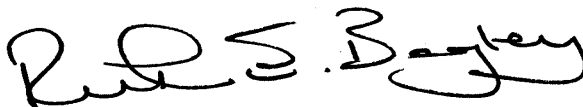


Date of issue: Wednesday, 7 November 2012

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Minhas (Chair), Bains, Bal, Carter, Dar, O'Connor, Plenty, Sohal and Wright) <u>Non-Voting Co-Opted Members</u> Darren Morris (Customer Senate) and Terry Conroy (Slough Federation of Tenants and Residents)
DATE AND TIME:	THURSDAY, 15TH NOVEMBER, 2012 AT 6.30 PM
VENUE:	SAPPHIRE SUITE 5, THE CENTRE, FARNHAM ROAD, SLOUGH, SL1 4UT
SCRUTINY OFFICER: (for all enquiries)	SARAH FORSYTH 01753 875657

NOTICE OF MEETING

You are requested to attend the above Meeting at the time and date indicated to deal with the business set out in the following agenda.



RUTH BAGLEY
Chief Executive

AGENDA

PART I



AGENDA
ITEM

REPORT TITLE

PAGE

WARD

1. Apologies for absence

CONSTITUTIONAL MATTERS

2. Declarations of Interest
(Members are reminded of their duty to declare personal and personal prejudicial interests in matters coming before this meeting as set out in the local code of conduct.)
3. Minutes of the last meeting held on 10 September 2012 1 - 6

SCRUTINY ISSUES

4. Member Questions
(An opportunity for Panel Members to ask questions of the relevant Director/Assistant Director, relating to pertinent topical issues affecting their Directorate – maximum of 10 minutes allocated.)
5. Olympic and Paralympic Games Review 7 - 12 All
6. Beds in Sheds (Slough Sheds) 13 - 16 All
7. Housing Performance 17 - 28 All

ITEMS FOR INFORMATION

8. Forward Work Programme 29 - 32
9. Attendance Record 33 - 34
10. Date of Next Meeting - 10 January 2013

Press and Public

You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before the Committee considers any items in the Part II agenda. Special facilities may be made available for disabled or non-English speaking persons. Please contact the Scrutiny Officer shown above for further details.

Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Monday, 10th September, 2012.

Present:- Councillors Minhas (Chair), Bal, Dar, O'Connor, Plenty, Sohal and Wright (Vice-Chair), Morris and Conroy

Non-Voting Co-Opted Members Present: Darren Morris (Customer Senate) and Terry Conroy (Slough Federation of Tenants and Residents)

Also present under Rule 30:- Councillors Munawar

Apologies for Absence:- Councillor Carter

PART 1

60. Declarations of Interest

1) Prior to consideration of minute no. 63, Councillor Dar declared a personal interest as he represents Slough Borough Council on the Royal Berkshire Fire and Rescue Service. He remained in the room.

2) Prior to consideration of minute no. 63, Councillor Plenty declared a personal interest as he represents Slough Borough Council on the Royal Berkshire Fire and Rescue Service. He remained in the room.

61. Minutes of the last meeting held on 21 June 2012

The minutes of the last meeting held on the 21 June 2012 were approved as a correct record.

62. Member Questions

Three questions were submitted by Councillor Plenty.

Yellow Lines

Cllr Plenty:

In the past, citing of new yellow no parking lines, together with the necessary legal action, has taken place every 6 months. This seems to have recently changed to yearly. What was the rationale behind the decision?

Response:

When we originally started the waiting restrictions request list, our aim was to cut off our request list every 6 month and undertake the statutory process to introduce the necessary Traffic Regulation Orders. However, we found that this 6 month window was not always long enough to complete the schemes, and often the reviews were overlapping each other, which did not leave us

Neighbourhoods and Community Services Scrutiny Panel - 10.09.12

any time to complete the other schemes on our scheme priority list. The Team Leader – Parking Enforcement and Development took the decision to undertake the review of these restrictions on a yearly basis to help manage the increased number of requests for waiting restrictions around the Borough.

Bus Station Improvements

Cllr Plenty:

Please list improvements that are in the pipeline for the bus station (such as additional toilets), together with expected dates of completion.

Response:

There are 63 outdoor seats available at the bus station – all of which are now covered; 6 seats have also recently been added to the bus shelters in Brunel Way, therefore making 69 covered outdoor seats in total at the bus station.

There are 20 seats provided inside the waiting area by the Cafe (making a total of 89 seats available to bus station users). It would have been possible to include a small number of extra seats in this area if the Cafe and Newsagent had been operated as one unit. Unfortunately this has not been possible to achieve through the letting process. The Cafe operator has provided some outdoor seating (approximately 8 seats) which is the only seating exclusively provided for patrons of the cafe. This seating is not covered.

We are still awaiting a sample of the material to be used for the cladding on the automatic toilet for the bus station. Once agreed there is a ten week lead-in time for manufacture of the unit itself.

The works to the fencing and automatic gate on the northern boundary wall are complete.

No other works are scheduled for the bus station at this stage.

Community Wardens

Cllr Plenty:

Please provide details of the allocation of Community Wardens to wards, listing the warden allocated to each ward, detailing whether they are full or part time employees, or provide such other information on allocations that the FTE provision allocated to each ward is transparent.

Please explain the rationale underpinning the allocation of warden time to electoral wards.

Neighbourhoods and Community Services Scrutiny Panel - 10.09.12

Response:

Ward	Warden Responsible for Ward
Baylis & Stoke	Jason Hodge
Britwell	Anthony Ollivierre
Central	Ali Abdul
Chalvey	Justyna Swiderska
Cippenham Green	Chris Spencer
Cippenham Meadows	Chris Spencer
Colnbrook & Poyle	Linda Corcoran
Farnham	Sylwia Pazdziorko-Tokarz
Foxborough	Linda Corcoran
Haymill	Dave Lee
Kederminster	Ron Dohil
Langley St Mary's	Ron Dohil
Upton	Dave Stride
Wexham Lea	Michelle Hewett

We currently have 11 community wardens, with 1 vacancy that has been recently filled.

Of the 12 community wardens 11 are full time and 1 is part time.

Wardens are given lead responsibility for mostly one ward, but occasionally two wards, and are responsible for: devising and implementing a ward action plan in that ward; attending community meetings; and the majority of service requests generated in that ward. Where there is excessive workload in a particular ward, or there is a particular initiative in a ward, other wardens from the team would be called upon to assist.

Whether a warden is responsible for one or two wards will depend largely on the number of wardens available to the Service (there are currently 12 posts for 14 wards); the workload for the ward; and the capability of the warden.

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63. Royal Berkshire Fire and Rescue Service - Integrated Risk Management Plan Consultation

Paul Southern, Assistant Chief Fire Officer, Royal Berkshire Fire and Rescue Service outlined the proposals being consulted on under the RBFRS Integrated Risk Management Plan: Action Plan 2013/14.

Members noted the good preventative work that had been undertaken and was seen in the halving of call out figures, and discussed the issue of Beds in Sheds, and the difficulties for the RBFRS as they are not within the regulatory fire order and they therefore had no enforcement powers. Dealing with these would be a joint effort led by the Local Authority.

The Panel raised concerns about the proposed removal of the aerial ladder from Slough, and the potential impact on safety in Slough's high rise buildings. The RBFRS did not see this as an issue as the ladder had not been needed for a rescue in the previous 10 years. The relocation of the ladder to Reading meant it would be central to the county, and Slough would have the option of calling on similar devices from other in High Wycombe, Chertsey and Hayes, in addition to Reading, should it be required.

Finally the Panel sought reassurance on the proposals reorganise the allocation of firefighters between the Slough and Windsor stations.

Resolved:

- 1) to note the proposals in the RBFRS Integrated Risk Management Plan: Action Plan 2013/14; and
- 2) to request confirmation on the interim arrangements being put in place for use aerial ladders prior to formal arrangement being set up with neighbouring services.

(**Note:** Prior to consideration of minute no. 63, Councillor Dar declared a personal interest as he represents Slough Borough Council on the Royal Berkshire Fire and Rescue Service. He remained in the room.)

(**Note 2:** Prior to consideration of minute no. 63, Councillor Plenty declared a personal interest as he represents Slough Borough Council on the Royal Berkshire Fire and Rescue Service. He remained in the room.)

64. The Future of Housing Post Localism Act 2011

Neil Aves, Assistant Director Housing and Environment, outlined the impact of the Localism Act on the management of social housing by local authorities.

The Panel discussed the issue of linking allocation of housing with history of anti-social behaviour and raised concern over the potential impact of that on children whose parents have such a history. It was felt that this issue could not be generalised, and sought reassurance that housing would be provided

Neighbourhoods and Community Services Scrutiny Panel - 10.09.12

to meet our statutory responsibility. The Panel also considered the use of private sector housing and the possible difficulties should families be unable to transition from social housing into the private sector due to costs, and stressed the need for allocations to be sustainable.

The Panel then questioned the issue of reducing housing allowances, and in particular the potential impact on the elderly. Neil Aves stressed that work was being undertaken to ensure that all tenants understood the potential impact of this national reduction and the options open to them.

Resolved – to note the report.

65. Parks and Open Spaces Strategy

Ollie Kelly, Parks Project Officer and Gillian Ralphs, Assistant Director Enforcement and Regulatory Services, presented the proposals for the development of a Parks and Open Spaces Strategy to the Panel.

The Panel discussed the benefits of investment in the local parks and the increased usage as a result. Members discussed the importance of linking this resource to other issues such as asset management, green infrastructure, carbon reduction policies, sustainable drainage and disabled access strategies.

Resolved:

- 1) to endorse the designation of land at Herschel Park as a Local Nature Reserve; and
- 2) to note the proposals for the development of a Parks and Open Spaces Strategy outlined in the report.

66. Thames Valley Police and Crime Panel

The Panel received an information report on the establishment of the Thames Valley Police and Crime Panel.

Resolved – to note the report.

67. Forward Work Programme

The Panel noted its current work programme and requested the addition of the following agenda items:

- Housing Performance (November)
- Upton Court Park Residence Parking (November)

Resolved – That the report be noted.

Neighbourhoods and Community Services Scrutiny Panel - 10.09.12

68. Attendance Record

Resolved – that the Members attendance record be noted.

69. Date of Next Meeting

The date of the next meeting was confirmed as 15 November 2012.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 9.10 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 15th November, 2012

CONTACT OFFICER: Andrew Stevens, Assistant Director, Community & Skills
Gillian Ralphs, Assistant Director, Enforcement & Regulatory
Services
(07531) 875507

WARD(S): All

PART I

FOR COMMENT AND CONSIDERATION

OLYMPIC AND PARALYMPIC GAMES REVIEW

1 Purpose of Report

1.1 This report is to advise the Panel of how implementation of preparations for the Olympic and Paralympic Games worked in practice, and to outline some of the legacy work taking place in the town to help secure a long lasting benefit from the Games.

1.2 Throughout this report the Games of 2012 are used to refer to the Olympic and Paralympic Games collectively.

2 Recommendation(s)/Proposed Action

2.1 The Panel is requested to:

- a) comment on how the Games were managed as they affected Slough; and
- b) advise on how the legacy projects can have maximum impact.

3 Community Strategy Priorities

- **Economy and Skills**
- **Health and Wellbeing**
- **Safer Communities**
- **Regeneration and Environment**

3.1 The Olympic and Paralympic Games and their legacy projects are an opportunity to encourage participation in physical activity, contribute to the wellbeing of individuals and celebrate the culture and community of Slough.

4 Other Implications

4.1 Financial

The Council's direct expenditure for the Games was £81,000 which was met from the licence fee for the park and ride venue at Upton Court Park and sums set aside from existing budgets for that purpose. All costs were met within the allocated budget.

4.2 Human Rights Act and Other Legal Implications

There are no immediate Human Rights Act or other legal implications arising from this report.

4.3 Workforce

There are no direct workforce implications arising from this report.

5 Background

5.1 The 2012 Olympic Games took place between 27 July and 12 August 2012, followed by the Paralympic Games from 29 August to 9 September. Eton Dorney Lake, 0.5 miles from Slough in South Buckinghamshire, was the venue for rowing, sprint canoeing and adaptive rowing events for the Games, and Slough was a major hub for transport through the railway station and park and ride at Upton Court Park. In addition to the main events, the torch relay came through Slough on 10 July.

5.2 There was also a programme of local sporting and cultural events throughout the summer, including a considerable amount of activity in schools.

5.3 A cross council team were involved in preparations for the Games and their management, including particularly Communications, Environmental Services, Culture and Sport, Emergency Planning, Parks Management, Regulatory Services and Transport. The team was led by the Assistant Director for Community and Skills reporting to the Corporate Management Team, supported by an executive group of senior officers.

5.4 This report covers the following key issues in turn:

- Torch Relay
- Dorney Games
- Transport and communications
- Regulatory and environmental services
- Local events and activities
- Legacy events

6 Review of Games activity

6.1 **Torch relay**

An estimated 40,000 people attended the Torch Relay, which was one of the highest figures achieved in the South East. The Relay passed without any incidents beyond some minor issues with pedlars and unlicensed trading which were all dealt with promptly by the Licensing and Trading Standards Team. It ran to time and contributed to a sense of celebration and community pride in the town and the thorough and efficient management of the Relay in Slough was praised by the organisers and police. The Relay stopped for lunch at Slough and Eton School where children from schools across the town greeted the Torch and enjoyed sports activities. The Relay was monitored through CCTV and radio contact with marshals and police from a control room set up in St Martins Place, staffed by a coordinated team of Slough Borough Council, Police, Ambulance and Fire and Rescue staff.

6.2 **Dorney Games**

Over 250,000 people attended rowing and sprint canoeing and kayaking events at Dorney during the Olympic and Paralympic Games 2,000, athletes and staff also attended the venue, mostly travelling to and from Royal Holloway to Dorney each day. In addition it was estimated that 3,500 media representatives attended the competition at Eton Dorney each day.

6.3 Preparations for the Games involved staff from the Council working with internal and external partners, in many cases some five years ahead of the event. This degree of preparedness contributed to the fact that the events at Eton Dorney were managed without any significant disruption or other issues. Transport and all other issues were co-ordinated by a multi-agency operations centre, which was staffed by officers from Slough and the other host Councils and partner agencies from 4.30am until all activity had ceased at around 4.30pm each day. Many minor matters were dealt with through quick and co-ordinated action preventing them from becoming major incidents. A legacy from the Torch Relay is the continuation of the Thames Valley Safety Advisory Forum to share good practice and avoid duplication.

6.4 Incidents during the Games included a traveller invasion at Upton Court Park which was resolved the same day, traffic signal failure at Huntercombe Lane, access to Upton Court Park for the shuttle buses being blocked, several collisions and accidents on the M4, trains being diverted because of an issue at another station, not enough shuttle buses at Slough Station to deal with a surge in spectator numbers, and insufficient litter bins at Slough Station on the first day. All of these issues were dealt with promptly and efficiently and the fact that none of them became news when there was considerable media attention on the events was testament to the quality of teamwork involved.

6.5 **Transport**

There were over half a million trips to and from Eton Dorney during the Games, and over 200,000 through Slough. During the Games the four park and ride sites in Windsor, Maidenhead and Slough were used by 89,000 spectators and 117,000 people travelled by train.

6.6 The Games were promoted as a public transport Games, and spectators were offered rail, park and ride, cycling and walking options to reach the venues. Slough Railway Station acted as the main rail head for Eton Dorney and on average saw an additional 6-7000 passengers arrive each morning during peak travel time. Free shuttle buses were available outside the Station to take them to the venue.

6.7 Upton Court Park was set up to deal with up to 2,100 potential park and ride customers daily. This number was never reached, and on the busiest days there were just over 1,000 cars parked. Approximately 2,500 spectators used the free shuttle bus service, which included a number of local residents. To prevent parking in the adjoining streets the Council enacted the same restrictions as those normally used for major events such as the firework display. There were residents exemption permits during this period and the cost of that was met by the Olympic Delivery Authority (ODA). The Food and Safety Team provided enforcement authority for health and safety issues at the Upton Park and Ride site.

- 6.8 Other measures were taken on parts of the road network to keep it free flowing during the Games time, such as additional waiting and loading restrictions and additional enforcement. Again all of these costs were recovered from the appropriate Games body.
- 6.9 Slough was also responsible for implementing part of the Olympic Route Network prior to the Games by delivering widening and other improvements at Junction 7 of the M4.
- 6.10 Prior to the Games there had been a considerable amount of communication to local residents and businesses to prepare them for the extra traffic at peak times. This proved very effective and there were no reports of any congestion or delays during the Games. The only comments from the public were favourable, saying how well the transport service was running and how good the spectator experience was.
- 6.11 **Regulatory and Environmental Services**
The role of the Neighbourhood Enforcement, Food and Safety, Licensing and Trading Standards Teams was to ensure that before and during Games time, Slough remained a safe and pleasant place for people to live, work and visit and that legitimate businesses were able to trade without undue burdens or unfair competition from rogue traders.
- 6.12 The Council worked in its Primary Authority Partnership with a major food supplier, based in Colnbrook who supplied Games venues nationwide. The Council was also responsible for food safety and standards compliance for food supplied by the company.
- 6.13 Preparations before the Games included letters sent to businesses covering food safety, health and safety, counterfeit goods and Olympic brand protection; visits to food businesses including hotels and guest houses in hot spot areas; letters to taxi/private hire drivers on the Code of Conduct; presentations to businesses; newsletter covering waste management, equality access, safety and brand protection; and press releases.
- 6.14 During the Games there were a number of issues with taxi drivers who refused to keep to a standard of dress (this will be addressed through a proposal to the Licensing Committee for an accreditation scheme) and one unlicensed driver. Patrols dealt with issues with leaflet distribution at the Station, rubbish accumulation at prominent sites and issues with signs. Through early intervention none of these became a major issue.
- 6.15 Refuse collection routes were adjusted to allow for the peak times for Games traffic and Environmental Services, including Street Cleaning, were maintained across the Borough at a good level with no additional cost.
- 6.16 **Local events and activities**
Local events linked with the Games included Urban Action, Slough's Got 2012 Talent, PlayDay, 2012 Open Weekend (leisure centres and clubs open for free to the public), Torch Relay, Tree of Light, and the Berkshire School Games. In addition 46 local heroes were selected through a public invitation for nominations to receive free tickets to Games events.

- 6.17 Slough's schools were the most active in the South East with the highest number of registered 'Get Set Schools' in the region. Schools in Slough particularly focused on sport as a catalyst for bridging diverse communities and schools to deliver great achievements, success and inspiration for children in the area. The Young Ambassadors Programme, including children from primary schools, will ensure a continuous pipeline of inspired young leaders, keen to see sport on the agenda.
- 6.18 Marish Primary School was invited to welcome the athletes of the world by forming a Guard of Honour during the Athletes Parade in the Olympic Opening Ceremony on 27th July, accompanying the Lebanese Olympic athletes.
- 6.19 Other highlights for schools included:
- Over 400 entries in an Olympic mascot competition
 - 36 schools took part in a Schools Torch Relay covering approximately 35 miles around Slough, with 72 school-aged torch bearers carrying the torch
 - 92% of schools registered with Get Set and 92% of schools took pupils to the Paralympic Games
 - Head of Integration for LOCOG Chris Holmes MBE & Nick Fuller (Head of Education for LOCOG) visited Wexham Secondary School
 - 25 Secondary Olympic Young Ambassadors recruited and trained
 - 50 Primary Olympic Young Ambassadors recruited and trained
 - Over 40 competitive events run across the year in over 20 different sports
 - 30% of Level 3 School Games events won (most in the county)
- 6.20 **Legacy events**
The Games have been promoted for their capacity to inspire increased participation in sport for all the community. Slough has one of the lowest levels of participation in physical activity for adults in the country and this is a valuable opportunity to capture local people's interest. This interest is showing itself in more people using leisure centres, with visits up 2% in the past quarter.
- 6.21 The following are among the new initiatives being followed in addition to promoting existing offers:
- Doorstep Street Games. Slough is joining with a national initiative delivering organised sporting activities and sessions in neighbourhoods, targeting 13 - 25 year olds.
 - Jubilee River Rowing and Canoeing Activity Centre and CanRow initiative, a partnership project between British Rowing, Canoe England, Get Berkshire Active, Royal Borough of Windsor and Maidenhead and Buckinghamshire County Council. This is aimed at making rowing and canoeing more accessible and developing an outdoor centre on the Slough boundary of the Jubilee River. A bid is being made for funding to Sport England in the new year.
 - Parkrun – a weekly 5K run, organised by volunteers to be held in Upton Court Park weekly. This is a national programme, which is looking to launch in January 2013.
 - Slough 5K Road Race – working with Slough Estates and Burnham Joggers to establish an annual competitive and family fun run on the Trading Estate. If funding can be secured would look to pilot in June 2013.

6.22 Members of the Panel are invited to comment on opportunities for further local activity to promote physical activity and sport.

7 **Conclusion**

7.1 Overall the organisation of the Games proved to be very good. Many local people participated in the Torch Relay, local events, and the Games events themselves. The impact on businesses and travel was not as great as had been anticipated in some respects. The Panel is invited to comment on lessons that may be learnt from the experience and in particular advise on how local people can best benefit from the legacy of the spirit of the Games and increased interest in physical activity.

8 **Background papers**

A Olympics and Paralympics update, Neighbourhoods and Communities Scrutiny 1 March 2012

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood & Community Services Scrutiny Panel **DATE:** 15 November 2012

CONTACT OFFICER: Neil Aves, Assistant Director, Housing & Environment
(For all enquiries) (01753) 875527

WARD(S): All

PORTFOLIO: Neighbourhoods and Renewal - Councillor Swindlehurst

PART I

FOR CONSIDERATION AND COMMENT

BEDS IN SHEDS (SLOUGH SHEDS)

1 Purpose of Report

The purpose of this report is to inform members on how Slough Borough Council is working with partnerships both internally and externally to the Council, to address the prevalence of bed in sheds (Slough Sheds) and how the Council proposes to refocus its resources on delivering an effective enforcement regime to tackle rogue landlords.

2 Recommendation(s)/Proposed Action

That the Panel consider and comment on the Council's approach to tackling the issue of Sheds with Beds as set out in the report.

3 Community Strategy Priorities–

- Economy and Skills
- Health and Wellbeing
- Regeneration and Environment
- Housing
- Safer Communities

Cross Cutting themes:

Civic responsibility - the part that residents can play in delivering the Strategy and in improving Slough for the benefit of everyone.

Improving the image of the town – state how the report/proposal will link/contribute to improve the image and promote the many benefits of living and working in Slough.

The provision of good quality, adequately resourced housing and planning enforcement services are fundamental to delivering the Council's Wellbeing and Sustainable Community Strategies' priorities and, as such, the accurate allocation of scarce resources, competent project management and the monitoring of ongoing performance will ensure that the service and the council as a whole is best placed to meet the needs of the local community.

4 **Other Implications**

(a) Financial

There are no financial consequences inherent within this report and in accordance with the Council's Medium Term Financial Strategy all budgets and expenditure are kept under review to ensure services are efficiently delivered and that resources, both financial and operational are deployed where they are needed. The current financial climate means that there are increasing pressures on all front line services

(b) Risk Management

A marked and sustained downturn in performance of housing and planning enforcement services would result in a reputational risk to the council and while the actions in the most part are discretionary there is a moral obligation on the council to secure the wellbeing of its residents.

(c) Human Rights Act and Other Legal Implications

There are no human rights or other legal implications arising from this update report.

(d) Equalities Impact Assessment

The Enforcement Policy of private sector housing service has undertaken an Equalities Impact Assessment Initial Screening in September 2008. It also complies with the aims of the enforcement concordat. It includes a range of mandatory and discretionary tools which the council has available for its use.

The equalities impact of Planning Enforcement forms part of the Initial Screening for the Planning Service carried out in September 2008. Planning Enforcement is a discretionary tool. Any action taken would be proportionate to the harm being caused by the independent occupation of the offending outbuildings. Efforts will be prioritised towards the more flagrant breaches of planning control with the potential for greater sensitivity to more minor / technical breaches.

(e) Workforce

This report has workforce implications in that the project requires additional resources in both staff and business support for it to have any success. The two vacant Housing Standards officer's posts are out to advertisement at this present time and it is hoped to appoint in December for officers to start in the following weeks. The Planning enforcement officers post has been approved and the appointment of this post is eagerly awaited.

5 **Supporting Information**

- 5.1 In summer 2009 a successful bid was put in to Government Office South East (GOSE) for funding for £350,000 for a project to establish a multi-agency approach to tackling Houses in Multiple Occupation (HMO's) and Slough Sheds. The key objectives of the project were to focus on improving standards in HMO's and reduce the number of Slough Sheds as anecdotally it was felt that sheds were housing illegal workers and potentially exploiting vulnerable individuals by charging high rents for unsuitable accommodation. Measurable targets were set to decrease the number of

non-decent properties by 2015 to 25% from 28.3%, and to reduce the number of sheds by 20% from 300. The focus was on health issues caused by poor housing, specifically TB and respiratory issues.

- 5.2 In 2010 the change of government meant that there was a reduction in the money available and Slough received £175,000. The reduction in funding for inspection and enforcement have meant that resources were prioritised to concentrate on the greatest risks to public health, associated with the larger three storey HMOs where licensing was a statutory duty.
- 5.3 Prior to the reduction in funding, Slough Borough Council carried out a Health Impact Assessment with the Building Research Establishment (BRE), and it was found the benefits of improved housing were significant as they reduce healthcare costs, improve community stability, quality of life, employment opportunities and educational achievement. The cost benefit analysis showed that if the project was a success there was a potential saving of £700 per property improved; therefore around £700,000 somewhere within the NHS, the police or the Council.
- 5.4 Neighbourhood Wardens and other internal agencies, as well as the UK Border Agency (UKBA), were heavily involved in the identification of the units and early inspection regimes. As it was found during the first few months of the project that the anecdotal illegal workers that would be residing in these buildings were not present, the UKBA are no longer actively involved.
- 5.5 Some shed owners have asserted/claimed that their belief was that if they pay council tax, it legalises and legitimises the use of the shed. This is untrue, though it must be noted that if owners continue to pay council tax for these units, or admit to using units for four years or more, the concept of established use means planning enforcement cannot take place.
- 5.6 The ongoing inspection regime for new and existing beds in sheds has been affected by the two vacant posts in the Housing Standards Team and a new post that has yet to be appointed for the Planning Enforcement Officer.
- 5.7 Further direction for the project has been considered in pursuing a national framework in enforcing homes that experience excess cold and other housing conditions classified as hazards and referred to the Housing Act 2004. Slough Borough Council has been invited by the Building Research Establishment to pilot a new excess cold assessment tool to ensure more effective enforcement evidence is gathered in accordance with the revised Chartered Institute of Environmental Health guidelines. This pilot commences early December 2012 and the Service Manager will be attending as an accredited and authorised assessor to facilitate cascade training to other enforcement staff.
- 5.8 This enforcement process will not be dependant on planning enforcement, but both inspection processes will tackle the issue from different perspectives. A request for an Aerial Thermal Imagery Service will be coupled with Ordnance Survey and GIS processes to establish individual properties that exhibit occupancy of such outbuildings, while also providing evidence of poor building insulation and excess cold.
- 5.9 To further clarify the direction of the project, the Project Management Board requires reconvening with a detailed process map and Service Plan with deliverable goals and stretch targets to compliment corporate aims. This can be achieved by completing

the Planning Enforcement Policy, and linking the Housing Standards enforcement process in line with the planning enforcement principles.

6 **Conclusion**

This report is to note the continued Council support in tackling the prevalence of 'Slough Sheds', and to ensure resource capacity is in place along with the required enforcement and procedure policies thus enabling an effective joint agency approach from Housing and Planning. Effective coordination will improve the health of vulnerable occupants in poor quality outbuildings by appropriate use of the enforcement sanctions available to Slough Borough Council. With the additional resources to be employed from January 2013 momentum will be built up.

7 **Background Papers**

None

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood & Community Services Scrutiny Panel **DATE:** 15 November 2012

CONTACT OFFICER: Neil Aves, Assistant Director, Housing & Environment
(For all enquiries) (01753) 875527

WARD(S): All

PORTFOLIO: Neighbourhoods and Renewal - Councillor Swindlehurst

PART I

CONSIDERATION & COMMENT

HOUSING SERVICE – PERFORMANCE UPDATE

1 Purpose of Report

This report provides members with an update into the restructuring and reorganisation following the return to in-house service provision in 2010, and the ongoing changes prompted by the national reduction in public sector expenditure, together with the recent and proposed changes in legislation governing the provision of social housing.

2 Recommendation(s)/Proposed Action

2.1 The Panel is requested to:

- a) consider the information in the report regarding the restructuring of the Service and current performance trends; and
- b) determine whether any further reports should be presented on any specific areas of concern or interest together with an indicative timescale.

3 Sustainable Community Strategy Priorities

3.1 Priorities:

- Economy and Skills
- Health and Wellbeing
- Regeneration and Environment
- Housing
- Safer Communities

The provision of good quality, inclusive and efficient housing services are fundamental to delivering the Council's Wellbeing and Sustainable Community Strategies' priorities and, as such, the accurate allocation of scarce resources and the monitoring of ongoing performance will ensure that the service and the council as a whole is best placed to meet the needs of the local community.

4 **Other Implications**

(a) Financial

There are no financial consequences inherent within this report, and in accordance with the Council's Medium Term Financial Strategy all budgets and expenditure are kept under review to ensure services are efficiently delivered, and that resources, both financial and operational, are deployed where they are needed. The current financial climate means that there are increasing pressures on homelessness services, and imminent changes to welfare benefit entitlement may affect rental income and cash flow forecasting, the sooner the proposals are confirmed, then the sooner the Council can rise to this challenge.

(b) Risk Management

A marked and sustained downturn in performance would result in a reputational risk to the Council and conceivably tenants could, under the Localism Act provisions challenge the Service, and require the Council to retender the Service and expose it to the market. Clearly, there is no indication of this being a realistic threat at the present time. Other than that, the greatest risks are those identified in the financial comments above.

(c) Human Rights Act and Other Legal Implications

There are no human rights or other legal implications arising from this update report.

5 **Supporting Information**

Background

- 5.1 It is now two years since the Council's ALMO, People 1st (Slough) Ltd. was closed down and in-house service re-commenced. But, given the Government's imposed changes on the Service, we are only now approaching a window where it is possible to take stock of the achievements to date or the challenges that remain.
- 5.2 People 1st closed for business on the 30 June 2010 but the new Housing Management Service did not emerge until the restructure was completed and new posts appointed to it in April 2011. By this time the new national government had embarked upon a programme of austerity measures and it was clear that further financial savings would be required from the 'non tenancy management' areas of the Service funded through the General Fund. After the necessary staff and trade union consultation exercises a proposal was agreed which would see the strategic housing element of the Service restructured to mirror the hierarchy employed by the Housing Management Service.
- 5.3 This new structure went live in April 2012 at a time which coincided with the Chief Executive launching a consultation exercise to reduce the Corporate Management Team from five to three Strategic Directors. One of the proposals agreed was to see the merger of the Housing and Environment Services and, as a result, a further restructure was proposed to broaden the senior management breadth of responsibility, while uniting allied services to contribute financial and efficiency savings to the corporate target. With rounds of reorganisation now

complete, we have reached what approximates to a steady state and a department of around 125 staff covering the following areas:

- Housing Advice
- Temporary Accommodation
- Housing Allocation
- Housing Development
- Housing Management
- Anti Social Behaviour
- Leasehold Services
- HMO's
- Shared Ownership
- Community Participation
- Refuse Collection
- Recycling
- Grounds Maintenance
- Parks & Open Spaces
- Front of house customer services
- Complaints monitoring
- Business Continuity
- Homelessness
- Housing Needs
- Social Lettings Agency
- Home Improvement Agency
- Caretaking Services
- Rent Arrears recovery
- Right to Buy
- Private Sector regulation
- Tenancy Sustainment
- Contract Management
- Street Cleansing
- Waste Disposal
- Arboriculture
- Fly tipping removal
- Business Support
- Emergency planning

5.4 To date over £400,000 of savings have been delivered to the Housing Revenue Account and a further £325,000 to the General Fund, representing 25% of the net annual expenditure based upon 2010 figures. However, the restructures have not only been about cost saving, as much reinvestment has taken place to improve or broaden services to the community, and by joining up the previously disparate services there have been marked improvements in performance simply through sharing a management hierarchy. For reference the latest combined structure chart is attached at Appendix A.

6 Performance Monitoring vs Performance Management

- 6.1 Over the last two years the Service has begun developing a comprehensive suite of performance indicators which can, at a glance, provide a reasonable health check on the Service. We are shortly to extend this to the Environment aspect of the Service, which is expected to be monitored in a similar way in time for Quarter 4 of 2012-13.
- 6.2 Clearly, though, checking performance indicators is only one of the elements of performance management which ensures the overall quality of services for residents, and alongside the performance report staff are actively engaged through the 1-2-1 and appraisal process to set and attain meaningful targets for both themselves as individuals but also as a team and service.
- 6.3 To illustrate this, the service has just embarked upon the annual service planning process through which individual teams have been tasked with presenting their own perspective on the next year, offering challenging targets of their own together with responses to perceived external threats and opportunities.
- 6.4 A further strand of performance management is provided by the triennial status report and questionnaire sent to all tenants and leaseholders. While our own targets and indicators may present a glowing picture, this is only of value if

customer perception mirrors this data. The status report is expected to be carried out by independent consultants in January 2013 and will be available for evaluation early in the new financial year. The basic findings will be reported to this Panel with a more comprehensive report being presented to the Customer Senate.

- 6.5 Formal complaints to the Council also give a useful insight into service perceptions and the reality for customers. The Service retains its own Complaint Co-ordinator who ensures that all logged complaints are responded to within the 10 day corporate policy deadline. Since June 2010 the quarterly figures for complaints received at Stages One, Two and Three show a continued reduction, and throughout that period no cases referred to the Local Government Ombudsman resulted in findings against the Council.
- 6.6 One difference between the Corporate Complaints Procedure and that of Housing Management is the introduction of an independent Stage Three Complaints Panel made up of tenants and leaseholder representatives. Originally a requirement of the Tenant Services Authority, this subgroup of the Customer Senate provides further independent scrutiny of the Service and impartially determines the highest level of complaints. To date the Panel has heard four cases but has chosen not to uphold any complaint against the Service.

Table 1: formal complaints logged against Housing Services by quarter

	2010-11			2011-2012				2012-13	
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Stage 1	67	66	50	50	61	40	42	35	41
Stage 2	7	4	2	3	6	6	7	1	5
Stage 3	0	0	0	0	1	4	0	0	1
Total	74	70	52	53	68	50	49	36	47

7 **Current Performance**

- 7.1 The current monthly performance report is attached at Appendix B and is a combination of service demands and performance indicators, both being equally relevant in managing the allocation of resources across the Service. Members are free to peruse the report and to question or seek clarification over any of the indicators, but in terms of highlighting or exception reporting, the following are brought to members' attention.

Housing Advice approaches

- 7.2 At the 'front end' of the Service, we measure the numbers of individuals who approach the Council for basic housing advice.

Table 2 Number of approaches for Housing Advice by quarter

	2011-2012				2012-13	
	Q1	Q2	Q3	Q4	Q1	Q2
Number of Housing Advice approaches	228	280	296	261	223	239

7.3 While this does not directly translate into a measure of homelessness or housing demand, it is a general barometer on the strength of the economy and confidence in the housing market. There are increasing numbers of home owners with concerns over ongoing mortgage payments and rising levels of arrears, but where this recession has differed from previous ones, is that mortgagees are generally not repossessing properties and creating additional homelessness as they realise that there is no market for the repossessed properties, only the potential for greater adverse publicity. Whether this approach continues when house prices start to rise remains to be seen, but generally repossessions and homelessness in the owner occupation sector tend to peak between 12 and 18 months after the economy begins to grow.

7.4 One of the other effects seen locally is the habit of private sector landlords evicting tenants automatically at the end of tenancies simply to increase rental levels. This causes a constant but un-necessary churn in the local housing market with the Council's front line advisors acting as pseudo letting agents, taking in evicted clients and placing them back into freshly vacated dwellings elsewhere with reassessed valuations of the Local Housing Allowance (LHA). With the Government announcing that the LHA would be frozen for three years, it will be interesting to see if the artificial churn in the market is abated, leading to greater stability across the sector, or whether landlords begin to turn their backs on benefit claimants as has been the case in previous years when the Government has tried to control the market.

Prevention of Homelessness

7.5 The primary aim of housing advice and early intervention is to establish recovery strategies to enable individuals and households to stay in their current homes. Apart from the obvious benefits to the clients themselves, there is a very real financial benefit to the Council as it has been calculated that every household accepted as homeless costs the Borough £18,000 in terms of officer time and the provision of temporary accommodation. The table below shows that over a sustained period, out of 425 cases of potential homelessness around 90% were prevented through mediation, debt and benefit advice, legal advice or the provision of alternative accommodation.

Table 3 Proportion of homelessness presentations where homelessness was avoided or prevented by quarter

	2011-2012				2012-13	
	Q1	Q2	Q3	Q4	Q1	Q2
Cases where homelessness was prevented	24 out of 30	60 out of 65	66 out of 74	71 out of 79	91 out of 98	80 out of 81

The cost of homelessness

- 7.6 While this is an outstanding performance, the real impact can only be appreciated when considering the expenditure on temporary accommodation for homeless households. Last year the Council spent approximately £31,000 in this area of work, but this year, despite over 90% of cases being resolved, expenditure to the end of Quarter 2 had already reached £130,000 with a projection of around £300,000 by year end.
- 7.7 A number of initiatives are now being introduced to lessen the impact on the Council's budgets of this increase in temporary accommodation demands. An analysis shows that the increase is not down to a simple increase in numbers with the number of households in temporary accommodation only increasing by approximately 10% from the average of 80–90 households over this current year. The increase in costs can be attributed to the increasing demand for accommodation in the Slough area by London Boroughs, who still see rent levels as comparatively low compared to their own and hence drive up local demand with landlords responding, predictably, by raising their prices to those of their London counterparts. By way of example London Borough of Hounslow alone recently admitted to placing in excess of 20 households within Slough. Multiply this by a dozen or so West London and South-Eastern Authorities and it is easy to see why local Bed and Breakfast charges have risen from £30 to nearer £50 per night.
- 7.8 Another reason for increased costs outside the control of the council is the number of clients who are challenging negative decisions on their eligibility through the local courts. When a client undertakes this course, the Council invariably has to continue to provide interim accommodation for even clear cut cases on ineligibility, which are often pursued simply to enable the client to delay the time when they will have to make their own arrangements to secure accommodation and not have it provided at the Council's expense. A typical appeal could extend temporary accommodation provision by two months for the internal process and a further three to four months if the matter proceeds to County Court. This leads to increased costs to the Council, until eligibility is finally determined.
- 7.9 The Housing Needs and Allocation Teams are entirely engaged in reducing this expenditure, however statutory requirements severely limit the flexibility that we have. Recently, officers have resorted to using existing council housing stock, such as Wentworth Avenue flats and other 'short life' properties for temporary accommodation while households have cases reviewed. All available properties are considered and with a large homeless family potentially costing anywhere up to £1,500 per week to accommodate the savings are extremely worthwhile.
- 7.10 One new initiative that the Service has been able to launch is the block booking on an annual lease basis of a local guest house. By doing so, we have managed to reduce nightly room rates from £50+ to £30 per night. On this one establishment, the 14 rooms available will result in a reduced expenditure of over £150,000 per year and we are now looking at other proprietors and properties to strike the same kinds of deal.
- 7.11 One further potential light at the end of the tunnel is the implementation of the new Localism Act powers that allow the Council to discharge its duty to homeless persons by placing them back into the private rented sector. Until now this has

only been possible by agreement with the client, but in future, by working with suitable private sector landlords, we will be able to very quickly find suitable accommodation for households and limit our obligation to provide temporary lodgings, whereas at the moment households can wait in temporary accommodation until we can find a suitable council house to allocate. This change in legislation will also disincentivise clients from claiming homelessness as there will be no short cut to a council house or any other benefit to be gained. This in itself should significantly reduce our expenditure on temporary accommodation.

Rent arrears and Rent Collection

7.12 The Council's housing stock generates an annual rent roll of around £29million, and since the introduction of self financing earlier this year, the collection of this money is crucial to the ongoing delivery of services to tenants and the ability to reinvest in the existing housing stock, and even build new council homes.

Table 4: proportion of council house rent collected by quarter.

	2011-2012				2012-13	
	Q1	Q2	Q3	Q4	Q1	Q2
Proportion of rent collected	100.38	98.96	99.05	98.73	101.05	98.49

7.13 Current performance in rent collection is extremely good and this reflects the change in emphasis of the Neighbourhood Housing Officers being key to early intervention in low level arrears cases which shaped the current structure. Top quartile performance is anywhere above 97.5%, and these results show that, despite the recession our tenants have continued to pay their rent with overall debt levels barely increasing. Only 5.56% (401) tenants have arrears of over 7 weeks and average debt/rent arrears per household are only £158 per household, though this often still equates to significant sums over our entire stock.

7.14 The future for rent collection is of course much less certain, with benefit reforms meaning that rent will no longer be paid direct to the Council from the Benefit Service, and a weekly benefit cap of £500 will mean that particularly larger families will have choices of paying rent or perhaps clothing or feeding children.

7.15 Under-occupation will also see benefit reduced by £14 per week for each 'spare bedroom'. On the positive side this may mean more tenants will opt to downsize to smaller accommodation but equally many may just accumulate rent arrears at a slow rate.

7.16 A sustained information campaign is already underway to advise tenants of the changes, and additional staffing resources are being dedicated into the field of arrears prevention, benefit advice and tenancy sustainment, and officers will continue to work closely with colleagues in Arvato to ensure the Council's interests and those of our tenants are protected.

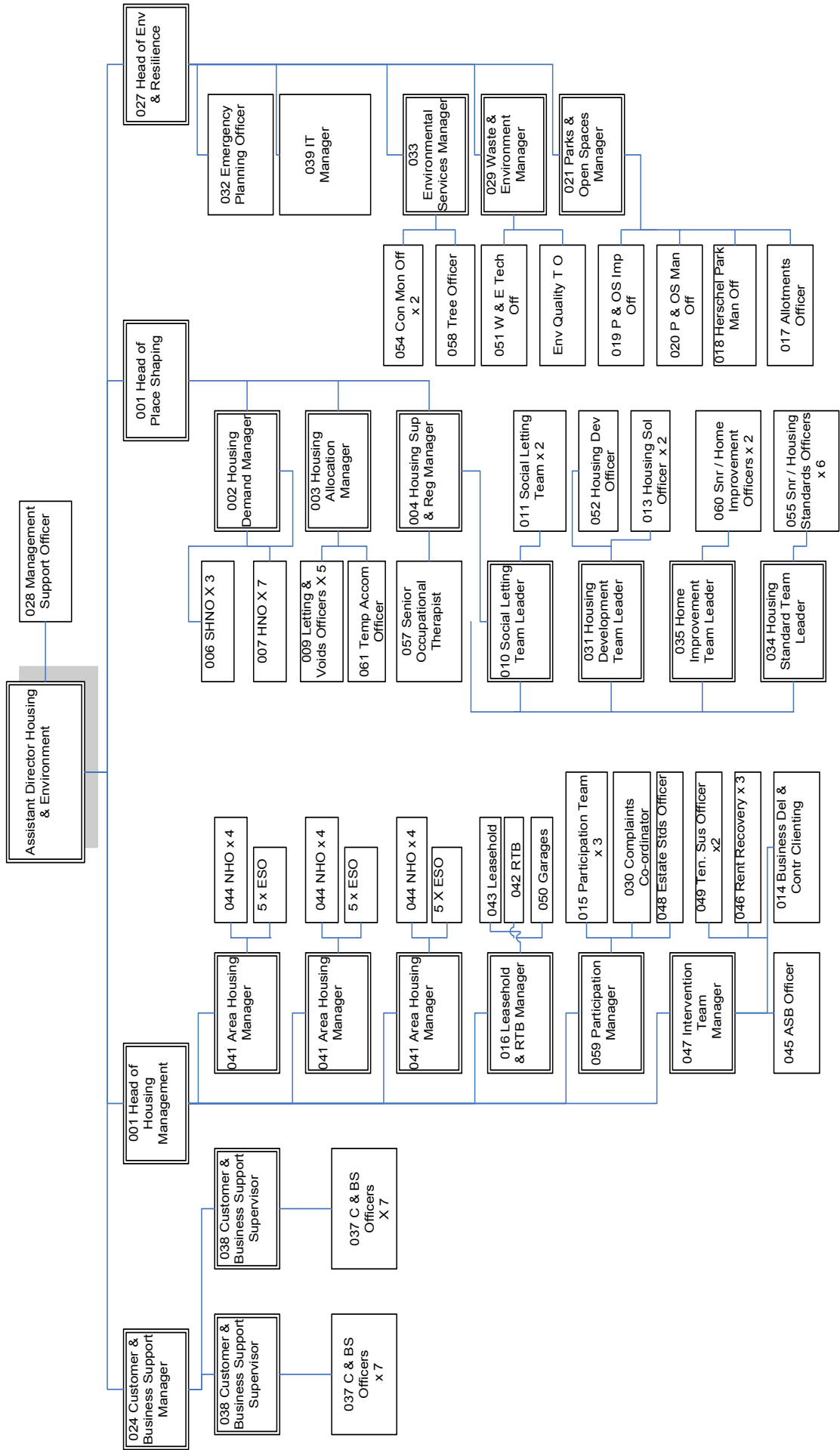
8 **Conclusion**

This report gives an insight into performance monitoring and management within the housing service and highlights a number of exception reports. The role of Scrutiny Panel should always be to delve further into specific issues of concern and it is hoped that this report might generate discussion with members as to what aspects of the Service may be the subject of closer scrutiny.

9 **Appendices**

A – Structure chart

B – Performance Table for September 2012



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Housing Performance Report - September 2012

The following charts graphically represent monthly trends in Slough's performance against various Performance and Activity Indicators.

		2010-11 outturn	2011-12 outturn	2012-13 Target	Latest Monthly Performance	Monthly RAG	Current Annual RAG	
Housing Advice	Numbers approaching for advice	1187	1065	-	74	Green	Green	View Chart
	Number of cases closed	1038	882	-	71	Amber	Green	View Chart
	Successful Preventions - as % of all Casework	88.02%	89.11%	-	100.00%	Green	Green	View Chart
	Preventions - Assist to Stay At Home	19.22%	21.77%	-	42.86%	Green	Green	View Chart
Preventions - Alternative Accommodation	68.80%	67.34%	-	57.14%	Green	Amber	View Chart	
	Failed to Prevent	11.98%	10.89%	-	0.00%	Green	Green	View Chart
Homelessness	Homeless Applications received	366	416	-	38	Amber	Amber	View Chart
	Decisions Made within 33 days	91.74%	91.74%	-	80.65%	Red	Red	View Chart
Lettings	Lettings by Bedsize - SBC	-	313	-	35	Green	Green	View Chart
	Lettings by Bedsize - RSL	-	198	-	5	Amber	Amber	View Chart
	Lettings by Band Group	-	511	-	40	Green	Green	View Chart
Voids	General Needs - Days to Relet	260	227	-	26 / 34 days	Green	Amber	View Chart
	Sheltered - Days to Relet	94	85	-	10 / 31.8 days	Amber	Amber	View Chart
	Current Voids - end of period	94	312	-	24	Green	Green	View Chart
Rents & Arrears	Proportion of Rent Collected	100.21%	99.41%	97.50%	98.19%	Green	Green	View Chart
	Tenants with more than 7 weeks arrears (Latest Quarter)	6.57%	6.51%	6.00%	5.56%	Green	Green	View Chart
	Total Arrears / Average per household	£974,635	£1,018,698	-	£1,141,764 / £158	Amber	Red	View Chart
Tenancy Sustainment	Case Activity: Referrals / Closures / Active Still	-	81	-	14 / 0 / 85	Green	Red	View Chart
	Cases Closed / Successful Outcomes	-	26	-	0 / 0	Red	Green	View Chart
Anti Social Behaviour	Number of ASB issues raised	-	107	-	20	Amber	Red	View Chart
	Number of ASB cases closed	-	101	-	3	Amber	Amber	View Chart
Repairs	Qualifying Repairs within Govt timescales	99.12%	99.68%	99.75%	0.00%	Green	Green	View Chart
	Communal Repairs	95.41%	95.98%	96.00%	0.00%	Amber	Amber	View Chart
	Average days - non urgent repairs	8.45	7.87	7.0	0.00	Red	Red	View Chart
	% Appointments made and kept	98.72%	99.33%	98.50%	0.00%	Green	Green	View Chart
	Repairs completed 1st time	94.96%	97.02%	93.00%	0.00%	Green	Green	View Chart
Customer Satisfaction - Repairs	99.28%	99.31%	-	0.00%	Green	Green	View Chart	
Missed Bins	Domestic Waste - Number Missed / % Missed v Collected	-	530	-	34 / 0.018%	Green	Green	View Chart
	Recycling - Number Missed / % Missed v Collected	-	425	-	29 / 0.015%	Green	Green	View Chart
Complaints	Complaints Logged	-	191.0	-	8	Green	Green	View Chart
	Complaints Responses and % within timescale	-	197.0	10 days	12 / 100%	Green	Green	View Chart

* Monthly Performance figure is for latest month only and is not a cumulative figure. Fuller details are provided in the individual charts

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel **DATE:** 15 November 2012

CONTACT OFFICER: Sarah Forsyth – Scrutiny Officer
(For all Enquiries) (01753) 875657

WARDS: All

PART I

TO NOTE

**NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL – 2012/13
WORK PROGRAMME**

1. **Purpose of Report**

1.1 For the Neighbourhoods and Community Services Scrutiny Panel to review its current work programme.

2. **Recommendations/Proposed Action**

2.1 That the Panel note its current work programme for the 2012/13 municipal year.

3. **Sustainable Community Strategy Priorities**

- **Housing**
- **Regeneration and Environment**
- **Safer Communities**

3.1 The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Sustainable Community Strategy priorities. The Neighbourhoods & Community Services Scrutiny Panel, along with the Overview & Scrutiny Committee and other Scrutiny Panels combine to meet the Local Authority's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.

3.2 In particular, the NCS Panel specifically takes responsibility for ensuring transparency and accountability for Council services relating to housing, regeneration and environment, and safer communities.

4. **Supporting Information**

4.1 The current work programme is based on the discussions of the Panel at its previous meeting, looking at requests for consideration of issues from officers and issues that have been brought to the attention of Members outside of the Committee's meetings.

4.2 The work programme is a flexible document which will be continually open to review throughout the municipal year.

5. **Conclusion**

5.1 This report is intended to provide the Panel with the opportunity to review its upcoming work programme and make any amendments it feels are required.

6. **Appendices Attached**

A - Work Programme for 2012/13 Municipal Year

7. **Background Papers**

None.

<p>Thursday 10 January 2013</p> <p>Crime and Disorder Committee</p> <p>Scrutiny Items</p> <ul style="list-style-type: none"> • Safer Slough Partnership – review of work and priorities • Anti-Social Behaviour in Slough – review of position in Slough and actions being taken • Bus Station Review – Communications <p>For Information</p> <ul style="list-style-type: none"> • Work Programme • Police and Crime Commissioner – review of who was elected and situation to date • Prostitution – monitoring of progress
<p>Wednesday 6 March 2013</p> <p>Scrutiny Item</p> <ul style="list-style-type: none"> • <p>For Information</p> <ul style="list-style-type: none"> • PCP Update

Unprogrammed:

- Housing Repairs Service Review
- Customer Service Review
- Street Cleansing Fixed Penalty Notices
- Accessibility Issues
- Effects of Housing on Residents' Health (Request from Health Scrutiny Panel)

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MEMBERS' ATTENDANCE RECORD
NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2011-12

COUNCILLOR	MEETING DATES						
	21/06/2012	10/09/2012	15/11/2012	06/12/2012	10/01/2012	06/03/2012	
Bains	P	Ab					
Bal	Ab	P					
Carter	Ap	Ap					
Dar	P	P					
Minhas	P*	P					
O'Connor	Ap	P					
Plenty	P	P					
Sohal	P	P					
Wright	P	P					

P = Present for whole meeting P* = Present for part of meeting
 Ap = Apologies given Ab = Absent; no apologies given

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