







Appendix I - Quarterly Corporate Performance Report

Quarter One (April-June) 2014/2015

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Notes

Performance icons

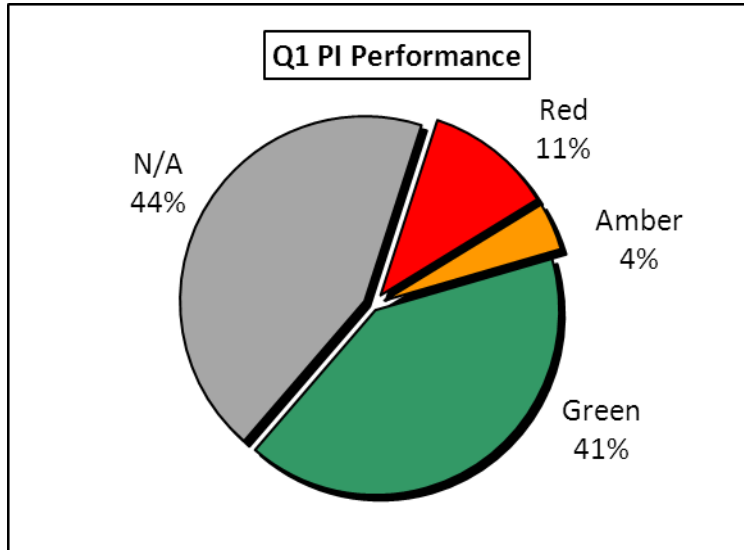
 Red	 Amber	 Green	 Data Only		
(Off target)	(Just short of target)	(On target)	Indicates where a PI cannot be target driven.	Improved Performance on previous quarter	Decreased Performance on previous quarter

Notes

- The word 'value' in the title should be read as 'result'.
- In many of the indicator descriptions, in brackets, is 'aim to maximise' or 'aim to minimise' which indicates whether a higher or lower number denotes good performance.
- Where the 'Data Only' symbol is used (the square icon with a graph) this is where targets have not been set. Generally a target has not been set either because the indicator is 'owned' by a partner organisation and not available to Richmond or where the Council is unable to influence the result.
- The programme and project updates are accurate as at August 2014.











Overall Summary

Corporate Plan Theme	Corporate Plan Sub-Theme	No. PI's	Green	Amber	Red	N/A*
People	Protecting the Most Vulnerable	15	11	0	2	2
	A Healthy Borough	10	3	0	0	7
	Best Schools in London	5	0	0	0	5
Places	A Green Borough	14	9	0	2	3
	Supporting Local Business and Arts	4	1	1	1	1
	A Safer Borough	4	0	0	1	3
Resources	A Lower Tax Borough	5	3	2	0	0
	An Accountable Council	8	2	0	1	5
	Community Leadership	1	0	0	0	1
	Involving our Community	4	0	0	1	3
	Fairness for All	1	0	0	0	1
Totals		71	29	3	8	31



People

1.1A Protecting the Most Vulnerable: High quality social care and support services



Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ACS 082 Adult safeguarding - waits between alert and safeguarding decision - Percentage in timescale	86.5%	92.0%	92.0%	82.1%			Most cases that are not meeting target relate to Mental Health. This is consistent with observations made by recent Peer Review. Monthly s75 subgroup meetings set up to address performance issues lead by the Trust.	Derek Oliver
ACS 084 Percentage of service users where their top 3 outcomes have been met to maintain independence	90.8%	85.0%	85.0%	92.4%				Derek Oliver
ACS 096 Percentage of Personal Budgets taken as a Direct Payment	38.3%	42.0%	39.0%	38.8%			Prepaid cards have now been implemented and it is anticipated that this will support the council in meeting its annual target.	Derek Oliver
ACS 104 Number of homeless applications accepted	291	310	77	56			During 13/14, Richmond's figure of 3.4 applications accepted as homeless per 1,000 households was the 8th lowest when compared to outer London boroughs.	Brian Castle
ACS 155 Number of affordable homes delivered (gross)	57 units	97 units	0 units	0 units			There were no completions within Q1 which was as anticipated. There are 12 units expected to be delivered in Q2, 7 in Q3 and 78 in Q4, which provides the annual target of 97.	Mandy Skinner
ACS 156 Number of households living in temporary accommodation	231	225	225	229				Brian Castle
ACS 200 Percentage of people receiving rehabilitative support who have a reduced level of service or no service required at the end of their rehabilitative support	New Indicator for 2013/14	75.0%	75.0%	78.0%		N/A	Of the 78% in Q1, a higher proportion (69.2%) than expected are leaving the service with no ongoing care required, which is positive. 8.8% are leaving the service with a reduced level of support needed.	Derek Oliver
ASCOF_2B.1 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	88.5%	85%	Measured Annually					Derek Oliver
ASCOF_4A The proportion of people who use services who feel safe	70.5%	N/A	Measured Annually					Derek Oliver

1.1B Protecting the Most Vulnerable: Safeguarding vulnerable adults and children



Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
AFC LBR 015 % re-referrals to CSC (within 12 months)	13%	15%	15%	10%		N/A		AFC
AFC LBR 018 % of Initial Child Protection Conferences held within timescale	77%	80%	80%	95%		N/A		AFC
AFC LBR 026 % LAC <16 years who have been LA for 2.5 yrs+ and have been in the same placement for 2 yrs+	64.7%	65%	65%	63%		N/A		AFC
AFC LBR 038 % LAC with an annual health assessment	93.6%	90%	90%	92%		N/A		AFC
AFC LBR 065 % of statutory SEN assessments completed within 26 weeks (including exceptions)	97.5%	95%	95%	97%		N/A		AFC
AFC LBR 093 Payment by Results claims made as part of the Troubled Families Programme (accumulative figure)	New for 2013/14	143	Measured on an annual basis					AFC

1.2 A Healthy Borough

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ACS 086 The average number of people delayed in hospital each week	12.9	10	10	9.6			The average number of delays each week is above target for the first time in three quarters.	Mary Palmer
ASCOF_2A.2 Permanent admissions to residential and nursing care homes, OLDER PEOPLE per 100,000 population	436.2	421	Measured on an annual basis					
NHSCP 02a Invites for NHS Health Checks (cumulative) (CP)	25.4%	20%	5%	7.6%			The data for Q1 shows that the programme is on target to reach the Department of Health annual target of 20%.	Anna Raleigh



Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
NHSCP 06c Avoidable emergency admissions per 100,000 population (average per month) (BC), (CP)	88.8	TBC	N/A	N/A	N/A	N/A	Data for this indicator is released with a 2 month delay. Data will be available for the Q2 report.	Mary Palmer
NHSCP 07 Number of self reported 4 week smoking quitters (cumulative)	624	625	102	N/A	N/A	N/A	Data for Q1 2014/15 will be available in the Q2 report. Quarterly targets linked to the seasonal variation in activity have been introduced for 2014/15.	Anna Bryden
NHSCP 11a Percentage of people dying in usual place of residence (BC), (CP)	41.5	TBC	TBC	N/A	N/A	N/A	Access to deaths data is on hold pending Information Centre approval. The Health and Social Care Information Centre temporarily revoked all Council's user access for this quarter results. We hope to have Q1 data available for the Q2 report.	Mary Palmer
NHSCP 12 LiveWell: Number of lifestyle goals set	1,714	2,000	500	769			There has been an increase in the number of people accessing the service and the number of goals set. This improvement is in part due to a marketing programme.	Dagmar Zeuner
NHSCP 13a Successful completions of drug treatment (did not re-present within 6 months) as a proportion of all in treatment - Opiate users (CP)	11.9%	TBC	TBC	N/A	N/A	N/A	The proportion of opiate users successfully completing treatment increased in Q4 and remains above national average (7.8%). Target to be introduced in October following re-commissioning of service.	Anna Bryden
NHSCP 13b Successful completions of drug treatment (did not re-present within 6 months) as a proportion of all in treatment - Non-opiate users (CP)	43.7%	TBC	TBC	N/A	N/A	N/A	The proportion of non-opiate users successfully completing treatment increased in Q4 and remains above national average (40.6%). Target to be introduced in October following re-commissioning of service.	Anna Bryden
NHSCP 18 Improvement in patient and service user experience	New Indicator for 2013/14	TBC	TBC	N/A	N/A	N/A		Mary Palmer











1.3 The Best Schools in London











Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
AFC LBR 049 Achievement at Level 4 or above in both Reading Writing and Maths at KS2	N/A	N/A	Measured on an annual basis				Exams take in May/June 2013. These results will be available in the Q3 edition of this report.	AFC
AFC LBR 051 Achievement of 5 or more A* - C grades at GCSE including English and Maths	N/A	N/A	Measured on an annual basis				Exams take in May/June 2013. These results will be available in the Q3 edition of this report.	AFC
AFC LBR 073 Gap in attainment/progress between pupils eligible for free school meals and their peers achieving 5 A* - C grades at GCSE including English and Maths	N/A	N/A	Measured on an annual basis				Exams take in May/June 2013. These results will be available in the Q4 edition of this report.	AFC
AFC LBR 074 Gap in attainment/progress between LAC and their peers achieving 5 or more A* - C grades at GCSE including English and Maths	N/A	N/A	Measured on an annual basis				Exams take in May/June 2013. These results will be available in the Q4 edition of this report.	AFC
AFC LBR 094 % of 16-18 year olds who are not in education, employment of training (NEET)	4.5%	N/A	N/A	4%				AFC

Place






2.1 A Green Borough

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ENV 001 % of appeals allowed against the Council's decision to refuse planning applications. (Aim	35.3%	33%	33%	43.6%			Q1 performance has continued to miss the target with 17 out of 39 appeals allowed. Applications are often refused on the balance of judgement. This reflects the emphasis	Jon Freer



Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
to Minimise)							placed on design in Richmond, so not allowing applications in line with aims to maintain the Borough's unique character. The same judgement is not always shared by the Planning Inspectors.	
ENV 014 Number of Parks with Green Flag status (Aim to Maximise)	14	16	Annual result for 2013/14: 16				Two new flags were awarded for Ham Village Green and Westerly Ware, whilst retaining the previously 14 won. The Green Flag Award recognises and rewards the best green spaces in the country, acknowledging high standards of park facilities, including maintenance and community engagement.	Ishbel Murray
ENV 033 Performance on potholes repairs - Priority P1 (2 hour orders) and P2 (24 hour orders) (Aim to Maximise)	98.84%	97.75%	98%	98.33%				Andrew Darvill
ENV 044 PCN appeal process time (Aim to Minimise)	4.5 days	5 days	5 days	4 days			2014-15 target has been reduced from regulatory 36 days to 5 days. This is to reflect consistent better than target performance over the last two years and to ensure that local target is stretching.	Andrew Darvill
ENV 157a Processing of planning applications: Major applications (Aim to Maximise)	37%	60%	60%	50%			In Q1, 2 out of 4 applications were processed within statutory timeframes. This is as a result of two particularly complex applications, one of which involved contacting English Heritage and another which experienced delays in a signing of a Section 106 agreement. Both have since now been processed.	Jon Freer
ENV 157b Processing of planning applications: Minor applications (Aim to Maximise)	64%	65%	65%	78%			Performance in Q1 is above target, with 184 out of 235 applications processed within the 8 week timeframe. The resulting backlog of overdue minor and other applications is now being monitored in monthly performance reports on a rolling 12-month basis to ensure oversight by EDMT.	Jon Freer
ENV 157c Processing of planning applications: Other applications (Aim to Maximise)	80%	80%	80%	88%			Performance in Q1 for "Other" applications is above target with 750 out of 854 applications processed within the 8 week timeframe. The resulting backlog of overdue minor and other applications is now being monitored in monthly performance reports on a rolling 12-month basis to ensure oversight by EDMT.	Jon Freer



Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ENV 191 Residual household waste per household (Aim to Minimise)	535.82 kg/household	TBC	Q1 result available in the Q2 Report				<p>Please note that data is validated three months after the end of the quarter, Q1 data will be available in the Q2 report. These comments refer to 2013/14 performance.</p> <p>Q4 saw the lowest amount of waste collected in 2013-14, however, overall the total amount of waste collected was higher than expected and as a result, performance for the year was 8% off target (A lower rate per household is better). The closure of Town Mead Road for 4 weeks, as well as a reduction in household kerbside waste attributed to this.</p> <p>A review of performance figures is to be undertaken over the coming months to test data quality, however it is noted that WasteDataFlow recently praised the improvement and quality of 2013-14 data submissions, following recent efforts by the service to clarify data collection and reporting processes.</p>	Jon Freer
ENV 194 Percentage of residents satisfied with parks and open spaces (Aim to Maximise)	93%	90%	Measured annually				This indicator is measured annually. The 2014 result will be published in the Q3 report.	Ishbel Murray
ENV 195a Improved street and environmental cleanliness: Litter (Aim to Minimise)	1%	2%	2%	0%				Jon Freer
ENV 195b Improved street and environmental cleanliness: Detritus (Aim to Minimise)	4%	6%	6%	5%				Jon Freer
ENV 195c Improved street and environmental cleanliness: Graffiti (Aim to Minimise)	2%	3%	3%	0%				Jon Freer
ENV 195d Improved street and environmental cleanliness: Fly-posting (Aim to Minimise)	0.3%	1%	1%	0%				Jon Freer
ENV 1420 % of scheduled repairs completed for roads and pavements that were successfully nominated through the Community Roads and Pavements Fund	98%	100%	100%	100%			<p>A total of 45 roads and pavements are scheduled to be repaired in 2014-15.</p> <p>In this quarter all three schemes that were due to be completed were on time.</p>	Andrew Darvill

2.2 Supporting local business and arts

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ENV 199 Percentage of residents satisfied with their local high street (Aim to Maximise)	74%	78%	Measured Annually					Jon Freer
ENV 711 Total number of open offers from business in the Business Offers Scheme	New Indicator for 2013/14	150 (rolling target)	150	112		N/A	A comprehensive communications plan is now in place and aims to increase the number of businesses signed up and resident awareness including a business pack to be sent to approximately 2,500 member businesses. The Council Website is to be updated by the end of August to provide enhanced exposure and additional information on the scheme to residents.	Mandy Skinner
FCS 040 Number of attendees to arts events	20,229	25,000	8,000	10,450				Mike Gravatt
FCS LIB16 Visitor numbers to all libraries	1,308,416	1,400,000	350,000	337,543			The performance is slightly below the stretching target. However it is above performance during the same period last year (322,757). The service is working to produce new marketing and promotional material, to be launched in Q2.	Mike Gravatt



2.3 A Safer Borough









Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ACS 090 Overall Crime rate per 1,000 residents (Aim to Minimise) (CP)	13.22	13.15	13.15	13.22 (Q4 2013/14 Result)			The overall crime rate result in Q4 was 13.22 rate per 1,000. This is a positive result as the top 6 boroughs with the lowest levels of crime have similar rates per 1,000. Comparing our performance with the same quarter last year, the overall crime rate was 14.45 rate per 1,000, thus year on year, the rate has dropped by 1.23 rate per 1,000. Crime data has a one quarter time lag.	Mandy Skinner
ACS 171 Percentage of residents who think anti-social behaviour is a problem in their neighbourhood	N/A	N/A	Measured Annually				This indicator is measured annually. The 2013/14 result will be published in the Q3 report.	Mandy Skinner

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ACS 172 The percentage of people feeling safer after accessing the Domestic Abuse Service	36.4%	37.5%	Q1 result available in Q2 report				The indicator is measured one quarter in arrears. The Q1 result will be available in October 2014 for the Q2 Corporate Report.	Mandy Skinner
ENV 188 Reduction in pedal cyclist incidents on Borough roads and footways	-7.3%	10%	10%	-10%			<p>This new PI reflects the Corporate Plan aim to improve road safety for cyclists and is calculated as a % reduction in the number of incidents involving cyclists on a three-year rolling basis. The aim is to have a 10% reduction in cycle incidents, therefore if there are more incidents in the period then this is reflected in a negative value.</p> <p>In the first three months of 2014 there were 35 incidents compared to 23 in the Q1 2013-14.</p> <p>Performance is partly due to an increase in the number of people cycling, with Richmond having the 2nd highest proportion of all travel journeys being done by cycle (5%) of all London Boroughs. To improve cyclist safety, Richmond continues to deliver National Standard Cycle Training to Year 6 pupils, training 93% in 2013-14, the highest of any London Borough. A total of 2972 pupils and 86 adults were trained in 2013-14, and 167 bikes have been checked to be road worthy at Richmond held Dr Bike clinics.</p>	





Resources









3.1 A Lower Tax Borough

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
FCS 019 Council Tax Collection Rate	98.75 %	98.7 %	35.17 %	35.17 %				Graham Russell

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
FCS 020 Non-Domestic Rates Collection Rate	97.23 %	97.5 %	30.76 %	29.55 %			Rate of collection is likely to have been impacted by the disbursement of instalments from 10 to 12 payments throughout the year, and the introduction of the Retail Relief Scheme. The situation will be closely monitored throughout the year.	Graham Russell
FCS 037 Overall cost per head (per resident) of all Council run &/or commissioned services	£533	£563	£563	£546			This reflects the projected underspend of approx. £3m on the Council's revenue budget.	Graham Russell
FCS 038 Achievement of savings targets (accumulative through the year)	£6,972,000	£3,998,000	£3,998,000	£3,998,000			On target per Q1 finance update reports	Graham Russell
HR 002 Number of working days lost to sickness absence per full time equivalent employee - Council employees only.	7.52 days	7 days	7 days	6.2 days			The Q1 result is significantly lower than in previous quarters. This is likely to be a result of the process of transferring staff sickness records to AfC. This figure will now stabilise as we progress through the year.	Ian Stedman





3.2 An Accountable Council

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ACS 115 Number of FOI requests received	1,547	N/A	N/A	364			In Q1 2013/14, we received 364 FOI's. This is down on the previous quarters value (Q4) where it was 440, but slightly up year on year, where in Q1 2013/14 we received 340 FOI's.	Mandy Skinner
ACS 116 Percentage of FOI requests completed within 20 day limit	96%	90%	90%	95%			In Q1, we closed 344 of the 364 FOI's we received within the 20 day time limit.	Mandy Skinner
ACS 198 Percentage of residents that trust the Council	79%	79%	Measured annually				This indicator is measured annually. The 2014 result will be published in the Q3 report.	Mandy Skinner
ACS 199 Percentage of residents who feel the Council takes account of their views	51%	55%	Measured annually				This indicator is measured annually. The 2014 result will be published in the Q3 report.	Mandy Skinner



Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
ACS 222 Number of Stage 2 Corporate Complaints Received	22	N/A	N/A	16			The Council received an unusually large number of Stage 2 complaints relating to the Planning service in Q1. There is no obvious pattern relating to a specific performance issue.	Mandy Skinner
ACS 223 Percentage of Stage 2 Corporate Complaints responded to within target	63%	40%	40%	37.5%			In Q1, performance is below target. The primary reason was unforeseen short-term staff absences during the Q1 period, at the same time as an increase in stage 2 complaints within the Environment Directorate. Overall, 10 of the 16 stage 2s were sent out after the 25 working day time limit. Our expectation is that the performance for this indicator will return to above target performance levels during Q2.	Mandy Skinner
FCS 018a Number of properties brought back into Housing Association following identification of fraud	25	30	8	8				Alix Wilson / Diana Neaves
FCS 024 Customer satisfaction by phone	85 %	85 %	85%	N/A	N/A	N/A	Technical issues with the call management system have prevented the accurate compilation of this indicator for Q1. All other customer satisfaction measures remain on target	Mike Gravatt
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (combined)	8.69 days	15 days	15 days	8.74 days				Graham Russell

3.3 Involving our community

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD	
ACS 168 Number of volunteers registered per year	1,966	500	125	TBC	TBC			Mandy Skinner	
ACS 175 % of people who feel informed about services in their area	62%	65%	Measured annually						

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
FCS 048 Richmond Account Registrations	15,500	16,275	3,900	3,515			Richmond account registrations can fluctuate from month to month. The overall trend remains strongly upwards and it is likely that ongoing new Richmond Card registrations will continue to keep numbers buoyant.	Mike Gravatt
FCS 049 Number of residents registered on the electoral roll for local election	138,740	N/A	N/A	137,493			Local Election electorate, published 1 July 2014	Mike Gravatt

3.4 Fairness for all

Performance Indicator	2013/14 Value	2014/15 Annual Target	Q1 Quarter Target	Q1 Value	Q1 RAG Status	Q1 Direction of Travel	Service Comment	Lead AD
FCS 045a Percentage of children or adults with disabilities, participating in the arts education programme (No. Visits)	6.27%	N/A	N/A	6.03%				Mike Gravatt




























Strategic Programmes – Summary Position at Q1

Programme Status	Total	Green	Amber	Red	Breakdown of RAG Status
Number	24	15	8	1	<p style="text-align: center;"><u>Status of Strategic Programmes</u></p> <p>A pie chart titled 'Status of Strategic Programmes' showing the distribution of 24 programmes. The chart is divided into three segments: Green (62.5%), Amber (33.3%), and Red (4.2%). A legend to the right of the chart identifies the colors: Green, Amber, and Red.</p>

Programmes & Projects with status at 'Green' for Cost, Time and Benefits

Programme/Project Name	Sponsor	Programme/Project Name	Sponsor
Commissioning Programme	Mandy Skinner	Uplift Programme	Ishbel Murray
HR Self-Service Programme (iTrent)	Mike Gravatt	Rugby World Cup 2015	Paul Chadwick
World War I Commemoration	Carol MacBean	Parks Programme	Ishbel Murray
Recommissioning of the Communications Service	Mandy Skinner	Twickenham Regeneration	Ishbel Murray
Total Facilities Management (TFM)	Ishbel Murray	Village Planning (Phase 2)	Mandy Skinner / Jon Freer
Supporting People Recommissioning	Di Manning	Richmond Residents Card	Mandy Skinner
Public Website Review	Mike Gravatt	Implementation of the Care Act	Derek Oliver
Shared Regulatory Services	Paul Chadwick		

Programmes & Projects with Amber or Red Status

Programme/Project Name	Cost	Time	Benefits Delivery	Commentary	Sponsor
Welfare Reform Implementation Programme				The main operational phase of the Programme is being reviewed as the reforms have all been implemented, with the exception of the postponed Universal Credit. Transfer for the Single Fraud Investigation Service is confirmed for 1st November 2014. Government has published its Digital Inclusion Strategy; officers are reviewing this and impact on local people. Officers to clarify the funding position for the LAS and for DHPs.	Cathy Kerr
Local Development Framework				Amber status due to earlier delays on the Joint West London Waste Plan, however this is now at an advanced stage. All other Plans within the Framework are on course, with work progressing on the Site Allocations Plan to address priorities.	Jon Freer
Waste and Recycling				The ITT went out with a return date of 15th September. Clarification questions are being responded to as they arise. The next step is the evaluation of returned bids.	Jon Freer
Office Accommodation Strategy				Work is ongoing to ensure that the Accommodation Strategy can consider and reflect the implications of the Council's major transformation programmes, including collaboration with Kingston. Whilst progress is being made on understanding accommodation needs, the programme is marked as Amber to reflect that further progress is required.	Ishbel Murray
Community Building at the Post Office				The s106 deal was fully signed off in the w/c 3/3/14. The Amber status is due to slippage in the original timetable. This will have no impact on the development of the business case as preparatory work has already been progressed. Officers are due to meet late August to discuss the next stage of the project, including progressing the business case.	Jon Freer
Wi Fi Implementation				WiFi in the Civic campus will bring considerable benefits, improving the flexible use of work spaces and increasing productivity for staff in meetings. Implementation has been delayed due to additional government security requirements and the need to upgrade desktops to Windows 7 to enable WiFi access. The roll-out is now planned in phases from September.	Mike Gravatt
Tablet PC Pilot				The pilot tested user experience of a range of tablets and concluded at the end of 2013. User experiences are being collated and results of the pilot will inform more widespread use of tablet devices that will be possible post Windows upgrade in summer 2014.	Mike Gravatt
ICT Strategy				The Council needs to update its ICT Strategy and make a number of key investments in ICT infrastructure and a Cabinet report will follow in October. The approach and investments required will be mindful of future potential for collaboration with RBK, and any investments at this point will be kept to a minimum.	Mike Gravatt
Individual Electoral Register				IER represents a fundamental change to the way elections are administered in England with the individual becoming responsible for their own registration. Significant ICT and communications & engagement work will be necessary. The Council is relatively well placed to others in relation to the quality of our data, but significant questions remain about government funding and much of the operational detail. Functionality of the ICT system is problematic, leading to some delays.	Mike Gravatt