will need to be followed up in writing via e-mail.
4. The school must arrange for the appropriate make urgent and reactive maintenance regime and the statutory testing of equipment and plant to be in place.
5. The school will provide such information and make such decisions as are necessary to enable the production of planned minor works programme within the agreed timescale.
6. Schools should provide sufficient detail at the time of urgent maintenance repair request to enable Property Services helpdesk to dispatch the appropriate contract service to the property.

Item 5A2 - Capital Maintenance Programme

Property	Location	Description	Complexity	Programme	Service Area	Sponsor	Project Manager	Year	Budget Nr	Estimate Budget
Badgers Hill PRU	Main Building	Roof replacement and make good internal decoration	s	CMP	Education	Mark Lewis	MM	2009/10	87131	£12,534
Beenham School	Main Building	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£0.00
Birch Copse Primary School	MAIN BLOCK	Roof replacement-Strip gutters, de-chip insulate where possible and overlay flat roofs. Replace skylights	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£61,981.00
Calcot Infants School	Main Building	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£41,789.09
Chaddleworth School	Block A	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£40,000.00
Compton Primary		Roof Replacement	s	CMP	Education	Mark Lewis	MM	2009/10	87131	£3,016.31
Downs School	Main Building	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£0.00
Downs School	Main Building	Kitchen refurbishment	M	CMP	Education	Amerie Bailey	AB/MM	2009/10	87131	£250,000.00
Downsway Primary School	Caretakers	Replace Boiler	s	C/T	Education	Mark Lewis	MM	2009/10	87131	£2,831.00
Fir Tree School	main building	install new portable water supply	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£3,994
Flooding Works-to be determined				CMP	Education	Mark Lewis		2009/10	87131	£0
Francis Baily Primary School	Brick/pitched roofs	replacement of existing timber windows with upvc or similar this applies to all	s	CMP	Education	Mark Lewis	MM	2009/10	87131	£78,862.85
Francis Baily Primary School	Main Building	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£60,401.58
John O Gaunt School	Caretakers	Dilapidation works	s	C/T	Education	Mark Lewis	DD	2009/10	87131	£28,750.00
Kennet Valley Primary School		Replace windows, at high level as per capita	S	CMP	Education	Mark Lewis	MM	2009/10	87131	£6,026.00
John Rankin School	Caretakers	fit new soffits and fascias	s	C/T	Education	Mark Lewis	AG	2008/9	87131	£3,727.00

Item 5A2 - Capital Maintenance Programme

Property	Location	Description	Complexity	Programme	Service Area	Sponsor	Project Manager	Year	Budget Nr	Estimate Budget
Lambourn School	Main Building	Replace damaged external retaining wall adjacent fire escape	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£50,640
Mrs Blands School	Main Building	Kitchen refurbishment	s	CMP	Education	Amerie Bailey	AB/MM	2009/10	87131	£66,727
Mortimer St John's Infant School		Flat roof replacement	S	CMP	Education	Mark Lewis	DD	2009/10	87131	£34,152.00
Pangbourne Primary School		Upgrade heating and services	s	CMP	Education	Mark Lewis	MM	2009/10	87131	£760.00
Park House School	Main Building	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£0.00
Parson Down Juniors	C/Ts	Boiler replacement	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£4,392.00
Robert Sandilands School	Main Building	see schedule of works	M	CMP	Education Services	Mark Lewis	AG/MM	2009/10	87131	£24,999.01
Shaw-cum Donnington School	Block A	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£0.00
Speenhamland School	Main Building	see schedule of works	M	CMP	Education Services	Mark Lewis	AG/MM	2009/10	87131	£0.00
The Castle School	Block 1	Complaints of roof leaks from head teacher	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£183,649.00
The Castle School	Block 1	Phased Window replacement throughout school	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£57,944.00
The Willows Primary School	Block 1	Re-Roof	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£60,000.00
Theale CE Primary School		Roof replacement	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£0.00
Theale Green School	Block A	see schedule of works	M	CMP	Education Services	Mark Lewis	AG/MM	2009/10	87131	£0.00
Theale Green School		Main Electrical upgrades	M	CMP	Education	Mark Lewis	MM	2009/10	87131	£125,000.00
Theale Green School	Caretakers	Refurbish & upgrade bathroom incl flooring & decoration	s	C/T	Education	Mark Lewis	MM	2009/10	87131	£10,784.89
Theale Green School	Caretakers	Internal redecoration	s	C/T	Education	Mark Lewis	AG	2009/10	87131	£124.21
Theale Green School	Caretakers	Refurbish & upgrade bathroom incl flooring & decoration	s	C/T	Education	Mark Lewis	MM	2009/10	87131	£8,036.55
Theale Green School	Caretakers	Repalce and update heating system	s	C/T	Education	Mark Lewis	MM	2009/10	87131	£3,812.00

Item 5A2 - Capital Maintenance Programme

Property	Location	Description	Complexity	Programme	Service Area	Sponsor	Project Manager	Year	Budget Nr	Estimate Budget
Theale Green School	Caretakers	Repalce and update heating system	s	C/T	Education	Mark Lewis	MM	2009/10	87131	£3,671.00
Trinity School	Kitchen	The existing extract air and gas installation does not comply with current requirements and should be replaced.	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£39,913.86
Trinity School	Maths/PA	Flooding prevention works to roof and external grounds	M	CMP	Education	Mark Lewis	DD	2009/10	87131	£57,050.00
Trinity School	Main Building	Replace/repair damage gas main	M	CMP	Education	Mark Lewis	DD	2009/10	87131	£100,000.00
Trinity School	Caretakers	Structural survey	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£1,650.00
Welford & Wickham School	Whole School	Roof Replacement	s	CMP	Education	Mark Lewis	WW	2009/10	87131	£66,223.00
Welford & Wickham School	Block A	see schedule of works	M	CMP	Education	Mark Lewis	AG/MM	2009/10	87131	£0.00
Westwood Farm Juniors School	Main Block	The existing extract air and gas installation does not comply with current requirements and should be replaced.	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£0.00
Whitelands Park Primary School	Main building	Replace remaining existing flat roof covering and large skylights (Applies to the whole flat roof)	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£92,814.00
Whitelands Park Primary School	Caretakers	Replace windows Incl soffits	s	C/T	Education	Mark Lewis	DD	2009/10	87131	£8,000.00
Whitelands Park Primary School	Main building	Complete replacement of windows	s	CMP	Education	Mark Lewis	DD	2009/10	87131	£57,799.00
Willink School		Window replacement to Block A as per capita report	s	CMP	Education	Mark Lewis	MM	2009/10	87131	£88,936.23
										1,740,990.91



Report Date	Capital Projects	R	A	G	Status Report
30 July 2009		Red	Amber	Green	

Status	Definition	Action
Red	The timeline/costs/objectives are at risk	Raise to the project board and complete an exception report to gain approval for action/change
	The project requires remedial action to achieve objectives	
Amber	The timeline/costs/objectives maybe at risk	Raise awareness to the project board and complete an exception report to explain
	The Project has a problem but action is being taken to resolve this OR a potential problem has been identified & no action may be taken at this time but is being carefully monitored	
Green	The timeline/cost/objectives are within plan.	None
	The project is on target to succeed	

Name of School/Project - Description of Works	Project Number	Cost Ctr Code	Sponsor	Client	PM	FY	Complexity	Programme	Anticipated Outturn cost	Comments	Original Build Dates		Projected End Date	Contractor (where known)	Current Work Stage	Current Stage End Date	Current Stage Revised / actual date	Delay (days)	Comments/Remedial Action
											Start Date	End date							
Speenhamland Primary School - Remodelling of Foundation classrooms	106	95397	Eleanor Brooks	School	Dave Sollis	2008/09	Complex	Seed Funding		School project	Jul-08	Aug-08	Aug-08	TBA	Complete	Aug-09	Aug-09	0	Complete
Theale Green Community School - New female W.C.'s and link corridor	105	99576	Mrs S Marshall	School	Dave Sollis	2008/09	Intermediate	School project	£139,327.60	School project	18/02/2008	16/05/2008	May-08	H&H Construction	Defects Liability Period	17/05/2009	May-09	0	Build Completed.Issue with water flow to sinks to resolve.Final Account being prepared
Streatley Primary School - Extensions & Alterations	42	82196	Mark Lewis	Education	Stephen Robbie	2008/09	Complex	Capital Spend	£1,252,086.78	H&H in liquidation during construction. Budget status uncertain pending outcome of negotiations for reduction of monies owing to liquidator for H&H. New contractor has been appointed to complete work.	23/06/2008	Feb-09	Feb-08	H&H Construction / Claude Fenton	In Build	Jul-09	Jul-09	0	Project delayed as H&H in liquidation, Claude Fenton appointed to complete the works.
Inkpen Primary School - New Head's office and W.C.'s	43	82192	Mark Lewis	Education	Geoff Palmer	2007/08	Intermediate	Capital Spend	£215,314.39		23/07/2007	01/10/2007	Oct-07	Rok / Rollalong	Complete	Oct-08	Oct-08	0	Complete
Calcot Infant School Children's Centre	69	82208	Mark Lewis	Education	Geoff Palmer	2008/09	Intermediate	Children's Ctrs	£354,614.50	H&H in liquidation during construction. Budget status uncertain pending outcome of negotiations for reduction of monies owing to liquidator for H&H. New contractor has been appointed to complete work.	03/11/2008	Jun-09	Jan-09	H&H Construction / Nurse	Defects Liability Period	30/06/2010	Jan-10	0	Project delayed as H&H in liquidation, Nurse appointed to complete the works.
Dolphin Adventure Centre, Pangbourne - Replacement	4	82090	Kevin Dennis	Youth & Culture	Geoff Palmer	2008/09	Complex	Capital Spend	£1,661,002.71		tbc	tbc		TBA	In Build	Mar-08	Mar-08	0	
Mortimer St Mary Junior School - Extra Classroom	16	82165	Mark Lewis	Education	Geoff Palmer	2005/06	Intermediate	Capital Spend	£192,443.00		Feb-06	Jul-06	Jul-06	Feltham	Complete	Apr-09	Apr-09	0	Complete
North Thatcham Childrens centre (Dunston Park Site)	67	82210	Mark Lewis	Education	Geoff Palmer	2008/09	Complex	Children's Ctrs	£914,849.96		tbc	tbc		Feltham	Design	01/12/2008	Mar-09	#VALUE!	Lease issues to be resolved before construction starts
Thatcham Nature Discovery Centre - Extension and alterations	29	83079	Jennison	Environment	Geoff Palmer	2006/07	Intermediate	Capital Spend	£612,122.54		-	-		Feltham	Complete			0	Complete
Chieveley - Extension, remodelling and refurbishment	89	82221	Mark Lewis	Education	Jan Ralph	2008/09	Intermediate	Capital Spend	£3,563,515.80	Budget based on reasonability report plus kitchen refurbishment but does not include additional budget for temporary modular classroom, capital planned maintenance requirements. Budget manager	tbc	tbc	Oct-09	TBA	Design	Dec-09	Dec-09	0	Planning application has been submitted
Chieveley School - Modular classroom	110	82221	Mark Lewis	Education	Jan Ralph	2008/09		Capital Spend		Budget to be from main school project	01/05/2009	24/07/2009	Jul-09	Terrapin	Practical Completion	Jul-09		0	Construction complete - snagging to be completed
Downsway Primary School - Remodelling	58	82187	Mark Lewis	Education	Jan Ralph	2007/08	Complex	Capital Spend	£1,055,952.79	Budget status uncertain pending outcome of negotiations for reduction of monies owing to liquidator as Crown went into liquidation during defect period.New contractors will be appointed to complete work.	Jul-07	Mar-08	Mar-08	Crown Construction	Defects Liability Period	Oct-09	Oct-09	0	Crown Construction has gone into administration during defects period. Final account has not been agreed.Defects work to be organised
Basildon Primary School - Extension and alterations	74		Margaret Richardson	School	Ken Miles	2008/09	TBA	Capital Spend	£51,559.23		14/01/2008	02/05/2008	May-08	RGC Builders	Defects Liability Period	Sep-09	Sep-09	0	Practical completion. School requested Fire alarm works to be carried out in October school holiday.
Hungerford Primary School - Extension and alterations	56	93700	Ms K Sawyer	School	Ken Miles	2008/09	TBA	Capital Spend	£120,727.65		18/02/2008	06/06/2008	Jun-08	Basil Wyatt	Complete	Jun-09	Jun-09	0	Complete
The Willows School - Reconfiguration and Improvements	106	82213	Mark Lewis	Education	Ken Miles	2008/09	Complex	Capital Spend	£750,000.00		07/04/2008	18/09/2008	Sep-08	Feltham	Defects Liability Period	Sep-09	Sep-09	0	Practical completion. Due to lead-in period doors & windows will now be installed in October half term.
John Rankin Junior School - Extension and alterations	9	82173	Mark Lewis	Education	Marc Smith	2004/05	Complex	Capital Spend	£396,000.00		Mar-05	Sep-05	Sep-05	E W Beard	Post construction roof issues to be resolved	30/04/2009	Mar-09	#VALUE!	Roof works completed - retention monies to be settled
Thatcham Park Primary School/Dunstan School - School merger	20	82184	Mark Lewis	Education	Marc Smith	2007/08	Complex	Capital Spend	£2,684,407.99		Jun-07	30/05/2008	Mar-08	Kier Moss	Complete	30/05/2009	Mar-09	0	Complete
Speenhamland School - Modular classrooms	106	82212	Mark Lewis	Education	Stephen Robbie	2009/10		Capital Spend	£233,842.00		tbc	30/08/2009	Aug-09	Terrapin	Practical Completion				
John O'Gaunt School - Challenge project	129			Education	Stephen Robbie	2009/10		Capital Spend	£214,962.00		tbc	20/08/2009	Aug-09	Kier	In Build				
Theale Green School - 6th Form	113		Mark Lewis	Education	Stephen Robbie	2009/10		Capital Spend			tbc	tbc			Inception				Authority to proceed to design 26/06/09

Report Date	Capital Projects	B	A	G	Status Report
30 July 2009		Red	Amber	Green	



Status	Definition	Action
Red	The timeline/costs/objectives are at risk	Raise to the project board and complete an exception report to gain approval for action/change
	The project requires remedial action to achieve objectives	
Amber	The timeline/costs/objectives maybe at risk	Raise awareness to the project board and complete an exception report to explain
	The Project has a problem but action is being taken to resolve this OR a potential problem has been identified & no action may be taken at this time but is being carefully monitored	
Green	The timeline/costs/objectives are within plan.	None
	The project is on target to succeed	

Name of School/Project - Description of Works	Project Number	Cost Cr Code	Sponsor	Client	PM	FY	Complexity	Programme	Anticipated Outturn cost	Comments	Original Build Dates		Projected End Date	Contractor (where known)	Current Work Stage	Current Stage End Date	Current Stage Revised / actual date	Delay (days)	Comments/Remedial Action
											Start Date	End date							
Greenham House - Refurbishment	114			Children's Services		2009/10		Capital Spend			tbc	tbc							
Tilehurst C.C. (Downsway Sch)	90	82229	Mark Lewis	Education	Geoff Palmer			Children's Ctrs	£292,890.50						Tender				
Burghfield C.C. (Mrs Blands Sch)	88	82228	Mark Lewis	Education	Geoff Palmer			Children's Ctrs	£311,867.00	Surestart Children's Centre budgets to be reviewed					Tender				
Market Street Offices - Blue Badge Visitor parking	115	87126	Valerie Witton	Exchequer	Stephen Robbie	2009/10		Capital Spend			tbc	tbc			Tender				
Theale Primary School - Remodelling	116		Mark Lewis	Education		2009/10		Capital Spend		In feasibility	tbc	tbc							In feasibility stage
The Downs School - Remodelling & New building	117		Mark Lewis	Education		2009/10		Capital Spend		In feasibility	tbc	tbc							In feasibility stage
West Street House - Remodelling	118			Corporate	Marc Smith	2009/10		Capital Spend			tbc	tbc							
Mortimer St John - Nurture room	119		Nicola Sumner	School	Stephen Robbie	2009/10		Seed Funding			tbc	tbc			Design				

Title of Report:	Property Service to Schools - survey analysis	Appendix B
Report to be considered by:	Resource Management Select Committee	
Date of Meeting:	19 October 2009	

Purpose of Report: To establish the level of School's satisfaction with the Property Service

Recommended Action: That the committee note the report

The proposals contained in this report will help to achieve the following Council Plan Priority(ies):

- CPP1 – Support our communities through the economic recession** – to alleviate the impact on different communities and individuals who find themselves out of work and/or disadvantaged
- CPP2 – Raise levels of educational achievement** – improving school performance levels
- CPP3 – Reduce West Berkshire's carbon footprint** – to reduce CO₂ emissions in West Berkshire and contribute to waste management, green travel, transportation and energy efficiency

The proposals will also help achieve the following Council Plan Theme(s):

- CPT1 - Better Roads and Transport**
- CPT2 - Thriving Town Centres**
- CPT3 - Affordable Housing**
- CPT4 - High Quality Planning**
- CPT5 - Cleaner and Greener**
- CPT6 - Vibrant Villages**
- CPT7 - Safer and Stronger Communities**
- CPT8 - A Healthier Life**
- CPT9 - Successful Schools and Learning**
- CPT10 - Promoting Independence**
- CPT11 - Protecting Vulnerable People**
- CPT12 - Including Everyone**
- CPT13 - Value for Money**
- CPT14 - Effective People**
- CPT15 - Putting Customers First**
- CPT16 - Excellent Performance Management**

The proposals contained in this report will help to achieve the above Council Plan Priorities and Themes by:

Providing an effective Property Service to construct and maintain school buildings fit for purpose in an efficient, effective and economical way

Portfolio Member Details	
Name & Telephone No.:	Councillor Anthony Stansfeld - Tel (01488) 658238
E-mail Address:	astansfeld@westberks.gov.uk
Date Portfolio Member agreed report:	02 October 2009
Contact Officer Details	
Name:	Steve Broughton
Job Title:	Head of Property
Tel. No.:	01635 519837
E-mail Address:	slbroughton@westberks.gov.uk

Implications

Policy:	There are no policy issues
Financial:	There are no financial issues If there are any financial implications contained within this report this section must be signed off by a West Berkshire Group Accountant. Please note that the report cannot be accepted by Policy and Communication unless this action has been undertaken.
Personnel:	There are no personnel issues
Legal/Procurement:	There are no legal issues
Property:	There are no Property issues
Risk Management:	None
Equalities Impact Assessment:	No equality issues emanating from the survey responses. For advice please contact Principal Policy Officer (Equalities) on Ext. 2441.

Executive Summary

1. Introduction

2. The efficiency and effectiveness of Property Services in relation to contracts with and contractors in schools features on the agenda of the Resource Management Select Committee. At the meeting of the committee on 30th June members tasked the Head of Property to undertake a survey of Schools to gauge the levels of satisfaction with the Property Service.
- 2.1 That survey has concluded and the results collated. The results require analysis and in some cases specific investigation in order to set in place measures to prevent recurrence.

3. Background

- 3.1 Property provides a number of services to schools including project management of new construction, planned and routine maintenance management and access to a Helpdesk facility for emergency reactive maintenance. Other than the Helpdesk facility the services are generally (though not exclusively) procured by the Education Assets team rather than directly by the Schools.
- 3.2 A Service Review of the Property Unit has been carried out and approved by the Councils' Executive 28th May 2009. The review produced an Action Plan that is also relevant in addressing the issues further raised in the survey responses

4. Survey

- 4.1 The results of the survey indicate some areas of concern which can be categorised as poor communication and high costs associated with use of the Councils' Maintenance Term Contractor. It is also apparent that there is a lack of understanding of the relationship between the Property Service and the Education Asset Team.

5. Conclusion

- 5.1 The survey results largely reflect the issues that arose in the Service Review of the Property Unit with communication being a particular issue and again a lack of understanding of the relationship between property and the Education Asset team. This review produced an action plan and it is considered that this also reflects the actions needed to address the responses to the survey.
- 5.2 Some responses referred to specific problems with the contractor. These problems need to be investigated individually in order to consider a remedy to prevent recurrence.

6. Recommendations

- 6.1 It is noted that the Action plan emanating from the Service Review of the Property Unit is in place and forms an improvement plan to meet the concerns of schools.

Executive Report

1. Introduction

- 1.1 The Property Services unit is part of the Chief Executives group. Education Asset Team is part the Children and Young People Group.
- 1.2 A service review was undertaken of the Councils' Property Unit, approved by Executive August 2009. This review was an opportunity for a new Head of Service to consider a service to meet the demands of the Council and to put in place a staffing structure that could deliver the service needed.
- 1.3 It was clear from the review that many customers were dissatisfied with the service provided to date and this dissatisfaction has been reported through various avenues and in terms of serving the needs of Schools within West Berkshire features on the agenda of the Resource Management Select Committee.
- 1.4 In order to progress this agenda item the committee needs to ascertain the level of satisfaction of schools with the Property Service and accordingly tasked the Head of Property to undertake a survey of Schools.

2. Background – service provision

- 2.1 The key services offered to schools by Property are:
 - (1) Project Management this includes the management of major construction schemes such as classroom extensions; undertaking feasibility studies and instigating the on site construction
 - (2) Planned preventative maintenance such as annual servicing of boiler
 - (3) Minor works such as window replacement.
 - (4) Helpdesk which includes urgent/emergency repairs such as burst pipe work or broken windows.
- 2.2 Other services are also available but are not generally relevant to Schools and consequently are rarely if ever used by schools, these include:
 - (1) Asset Management - Education Services have their own Asset Management team
 - (2) Space Planning
 - (3) Furniture removals
- 2.3 The Helpdesk provides access to an emergency response service which has been set up through the Councils' Maintenance Term Contractor. The Helpdesk is managed by the Councils' Customer Services Team. Although this facility was never intended for very minor work such as bulb and tap washer replacement, the service has been called upon in that respect. In order to gear up for such a response comes with a cost and consequently will seem very expensive for such small items.

- 2.4 To help address this, the Property Service introduced a Handy person service at a much lower cost. This has proved successful with corporate buildings and accordingly offered to schools on a trial basis.
- 2.5 With the exception of the Helpdesk/Handy person services the services from Property are generally procured by Education Assets and accordingly it is this team that is in the main the direct customer of Property, rather than the school itself. A direct line of communication is undertaken between the Property and each school.

3. The survey results

- 3.1 A survey questionnaire was developed and forwarded to members of the committee for comment prior to being circulated to the West Schools for completion and return, a copy of the questionnaire is shown in Appendix A.
- 3.2 A total of 81 survey questionnaires were sent out and 21 returned completed representing a 26% response which is quite a low response. A schedule that indicates the current level of use of the Property Service is detailed in appendix B.
- 3.3 The low response rate, whilst disappointing in providing data, may also reflect that in most cases Schools do not have significant issues with the service. A much higher response may have been anticipated if there was a significant level of dissatisfaction. It is perhaps more likely that responses are made where a problem exists or there is an opportunity made to express dissatisfaction rather than where there are no issues or problems, or the problems experienced are not significant.
- 3.4 This should lead to a complacent attitude as clearly there are a number of concerns raised which will need investigation. Where a concern is repeated from a number of respondents this would indicate a fundamental issue rather than a specific problem with a project.
- 3.5 The survey results are shown in Appendix C.
- 3.6 The key issues arising from the survey focus upon poor communication and high costs of the use of the Councils' term contractor.
- 3.7 Other issues relate to poor performance of the contractor. There is insufficient information within the survey responses to establish what the actual problems have been and why they came about. It will be important therefore for each case to be investigated independently and this process has already begun.
- 3.8 In some cases the problems noted by a respondent are not recent and accordingly may not reflect the current service provision. Nevertheless the information may assist in identifying where improvements have been made and whether they have been effective.
- 3.9 Of particular concern perhaps is that over half of the respondents that utilise the Property Service indicated that they do not understand the relationship between Property Services and the Education Assets Team and where responsibilities lie.
- 3.10 The concerns revealed within the survey responses were also reflected in the Service Review of the Property Unit from which an Action Plan emanated. The Action plan is given in Appendix D.

3.11 Those that did not buy into to service considered that they were able to manage their Property needs themselves and at lower cost and felt that they would have a greater control. They also indicated that they had work programmes and sufficient expertise in place to ensure statutory requirements can be met.

4. Conclusion

4.1 The survey results largely reflect the issues that arose in the Service Review of the Property Unit with communication being a particular issue and again a lack of understanding of the relationship between property and the Education Asset team. This review produced an action plan and it is considered that this also reflects the actions needed to address the responses to the survey.

4.2 Some responses referred to specific problems with the contractor. These problems need to be investigated individually in order to consider a remedy to prevent recurrence

Appendices

Appendix A – Survey questionnaire to schools

Appendix B – Schools Information

Appendix C – Survey Results

Appendix D – Service Review of the Property Unit, Action Plan

Consultees

Local Stakeholders:

Officers Consulted: Mark Lewis, Education Assets Manager

Trade Union: N/A

Item 5B1 Questionnaire to schools

**Resource Management Select Committee
Schools Satisfaction Survey**

The Council’s Resource Management Select Committee, a sub group of the Overview and Scrutiny Management Commission, are considering the service delivered to schools by Property Services and the Education Asset Team. As part of the process please could I ask you to complete the questionnaire set out below and return via e-mail to Steve Broughton, Head of Property, West Berkshire Council at slbroughton@westberks.gov.uk.

1. Do you currently ‘buy back’ maintenance services from West Berkshire Council Property Services Team?

Please indicate with a *tick* the services you ‘buy back’

Planned Preventative Maintenance (PPM)	
Helpdesk-Urgent Maintenance Repairs	
Planned Minor Works	

If no please go to question 6

2. Have you ever used other services provides by the Property Services Team?

Please indicate with a *tick*.

Project Management	
Estates	
Space Planning	
Furniture removals	
Other	

3. Do you understand the relationship between Education Assets Team and Property Services Team regarding the procurement of construction and maintenance work?

Please indicate with a *tick*

YES	
NO	

Item 5B1 Questionnaire to schools

4. If you have experienced problems in service delivery in relation to procurement of construction and maintenance work, do you feel that this relates to a great extent to:

Please indicate with a *tick*.

Property Services Team	
Education Assets Team	
Contractor	
Other	

5. In relation to this experience could you briefly outline the nature and extent of the problem you encountered. Please indicate approximate date this occurred.

6. If you do not use services provided by the Property Services Team please could you tell us why.

Item 5B1 Questionnaire to schools

7. If you do not use Property Services could you tell us what arrangements you have to ensure that you comply with legal requirements such as CDM, Building Regulations, Planning Legislation and the statutory testing of plant and equipment in ensuring that WBC property is maintained at acceptable levels.

Please briefly explain.

Thank you for taking time to complete this questionnaire

ITEM 5B2 SCHOOLS INFORMATION 18 02 08

Cost Centre	School name	PPM	HD Make safe	Minor works	Caretaker property	Address
91000	Aldermaston C E Primary					Wasing Lane, Aldermaston, Reading RG7 4LX
91100	Basildon C E Primary					Beckfords Lane, Upper Basildon, Reading RG8 8PD
91300	Beedon C E (Cont) Primary					Stanmore Road, Beedon, Newbury RG20 8SL
91400	Beenham Primary					Beenham, Reading RG7 5NN
91200	Birch Copse Primary				90041	Wittenham Avenue, Tilehurst, Reading RG31 5LN
91500	Bradfield C E Primary					Cock Lane, Southend, Bradfield, Reading RG7 6HR
91600	Brightwalton C E Aided Primary					Common Lane, Brightwalton, Newbury RG20 7BN
91700	Brimpton C E Primary					Brimpton Lane, Brimpton, Reading RG7 4TL
91800	Bucklebury C E Primary					Blacklands Road, Upper Bucklebury, Reading RG7 6QP
91900	Burghfield St. Mary's C E Primary					Theale Road, Burghfield, Reading RG30 3TX
92000	Calcot Infant School and Nursery					Curtis Road, Calcot, Reading RG31 4XG
92100	Calcot Junior School				90041	Curtis Road, Calcot, Reading RG31 4XG
92400	Chieveley Primary					School Road, Chieveley, Newbury RG20 8TY
92200	Compton C E Primary					School Road, Compton, Newbury RG20 6QU
92300	Curridge Primary					Curridge, Thatcham RG18 9DZ
92500	Downsway Primary				90041	Warbreck Drive, Tilehurst, Reading RG31 6FE
92800	Enbourne C E Primary					Enbourne, Newbury RG20 0JU
92900	Englefield C E					The Street, Englefield, Reading RG7 5ER
93000	Falkland Primary				90041	Andover Road, Newbury RG14 6NU
93100	Fir Tree Primary School/Nursery				90041	Fir Tree Lane, Newbury RG14 2RA
93200	Francis Baily Primary				90041	Skillman Drive, Thatcham RG19 4GG
93400	Garland Junior				90041	Clayhill Road, Burghfield Common, RG7 3HG
98700	The Willows Primary				90041	Pyle Hill, Greenham, Newbury RG14 7SJ
93500	Hampstead Norreys C E Primary					Newbury Hill, Hampstead Norreys, Thatcham RG18 0TR
93600	Hermitage Primary					Hampstead Norreys Road, Hermitage RG18 9SA
93700	Hungerford Primary					Fairview Road, Hungerford RG17 0BT
93800	Inkpen Primary					Weavers Lane, Inkpen, Hungerford RG17 9QE
93900	John Rankin Infant and Nursery					Garford Crescent, Newbury RG14 6EX
94000	John Rankin Junior				90041	Henshaw Crescent, Newbury RG14 6ES

ITEM 5B2 SCHOOLS INFORMATION 18 02 08

94176	Kennet Valley Primary				90041	Carter's Rise, Calcot, Reading RG31 7YT
94300	Lambourn C E					Greenways, Lambourn, Hungerford RG17 7LJ
94400	Long Lane Primary				90041	Long Lane, Tilehurst, Reading RG31 6YG
94500	Mrs Bland's Infant				90041	Jordan's Lane, Burghfield Common Reading RG7 3LP
94600	Pangbourne Primary				90041	Kennedy Drive, Pangbourne, Reading RG8 7LB
94700	Parsons Down Infant and Nursery					Paynesdown Road, Thatcham RG19 3TE
94800	Parsons Down Junior				90041	Hérons Way, Thatcham RG19 3SR
94900	Purley C E Infant					Purley Village, Purley on Thames, Reading RG8 8AF
95000	Robert Sandilands Primary/Nursery				90041	Digby Road, Speen, Newbury RG14 1TS
95100	Shaw-cum-Donnington C E					Love Lane, Donnington, Newbury RG14 2JG
95200	Shefford C E					Wantage Road, Great Shefford, Hungerford RG17 7DB
95300	Speenhamland Primary					Pelican Lane, Newbury, RG14 1NU
95400	Springfield Primary				90041	Barton Road, Tilehurst, Reading RG31 5NJ
95500	Spurcroft Primary					Spurcroft Road, Thatcham RG19 3XX
95600	Chaddleworth St. Andrew's C E					Chaddleworth, Newbury RG20 7DT
95700	St. Finian's Catholic Primary					The Ridge, Cold Ash, Thatcham RG18 9HU
95800	Mortimer St. Johns C of E School					West End Road, Mortimer, Reading RG7 3SY
46900	St. John the Evangelist C E					Old Newtown Road, Newbury, Berkshire RG14 7DE
46910	St. Joseph's Catholic Primary					Newport Road, Newbury RG14 2AW
95900	Cold Ash St. Mark's C E					Cold Ash Hill, Cold Ash, Thatcham RG18 9PT
94200	Kintbury St. Mary's C E					Gainsborough Ave., Kintbury, Hungerford RG17 9XN
97500	Mortimer St. Mary's C E Junior					The Street, Mortimer, Reading RG7 3PB
96200	St. Nicolas C E					"Eastfields" Link Road, Newbury RG14 7LU
96100	St. Paul's Catholic Primary					City Road, Tilehurst, Reading RG31 4SZ
96300	Stockcross C E					Chapel Road, Stockcross, Newbury RG20 8LD
96400	Streatley C E Voluntary Controlled					The Coombe, Streatley, Reading RG8 9RD
96500	Sulhampstead and Ufton Nerve					Church Lane, Ufton Nerve, Reading RG7 4HH
99700	Thatcham Park C E Primary				90041	Park Avenue, Thatcham RG18 4NP
92700	The Iisleys Primary					Church Hill, East Iisley, Newbury RG20 7LP
99400	The Winchcombe School				90041	Maple Crescent, Shaw, Newbury RG14 1LN
96600	Theale C E Primary				90041	Church Street, Theale, Reading RG7 5BZ
96700	Welford & Wickham Primary				90041	Welford Road, Wickham, Newbury RG20 8HL
96800	Westwood Farm Infant School					Fullbrook Crescent, Tilehurst, Reading RG31 6RY
96900	Westwood Farm Junior School					Fullbrook Crescent, Tilehurst, Reading RG31 6RY

ITEM 5B2 SCHOOLS INFORMATION 18 02 08

97000	Whitelands Park Primary				90041	Sagecroft Road, Thatcham RG18 3FH
97300	Woolhampton C E Primary				90041	Woolhampton Hill, Upper Woolhampton, RG75TB
97400	Yattendon C E Primary					Yattendon, Thatcham RG18 0UR
66						

Secondary Schools

46920	Denefield					Long Lane, Tilehurst, Reading RG31 6XY
46930	The Downs					Manor Crescent, Compton Newbury RG20 6NU
99000	John O'Gaunt Comm. Tech. College				90041	Priory Road, Hungerford RG17 0AN
99100	Kennet					Stoney Lane, Thatcham RG19 4LL
99200	Little Heath					Little Heath Road, Tilehurst, Reading RG31 5TY
99300	Park House					Andover Road, Newbury RG14 6NQ
46940	St. Bartholomew's					Andover Road, Newbury RG14 6JP
99500	Theale Green Community School				90041	Church Street, Theale, Reading RG7 5DA
99900	Trinity					Love Lane, Newbury RG14 2DU
99600	The Willink				90041	School Lane, Burghfield Common, Reading RG7 3XJ
10						

Nursery Schools

98200	Hungerford Nursery School					The Croft, Hungerford RG17 0HY
98300	Victoria Park Nursery School					Victoria Park, Newbury RG14 1EH
2						

Special Schools

98100	Brookfields				90041	Sage Road, Tilehurst, Reading RG31 6SW
98000	The Castle				90041	Love Lane, Donnington, Newbury RG14 2JG
2						

Education Units

90041	Bridgeway PRU					Newtown Road, Newbury RG14 7BQ
90041	Badgers Hill PRU					22 Highview, Calcot, Reading RG31 4XD
90041	The Oaks PRU					Foxglove Way, Thatcham RG18 4DH
90041	Education Centre					
4						

KEY

84

SCHOOLS BUY IN TO THE SERVICE

SCHOOLS DO NOT BUY IN TO THE SERVICE

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experianced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.		
	PPM	Helpdesk	Minor Works	Project manage'nt	Eastates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor				Other	
Beenham Primary School	X			X					X		X			X		<p>We had a small extension built in 2004. The service from the contractors and the West Berks project manager was ineffecient. With regard to PPM we had a lot of problems with our boilers last year. Kier seemed unable to fix them and it ended up costing the school a lot of money.</p>	<p>See previos for the reason why we do not use the project management service.</p>	<p>For our current building project we have employed an architect and are working closly with him to ensure compliance with all legal and West Berkshire requirements.</p>
Hungerford Primary School	X	X		X					X					X		<p>We find that whilst problems are 'solved' by contractors being sent to reapiir, etc. the prices charged are extreamly high and sometimes the service is shoddy. For instance, we 'paid' £700 for a repair on fire doors - (i.e. no choice - money is taken out of budget), repiar didn't work - worse than before we started and we are STILL trying to get the money refunded.</p>		
Englefield Primary School	X								X		X					<p>We only buy into PPM, do feel it is expensive, other schools outside of service seem to be able to source PPM contracts cheaper, don't quite understand why this can be if WBC is bulk buying. Occational problems with Kier just turning up and expecting to be able to carry out whatever inspection they are supposed to be carrying out, although they are getting better at making appointments.</p>	<p>Voluntary Aided School - use Diocese for large prject planning and construction. Use local maintenance people for other minor jobs - we were supportive of Property Services setting up a maintenance section but it just took too long to set up and organise, and very little feedback on what was happening, so we have sourced our own contractors.</p>	<p>Please previous comments.</p>

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.	
	PPM	Helpdesk	Minor Works	Project management	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor				Other
Lambourn Primary School	X	X							X		X	X			Replacement of retaining wall on school site for urgent health and safety reasons. Work completed OK but we were informed very late in the process that we would need to contribute 20% funding to the project, despite being advised earlier that West Berks would be paying the whole cost. Use of emergency system is viable in quality. Late call last week for intruder alarm did not result in swift action, and my caretaker was on site for over 2.5 hours chasing action. Not acceptable. Most other experience have been positive. We also try to achieve much of our reactive maintenance independantly to save costs, as call out and repair costs via helpdesk are so high. We are also considering best value implications for many of our contract arrangements, as we are repeatedly finding companies off direct charges more cheaply than via central contracts.		

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.	
	PPM	Helpdesk	Minor Works	Project manage'nt	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor				Other
St. Fininas Primary School	X									X					It seems the services they procure on our behalf are more expensive than could be obtained elsewhere. Whilst the convenience of booking via one number might be good, we are obligated to get best value. It is strange as bulk buying via the Council should be more cost effective. For example, the fire extinguishers checks & replacement: the engineer told me that we were charged a 10% uplift on the cost of a new extinguisher going via Kier, however his company were not allowed to sell direct to me as it would risk the contract. I am not really clear on what services I will be getting, when and how often and what it will involve. The invoices, which randomly appear on my email do not seem to correspond to anything in particular, and are often 'for information'. It would be more helpful if when we buy in we are given a schedule of works that happen, when they happen and how much they cost, and then the invoices correspond to this information exactly in order for us to track where we are on expenditure. An update every term would also be helpful - this is what you should have had done Diocese.		

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.	
	PPM	Helpdesk	Minor Works	Project manage'nt	Easates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor				Other
Mortimer ST. Johns	X	X	X	X						X	X	X		Current December/November 2008 onwards. Property Services unwilling to do feasibility study for a project for over 6 months. Education Assets not informing Property Services that school requested support. Property Services not actually managing the project (although meant to be), ie. project manager also suggesting/insisting that particular surveys/reports are undertaken and then not doing the surveys - resulting in massive time delays, stress and issues over best value. Current: buying into Property Services for reular maintenance of School's assets, but Property Services don't know what assets the school has and so not servicing the, resulting in dangerous situations.	Currently looking to buy in services elsewhere due to current poor experiances.		
Brimpton Primary School	X	X		X							X		X	Required quote for water hygiene from contractor, about Feb/March this year. Final quote given, very expensive and not in line with other quotes. Asked for the figures to be broken down so that I could compare but was not forthcoming. Generally the contractors work on site is good but expensive.			

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.
	PPM	Helpdesk	Minor Works	Project management	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor			
Park House School	X	X		X											<p>We use some services however we have issues with the following: Cost Lack of updates/communication/replies e.g. promises to call back but don't even via e-mail</p> <p>We have an excellent relationship with Health and Safety and tend to use them for advice</p> <p>We buy into PPM however this is not always a satisfactory service. Last year as part of PPM our gas heaters were serviced but I discovered they hadn't actually been serviced adequately (a break down happened and I called my own plumbers in).</p> <p>The staff on your help desk do not understand your needs asking me if I think its an emergency after explaining my need is a bit insulting. Especially for items such as I can't turn off the fire alarm its been ringing for an hour!</p>	<p>In house PAT testing by qualified caretaker. Advise sought from H&S re: regulations. Employment of qualified project manager on larger build (Astro).</p>

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.
	PPM	Helpdesk	Minor Works	Project management	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor			
Little Heath School															Little Heath stopped buying in to the West Berks maintenance service a few years ago for reasons of cost and efficiency. Instead of buying in to the West Berks service, the decision was made to increase the size of the school's team of site staff to enable maintenance and improvement works to be carried out more cost effectively and to the timescales required by the school.	The site staff team at Little Heath has been developed to include people with a broad range of tradesmen skills and experience that extend well beyond traditional caretaking. Within the team there is not only a broad range of skills but a wide range of experience of such matters as building regulations. If any potential issues arise relating to planning, advice is sought from West Berkshire (such as when we recently had some solar panels installed).
Spurcroft Primary School	X	X	X								X			In July 2008 there was a leak in our Foundation Roof. I contacted Mark Lewis who e-mailed Property Services and copied the school detailing that as the roof was replaced as part of the school's modernisation work it was covered by guarantee and that it should be repaired at no cost to the school or WB. Nothing happened, we pestered Property Services several times and D Davies our surveyor visited the site Autumn Term 2008. As yet no progress and no action and we keep pestering and we are still waiting. The leak is getting progressively worse, the internal tiles look appalling and it is in the area where prospective/new parents come to look to get an impression of the school. Why will we have to chase again and what do we need to do to ensure the Foundation children are educated in a room without a roof that is leaking with a bucket catching the drips this Autumn / Winter ?		

Item 5B3-Survey Results

School	Services bought into			Other services in Property used					Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.
	PPM	Helpdesk	Minor Works	Project management	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor	Other			
Yattendon Primary School	X	X	X							X						As a VA school, our capital funding is administered by the diocese. On a recent project, we employed an architect to project manage the process and ensure that all regulations and legislations were met and adhered to.	
Pangbourne Primary School	X	X	X	X					X		X	X	X	Property Services provide poor communication of maintenance costings to the schools on a monthly basis. The current year shows improvements but the data written on Agresso Reports often does not clearly explain what part of scheduled work has been completed (eg. 1st of 4 fire alarm checks). The financial values written on purchase orders often varies once property receive contractor invoices causing difficulty in schools putting correct commitment of prices on their ongoing budget estimates. Contractor invoices (we are told) are often received late- causing a manic processing of charges by Property in the last months of the financial year. In last 2 years surveyor support was poor. Now fully rectified by the efficient support of Maria Morris. Education Assets: Lack of project management to keep intended project building on track. Once £'s committed from Educ.Assets to a building project , the school simply waits for a further update. There seems a lack of progress chasing to keep Contractor estimates being made, decided on and a date to complete work.			
Garland Junior School															As a school we felt we could get better value and control over services by using our own contacts	We have contracts with SBS for boiler and heating maintenance. We carry out equipment maintenance with the same frequency as when we contracted to WB. We have a schedule of works. Building and planning we deal with ourselves assisted by a Governor.	

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.
	PPM	Helpdesk	Minor Works	Project manage'nt	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor			
St. Nicolas School															PPM – many contracts are cheaper (even when with the same companies). Greater control over dates, access arrangements and timely payment. Helpdesk – very expensive. Once I had established a list of professionals for emergency fixes, direct contact was easier and cheaper. Planned Minor Works – I can do the planning!!!!	VA school – not West Berks Property! For building work we use the diocese for advice and an architect. Schedule for regular testing and maintenance (just like you do) I have been invoiced for Jelnet service. I have no idea when this will happen and, despite speaking with Holly Palmer and Andy Green I still don't have an answer – this is only 1 contract, no wonder we manage the majority ourselves.
John O'Gaunt School	X	X	X						X	X		X		a) Refurbishment project at John O'Gaunt School - Lack of project control, lack of written information, lack of liaison with School: Jan – Sep 2009 b) Legionella remedial work (calorifier cannot maintain safe water temperature; showers have been out of use since Sep 2008! – lack of support: Feb – Sep 2009		
Westwood Farm Infants	X	X	X	X					X			X		Ongoing, slowness of service, lack of communication. Latest incident, school broken into 5th August, approx. visited 1 week later, we are still chasing poor Maria Morris to get them to send quote and do works reqd. The School is still vulnerable to another break in. Have come out of our contracts with ISS due to lack of service. Fire extinguishers still an issue, still waiting for more info from Kier. This has been going on since March. Contradictory advice given on a quote we did receive, I queried this and have still not heard. Poor quality of workmanship when disabled entrance fitted-Spring 09.		

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.
	PPM	Helpdesk	Minor Works	Project management	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor			
Inkpen Primary	X	X	X	X						X	X	X	X	We experienced numerous issues regarding the redevelopment work undertaken at the school. This has resulted in many meetings with Education assets, ROK and other contractors. We have also had ongoing issues regarding remedial fire work, Legionella and recurring property issues. The system appears very disjointed, and we are very unsure who is responsible for what and how processes work. It is very hit and miss whether we are advised in advance of maintenance calls, some ring ahead, others just arrive which is difficult to manage.		
Sulhampstead and Ufton Nurvet School	X	X								X						
Hungerford Nursery	X	X	X							X			X	Contractor and property unable to solve leaking room over a period of about 18 months – now repaired successfully. We believe contractor sent several engineers to explain heating controls – finally successful.		
Kennet School														We are able, as a school, to procure reliable contractors who can carry on the work efficiently and cost effectively. By having no middle man, we are able to get the job done sooner and can manage the quality of the work directly. We also have total say to when the work can be carried out during the school calendar	All major building alterations are notified to West Berkshire Assets Management Team prior to commencement. P Jenkins, Deputy Head, responsible to ensure all regulations are met. All heating, etc, annually maintained under contract to various companies and records are available.	

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.	
	PPM	Helpdesk	Minor Works	Project management	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor				Other
St. John's Evangelist School															St John the Evangelist was a Grant Maintained school in the 1990's and following change of status continued to use the services and contractors that had been set up previously. As an Aided school we also have the support and advice of the Diocesan Building Advisers and Capital Money comes straight into our bank accounts held with the Diocese. We have never been tempted to buy back from the Local Authority. A watching eye is kept on prices charged to locally maintained schools who buy back. I am always horrified by the quotes another school receives for maintenance work through the LA contract (sent often in error to me).	All Plant and Equipment is checked annually and more often as laid down by requirements. Contracts for Gas appliances, water pumps, water valves, fire equipment, fire panel, lightening conductors, automatic door service, kiln service, electrical testing etc all done under contract with various suppliers. System set up and runs smoothly. Reactive and emergency Maintenance is usually carried out by one of the school's contractors. Indemnity and public liability , suitably qualified etc. Best value principles are applied with 2/3 quotes received.	
Mrs Bland's School		X		X					X				X		New staffroom constructed in 2004 with bad roof design and internal rain water drain which resulted in several floodings of room. The cost to the school was an extra £5000 to put it right. Property project managed and approved the plans. Toilet refurbishments Reception 2007. Ongoing problems regarding percussion taps, water pressure, transfers for walls and access to drains. Project managed by property.	PPM. We have saved £1000pa by arranging this ourselves.	PPM is diarised and scheduled. Details of servicing and testing requirements taken from information provided by Property Dept.
Basildon Primary School	X	X	X	X						X					We felt less than supported by the Project Manager and relied heavily on direct communications with the contractor. The contractor has been proactive in arranging the meetings and follow through that we consider we paid the Project Manager to do within our fees.	We do presently but given concerns over more competitive pricing we find we are using them less often.	
St. Paul's Primary	X	X											X				
Theale Green School	X	X		X					X								

Item 5B3-Survey Results

School	Services bought into			Other services in Property used				Relationship between Education and Property		If experienced problems please indicate where.				Nature of problem	If services provided by Property not used please state why.	If Property Services is not used please state what alternative arrangements are in place.
	PPM	Helpdesk	Minor Works	Project manage'mt	Estates	Space Planning	Furniture removals	Other	Yes	No	Property Services Team	Education Assets Team	Contractor			
Unknown School	X			X						X					Never get straight answers, always costs more, sub-contractors think Council are paying and it's a limitless pot and so take advantage. A better, more cost effective, personal service is obtained by well qualified local service personnel and construction industry personnel.	We appoint our own Project Manager who is fully qualified and ensures that all aspects of the legal requirements are met. A better service, more effective service is given to the school.
Mortimer St. Mary's School															I have found that I can achieve best value much easier by organising this myself. Trademen come at a time which is convenient to me rather than them. I have more control over the quality of the work and consequently the payment for the work.	We are a VA school and are advised by them. I am aware of the legislation and seek advise with the Asset Management Team when necessary.

APPENDIX D - ACTION PLAN

1. Customer Focus				
Where do we want to be	How will we achieve this	Who will lead	Who is involved	Time-scale
Customer involvement in developing needs and expectations	Undertake survey of customers view of service to establish corrective actions necessary	HoS	HoS	Completed
Clear understanding of roles and responsibilities	Complete Service Level Statement's for service delivery with clients	HoS	Team Managers Corporate Board	March 2009
Effective system that handles queries and complaints	Implementation of ISO 9000 Quality Management System (QMS) The standard has a strong focus on the customer needs and expectations	HoS	Team Managers	March 2011
2. Communication				
Where do we want to be	How will we achieve this	Who will lead	Who is involved	Time-scale
Effective and timely communications	Monthly reports issued to clients in accordance with PMM	All Managers	All staff	Implemented
Effective processes and procedures	Fully embed PMM within all projects undertaken by Projects team and roll out PMM to Maintenance activities. Implement QMS	Projects Team Manager	All staff	April 2009 March 2011
Regular communications with customers.	Develop regular 'account' contact with key clients: <ul style="list-style-type: none"> • Cultural Services • Children Services • Older People Services • Education 	HoS	Maintenance and Projects Managers	January 2009 - ongoing
Provide advice and information	Publish monthly newsletter for Education and other properties.	Maintenance Manager's	All staff	Implemented
Share property information across the Council	Install new information web based property database accessible by clients	Information Officer	All staff	2009-2011

APPENDIX D - ACTION PLAN

3. Technical and Management Competency				
Where do we want to be	How will we achieve this	Who will lead	Who is involved	Time-scale
Managers to provide better service planning strategic overview and greater leadership of teams	Implement new organisational structure	HoS	All staff	April 2009 – in progress
Robust performance management	Develop key performance indicators to accurately represent service delivery. Revise current indicators accordingly and ensure they are accurately reported.	Team Managers	Team Managers HoS	January 2010
Strengthened links between individual and organisational performance.	By use of appraisals management	Team Managers	All staff	Annually
Maximise the personal development of all staff	By use of appraisals management	Team Managers	All staff	Annually
Maximise the skills of all staff	Undertake a skills audit	HoS	Team Managers, All staff	March 2010
4. Resources Levels				
Where do we want to be	How will we achieve this	Who will lead	Who is involved	Time-scale
Maximise capacity of existing staff.	Implement new organisational structure. Review workload and ensure processes are in place to measure	HoS	All staff	April 2009
5. Process and Procedures				
Where do we want to be	How will we achieve this	Who will lead	Who is involved	Time-scale
Robust Quality Management procedures	Implementation of ISO 9000 Quality Management System.	HoS	Team Managers	March 2011
Effective processes and procedures	Fully embed PMM within all projects undertaken by Projects team and roll out PMM to Maintenance activities.	Projects Team Manager	All staff	March 2010

APPENDIX D - ACTION PLAN

6. Value for Money				
Where do we want to be	How will we achieve this	Who will lead	Who is involved	Time-scale
Established service level of performance	To bench mark property Services against other Local Authorities and National Standards.	HoS	Team Managers	March 2009
Defined budget responsibilities	Realign budget responsibilities to Team Managers	HoS	Team Managers/Finance	Completed
Highly efficient and effective procurement vehicle for reactive and planned maintenance works	Develop a new maintenance contract	Maintenance Manager	All WBC stakeholders	April 2011
Highly efficient and effective procurement vehicle for minor works	Implement Berkshire wide Framework Agreement for Minor Works	Maintenance Manager	All Berkshire Unitary Authorities	April 2010

Title of Report:	Education budget monitoring	Item 6
Report to be considered by:	Resource Management Select Committee	
Date of Meeting:	19 October 2009	

Purpose of Report: To discuss the reasons behind the budget overspend reported in Education.

Recommended Action: To note the reasons for the overspend, procedures in place and actions being taken to address issues in order to consider, where appropriate, areas for improvement.

Key background documentation: 2008/09 revenue outturn papers (circulated with the meeting papers of 30 June 2009)

Resource Management Select Committee Chairman	
Name & Telephone No.:	Councillor Jeff Brooks – Tel (01635) 47391
E-mail Address:	jeff.brooks@westberkslibdems.org.uk

Contact Officer Details	
Name:	Stephen Chard
Job Title:	Policy Officer (Scrutiny Support)
Tel. No.:	01635 519462
E-mail Address:	schard@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 At the Resource Management Select Committee held on 30 June 2009, concerns were raised regarding the overspend and the change to variances within some directorates and service areas in the 2008/09 financial year.
- 1.2 Members expressed particular concern at the overspend within Education which was primarily due to home to school transport.
- 1.3 The month 4 report for the 2009/10 financial year, received by the Resource Management Select Committee on 22 September 2009, advised that a pressure was again expected on home to school transport.
- 1.4 It was agreed therefore that the Parent and Student Advice Centre Manager and the Transport Services Manager would be invited to discuss the reasons for the overspend, procedures in place and actions being taken to address issues, and to answer any questions.

2. Recommendation

- 2.1 The Select Committee is asked to note the information provided to consider, where appropriate, areas for improvement.

Appendices

There are no Appendices to this report.

Title of Report:	Disabled Facilities Grants	Item 7
Report to be considered by:	Resource Management Select Committee	
Date of Meeting:	19 October 2009	

Purpose of Report: To inform Members about the budget profile for disabled facilities grants

Recommended Action: For information only

Reason for decision to be taken: For information only

Other options considered: N/A

Key background documentation: Housing Grants and Regeneration Act 1996
Regulatory Reform (Housing Assistance) (England and Wales) Order 2002
The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008 (SI 2008/1189)
The Housing Renewal Grants (Amendment) (England) Regulations 2008 (SI 2008/1190)
Private Sector Housing Renewal Policy, September 2007
Building Better Lives, Audit Commission, September 2009

The proposals contained in this report will help to achieve the following Council Plan Priority(ies):

- CPP1 – Support our communities through the economic recession** – to alleviate the impact on different communities and individuals who find themselves out of work and/or disadvantaged
- CPP2 – Raise levels of educational achievement** – improving school performance levels
- CPP3 – Reduce West Berkshire’s carbon footprint** – to reduce CO₂ emissions in West Berkshire and contribute to waste management, green travel, transportation and energy efficiency

The proposals will also help achieve the following Council Plan Theme(s):

- CPT1 - Better Roads and Transport**
- CPT2 - Thriving Town Centres**
- CPT3 - Affordable Housing**
- CPT4 - High Quality Planning**
- CPT5 - Cleaner and Greener**
- CPT6 - Vibrant Villages**
- CPT7 - Safer and Stronger Communities**
- CPT8 - A Healthier Life**
- CPT9 - Successful Schools and Learning**
- CPT10 - Promoting Independence**

- CPT11 - Protecting Vulnerable People**
- CPT12 - Including Everyone**
- CPT13 - Value for Money**
- CPT14 - Effective People**
- CPT15 - Putting Customers First**
- CPT16 - Excellent Performance Management**

The proposals contained in this report will help to achieve the above Council Plan Priorities and Themes by:

Offering adaptations to vulnerable older and disabled people to enable them to continue living in their own home and to maximise their independence. Mechanisms are in place to ensure that the cost of adaptations is competitive whilst also meeting the needs of individuals.

Portfolio Member Details	
Name & Telephone No.:	Councillor Alan Law - Tel (01491) 873614
E-mail Address:	alaw@westberks.gov.uk
Date Portfolio Member agreed report:	06 th October 2009

Contact Officer Details	
Name:	Melanie Brain
Job Title:	Housing Strategy Manager
Tel. No.:	01635 519403
E-mail Address:	mbrain@westberks.gov.uk

Executive Summary

1. Introduction

1.1 The Resource Management Select Committee has asked for information concerning the profiling of the Disabled Facilities Grant (DFG) programme. Specifically, they have asked for information on:

- Commitment and spend of budget
- Process for allocation of budget
- Details of Government and Council investment for DFG

2. The DFG Programme

- 2.1 The current budget for DFG is £1,493,200, of which £39,390 is for staffing costs and £93,830 is for core funding to the HIA. There is therefore £1,359,980 available directly for grant awards, of which the Government contributes £648,000 and the Council contributes £711,980.
- 2.2 The number of DFGs approved annually is increasing, in line with demographic trends and the Council's and the Council's commitment to enable people to remain independent in their own homes. In 2003/4 there were 80 DFGs approved, increasing to 168 in 2008/09. To 30/09/09 in 2009/10, there have been 105 approvals.
- 2.3 The Council manages the approval system, according to the assessed priority of the application. All Emergency and High priority applications are approved on receipt, subject to the application being in order. Medium and Low priority applications are placed onto a waiting list which is reviewed by the DFG Panel on a monthly basis. All applications are approved within the legislative requirement of 6 months.
- 2.3 The Council has made a commitment to pay a grant at the point that they approve the grant application. This is the point at which a purchase order would normally be raised on the Agresso system for any other type of activity.
- 2.4 The Council's Private Sector Housing Renewal Policy, and the terms and conditions of the grant, state that the Council will pay the grant directly to the approved contractors on behalf of the grant recipient. The contractual arrangement for the works however, is between the grant recipient and the contractor. This means that a purchase order cannot be raised on Agresso, as the grant contractual arrangement is between the recipient and the Council, but the Council is paying a contractor with whom they have no contractual arrangement.
- 2.5 The Capital Programme Monitoring Report commitment column is generated from the General Ledger by Agresso. As purchase orders for DFG are not raised through Agresso, the commitment for spend is not identified in the way that it is for other capital budgets. A note is always added to the Capital programme monitoring report to identify the current commitment but this may not be immediately obvious

Executive Report

1. Introduction

1.1 The Resource Management Select Committee has asked for information concerning the profiling of the Disabled Facilities Grant (DFG) programme. Specifically, they have asked for information on:

- Commitment and spend of budget
- Process for allocation of budget
- Details of Government and Council investment for DFG

2. Background

2.1 The Council has a statutory duty to offer mandatory Disabled Facilities Grants (DFG) under the Housing Grants and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

2.2 The Act sets out the maximum grant limit, which is currently £30,000, prescribes the means test (known as the 'test of resources') applicable to grant application, identifies who is eligible to apply for a grant, and sets out which works can be paid for by a grant (see Appendix A).

2.3 In 2008, two Statutory Instruments were published, which widened the scope of works permitted, updated the test of resources and issued a general consent to provide Local Authorities the discretion to impose a limited charge on adapted properties of owner occupiers if it is sold within ten years.

2.4 Executive considered a report on 10th July 2008, which updated them on the changes introduced by the Statutory Instruments. Executive approved the use of limited charges on certain adapted properties.

3. The DFG Programme

3.1 The following table details the number of grants, the total value of grants and the average cost per grant, over the last 6 years.

Disabled Facilities Grants							
	2003/04	2004/5	2005/06	2006/07	2007/08	2008/09	2009/10 01/04/09 to 30/09/09
No. of Grants Awarded	80	114	143	136	148	168	105
Total Cost of Grants	456,686	645,356	822,556	871,735	894,270	1,222,613	676,714
Average Cost per grant	5709	5661	5752	6410	6042	7277	6445

3.2 The table demonstrates growing demand for DFG, reflecting the known demographic trends and the Council's commitment to enable people to remain independent in their own homes. Grant approvals in 2009/10 have already exceeded those approved at the same point last year.

- 3.3 In addition to the approvals above, there are currently 185 applicants awaiting assessment for a DFG by an Occupational Therapist (OT) and 62 applications in progress (i.e. the OT has made recommendations and the relevant agency is supporting the applicant to make a full application). This demonstrates considerable latent demand within the current DFG system.
- 3.4 The current budget for DFG is £1,493,200, of which £39,390 is for staffing costs and £93,830 is for core funding to the HIA. There is therefore £1,359,980 available directly for grant awards, of which the Government contributes £648,000 and the Council contributes £711,980.
- 3.5 It is worth noting that a recent Audit Commission Report, 'Building Better Lives', published in September 2009, identified that "spending between £2,000 and £20,000 on adaptation that enable an elderly person to remain in their own home can save £6,000 per year in care costs".

4. The DFG Process

- 4.1 The process for allocating grant is complex. Enquiries are referred either to the Home Improvement Agency (HIA), Ridgeway Care & Repair, which was established as part of a joint contract with Reading and Wokingham Councils in 2008 or to Sovereign Housing Association if they are a Sovereign tenant. A preliminary Test of Resources (pTOR) is undertaken to establish whether the applicant financially qualifies for a grant. The test of resources is set nationally.
- 4.2 If the applicant does qualify financially, they are referred to an Occupational Therapist who must assess the applicant and make recommendations on what works are "necessary and appropriate". The Private Sector Housing Officer must determine whether the works are "reasonable and practicable".
- 4.3 The recommendations are then sent back to Ridgeway Care & Repair or Sovereign, who will draw up a Schedule of Works and either put the works out to tender or price it according to a Schedule of Rates. The relevant agency will also support the applicant to complete the full application form and submit it to the Council for approval. A final test of resources is carried out before approval.
- 4.4 When the OT makes their recommendations, they prioritise the application according to need: Emergency, High, Medium and Low. Due to the high level of demand, the Council introduced a mechanism to manage the flow of applications, according to priority, in the Private Sector Housing Renewal Policy, adopted in September 2007.
- 4.5 The mechanism splits the DFG budget into 12 equal instalments. All Emergency or High priority applications are approved, subject to the full application being in order, in the month that they are received. All Medium and Low priority applications are placed onto a DFG Panel waiting list. The DFG Panel meets once a month and considers all those applicants who are awaiting approval, having regard to how much is left within that month's budget, whether any needs have changed since the original OT assessment and any other mitigating factors. The DFG Panel can increase someone's priority, approve the application or hold the application to the next month.

- 4.6 The legislation requires that all applications must be approved within 6 months of receipt of the application. The DFG Panel monitors this to ensure that no applicant waits longer than 6 months from receipt of application. Applicants with medium or low priority can wait between 2 and 6 months from receipt of application for approval, although the DFG Panel always approves applications if there is sufficient budget remaining from the monthly split.
- 4.7 Managing the budget in this way ensures that applications are considered on an equitable basis and that approval is not dependent upon the time of year in which the application is submitted. It also allows a small degree of control over the flow of applications being approved.
- 5. Commitment and Spend of Budget**
- 5.1 The Council has made a commitment to pay a grant at the point that they approve the grant application. This is the point at which a purchase order would normally be raised on the Agresso system for any other type of activity.
- 5.2 The Council's Private Sector Housing Renewal Policy, and the terms and conditions of the grant, state that the Council will pay the grant directly to the approved contractors on behalf of the grant recipient. The contractual arrangement for the works however, is between the grant recipient and the contractor. This means that a purchase order cannot be raised on Agresso, as the grant contractual arrangement is between the recipient and the Council, but the Council is paying a contractor with whom they have no contractual arrangement.
- 5.3 The Capital Programme Monitoring Report commitment column is generated from the General Ledger by Agresso. As purchase orders for DFG are not raised through Agresso, the commitment for spend is not identified in the way that it is for other capital budgets. A note is always added to the Capital programme monitoring report to identify the current commitment but this may not be immediately obvious.
- 5.4 When the Council receives the relevant invoices for the grant, they are checked against the grant and sent to Exchequer for payment. At this point, spend is put onto Agresso and is picked up in the monitoring reports.
- 5.5 It is important to note that once a grant has been approved, the recipient has 12 months in which to complete the work and claim the grant. This is a legislative requirement and means that grants approved in one financial year may be paid, or part-paid in the following financial year.

Appendices

Appendix A – Eligible Works for DFG

Consultees

Local Stakeholders: N/A

Officers Consulted: Teresa Bell, Corporate Director
Simon Freeman, Finance Manager

Trade Union: N/A

Appendix A

Eligible Works for DFG

The purposes for which mandatory disabled facilities grants may be given are set out in section 23(1) of the Housing Grants, Construction and Regeneration Act 1996. The works cover the following categories:

- **Facilitating access and provision**
For example, access to or from a dwelling, access to a room used as the principal family room, access to a room in which there is a WC and bath or shower, and access to facilities for preparation and cooking of food.
- **Making a building or dwelling safe**
For example, provision of lighting, adaptation to minimise danger where a disabled person has behavioural problems which cause him/her to act in a boisterous or violent way and an enhanced alarm system.
- **Room usable for sleeping**
- **Bathroom**
- **Facilitating preparation and cooking of food**
- **Heating, lighting and power**
- **Dependent residents**
This allows for works to a dwelling required to enable a disabled person better access and movement in order to care for another person who normally resides there: the dependent being cared for need not be disabled.
- **Common Parts**
For example, limited works to facilitate access through the common parts, or facilitating use by a disabled person, of a source power, lighting or heating in common parts.

The Statutory Instruments published in May 2008, brought access to the garden within the scope of the DFG, either to facilitate access to and from a garden by a disabled occupant, or making access to a garden safe for a disabled occupant.

Title of Report:	Establishment Report Quarter 1 2009/10	Item 8
Report to be considered by:	Resource Management Select Committee	
Date of Meeting:	19 October 2009	
Forward Plan Ref:	EX1793	

Purpose of Report: To receive a report on the changes to the Council's Establishment over the first quarter of 2009/10.

Recommended Action: To note the report.

Resource Management Select Committee Chairman	
Name & Telephone No.:	Councillor Jeff Brooks – Tel (01635) 47391
E-mail Address:	jeff.brooks@westberkslibdems.org.uk
Contact Officer Details	
Name:	Stephen Chard
Job Title:	Policy Officer (Scrutiny Support)
Tel. No.:	01635 519462
E-mail Address:	schard@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 This report sets out the 2009/10 Quarter 1 Establishment Report which has been received by Management Board and the Executive. The report and appendices are attached at Appendix A and show establishment trends over the past 4 quarters; trends in funding for established posts; and overtime, casual workers and agency spend by Directorate.
- 1.2 The Head of Human Resources will attend the Select Committee to provide further information and answer any questions.

Appendices

Appendix A – Establishment Report – Quarter 1 2009/10

Title of Report:	Establishment Report Quarter One 2009/10	Appendix A
Report to be considered by:	Executive	
Date of Meeting:	8 th October 2009	
Forward Plan Ref:	EX1793	

Purpose of Report: To report on changes to the Council's Establishment over the first quarter of 2009/10.

Recommended Action: To note the report.

Reason for decision to be taken: This report is for information only and forms part of the Council's Corporate Governance arrangements.

Key background documentation: HR Resourcelink Database
Q2 Establishment Report 2008/09
Q3 Establishment Report 2008/09
Q4 Establishment Report 2008/09
Agresso data
Payroll data

The proposals will also help achieve the following Council Plan Themes:

CPT13 - Value for Money

The proposals contained in this report will help to achieve the above Council Plan Themes and Outcomes by:
Monitoring the Council's Establishment.

Portfolio Member Details	
Name & Telephone No.:	Councillor Anthony Stansfeld - Tel (01488) 658238
E-mail Address:	astansfeld@westberks.gov.uk
Date Portfolio Member agreed report:	4 th September 2009

Contact Officer Details	
Name:	Robert O'Reilly
Job Title:	Head of Human Resources
Tel. No.:	01635 519358
E-mail Address:	roreilly@westberks.gov.uk

Implications

- Policy:** There are no direct policy implications associated with this report.
- Financial:** Increases in the Establishment can only be approved if the budget is in place and if agreement is obtained through the Establishment Control Procedure and the Budget Monitoring Panel.
- Personnel:** These are integral to the report.
- Legal:** There are no implications
- Property:** There are no implications
- Risk Management:** There are no implications
- Equalities Impact Assessment:** There are no implications

Is this item subject to call-in?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
If not subject to call-in please put a cross in the appropriate box:		
The item is due to be referred to Council for final approval	<input type="checkbox"/>	
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>	
Delays in implementation could compromise the Council's position	<input type="checkbox"/>	
Considered or reviewed by Overview and Scrutiny Commission or associated Task Groups within preceding six months	<input type="checkbox"/>	
Item is Urgent Key Decision	<input type="checkbox"/>	

Executive Summary

1. WBC Funded & DSG Grant Establishment

- 1.1 Over quarter one 2009/10 there has been a decrease of WBC funded FTE by 2.05 FTE.
- 1.2 There have been various new posts added to the WBC funded Establishment over the quarter, but these have not contributed to the overall Establishment increase as several other posts have been deleted or decreased in FTE.
- 1.3 The total change in WBC funded (including DSG) Establishment over the past year can be seen in the table below:

WBC Funded (including DSG) Establishment						
Q1 FTE 2008/2009	Q2 FTE 2008/2009	Q3 FTE 2008/2009	Q4 FTE 2008/2009	Q1 FTE 2009/2010	Total difference over the year	% Difference over Year
1567.82	1568.07	1584.55	1573.78	1571.73	3.91	0.25

2. External and Joint Funded Establishment

- 2.1 The externally funded Establishment has increased by 15.98 FTE this quarter; the amount of joint funded FTE is unchanged.
- 2.2 The overall increase in Establishment FTE for this quarter is externally funded; however the total increase is less than the amount of newly established FTE. This is due to several other posts being deleted or being decreased in FTE.
- 2.3 The total FTE which is externally and jointly funded now totals 185.37 FTE, compared to 169.39 at the end of quarter four. The changes are summarised in the table below.

Joint and External Funding Establishment						
Q1 FTE 2008/2009	Q2 FTE 2008/2009	Q3 FTE 2008/2009	Q4 FTE 2008/2009	Q1 FTE 2009/2010	Total difference over the year	% Difference over Year
162.85	175.52	173.80	169.39	185.37	22.52	13.83

3. Proposal

- 3.1 None – for information only

4. Conclusions

- 4.1 The overall Establishment has increased over the quarter. The total Establishment at the end of quarter 1 2009/10 is 1757.10 FTE, an increase of 13.93 FTE when compared to the total of 1743.17 FTE at the end of quarter 4 2008/09.
- 4.2 The amount of vacant FTE has decreased by 6.37 FTE this quarter.
- 4.3 The rolling annual turnover rate (which includes quarter 1) was 11.83%. For comparison the rate at quarter 1 2008/09 was 11.85%.
- 4.4 The Budget Monitoring Panel (formerly Recruitment Panel) deleted 4.41 FTE from the Establishment during quarter 1.

Executive Report

1. Introduction

- 1.1 The data used to complete this report is taken from the HR/Payroll system Resourcelink and previous quarterly Establishment reports.

2. Headlines

- 2.1 The overall Establishment has increased to 1757.10 FTE between the two quarters; increasing from 1743.17 FTE to 1757.10 FTE. The changes are made up as follows:

Chief Executive	+ 0.16 FTE
Children and Young People	+ 13.29 FTE
Community Services	+ 3.01 FTE
Environment	- 2.52 FTE

3. WBC (and DSG) Funded Establishment

- 3.1 There has been a decrease of 2.05 FTE of WBC funded (including DSG) FTE (1571.73 FTE compared to 1573.78 FTE at the end of quarter 4 2008/09).
- 3.2 The table below shows how the Establishment has changed by service area compared to quarters 2, 3 and 4 2008/09. A summary of funding by directorate can be seen later in this report and in Appendix 2.

	WBC Funded (including DSG) Establishment			
	Q2 2008/09 FTE	Q3 2008/09 FTE	Q4 2008/09 FTE	Q1 2009/10 FTE
CEO & Support	2.00	2.61	2.42	2.42
Benefits & Exchequer	77.06	77.07	77.07	77.07
Finance	62.22	62.00	62.00	62.00
Human Resources	28.55	28.61	28.31	29.32
ICT	51.22	53.22	53.61	53.76
Legal & Electoral Services	29.78	29.78	28.78	28.78
Policy & Communication	50.15	49.72	49.33	48.75
Property	33.00	33.00	33.00	31.59
Special Projects	4.00	4.00	4.00	4.00
Total Chief Executive	337.99	340.02	338.53	337.71
Children and Youth Services	190.52	190.52	188.05	178.77
Children's Commissioning & Quality	22.03	19.53	19.53	19.53
Customer Services	45.10	45.10	41.61	41.61
Education Services	133.58	139.53	135.45	149.03
Director & Support	2.00	2.00	2.00	2.00
Total Children and Young People	393.23	396.68	386.63	390.94

	WBC Funded (including DSG) Establishment			
	Q2 2008/09 FTE	Q3 2008/09 FTE	Q4 2008/09 FTE	Q1 2009/10 FTE
Community Care and Well-being	111.96	111.12	108.93	102.94
Cultural Services	84.78	85.90	87.36	85.55
Housing and Performance	56.65	55.65	54.24	62.14
Older Peoples Services	319.24	319.39	315.39	311.30
System Transformation	2.00	2.00	2.00	2.00
Director & Support	2.00	2.00	2.00	2.00
Total Community Services	576.63	576.06	569.93	565.93
Countryside & Environment	74.95	74.35	74.18	74.04
Highways & Transport	92.19	104.36	112.88	114.50
Planning & Trading Standards	91.08	91.08	89.62	86.62
Director Support	2.00	2.00	2.00	2.00
Total Environment	260.22	271.79	278.68	277.15
GRAND TOTALS	1568.07	1584.55	1573.78	1571.73

3.3 There have been small changes across many services this quarter.

3.4 Although it would appear from the table above that the Establishment of Children and Youth Services has significantly decreased, the FTE has been transferred to Education Services. The Disabled Children's Team (9.88 FTE) transferred from Children and Youth Services to Education Services.

3.5 Several posts transferred from Community Care and Well-Being and Older People's Services to Housing and Performance.

3.6 The change in WBC funded (including DSG) Establishment by directorate over the past year can be seen in the table below:

	WBC Funded (including DSG) Establishment						
	Q1 FTE 2008/2009	Q2 FTE 2008/2009	Q3 FTE 2008/2009	Q4 FTE 2008/2009	Q1 FTE 2009/2010	Total difference over the year (FTE)	% Difference over Year
Chief Executive	336.57	337.99	340.02	338.53	337.71	1.14	0.34
Children and Young People	396.29	393.23	396.68	386.63	390.94	-5.35	-1.35
Community Services	577.74	576.63	576.06	569.93	565.93	-11.81	-2.04
Environment	257.22	260.22	271.79	278.68	277.15	19.93	7.75
Total	1567.82	1568.07	1584.55	1573.78	1571.73	3.91	0.25

3.7 The largest FTE decrease is within the Community Services directorate, where the WBC funded Establishment has decreased by 4.00 FTE. Both the Chief Executive's directorate and Environment also slightly decreased.

3.8 The only increase of WBC funded FTE this quarter was in the Children and Young People's directorate (4.31 FTE).

- 3.9 Over the year, two directorates show a percentage decrease in WBC funded FTE and two show an increase. The most notable increase is within the Environment directorate. The WBC funded Establishment has increased by 0.25% compared to quarter 1 2008/09.
- 3.10 During the quarter there were several new WBC funded posts added to the Establishment (8.62 FTE). However, due to post deletions and FTE decreases over the quarter, the WBC funded Establishment decreased by 2.05 FTE.
- 3.11 The overall increase in Establishment FTE for this quarter is not WBC funded.

DSG Funded posts

- 3.12 Since quarter 3 2008/09 this report has included information about posts which are wholly funded via the Dedicated Schools Grant (DSG). This money is paid into the Revenue fund and as such is within the WBC funded Establishment. DSG accounts for 22.28 FTE on the Establishment. In quarter 4 the amount of DSG funded FTE was 19.57. This figure does not include posts which are partially funded via the DSG.

4. Externally Funded and Joint Funded Establishment

- 4.1 Externally funded FTE has increased to 141.03 FTE over the quarter; an increase of 15.98 FTE when compared to 125.05 FTE at the end of quarter 4. Joint funded FTE has not changed this quarter, remaining at 44.34 FTE.
- 4.2 The table below shows how the joint and externally funded posts on the Establishment have changed by service area compared to quarters 2, 3 and 4 2008/09. A summary of funding by directorate can be seen later in this report and in Appendix 2.

	Joint Funded Establishment				External Funded Establishment			
	Q2 FTE 2008/0 9	Q3 FTE 2008/0 9	Q4 FTE 2008/0 9	Q1 FTE 2009/1 0	Q2 FTE 2008/0 9	Q3 FTE 2008/0 9	Q4 FTE 2008/0 9	Q1 FTE 2009/1 0
CEO & Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Benefits & Exchequer	0.00	0.00	0.00	0.00	2.00	2.00	2.00	2.00
Finance	1.00	1.00	1.00	1.00	0.00	0.00	0.00	1.00
Human Resources	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ICT	1.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00
Legal & Electoral Services	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00
Policy & Communication	0.76	0.76	0.76	0.76	3.81	3.81	3.81	3.81
Property	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Special Projects	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1.00
Total Chief Executive	3.76	3.76	3.76	3.76	8.81	8.81	8.81	9.81

How the joint and externally funded posts on the Establishment have changed by service area compared to quarters 2, 3 and 4 2008/09 – continued.

	Joint Funded Establishment				External Funded Establishment			
	Q2 FTE 2008/0 9	Q3 FTE 2008/0 9	Q4 FTE 2008/0 9	Q1 FTE 2009/1 0	Q2 FTE 2008/0 9	Q3 FTE 2008/0 9	Q4 FTE 2008/0 9	Q1 FTE 2009/1 0
Children and Youth Services	10.86	10.85	9.85	9.85	18.28	19.56	19.07	20.07
Children's Commissioning & Quality	2.77	2.77	2.77	2.77	5.81	6.41	6.41	6.41
Customer Services	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Education Services	4.50	5.10	4.10	4.10	61.46	57.07	58.88	0.00
Director & Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	66.86
Total Children and Young People	18.13	18.72	16.72	16.72	85.55	83.04	84.36	93.34
Community Care and Well-being	14.10	14.11	13.30	13.30	0.94	1.93	0.32	0.32
Cultural Services	0.76	0.76	1.76	1.76	1.41	1.41	1.41	1.41
Housing and Performance	5.00	4.00	4.00	4.00	5.00	5.00	4.00	7.00
Older Peoples Services	2.00	2.00	2.00	2.00	11.72	11.92	11.61	12.61
System Transformation	0.00	0.00	0.00	0.00	0.00	1.00	1.00	4.00
Director & Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Community Services	21.86	20.87	21.05	21.05	19.07	21.26	18.35	25.35
Countryside & Environment	1.81	1.81	1.81	1.81	3.80	3.80	2.80	1.80
Highways & Transport	1.00	0.00	0.00	0.00	2.00	2.00	2.00	2.00
Planning & Trading Standards	1.00	1.00	1.00	1.00	8.73	8.73	8.73	8.73
Director Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Environment	3.81	2.81	2.81	2.81	14.53	14.53	13.53	12.53
GRAND TOTALS	47.56	46.16	44.34	44.34	127.96	127.64	125.04	141.03

4.3 The change in joint and externally funded Establishment by directorate over the past year can be seen in the table below:

	Joint and External Funding Establishment						
	Q1 FTE 2008/2009	Q2 FTE 2008/2009	Q3 FTE 2008/2009	Q4 FTE 2008/2009	Q1 FTE 2009/2010	Total difference over the year	% Difference over Year
Chief Executive	13.57	12.57	12.57	12.57	13.57	0.00	0.00
Children and Young People	89.74	103.68	101.76	101.08	110.06	20.32	22.64
Community Services	40.20	40.93	42.13	39.40	46.40	6.20	15.42
Environment	19.34	18.34	17.34	16.34	15.34	-4.00	-20.68
Total	162.85	175.52	173.80	169.39	185.37	22.52	13.83

4.4 The table above demonstrates that the Establishment increase over the year is largely due to joint and external funding, an increase of 13.83% when compared to quarter 1 2008/09. This is particularly noticeable in the Children and Young People directorate where the joint and externally funded Establishment has grown by 22.64% compared to this time last year. This is mainly due to external funding for the Local Authority to take responsibility for children’s centres.

4.5 It should be noted that whilst it appears that Environment has had a large percentage decrease in Establishment through joint or external funding, due to the small numbers involved it has only decreased by 4.00 FTE.

4.6 Over the year, two directorates show a percentage increase in joint and externally funded FTE, one shows an increase and one is unchanged. The joint and externally funded Establishment has increased by 13.83% when compared to quarter 1 2008/09.

4.7 During the quarter there were several new externally funded posts added to the Establishment (17.00 FTE). Due to post deletions and FTE decreases over the quarter, the overall Establishment increase is less than this.

4.8 The overall increase in Establishment FTE for this quarter is externally funded.

5. Restructures

5.1 There were no restructures during quarter one 2009/10.

6. Directorate Commentaries

6.1 Chief Executive

6.2 The Chief Executive’s Directorate Establishment has increased by 0.16 FTE over the quarter.

Key points:

- Within HR this quarter a fixed term post was established to assist with the delivery of the Timelord programme (1.0 FTE for 6 months only; capital funded).
- The Schools' Health and Safety Team has established a new Health and Safety Assistant post (1.0 FTE; funded from schools' buy-back).
- A part-time Policy Officer has been deleted from the Establishment of Policy and Communication (0.58 FTE; WBC funded).
- Within ICT the EDRMS Administrator post increased its FTE slightly using existing FTE from the Countryside and Environment Establishment (0.15 FTE; WBC funded).
- As part of the Budget Monitoring Panel's review of vacant posts, a Cleaner post was deleted from Property's Establishment (1.41 WBC funded FTE).

6.3 Children & Young People

6.4 The Establishment of the Directorate has increased by 13.29 FTE over the last quarter. This increase is largely due to the establishment of new externally funded posts.

Key points:

- Children's Services has been re-named Children and Youth Services this quarter to more accurately reflect the duties and responsibilities of the service.
 - The Establishment of Children and Youth Services has decreased over the quarter but this is principally due to the internal transfer of the Disabled Children's Team (9.88 FTE) to Education Services.
 - One full-time WBC funded Residential Child Care Officer post was deleted.
 - The Connexions Personal Adviser post increased FTE from 2.50 to 3.60 to bring the Establishment in line with the planned 09/10 budget build. This is WBC funded.
 - A new Graduate Social Worker post was established under the nationally funded scheme to recruit and train social workers. This post is externally funded and fixed term and was agreed by Members.
 - A part-time Social Worker post (0.50 FTE) returned to its pre-established hours following a temporary reduction in FTE.
- Within Customer Services the Establishment has remained constant. One full-time post was established and one was deleted. The established post is fixed term for an initial three months. The post is required to support the changes to the Bulky Waste Collection procedures.

- The Establishment of Education Services has increased by 21.57 FTE over the quarter. As mentioned above, 9.88 FTE of this is the transfer of the Disabled Children's Team from Children and Youth Services to Education. 3.21 FTE of the increase is WBC funded and 8.68 is externally funded. 0.20 externally funded FTE was deleted during the quarter.
 - Two new posts were established to enable WBC to meet its statutory duties with regard to Traveller education. These are both part-time posts (0.70 FTE and 0.80 FTE) and are WBC funded. The Thames Valley Traveller Education Service has been disaggregated and WBC has set up its own service, as previously agreed by Members.
 - Four new externally funded full-time posts were established as agreed to enable WBC to respond to the needs of children requiring 1:1 support and also to support schools with raising standards for early literacy (Bi-lingual Teaching Assistant, One to One Tuition Co-ordinator, Primary School Improvement Consultant, Communication Language and Literacy Consultant).
 - WBC has been awarded a specific grant from the DCSF to fund a 14-19 Transport and Access Project Manager post. This post will work on the 14-19 curriculum, including the new diplomas.
 - The post of ICT Consultant was increased to 1.0 FTE to bring the Establishment in line with the 2009/10 agreed budget build.
 - Newly agreed DSG funding allowed the ASD Advisory Teacher post to be increased to 2.0 FTE. This is in response to the increased numbers of pupils with ASD in mainstream schools. The post of Schools' Safeguarding Worker was also established using DSG monies.
 - To meet the needs of vulnerable unaccompanied asylum seeking children an externally funded Teaching Assistant post was established.
 - Three new externally funded Children's Centre posts were added this quarter.

6.5 Community Services

- 6.6 The establishment of the Directorate has increased by 3.01 FTE over the last quarter. Some of the newly established FTE is WBC funded and some externally funded.

Key points:

- The Establishment of Community Care and Well-Being has decreased over the quarter. Two full-time posts have been deleted (Support Services Officer and Operational Manager) and four full-time posts have been transferred to Housing and Performance.

- Within Cultural Services the Visitor Services Officer post increased to 1.0 FTE to reconcile the Establishment with the agreed 2009/10 budget build. The post of Shelver was reduced to 0.96 FTE, as the agreement for the temporary increase to 2.96 FTE came to an end.
- The Older People's Services' Establishment decreased by 3.09 FTE. Although five new posts were established over the quarter, there were several deletions and transfers.
 - The Commissioning Team transferred to Housing and Performance (3.88 FTE); both a Cook (1.18 FTE) and an Activities Assistant post were deleted (0.27) and three posts decreased their total FTE (Homecare Assistant, a Support Services Assistant, a Social Worker/Care Manager and a Night Warden).
 - Three of the newly established posts are WBC funded (2.50 FTE). The Sensory Needs Service previously provided by Wokingham Borough Council has been integrated into WBC. Two of these posts are Care Manager posts, and one is an administrative support post. This was done under a TUPE transfer.
 - An externally funded Care Manager post was established to support the Putting People First programme.
- Due to new externally funded posts and the internal transfer of the Commissioning Team, the Housing and Performance Establishment has increased by 10.90 FTE this quarter. Three new full-time, fixed term, externally funded posts were added to the Establishment (Pathways to Employment Development Officer, Welfare Benefit Officer and Tenancy Support Worker).
- Within System Transformation three new fixed term, externally funded, Project Manager posts were added to the Establishment. These are funded by the Department of Health to assist with the delivery of the Putting People First System Transformation in Community Services.

6.7 *Environment*

- 6.8 The establishment of the Directorate has decreased by 2.52 FTE over the last quarter. This decrease is entirely WBC funded.

Key points:

- The Establishment of Countryside and Environment has decreased by 1.14 FTE. One full-time Countryside Access Officer post was deleted as the three year fixed term LAA funding came to an end. 0.14 FTE was transferred to ICT to support the EDRMS Administrator post.
- Within Highways and Transport three new 0.54 FTE Community Bus Driver posts were established. This formalised the working arrangements of these casual workers and enables the service to respond to the withdrawal of commercially operated rural bus routes.
- Three full-time WBC funded posts were deleted from the Planning and Trading Standards Establishment. Of these posts, one was deleted by the

Budget Monitoring Panel and two as part of the 09/10 budget setting process. The posts were an Assistant Building Control Surveyor, a Senior Trading Standards Officer and a Planning Officer (Minerals and Waste).

7. Conclusions

- 7.1 The overall Establishment has increased over the quarter. The total Establishment at the end of quarter 1 2009/10 is 1757.10 FTE, an increase of 13.93 FTE when compared to the total of 1743.17 FTE at the end of quarter 4 2008/09.
- 7.2 The amount of vacant FTE has decreased by 6.37 FTE this quarter. The overall amount of vacant FTE has decreased to 169.84 FTE compared to 176.23 FTE reported at the end of quarter 4 2008/09.
- 7.3 The rolling annual turnover rate (which includes quarter 1) was 11.83%. For comparison the rate at quarter 1 2008/09 was 11.85%.
- 7.4 The Budget Monitoring Panel (formerly Recruitment Panel) deleted 4.41 FTE from the Establishment during quarter 1.
- 7.5 Over quarter one 2009/10 there has been a decrease of WBC funded FTE by 2.05 FTE.

Appendices

Appendix 1	Establishment trends Q2 2008/09 to Q1 2009/10 (figures for comparison over the past 4 quarters)
Appendix 2	Trends in funding for established posts Q2 2008/09 to Q1 2009/10
Appendix 3	Overtime, Casual Workers; and Agency Spend by Directorate
Appendix 4	Glossary and Definitions

Consultees

Local Stakeholders:	Corporate Board 21 st July 2009 Corporate Board 4 th August 2009 Management Board 17th September 2009 Executive 8 th October 2009
Officers Consulted:	As above
Trade Union:	Not consulted

Establishment Trends Q2 08/09 to Q1 09/10

The Quarter 1 table below shows Establishment data for West Berkshire Council. This includes Establishment FTE, Occupied FTE, Vacancy Rate, Headcount and Turnover for the current quarter.

Quarter 1 09/10
Permanent and Fixed Term Establishment as at 30 June 2009

	Current WBC Establishment FTE	Current WBC Occupied FTE	Vacant FTE	Staff Headcount Per Service	Annual Turnover (rolling Year) %	Vacancy Rate by Directorate
CEO & Support	2.42	2.42	0.00	3	0.00	
Benefits & Exchequer	79.07	75.72	3.35	85	9.76	
Finance	64.00	56.49	7.51	61	14.29	
Human Resources	29.32	27.72	1.60	31	16.67	
ICT	56.76	50.05	6.71	53	5.83	
Legal & Electoral Services	29.78	22.18	7.60	28	15.87	
Policy & Communication	53.32	50.07	3.25	56	11.01	
Property	31.59	29.68	1.91	33	9.68	
Special Projects	5.00	5.00	0.00	5	0.00	
Total Chief Executive	351.26	319.33	31.93	355	11.11	9.09
Children and Youth Services	208.70	183.86	24.84	228	15.35	
Childrens Commissioning & Quality	28.70	25.46	3.24	29	3.77	
Customer Services	41.61	39.68	1.93	46	14.89	
Education Services	219.99	194.34	25.65	246	10.97	
Director & Support	2.00	2.00	0.00	2	0.00	
Total Children and Young People	501.00	445.34	55.66	551	12.73	11.11
Community Care and Well-being	116.56	102.94	13.62	113	12.23	
Cultural Services	88.72	82.05	6.67	127	19.53	
Housing and Performance	73.14	67.33	5.81	76	11.68	
Older Peoples Services	325.92	309.87	22.05	390	9.64	
System Transformation	6.00	5.00	1.00	5	0.00	
Director & Support	2.00	2.00	0.00	2	0.00	
Total Community Services	612.34	563.19	49.15	713	11.94	8.03
Countryside & Environment	77.65	68.99	8.66	78	7.74	
Highways & Transport	116.50	98.57	17.93	103	13.76	
Planning & Trading Standards	96.35	89.84	6.51	100	7.07	
Director Support	2.00	2.00	0.00	2	0.00	
Total Environment	292.50	259.40	33.10	283	9.92	11.32
GRAND TOTALS	1757.10	1587.26	169.84	1765	11.83	9.67

The headcount per service should not be totalled to give a total headcount. Some employees may have several posts and this would give an inaccurate figure.
 *** Represents turnover based on leavers from WBC in past rolling year and calculated through average headcount throughout the year.
 Turnover relates to crude turnover only and only measures external leavers not internal movement

Quarter 4 08/09
Permanent and Fixed Term Establishment as at 31 March 2009

	Current WBC Establishment FTE	Staff Headcount	Annual Turnover (rolling Year)
CEO & Support	2.42	3	0.00
Benefits & Exchequer	79.07	85	9.52
Finance	63.00	61	12.90
Human Resources	28.31	31	12.50
ICT	56.61	52	3.88
Legal & Electoral Services	29.78	32	8.96
Policy & Communication	53.90	54	10.43
Property	33.00	32	17.91
Special Projects	5.00	5	0.00
Total Chief Executive	351.10	355	10.25
Children's Services	216.98	231	13.74
Childrens Commissioning & Quality	28.70	27	7.55
Customer Services	41.61	47	19.15
Education Services	198.42	226	7.69
Director & Support	2.00	2	0.00
Total Children and Young People	487.71	533	11.15
Community Care and Well-being	122.56	116	14.57
Cultural Services	90.53	128	13.43
Housing and Performance	62.24	63	10.77
Older Peoples Services	329.01	384	8.13
System Transformation	3.00	3	0.00
Director & Support	2.00	2	0.00
Total Community Services	609.33	696	10.38
Countryside & Environment	78.79	77	11.61
Highways & Transport	114.88	100	12.90
Planning & Trading Standards	99.36	102	4.74
Director Support	2.00	2	0.00
Total Environment	295.02	281	9.22
GRAND TOTALS	1743.17	1865	10.41

Quarter 2 08/09
 Permanent and Fixed Term Establishment as at 30 September 2008

	Current WBC Establishment FTE	Staff Headcount	Annual Turnover (Rolling Year)
CEO & Support	2.00	3	28.57
Benefits & Exchequer	79.06	84	11.98
Finance	63.22	65	10.77
Human Resources	28.55	32	9.23
ICT	54.22	52	7.84
Legal & Electoral Services	30.78	34	8.70
Policy & Communication	54.71	52	7.27
Property	33.00	32	21.54
Special Projects	5.00	4	25.00
Total Chief Executive	350.54	368.00	11.07
Children's Services	219.66	227	12.47
Childrens Commissioning & Quality	30.61	28	11.11
Customer Services	45.10	50	20.41
Education Services	199.54	216	15.38
Director & Support	2.00	2	6.49
Total Children and Young People	496.91	523.00	10.66
Community Care and Well-being	127.00	119	15.81
Cultural Services	86.95	123	12.36
Housing and Performance	66.65	63	16.42
Older Peoples Services	332.97	383	9.78
System Transformation	2.00	2	0.00
Director & Support	2.00	2	15.38
Total Community Services	617.57	692.00	11.95
Countryside & Environment	80.56	78	14.91
Highways & Transport	95.19	89	8.05
Planning & Trading Standards	100.81	102	5.69
Director Support	2.00	2	15.38
Total Environment	278.56	271.00	9.30
GRAND TOTALS	1743.58	1844.00	11.02

Quarter 3 08/09
 Permanent and Fixed Term Establishment as at 31 December 2008

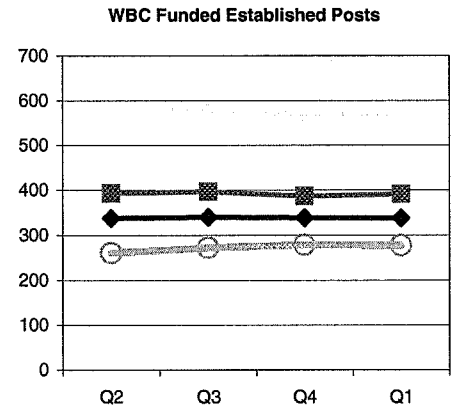
	Current WBC Establishment FTE	Staff Headcount	Annual Turnover (Rolling Year)
CEO & Support	2.61	3	28.57
Benefits & Exchequer	79.07	85	10.78
Finance	63.00	63	12.50
Human Resources	28.61	33	5.80
ICT	56.22	54	3.81
Legal & Electoral Services	30.78	32	9.09
Policy & Communication	54.29	53	10.71
Property	33.00	31	21.21
Special Projects	5.00	5	22.22
Total Chief Executive	352.58	359	10.70
Children's Services	220.93	233	15.04
Childrens Commissioning & Quality	28.70	28	3.77
Customer Services	45.10	49	16.84
Education Services	201.71	221	8.71
Director & Support	2.00	2	15.38
Total Children and Young People	498.44	533	11.38
Community Care and Well-being	127.16	120	17.32
Cultural Services	88.07	126	14.13
Housing and Performance	64.65	64	15.94
Older Peoples Services	333.32	384	7.99
System Transformation	3.00	3	0.00
Director & Support	2.00	2	15.38
Total Community Services	618.20	699	11.66
Countryside & Environment	79.96	80	14.46
Highways & Transport	106.36	91	9.04
Planning & Trading Standards	100.81	102	7.55
Director Support	2.00	2	15.38
Total Environment	289.13	275	10.21
GRAND TOTALS	1758.35	1866	11.33

Trends in Funding for Established Posts Q2 2008/09 to Q1 2009/10

The figures below show the position over the past 4 quarters for WBC, Joint and External funded posts. All posts (Permanent or Fixed Term) are included in this report.

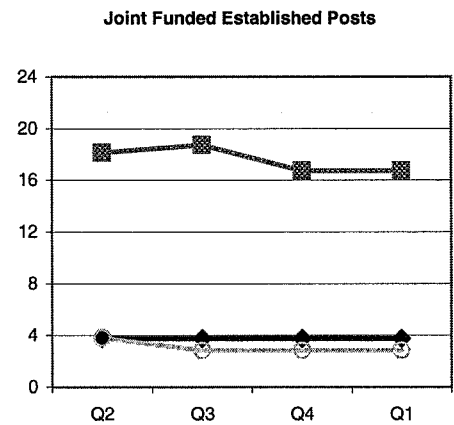
WBC funded post FTE has decreased by 2.05 FTE during Quarter 1.

	WBC Funded			
	Q2	Q3	Q4	Q1
Chief Executive	337.99	340.02	338.53	337.71
Children and Young People	393.23	396.68	386.63	390.94
Community Services	576.63	576.06	569.93	565.93
Environment	260.22	271.79	278.68	277.15
Total	1568.07	1584.55	1573.78	1571.73



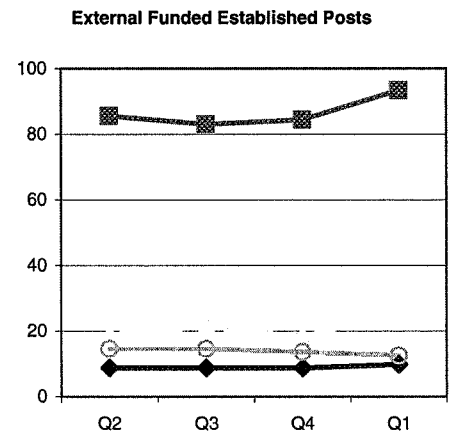
Joint funding for posts has not changed during Quarter 1.

	Joint Funding			
	Q2	Q3	Q4	Q1
Chief Executive	3.76	3.76	3.76	3.76
Children and Young People	18.13	18.72	16.72	16.72
Community Services	21.86	20.87	21.05	21.05
Environment	3.81	2.81	2.81	2.81
Total	47.56	46.16	44.34	44.34



Externally funded post FTE has increased by 15.98 FTE during Quarter 1.

	External Funding			
	Q2	Q3	Q4	Q1
Chief Executive	8.81	8.81	8.81	9.81
Children and Young People	85.55	83.03	84.36	93.34
Community Services	19.07	21.27	18.35	25.35
Environment	14.53	14.53	13.53	12.53
Total	127.96	127.64	125.05	141.03



KEY

Chief Executive	diamond
Children and Young People	square
Community Services	triangle
Environment	circle

Overtime, Casual Workers, and Agency:
Spend over Quarters 2, 3 and 4 08/09 and Quarter 1 09/10 by Directorate

Overtime - flat and enhanced * \$

Directorate	Data	* Total £ Q2 08/09	* Total £ Q3 08/09	* Total £ Q4 08/09	* Total £ Q1 09/10
Chief Executive	Overtime - Flat	n/a	n/a	n/a	£8,443.72
	Overtime - Enhanced	n/a	n/a	n/a	£20,775.96
	Total	£30,007.47	£33,099.61	£26,181.38	£29,219.68
Children & Young People	Overtime - Flat	n/a	n/a	n/a	£10,013.15
	Overtime - Enhanced	n/a	n/a	n/a	£3,561.43
	Total	£21,781.04	£15,616.75	£31,730.36	£13,574.58
Community Services	Overtime - Flat	n/a	n/a	n/a	£62,547.17
	Overtime - Enhanced	n/a	n/a	n/a	£64,803.17
	Total	£119,991.97	£98,401.52	£117,701.63	£127,350.34
Environment	Overtime - Flat	n/a	n/a	n/a	£8,662.33
	Overtime - Enhanced	n/a	n/a	n/a	£19,399.59
	Total	£22,122.30	£23,002.35	£15,509.83	£28,061.92
Total Sum of Overtime - Flat		n/a	n/a	n/a	£89,666.37
Total Sum of Overtime - Enhanced		n/a	n/a	n/a	£108,540.15
Total of Overtime		£193,902.78	£170,120.23	£191,123.20	£198,206.52

* Data from Payroll

\$ From Quarter 1 09/10 the breakdown of overtime payments is shown as 'overtime - flat' and 'overtime - enhanced'. This change has been made to enable clearer reporting.

Casual Workers (not on the Establishment) *

Directorate	* Total £ Q2 08/09	* Total £ Q3 08/09	* Total £ Q4 08/09	* Total £ Q1 09/10
Chief Executive	£6,765.89	£9,796.54	£11,051.06	£11,689.11
Children & Young People	£32,433.73	£48,663.51	£62,806.79	£58,237.67
Community Services	£94,112.71	£111,748.88	£98,409.91	£79,612.87
Environment	£16,961.16	£51,662.08	£52,848.38	£50,049.44
Grand Total	£150,273.49	£221,871.01	£225,116.14	£199,589.09

* Data from Payroll

Agency (WBC Revenue only) **

Directorate	**Total £ Q2 08/09	**Total £ Q3 08/09	**Total £ Q4 08/09	**Total £ Q1 09/10
Chief Executive	£149,365	£122,703	£137,395	£111,964
Children & Young People	£203,897	£216,702	£148,316	£108,641
Community Services	£333,018	£268,421	£213,226	£110,828
Environment	£21,666	£34,703	£30,793	£23,930
Grand Total	£707,946.00	£642,529	£529,730	£355,363

** = Data from Agresso supplied by Finance.

Glossary and Definitions used in the report

Misinterpretation of Establishment data can often occur through an incorrect understanding of the definitions that are used. The attached Appendices include a number of terms and the definitions are shown below.

Definitions

Grouped Posts:

Individual posts with the same criteria against them are sometimes grouped into one generic post with the full time equivalent (FTE) value reflecting the total number of hours from the individual posts. A Grouped Post will have one post number, but each employee allocated to the Grouped Post will retain their individual Employee numbers.

The following information must be the same for every employee within the Grouped Post:

- Job title;
- Grade;
- Reporting Line;
- The team the post is in;
- Location;
- Cost Centre;
- Funding source; and,
- Post status (i.e. Permanent or Temporary).

Establishment:

The number of posts (shown as full time equivalents (FTE)) that are supported by the approved staffing budget, agreed by the Council (through the Policy and Budget Framework) at the annual budget setting meeting. If the Executive subsequently change the staffing budget during the year then the Establishment would be expected to change. Changes in Establishment can also result from restructuring where two lower paid posts could be created from a single higher salaried post or vice versa. In this case the budget does not change but the Establishment will.

The Establishment includes both occupied and vacant posts. In some cases vacant posts within the Establishment may be covered by temporary or agency staff. These are not added to the Establishment.

The Establishment includes Permanent and Fixed Term positions whether they are full or part time.

Casual and Relief staff as well as those on variable hour contracts are not included within the Establishment figures and are reported separately.

The Establishment includes all Permanent, and Fixed Term positions irrespective of their funding source, as long as they are West Berkshire

Council employees. As a result, staff funded by external grants or jointly funded with Partner organisations will be included. At the same time no distinction is made between Revenue and Capital funded positions.

Occupied FTE:

This is the total Full Time Equivalent (FTE) posts within the Establishment that are occupied at the end of the reporting period. It does not include posts that are being covered by temporary or agency staff. This data includes staff who may not currently be working in their post, but who are still employed e.g. on maternity leave, on sick leave.

Vacant FTE:

This relates to the total Full Time Equivalents that are vacant within the Establishment at the end of the reporting period. Adding the number of vacant and occupied posts together will show the total Establishment. Staff due to start employment will not move a post from 'vacant' to 'occupied', even where an offer of employment has been made.

Staff headcount:

The total number of staff in post as at the end of the reporting period. This is the same as occupied FTE except that the headcount counts people who are not full time equivalents. This data includes staff who may not currently be working in their post, but who are still employed e.g. on maternity leave, on sick leave. Staff headcount is shown per service in this report. The headcount per service should not be totalled as this gives an inaccurate figure as some employees have several posts, sometimes in the same, and sometimes in different, services.

Annualised Turnover:

As quarterly turnover but annualised to show a forecasted annual figure if the level of leavers should be maintained for the rest of the rolling year.

Overtime - Flat:

Any time paid over standard contractual hours paid at flat hourly rate.

Overtime - Enhanced:

Any time paid over standard contractual hours paid at an enhanced hourly rate.

Casual:

Any hours paid for casual staff who do not have a contracted number of hours each period.

Title of Report:	Resource Management Select Committee Work Programme	Item 9
Report to be considered by:	Resource Management Select Committee	
Date of Meeting:	19 October 2009	

Purpose of Report: To consider and prioritise the work programme of the Resource Management Select Committee for the 2009/10 municipal year.

Recommended Action: To consider the current items and agree any future areas for scrutiny.

Resource Management Select Committee Chairman	
Name & Telephone No.:	Councillor Jeff Brooks – Tel (01635) 47391
E-mail Address:	jeff.brooks@westberkslibdems.org.uk
Contact Officer Details	
Name:	Stephen Chard
Job Title:	Policy Officer (Scrutiny Support)
Tel. No.:	01635 519462
E-mail Address:	schard@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 At its meeting of 16 June 2009 the Overview and Scrutiny Management Commission agreed the work programme of the Commission and that of the scrutiny select committees for the 2009/10 municipal year.
- 1.2 Members are requested to consider the latest Resource Management Select Committee Work Programme at Appendix A, prioritise the items listed and agree any future areas for scrutiny.

Appendices

Appendix A – Resource Management Select Committee Work Programme

Consultees

Local Stakeholders: Overview and Scrutiny Management Commission

Officers Consulted: Policy and Scrutiny Manager, Finance Manager

Trade Union: N/A

APPENDIX A: RESOURCE MANAGEMENT SELECT COMMITTEE WORK PROGRAMME

Reference (a)	Subject/purpose (b)	Methodology (c)	Expected outcome (d)	Review Body (e)	Dates (f)	Lead Officer(s)/ Service Area (g)	Portfolio Holder(s) (h)	Comments (h)
OSMC/09/49	Property contracts and contractors in schools Review of the efficiency and effectiveness of Property Services in relation to contracts and the use of contractors in schools.	Information supplied by, and questioning of, lead officers and other expert witnesses via in meeting review	To suggest improvements to the efficiency and effectiveness of Property Services within schools.	RMSC	Start: 30/06/2009 End: 19/10/2009	Steve Broughton - 2837 Property	Councillor Anthony Stansfeld	This was discussed at the last meeting and will be reviewed in further depth at the October meeting with additional witnesses invited, including Headteachers.
OSMC/09/65	Disabled Facilities Grant To discuss ways of making the most efficient use of the grant.	In meeting review with information supplied by, and questioning of, lead officer.	Identify improvements to processes.	RMSC	Start: 19/10/2009 End: 19/10/2009	June Graves - 2733 Housing & Performance	Councillor Alan Law	As requested by RMSC on 22nd September.
OSMC/09/62	Education budget monitoring To discuss the reasons behind the budget overspend reported in Education.	In meeting review with information supplied by, and questioning of, lead officer.	Identify improvements to processes.	RMSC	Start: 19/10/2009 End: 19/10/2009	Ian Pearson - 2729 Education	Councillor Barbara Alexander	As requested by RMSC on 30th June.
OSMC/09/60	Older Peoples Services budget monitoring To discuss variances in budget reporting in the service area in order to avoid significant changes in future.	In meeting review with information supplied by, and questioning of, officer.	Identify improvements to processes.	RMSC	Start: 22/09/2009 End: 24/11/2009	Jan Evans - 2736 Older Peoples Services	Councillor Joe Mooney	As requested by RMSC on 30th June. To combine with item 61.
OSMC/09/61	Community Care and Wellbeing budget monitoring To discuss variances in budget reporting in the service area in order to avoid significant changes in future.	In meeting review with information supplied by, and questioning of, lead officer.	Identify improvements to processes.	RMSC	Start: 22/09/2009 End: 24/11/2009	Jan Evans - 2736 Community Care and Wellbeing	Councillor Joe Mooney	As requested by RMSC on 30th June. To combine with item 60.
OSMC/09/64	Environment budget monitoring To identify ways to resolve the overspend in the Directorate.	In meeting review with information supplied by, and questioning of, lead officer.	Identify improvements to processes.	RMSC	Start: 24/11/2009 End: 24/11/2009	John Ashworth - 2870 Environment		As requested by RMSC on 22nd September.

APPENDIX A: RESOURCE MANAGEMENT SELECT COMMITTEE WORK PROGRAMME

Reference (a)	Subject/purpose (b)	Methodology (c)	Expected outcome (d)	Review Body (e)	Dates (f)	Lead Officer(s)/ Service Area (g)	Portfolio Holder(s) (h)	Comments (h)
OSMC/09/50	Section 106 contributions To establish where funds have remained unspent and gain a fuller understanding of the reasons why.	Information supplied by, and questioning of, lead officer and service area representatives via time limited task group	To identify any trends in delaying expenditure to order to improve processes.	RMSC	Start: 30/06/2009 End: 19/01/2010	Gary Lugg - 2617 Planning & Trading Standards	Councillor Alan Law	This was raised following recent public interest in the S106 contributions left unspent by the Council. Terms of reference for a task group review have been approved by the Management Commission. A review was concluded on this subject in April 2008 and recommendations were formed.
OSMC/09/53	Accommodation Strategy/Asset Management Plan To receive and consider the Strategy and Plan and give particular consideration to issues surrounding Council properties and accommodation moves.	Information supplied by, and questioning of, lead officers via in meeting review	To understand more fully the plans in place in respect of Council accommodation.	RMSC	Start: 22/09/2009 End: 19/01/2010	Steve Broughton - 2837 Property	Councillor Anthony Stansfeld	To incorporate issues surrounding Council properties and accommodation moves.
OSMC/09/51	Annual Employment Report To receive and consider the Annual Employment Report.	Information supplied by, and questioning of, lead officer via in meeting review	To note the report.	RMSC	Start: 19/01/2010 End: 19/01/2010	Robert O'Reilly - 2358 Human Resources	Councillor Anthony Stansfeld	Review in line with item 52.
OSMC/09/52	Results of the Employee Survey Review of the action plans in place following the Staff Attitude Survey.	Information supplied by, and questioning of, lead officer via in meeting review	A review of the action plans.	RMSC	Start: 19/01/2010 End: 19/01/2010	Robert O'Reilly - 2358 Human Resources	Councillor Anthony Stansfeld	Review in line with item 51.
OSMC/09/57	2009/10 revenue and capital budget reports To receive the latest period revenue and capital budget reports and consider any areas of concern.	Information supplied by, and questioning of, lead officer via in meeting review	Monitoring item	RMSC	Start: 22/09/2009 End: 27/04/2010	Simon Freeman - 2249 Finance	Councillor Keith Chopping	May lead to areas for in depth review.
OSMC/09/63	2009/10 Establishment Reports To receive the latest report on the changes to the Council's establishment.	Information supplied by, and questioning of, lead officer via in meeting review	Monitoring item	RMSC	Start: 19/10/2009 End: 27/04/2010	Robert O'Reilly - 2358 Human Resources	Councillor Anthony Stansfeld	May lead to areas for in depth review.

APPENDIX A: RESOURCE MANAGEMENT SELECT COMMITTEE WORK PROGRAMME

Reference (a)	Subject/purpose (b)	Methodology (c)	Expected outcome (d)	Review Body (e)	Dates (f)	Lead Officer(s)/ Service Area (g)	Portfolio Holder(s) (h)	Comments (h)
OSMC/09/55	Value for Money Consideration of the work undertaken by the Council to assess and ensure value for money.	Information supplied by, and questioning of, lead officer via in meeting review	Consider work undertaken to assess and ensure value for money and make suggestions for improvement.	RMSC	Start: 27/04/2010 End:	John Ashworth - 2870 Environment	Councillor Keith Chopping	An appropriate subject that meets the acceptance criteria. Previously undertaken in April 2009.
OSMC/09/56	Exit interview To receive an update on progress with the exit interview process.	Information supplied by, and questioning of, lead officer via in meeting review	Monitoring item	RMSC	Start: 27/04/2010 End: 27/04/2010	Robert O'Reilly - 2358 Human Resources	Councillor Anthony Stansfeld	
OSMC/09/54	Modern working practices To review the effectiveness of the Council's modern working practices.	Information supplied by, and questioning of, lead officer via in meeting review	To consider whether the Council's modern working practices including Timelord are adequate.	RMSC	Start: End:	Robert O'Reilly - 2358 Human Resources	Councillor Anthony Stansfeld	