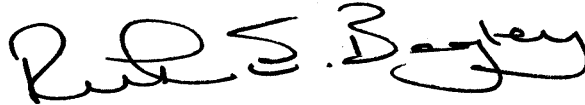


Date of issue: 26th September 2013

MEETING	OVERVIEW & SCRUTINY COMMITTEE (Councillors O'Connor (Chair), Bal, Hussain, Malik, M S Mann, Minhas, Nazir, Small and Smith)
DATE AND TIME:	MONDAY, 7TH OCTOBER, 2013 AT 6.30 PM
VENUE:	MEETING ROOM 3, CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY, SLOUGH, SL1 2SP
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	GREG O'BRIEN 01753 875013

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 1

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
	Apologies for absence.		
	CONSTITUTIONAL MATTERS		
1.	Declaration of Interest		

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

All Members who believe they have a Disclosable Pecuniary or other Pecuniary or non pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 3 paragraphs 3.25 – 3.27 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 3.28 of the Code.

The Chair will ask Members to confirm that they do not have a declarable interest.

All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.

- | | | |
|----|---|-------|
| 2. | Minutes of the Last Meeting held on 10th September 2013 | 1 - 8 |
|----|---|-------|

SCRUTINY ISSUES

- | | | |
|----|------------------|--|
| 3. | Member Questions | |
|----|------------------|--|

(An opportunity for Committee Members to ask questions of the relevant Director/ Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated).

- | | | |
|----|---|---------|
| 4. | Progress on the Thames Valley Transactional Service Centre (April 2013 - August 2013) | 9 - 26 |
| 5. | Progress Update on Slough Regeneration Partnership (LABV) | 27 - 32 |
| 6. | Forward Work Programme | 33 - 36 |
| 7. | Attendance Record | 37 - 38 |
| 8. | Date of Next Meeting

12 th November 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 Democratic Services Officer shown above for further details.



Overview & Scrutiny Committee – Meeting held on Tuesday, 10th September, 2013.

Present:- Councillors O'Connor (Chair), Bal, Hussain, M S Mann, Nazir, Small and Smith (Vice-Chair)

Also present under Rule 30:- Councillor Strutton

Apologies for Absence:- Councillors Malik and Minhas

PART I

17. Declaration of Interest

Cllr Bal declared a personal interest as his daughter worked for the Council.

18. Minutes of the Last Meeting held on 8th July 2013

Resolved - That the minutes of the last meeting held on 8th July 2013 were approved as a correct record.

With reference to minute 13 [Childhood Obesity Review] it was noted it was proposed to report to a future meeting on the reasons for the high incidence of childhood obesity in Colnbrook with Poyle and further information about breakfast clubs in schools.

19. Member Questions

Cllr M S Mann had submitted a question requesting details of the Council's £350,000 credit card spend.

A response was tabled indicating that the actual expenditure on credit cards in 2012/13 was £290,322.93 comprising approximately 900 individual transactions spread between 45 credit cards (of which 9 were allocated to schools). A pie chart illustrated the spend by category. Further information was requested on the spending limits set and the allocation of cards.

20. Childhood Obesity (Meeting 2) - "What options are there to alter the physical environment?"

The Committee considered the second report in connection with the childhood obesity review, containing information directed towards the question "What options are there to alter the physical environment?" This part of the review looked at the options for potentially restricting child access to fast food outlets around schools and the possible impact of such a move, which had arisen from a motion approved by the Council.

There were currently 90 class A5 hot food takeaway premises in Slough. Any new measures concerning restrictions around schools would not apply to

Overview & Scrutiny Committee - 10.09.13

existing premises; consideration would need to be given to the likely number of new A5 premises which a policy could be applied to, and the level of impact it would have on childhood obesity. Other relevant factors to note were that all schools operated a stay on-site policy for pupils up to year 11, which meant that the impact of limiting takeaways near schools may have little effect unless they were required to close for a period at the end of the school day, say 3 – 4.30 pm. Data from the School Food Survey suggests that 16% of the sample secondary group currently visited a takeaway once a week. Also there were a range of other outlets selling unhealthy items to children e.g. mobile ice cream vans, newsagents, supermarkets and petrol stations.

There had been a number of studies into how regulatory interventions can support public health outcomes. Restrictions on A5 hot food takeaway premises had been implemented in a number of areas across the country and the report described by way of example how two London Boroughs had approached the issue:

- Tower Hamlets had undertaken a study with a view to establishing a robust development management framework for managing the number and location of hot food takeaways.
- Barking and Dagenham had introduced a Supplementary Planning Document (SPD) seeking to reduce the prevalence and clustering of hot food takeaway shops, especially those in proximity to schools, parks and local youth amenities such as leisure centres, working with hot food takeaways to improve the nutritional value of the food they sell, and in relation to new developments improving opportunities to access healthy food and seeking developer contributions towards initiatives to tackle obesity.

A map circulated at the meeting showed that a significant part of the Borough (apart from the Town Centre, the centre of the Trading Estate and Poyle Trading Estate) was within 500 metres of a primary or secondary school. The Committee considered whether reducing the distance for a restrictions policy to 300 metres or applying the exclusion zones around secondary schools only (on the basis that primary school children are likely to be supervised going to and from school and not allowed out at lunchtimes) would be a more appropriate proposal. It was noted that there was no current planning policy restricting takeaways and there was no intention to review the Local Plan in the near future. This meant that such a policy would have to be produced as Supplementary Planning Guidance, which would carry less weight and would be subject to public consultation before it could be introduced. The Committee also received a map of the Borough showing the 90 takeaway premises and the 400m and 500m buffer zones around secondary schools.

The following points arose from questions and discussion:

- Were there any controls under the Council's licensing powers which could prevent ice cream vans from trading in the vicinity of schools at the end of the school day?
- What further data was available from the London Boroughs that had introduced policies to manage the number and location of hot food

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premises e.g. how many applications for class A5 hot food takeaways had been successfully refused under the planning policy; and had the policy shown any signs of affecting the number of obese children measured annually at Reception year and Year 6?

- It was recognised that the introduction of a new planning policy to restrict takeaways opening would have limited impact given that it could not be applied to existing premises, could not be applied in town centres and could not condition the type of takeaway.
- The operation by the Council (in conjunction with neighbouring councils) of the Catering for Health Award was recognised as a very positive contribution in terms of work with businesses around the inclusion of healthy menu choices, adopting healthier catering practices helping them to reduce the fat, sugar and salt content in the food they offered. It was hoped that a pilot scheme working with food outlets in the town centre could be rolled out to other parts of the Borough.
- Was there scope for encouraging fast food outlets to sign up to a voluntary code setting certain minimum standards? Were there any measures that could be taken to discourage the sale of high calorific drinks through newsagents, supermarkets, garages etc.
- Although they were criticised for a negative impact on healthy eating, hot food takeaway premises contributed to the local economy, provided local employment and brought diversity to High Street and neighbourhood shopping centres.
- Such matters as the beneficial effect of breakfast clubs in schools (to discourage snacking by children) and the good work with schools of the Council's Nutritional Adviser would be examined in more detailed when the Committee considered the role of schools later in the obesity review.

Resolved – That the information provided in the Committee report and arising from the discussion at the meeting be drawn on to compile the final report for the obesity review, including any conclusions on the potential to prevent any new premises with A5 usage from opening within 300 – 500 metres of a school in the Borough.

21. Leisure Strategy

Consideration was given to a report on the Leisure Strategy, inviting comments from the Committee in advance of it being considered by the Cabinet on 16th September 2013.

An overarching leisure strategy had been developed addressing the community needs and priorities for the Council's role in increasing levels of physical activity in Slough. The report detailed the substantial facilities and opportunities for participation and physical activity in Slough, which were not resulting in broad community involvement. The Council leisure facilities, operated under contract by Slough Community Leisure Ltd, received over 1 million visits per year and there had been no significant change in the level of use over the past 3 years. The most visited facilities were the swimming pool,

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the ice arena and gym. A comprehensive condition survey carried out on the Montem Leisure Centre and the Slough Ice Arena had indicated that both sites were showing significant wear and as a result £1.169m had been allowed for essential repairs to be carried out over the next three years. If both sites were to be kept open for more than 7 years, the capital cost of repairs and maintenance was estimated to increase to £8m.

Development options for new facilities are subject to funding and approval of the business case. The report detailed proposed core and non-core facilities based on an assessment of what was available in the town and trends in use. Three options to provide a new main leisure facility were assessed:

- Montem – new build / refurbishment – cost £20m - £24m
- The Centre – refurbishment and extension – cost £23.5m - £30m
- The Centre – new build – cost £19m - £29m

The advantages and disadvantages of each were set out. It was proposed that further development of proposals for new leisure provision, to replace the Montem leisure centre and ice arena, would focus on the two options at the site of The Centre, Farnham Road, although at this stage the new build option appeared to offer the most cost effective solution.

Arising from questions and discussion, the following views and comments were expressed by the Committee:

- Development of the leisure strategy should set out the research undertaken into the reasons for falling or static rates of participation and effective ways of increasing the number of physically active people in Slough, particularly in the key priority groups identified.
- Continued efforts should be made to work with schools, clubs and other providers to maximise public access to local leisure facilities and wider access to facilities not currently open to the public. Council facilities not duplicate these.
- The importance of small, accessible and local play space for children in residential areas, suitable for ball games and informal play, should not be overlooked.
- The swimming offer provided in any new facility should be as attractive as possible to encourage a broad range of users, with consideration given to such measures as free swimming for children.
- With the increasing pressure on the council's budget, it was recognised that preparation of the business case for new leisure and community facilities represented a significant challenge, and specific concern was expressed as to whether the development would be affordable in terms of both capital and revenue costs.

Resolved - That the report on the Leisure Strategy be noted and comments as set out above be submitted to the Cabinet.

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22. Quarter 1 Performance and Finance Report

The Committee considered a report setting out the latest forecast financial information, the Council's performance against the balanced scorecard indicators to date during 2013-14, and the performance on 'Gold' projects.

The Council was forecasting an overspend of £1.1m as at month 3. Details of the main variations from budget were set out in an Appendix, the most notable being in the service areas of Enforcement and Regulation (income pressures on the services), Wellbeing central management, Children and Families (increased placement costs and staffing costs in the Children's service) and Estates and Regeneration (mainly relating to the Asset Management function). Also, there was an additional £2.7m gap within the budget for the cost of phase 1 of the transactional service contract. There was no impact on the budget report as additional one-off funding from the latest Local Government finance settlement had been used for 2013/14, but the Council would need to adjust for this gap in the 2014/15 budget.

The Committee noted that 30 performance indicators had been RAG rated for the report, of which the majority (60%) were green, with 27% amber. The remaining four measures (13%) rated red (more than 5% adrift of their defined target value) were reviewed and these related to:

- % of initial assessments completed and authorised within 10 working days
- % of core assessments completed and authorised within 35 working days
- Number of households in temporary accommodation
- % of municipal waste sent to landfill

Members noted the reasons for under performance and the steps taken to address this.

The report went on to provide an update on the eight Council Gold Projects as at 30th June 2013. Three had been assessed with the overall status of green with five at amber.

Having examined the report and asked a number of questions, the Committee requested further information to be provided to a future meeting on the following:

- A progress report on the LD Change programme.
- A report on the implications of the Dilnot report.
- An explanation of how the funding gap for Phase 1 of the Transactional Services contract was to be met, together with assurances about the funding for Phase 2 of the contract.
- A further report on progress to address the projected underspend in the 2013/14 capital budget.
- An explanation of the increase in the number of households in temporary accommodation and the measures taken to deal with this.

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The Committee was pleased to note that Arvato would be attending the next meeting to present an update on progress of the Thames Valley Transactional Service Centre.

Resolved - That, subject to the requests for further information as set out above, the report be noted.

23. The Impact of the Government Spending Review on Slough Borough Council

Consideration was given to a report setting out the latest financial planning assumptions for the Council in the light of the Government's Spending Review announced in June 2013. This clarified the choices the Government has made as regards its spending priorities for the remaining period of this Parliament to 2015/16 and the report highlighted the main areas where the Spending Review would impact on the Council.

Consultations were taking place regarding funding for Local Government and the outcome would be announced in the Local Government Finance Settlement during the Autumn of 2013. The Council's Medium Term Financial Strategy (MTFS) was currently based on assumptions of funding levels. Given these assumptions of Government funding and the level of income the Council can expect, the report illustrated the significant savings requirement each year until 2017/18, the period of the current MTFS. The Committee noted that all savings proposals and growth items were currently under review, and adjustments were being made for known budget pressures such as the impact of pay changes or inflationary pressures.

The Committee recognised that the financial outlook was extremely challenging for the Council. Of particular concern was the level of Revenue Support Grant, which was forecast to decrease progressively from the current year amount of a little under £40m to just £16.8m by 2017/18. While there was an expectation of some modest growth in business rates, the level of savings likely to be required over the next four financial years was of the order of £30m. If the Leisure Strategy referred to in minute 21 above was implemented, this could involve capital expenditure of between £20m and £30m, which would have implications for the revenue budget for the cost of borrowing that may be required.

Resolved - That the report be noted.

24. Forward Work Programme

The Committee considered the current work programme for the Committee for the 2013/14 year. Amendments were put forward to the effect that consideration of the Economic Development Strategic Plan be deferred until the November 2013 meeting and the preparations for individual electoral registration be deferred until the January 2014 meeting.

Resolved - That the work programme, as amended, be noted.

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25. Attendance Record

Resolved - That the Members' attendance record be noted.

26. Date of Next Meeting

The date of the next meeting was confirmed as 7th October 2013.

Arising from a suggestion from the Chair that the Committee should meet at different venues within the Borough, it was requested that if possible arrangements be made to hold the October meeting at an alternative location.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.35 pm)

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee **DATE:** 7th October 2013

CONTACT OFFICER: Roger Parkin – Strategic Director Customer and Community Services
(For all enquiries) (01753) 875207

WARD(S): All

PORTFOLIO: Rob Anderson – Finance and Strategy
Sohail Munawar – Economic & Social Inclusion
Shafiq Chaudhry– Performance and Accountability

PART I

FOR COMMENT AND CONSIDERATION

PROGRESS ON THE THAMES VALLEY TRANSACTIONAL SERVICE CENTRE (APRIL 2013 – AUGUST 2013)

1 **Purpose of Report**

The purpose of this report is to update Overview and Scrutiny Committee members on the progress of the Thames Valley Transactional Service Centre Partnership with arvato for the period April 2013 to August 2013.

2 **Recommendation(s)/Proposed Action**

The Committee is requested to note the progress made within the reported period.

3 **Community Strategy Priorities** (Compulsory section)

The partnership relationship continues to develop and work towards achieving the ambitions of Slough Borough Council (SBC).

- Creating new income streams that will be shared with the authority by attracting new public sector work into the TVTSC and the borough of Slough.
- Adding value through the partnership, focusing on the young and unemployed for apprenticeships, NVQ qualifications and employment.
- Introducing a recruitment strategy that will specifically target the unemployed in the Borough with a focus on young people and on part-time jobs that appeal to family members with young children.
- Supporting sustainable SME businesses to deliver more jobs for Slough residents by setting up an advisory service providing advice on topics relating to arvato's core business.
- Investigating the viability of relocating some of arvato's wider UK and Ireland business to Slough.
- The creation of a specific schools package to attract business from educational facilities such as schools and universities.
- The introduction of Neighbourhood Benefit officers which will assist both the housing service in terms of housing benefit applications and ensure the

maximisation of benefit take up in the borough by providing a more local accessible and tailored service

4 **Joint Strategic Needs Assessment (JSNA)**

As part of the 10 year partnership agreement, arvato has set up an NVQ training facility which offers training and employment opportunities for the young people of Slough. The first apprentice scheme has just been completed having run for a year from 10th September 2012. arvato employed 5 apprentices who were based in Rent Accounts, Benefits, Cashiers, Transactional HR and Logistics and all successfully completed their NVQ level 2 qualifications. In addition they employed a fixed term trainee based in Transactional HR who is close to completing her NVQ level 3 qualifications.

Out of the five apprentices, one has obtained a permanent position in Revenues and Benefits, one has been placed in a fixed term position in the SBC HR department, one has just started an Association of Accounting Technicians (AAT) course at College, another has taken on a further apprenticeship with an engineering company and the remaining apprentice will be placed in a role in Transactional Finance shortly.

The second scheme started on Monday 9th September 2013 with 5 placements in Transactional HR, Revenues & Benefits, Transactional Finance, Logistics and Customer Service Centre. All have attended induction at SBC and started their placements on Friday 13th September

5 **Other Implications**

(a) Financial (Compulsory section)

The partnership presents a number of opportunities for SBC which will be realised over the 10 year contract period. In recognition of the success of the partnership a Phase 2 has been agreed to commence in October 2013 and will extend the scope of services to include; Customer Services and ICT.

(b) Risk Management (Compulsory section)

Risk	Mitigating action	Opportunities
Legal	Robust contract in place to monitor the service provision.	Change control procedure in place.
Property	See 6.9.	See 6.9.
Human Rights	Not applicable.	
Health and Safety	Dedicated Corporate Health and Safety service in place to support arvato.	
Employment Issues	All staff delivering Transactional Services were successfully TUPE'd over to arvato with existing Terms and Conditions - with no redundancies and this remains the current position	See 6.9.

	a year into the partnership	
Equalities Issues		
Community Support		
Communications	A joint partnership working group established.	Access to a wider communications network will allow the Authority to benefit from more positive exposure, marketing and promotion.
Community Safety		
Financial	Pricing model, KPI framework and Payment Mechanism relating to the partnership is contained within the contract.	Improvements in income generation and value for money for SBC. Phase 2 due to commence October 2013.
Timetable for delivery	The partnership is contracted for a period of 10 years from 1 st April 2012	
Project Capacity	Not applicable - this is not a project.	
Other	Phase 2 implementation of both Customer Services and ICT into the existing partnership arrangement is due in October 2013.	Presents significant investment and service development opportunities for Slough with regards to both service areas which will result in efficiencies for the retained organisation as well as our partner.

(c) Human Rights Act and Other Legal Implications (Compulsory section)

There are no Human Rights Act Implications.

(d) Equalities Impact Assessment (Compulsory section)

There is no identified need for an Equalities Impact Assessment.

(e) Workforce

Approximately 100 staff were TUPE'd successfully as part of the procurement process on existing terms. Staff continue to be fully engaged in service improvements and training opportunities to further improve their skills which ultimately improve services to the residents of Slough. Further details of the work undertaken on training and development are included within this report.

6 Supporting Information

- 6.1 The partnership is now into the second contract year and continues to go from strength to strength and members are asked to note and comment on continued progress to date.

During the reporting period there have been two major pieces of work which have been time consuming for all involved, but are nonetheless key to the future.

- **Relocation:** Much of the focus has been on the forthcoming accommodation relocation and ensuring that the right building is selected for such an important move.
- Phase 2: In light of the success so far, the Council and arvato are in advanced talks to commence a Phase 2 of the partnership. At the time of writing, arvato are due to take-on Customer Services and ICT with effect from 1st October 2013.

6.2 Progress in the reporting period

- Robust governance framework process and KPI reporting and monitoring regime continues to demonstrate an open and transparent approach to the way the partnership is managed.
- Regular customer liaison meetings continue to take place between, ICT, Housing, Strategic HR and Customer services to discuss issues, and develop joint solutions, such as;
 - A. the development of SLA's with Housing & Transactional Finance
 - B. further joint working in Customer Services with the removal of the court surgery's to remove the peaks in demand in Customer Service enabling a better service and the introduction of service direct.
 - C. training provided to both Customer Services and Housing staff to increase their knowledge of Housing Benefit and Council Tax.
- On-going joint working to implement legislation changes i.e. briefing local groups about changes to Housing Benefits.
- The introduction of the Performance Management Quality Assurance System (PMQA) continues to see enhanced performance in the Revenues & Benefits service. This gives us the ability to set and monitor individual performance targets whilst incorporating quality assurance. This further enables the supervisor to provide staff with individual feedback at weekly one to one's and identify individual training requirements. As a result of this we have seen a substantial reduction in the days to process benefit claims when compared with last year.
- Continued success of 'Service Direct' in Landmark Place, which has received positive feedback from both customers and employees. Over the last six months we have offered over 350 appointments, the majority being taken up, with a result that their claims are currently processed on average in 12 days compared to 21 days for all claims
- New service introduced for SBC to provide a method of making Social Fund payments from Landmark Place to customers, to meet the Council's statutory responsibilities under the Welfare Reform Act 2012.
- Interim structure established in the Revenues & Benefits service.
- BACS software introduced to transmit Real Time Information (RTI) to HMRC.
- Preparation work for pension Auto Enrolment.

- Upgrades implemented to the Payroll system, resulting in moving away from manual calculations.
- Significant support for the Charity of the Year Thames Hospice Care.
- Successful conclusion of the first arvato apprenticeship scheme in Slough.
- Lean Review proposal to review and improve SBC debt procedures.
- Improved reporting on levels of Former Tenant Arrears providing greater clarity to SBC on case numbers and debt value.
- Printing solution agreed.

6.3 Partnership Governance Arrangements

The governance framework for the partnership arrangement is now well established and working well. The current governance structure includes:

Informal client meetings: Weekly meetings take place between arvato's Operational and Contract Managers and the SBC Client Management Team to discuss operational, performance and strategic matters. The meetings also provide a useful forum to 'flag up' any future potential issues.

Operational Board reports and meetings: Monthly meetings between the Strategic Director of Customer and Community Services, the arvato Partnership Director, the Councils Section 151 officer and the Contract and Client Managers to review and discuss the performance report for the previous month. The meetings concentrate on KPI achievement and progress, financial reporting, highlights and lowlights in the scoped services and any future service specific requirements that may need to be considered and escalated to the next stage of the governance framework for approval.

Quarterly Strategic Board Meetings: These meetings focus on the strategic objectives of the partnership, review service delivery on an exceptions basis, and consider any contractual issues, new challenges or significant requests as identified by either party. Attendees are the same as the monthly Operational Boards but also include the Commissioner with the portfolio for overseeing the partnership.

Annual Review Meeting: The first annual review meeting took place in July 2013, following the successful completion of year 1, and was attended by all officers who attend the Quarterly Strategic Board meetings. The main purpose of this meeting is to discuss, further develop and agree the longer term strategy for the services that sit within the TVTSC.

6.4 Annual Service Plan 2013 – 2014

Annual Service Plan sets out the year's activities and objectives across the services, detailing how these will be planned, managed and monitored. The Plan has been placed on hold whilst Phase 2 is implemented.

Appendix A sets out progress against the Annual Service Plan 2013 – 2014.

6.5 Key Performance Indicators

KPI performance has shown an overall positive direction of travel in most areas. Highlights include:

- Council tax collection at the end of August 2013 was 47.70%. A direct comparison cannot be made with the 2012 figure as the methodology has changed with the figures now being in-year collection only and not including costs. If we use last year's methodology the reported collection rate would be 48.70% at the end of August as compared to 48.51% for August 2012, 0.19% in front.
- The collection rate has, as expected, been affected by the introduction of Council Tax Support, but in cash terms £24.99m was collected as at the end of August compared to £23.46m in 2012, an additional of £1.53m.
- Following the considerable amount of work undertaken last year to correct the NNDR database, there has now been an improvement in Business Rates collection to 46.80% as at the end of August 2013, an improvement on the 2012 position.
- This year has seen a marked increase in enforcement action to obtain payment for both Council Tax and Business Rates. Council Tax has seen a 42% increase in respect of reminders and final notices and a 35% increase in summons issued for non-payment. For Business Rates the increase is 52% for reminders and final notices with summons for non-payment similar to last year due to the timing of the courts.
- Benefits performance continues to be impacted by the Automated Transfer to Local Authority Systems (ATLAS) of DWP data. This is the automated transfer of DWP data and whilst the transfer of data is automated, the actual updating of the records is undertaken manually and the introduction of the system also witnessed a sustainable increase in the number of notifications received from the DWP, increasing the department's workload whilst ensuring our claimants receive the correct entitlement. New claims and change of circumstances processing continues to improve with the year to date positions at 21.36 and 11.37 respectively, both being well ahead of the same point last year.
- Correction of errors within Local Housing Allowance (LHA) claims continues with cases monitored and reviewed. In relation to maximising subsidy the position this year at 0.34% is a massive improvement on last year 0.63%.
- Following the introduction of Welfare Reform, residents have been supported with 372 Discretionary Housing Payment (DHP) applications processed (£139,710 spent and £189,949 committed) with a further 52 applications to be considered.
- Service Direct has been expanded with discussions held with Housing to support them through use of this service.
- HR and Payroll continue to achieve all KPIs and work on pensions Auto Enrolment.
- The first Real Time Information (RTI) submission was sent on time to HMRC.
- Transactional Finance continues to focus on reducing the outstanding debt, which is a high priority for the Council. The end of August figure is £5.72m of which £2.3 million is overdue, the majority of which (over £2 million) was raised by Wellbeing and includes monies due from the PCT and CCG.
- Rent accounting, P2P and Accounts Receivable & Payable, continue to achieve the majority of KPIs although the cashiering service has been significantly hampered by issues with the Civica Cash Receipting System.
- Logistics have also continued to achieve all relevant KPIs. The service has received a number of approaches from services wanting to back scan files.

The Key Performance Indicators are subject to base lining and as such the performance data has been recorded for information purposes and is not therefore

subject to any formal service credits or payment deductions. The KPIs are currently being reviewed with the aim of streamlining them to concentrate on achieving the Council's key priorities.

Appendix B provides an overarching summary of performance against the severity level 1 targets which have been formally approved at monthly Operational board meetings.

6.6 **Service Improvement Plan**

At the last review a number of projects were removed from the Plan in light of the Council's changing priorities. The remaining projects continue to be reviewed monthly at the Operational Board.

6.7 **Staff**

Engagement with employees continues with emphasis on integrating them into the arvato family.

- Team Action Management (TAM) has allowed staff to make their own views on the strengths, weaknesses, opportunities and threats in their own service areas which has enabled the staff to be fully engaged in the change process.
- Training continues to be made available and delivered following the skill gaps analysis previously undertaken.
- MS Excel training has been rolled-out across the services.
- Personal Development Reviews are being undertaken with all staff with emphasis on performance improvement and individual staff development plans.
- Arvato has supported the SBC services with staff from across the wider arvato public sector services giving a much greater skills pool. Communication channels continue to be developed, with "MyNet" the arvato intranet launched in June, giving employees greater access to corporate information, news, staff benefits etc.
- Staff participated in the Bertelsmann 2013 Employee Survey with the results due later in the year.

6.8 **Charitable Activity**

Staff continue to be actively engaged in supporting the selected Charity of the Year Thames Hospice Care. In August a team of seven arvato employees undertook a charity tandem skydive at the Hinton Skydiving Centre raising approximately £3,000.

6.9 **Accommodation**

The lease for Airways House will end in December 2013 and negotiations are at an advanced stage for arvato to move into new accommodation within the borough. The new building will be fit for purpose and include capacity for future expansion to potentially bring new jobs to the borough.

7 **Comments of Other Committees**

None relevant.

8 **Conclusion**

The Committee are asked to note the progress made by the partnership and acknowledge the considerable amount of work undertaken by both arvato and the Council during this time.

The partnership continues to focus on the development of a successful Thames Valley Transactional Service Centre which has the ability to:

- Maximise income
- Raise and respond to community and customer expectations whilst improving performance
- Improve access to jobs
- Improve use of resources and streamlining processes
- Provide efficiencies and improvements to the Council

9 **Appendices Attached (if any)**

Appendix A – Progress against the Annual Service Plan.

Appendix B – KPI Performance Report.

10 **Background Papers**

None.

Appendix A

Thames Valley Transactional Service Centre Annual Service Plan 2013 – 2014

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
ALL	Improved communication links	Implement staff suggestion scheme	1 – Merged with roll-out of new staff intranet 'MyNet'	ACHIEVED
Corporate HR	Casework support for service leads	Support leaders with casework issues and resolution	1 – This is a continuous piece of work	ONGOING
DIP and Logistics	Rollout of the Digital Mail Room across the Council	Develop communications and change plan	1	This project is on hold awaiting the Council's requirements

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenues and Benefits	Improved community income	Recruit Neighbourhood Benefit and Money Advice Officers	2	In recruitment process

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenues and Benefits	Improve take-up of Direct Debit Facilitate improved	Obtain Accreditation for Paper-less Direct Debit	3–	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates

	access to services			that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable
Transactional Finance	Improve take-up of Direct Debit Facilitate improved access to services	Obtain Accreditation for Paper-less Direct Debit	3-	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable
Revenues and Benefits	Improved community income	Neighbourhood Benefit and Money Advice Service formulation of engagement strategy	2	The recruitment has been linked in with the current restructure of the revenues and benefits service In recruitment process

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional Finance	Reduce Operating Costs Improve accuracy of payment allocation	Implemented 'Automated Bank Reconciliation' module of Civica Icon	3	The client is currently updating the Civica Icon system, once complete this requirement will be revisited. Expected August 2013. Revised timescale to be developed, number of issues came out of project resulting in the project being split in two. Automated Bank Reconciliation to be installed once issues with initial install resolved
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Identify and prioritise the early adopter departments	2	This project is on hold awaiting the Council's requirements

DIP and Logistics	Roll out of the Digital Mail Room across the Council	Requirement verification	2	This project is on hold awaiting the Council's requirements
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Establish electronic links to wider arvato network	2	Awaiting Council decision on ERP System. May present opportunities.
Revenues and Benefits	Prepare organisation for answering incoming customer contacts by telephone and email	Recruit employees and train for the Revenues and Benefits contact centre	2 - Subject to agreement with the Council of a go-live date	ONGOING

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Corporate HR	Staff Training	Delivery of Training Plans	3 – Training now ongoing	ONGOING
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Implementation of DMR system	3 – See above	ONGOING
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Test and Parallel running for the first department	3 – See above	ONGOING

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenues and Benefits	Improved business intelligence	Commence measurement programme with call handling team	3 – Ongoing (Phase 2)	ON HOLD
Revenues and	Transfer call handling	Commence the	3 – Subject to	ONGOING

Benefits	successfully from My Council to TVTSC	operation of the Revenues and Benefits Contact Centre Review Performance	agreement with the council of a go-live date	
Revenues and Benefits	Work with Capita to implement Academy module	Optimise rents interface for Council Stock	3	None to date
Revenues and Benefits	Work with Capita to implement Academy Modules	Implementation of EDT module	3	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable
Revenue and Benefits	Work with Capita to implement Academy Modules	Implementation Capita Recovery Targeting Module	3	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenue and Benefits	Maximise the benefits provided by the additional software modules installed into Academy	Including training, development of new processes and external communications / marketing as required Develop Project plan and agree implementation plan	3 – onwards Commencing with Recovery targeting and ETD's to be completed this quarter	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable

			including training , development of new processes and external communications / marketing as required	
Transactional Finance	Reduce Operating Costs Improve Speed and accuracy of sundry debt billing	Install interfaces between Oracle AR Module and Feeder systems	3	Council is currently reviewing the use of the Oracle system. Once decision known will reconsider this project. No longer required Council is to move away from Oracle

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional Finance	Reduce Operating Costs Improve Speed and accuracy of processing	Install interfaces between Oracle GL Module and Feeder System	3 – See above	Council is currently reviewing the use of the Oracle system. Once decision known will reconsider this project No longer required Council is to move away from Oracle
Transactional Finance	Improve Access Reduce Operating Costs	Install automated Payment Machines	3 – Ongoing (Questions around choice of machines now resolved)	ONGOING
Revenues and Benefits	Innovation in recovery techniques	Commence cold calling using credit solutions	4	ONGOING
Transactional Finance	Innovation in recovery techniques	Commence cold calling using credit solutions	4	ONGOING
Corporate HR	Resource Planning support to service leads	Implementation of actions to structure resources recruit and / or redeploy surplus staff	4 – onwards	ONGOING

DIP and Logistics	Roll out of the Digital Mail Room across the Council	Full Go live	4 – See above	ONGOING
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Review and Optimisation	4 – See above	ONGOING

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional HR	Introduce more efficient operating system	Introduce Resource Link	4	ON HOLD (pending outcome of new financial and HR system review by the council) No longer required, Council does not wish to use Resource Link
Transactional HR	Deliver efficiencies to meet performance targets	Implement Final Organisational Model	4 – Organisation defined and employees in post	ACHIEVED
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Introduce new electronic solution for recruitment	4	ON HOLD (pending introduction of new financial and HR system review by the council)

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Full go live of DIP Workflow solution	4	ONGOING
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Roll out of Self Service from Resource Link	4	ON HOLD (pending introduction of new financial and HR system review by the council)

Revenues and Benefits	Respond to Welfare Reform Agenda	<p>Agree terms of localised CTB Scheme</p> <p>Deliver staff training</p> <p>Testing of new software releases and /or configuration</p> <p>Agreement of commercial response to reform with Slough</p>	4 Subject to timely approval of proposals from the authority	ONGOING
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SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional Finance	<p>Deliver efficiencies to the Authority</p> <p>Deliver services to performance targets</p>	<p>Implement Oracle Budgeting Functionality</p>	4	<p>ON HOLD (Phase 2) Council is currently reviewing the use of the Oracle system. Once decision known will reconsider this project No longer required Council is to move away from Oracle</p>
DIP and Logistics	Roll out of the Digital Mail room across the Council	Test and Parallel running for next departments	2, 2013 – See above	This project is on hold awaiting the Council's requirements
DIP and Logistics	Roll out of the Digital Mail room across the Council	Full Go - live	3, 2013 – See above	This project is on hold awaiting the Council's requirements
DIP and Logistics	Roll out of the Digital Mail room across the Council	Project Review	3, 2013 – See above	This project is on hold awaiting the Council's requirements

RAZ	Manage, control and reconcile year end process	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Annual task performed in February each year.
LOGISTICS SERVICES											
MH1	Receive incoming post for delivery within 24 hours of receipt	99.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
MH5	Collect and process post for dispatch (RM)	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH7	Process PPI from Benefit	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH9	Process Benefit cheques within 24 hours of receipt	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH11	Collect and process post for dispatch (TNT)	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH Couriers 1	Deliver to all schools and libraries within the Borough of	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH Couriers 2	Deliver to all corporate buildings on agreed schedule	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
MH Couriers 3	Collect from and deliver to, the DX courier office on agreed	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
DIP Service	Batch, scan & index docs received within 24 hours of receipt	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
HUMAN RESOURCES & PAYROLL SERVICES											
THRP1	Input all Payroll transaction changes received by the department	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.
THRP2	Transmit BACS payments by required deadline	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.
THRP3	Transmit all submissions (electronic files and payment)	100.00%	100.00%	100.00%	100.00%	N/A	N/A	100.00%	100.00%	100.00%	Reported one month in arrears.
THRP4	All administration for new appointments specific to work	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
THRP5	Payroll accuracy Errors with financial implications	99.80%	100.00%	99.90%	99.90%	99.80%	99.80%	99.80%	99.80%	99.80%	Reported one month in arrears.
THRP6	Provide payslips to all SBC staff	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Reported one month in arrears.

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview & Scrutiny Committee **DATE:** 7th October 2013
CONTACT OFFICER: Sarah Richards, Strategic Director Regeneration, Housing and Resources
WARD(S): All
PORTFOLIO: Neighbourhoods & Renewal – Cllr Swindlehurst
SRP Board Member – Cllr Nazir

PROGRESS UPDATE ON SLOUGH REGENERATION PARTNERSHIP (LABV)

1 Purpose of Report

- 1.1 The purpose of this report is to update on the progress made on mobilising the Slough Regeneration Partnership (SRP) since the partnership was entered into in late March 2013. This followed a Cabinet decision on 19 September 2012 to create the Slough Local Asset Backed Vehicle (LABV), subsequently known as SRP.
- 1.2 Issues are identified in this report that will form part of a report to Commissioners and Directors/Cabinet in October 2013.

2 Recommendation(s)/Proposed Action

- 2.1 That the Committee consider and comment on the information in the report in order to inform the process going forward.

3 Slough Wellbeing Strategy (SWS) Priorities

- 3.1 The SRP deliver on the following priorities:
- Regeneration and environment: the SRP is a special purpose vehicle that will help deliver a range of regeneration projects and improvement to the environment across the town.
 - Housing: the SRP will deliver a minimum of 200 new houses and flats from the first two site developments (Ledgers Road, Wexham Nursery) and potentially many more over the 15 year life of the Partnership.
 - Economy and skills: building the Curve and the development of identified sites for housing will bring direct benefit to the local economy and skills base from a concerted effort to engage local businesses in the supply chain and integrating training opportunities for people employed in the construction.
 - In addition the SRP will contribute to improving the image of the town through the construction of the Curve, demonstrate SBC's commitment to the Heart of Slough through substantial public investment in the town centre and through a considered and innovative approach to design on key sites.
 - Value for money: the SRP is expected to achieve a higher rate of return when assets are disposed of than comparable traditional routes for disposal.

SRP Strategic Regeneration Objectives

Embedded within the partnership agreement is a statement of the council's regeneration ambitions. All SRP projects are required to meet these objectives, in whole or in part. The objectives are consistent with the SWS priorities.

4 Other Implications

4.1 Financial

The SRP has a number of significant financial implications. As a partner of the SRP the council is entitled to a share of the profits generated through the partnership's work on development sites. The level of profit will be considered as part of the individual site development plans as well as over the number of the sites that the council agrees go into the SRP. The council is also entitled to a 'minimum land value' for the original sites put through the SRP. Over the course of work with the SRP the overall levels of these will be closely monitored to ensure that the council receives a good level of capital receipts from the SRP.

The initial financial modelling completed on the sites under option indicated a minimum land value back to the council of £13m and development profits of £7m (2012 figures). Clearly the council would have generated a return on these sites if it had not entered into a LABV partnership via the normal capital asset disposal process. The benefits of the LABV lie in the ability of the council to generate income through profits as well as the land value reflecting increased value through the work of the SRP's development proposals

On community projects, the council's financial interest is much more concerned with ensuring capital projects remain in line with the council's budget provided for the respective community projects.

As with any new venture, the council will need to have effective risk management systems in place to ensure that taxpayers interests (via land values or through major capital schemes) are protected and that maximum value is extracted from the SRP to assist the council in delivering its objectives.

Overall, the council's involvement within the SRP should see a significant level of capital receipts flow back to the council both via profit share and through capital land values over the coming years. These capital receipts will need to be utilised as an integral part of funding the council's future capital programme and will be considered in light of council's overall funding envelope and the affordability of the level of future capital programmes.

5 Supporting Information

- 5.1 The partnership agreements that underpin the Slough Regeneration Partnership (SRP) were signed on 22 March 2013. Since that date the focus has been on mobilising the partnership to ensure that the objectives for the council are effectively realised.
- 5.2 The Cabinet decision of September 2012 delegated to the Chief Executive and LABV Development Group a number of specific issues including; initial adoption of the Partnership Business Plan; the agreement of site development plans (SDP) for the Curve; agreement of SDPs for Wexham Nursery and Ledgers Road sites to be developed to support submission of planning applications; agreement of a scheme of delegation for the LABV with some key matters reserved for Cabinet.

- 5.3 With a complete change in personnel involved, both within SBC and also Morgan Sindall (MS), and the complexity of the legal documentation, progress in the early months was slow. However, as working arrangements have become more familiar, the partnership team is developing and there is greater clarity about decision making within SBC, projects are moving from theory to practice, momentum is now building.

Governance arrangements

- 5.5 The overall running of the SRP LLP is conducted at the senior level through a Board structure. There are three representatives from each partner sitting on the Boards (separate Boards for the community and development projects companies). The SBC representatives are Strategic Director Regeneration, Housing and Resources (Sarah Richards), Assistant Director Finance and Audit (Joseph Holmes) and a nominated elected member (Cllr Nazir). It has become evident that the dual role held by Joseph Holmes, the combination of being a Board member and s151 officer, leads to a potential conflict of roles. It is proposed that the officer representatives are changed – the AD Finance and Audit is replaced with the AD Housing and Environment (substitute AD Assets, Infrastructure and Regeneration).
- 5.6 Progress is being made with a scheme of delegation to enable SBC to participate most effectively with the Partnership. The matters that will come to Cabinet for decision include: agreement of the annual Partnership Business Plan which sets the overarching plan for site developments (November 2013); disposal of land to the SRP after planning permission has been gained and when land value is established.

The Curve

- 5.7 Substantial progress has been made with the development of the Curve since the signing of the Pre Contract Development Agreement with MS in March 2013. The project is on target to be completed in Spring 2015 as planned. The final details of the design will be agreed with the client team in September. The budget and options to reduce costs through value engineering will be finalised at the end of September and legal documents are being prepared with a view to achieving formal agreement and financial close by mid October, before starting enabling works on site. It is confidently expected that the project will be delivered within the £22m budget, retaining a 5% contingency sum.
- 5.8 Progress is also being made in reaching agreement with neighbouring landowners to secure the site before building can start. An agreement has been exchanged with Equistates Investments and demolition of the former Code nightclub building has commenced. Terms are agreed with the church and agreement on the specification of enabling works to the adjoining Queensmere shopping centre are being agreed with owners Criterion.
- 5.9 Governance and management arrangements for the Curve are being strengthened further to ensure the Curve is connected with the SRP arrangements and is effectively managed. A dedicated Project Manager has been appointed (on a fixed term contract), The Assistant Director for Community and Skills (Andrew Stevens) is responsible for delivery of the project, while the Strategic Director for Customer and Community Services (Roger Parkin) chairs the officer project board and the Capital Strategy Board provides scrutiny of the budget, in addition to existing oversight arrangements through the SRP LLB board and Corporate Management Team.

Site development progress

- 5.10 The legal documentation and final signed agreements between MS and SBC were based on site development plans (SDPs) that were not compliant with SBC planning policy (known in the procurement process as the Council Variant Bid). The assumption at the time of submission was that Wexham Nursery site would be developed in its entirety with market housing (houses for sale) and that the planning policy requirement for social and affordable housing would be met entirely on the Ledgers Road site.
- 5.11 Following discussions with SBC Planning earlier this year it became evident that this approach, which is entirely contrary to SBC planning policy, is perceived as too risky by the MS members of the SRP Board and will not be progressed. In order to make progress the Wexham Nursery and Ledgers Road sites are now being treated as separate development proposals and will be progressed individually.
- 5.12 There is an option agreement in place with SRP to purchase further sites – Haymill, Montem Leisure, and Weekes Drive. Early site investigation work has been started on Weekes Drive. However Haymill will not progress until a S77 procedure has been followed through and Montem Leisure site is dependent on the agreement of the Leisure Strategy and business case for the re-provision of the leisure facilities elsewhere in Slough.

Ledgers Road

- 5.13 Work is actively underway to develop a proposal for this site. Site investigations have been undertaken and preparatory development appraisals are being completed in order that the SRP Board is in a position to agree to prepare a planning application. A number of opportunities are being explored for the site development. These include running a design competition and exploring alternative financial models for the development.
- 5.14 The early financial appraisal indicates that the purchase of the affordable housing by SBC (HRA) will provide the best site value. The process of financial appraisal will continue while the scheme is being developed up until the point that planning permission is granted – March/April 2014. At that point the accurate and real value of the site will be agreed.

Wexham Nursery – phases 1 and 2

- 5.15 Site investigations are being undertaken. There are ongoing discussions with SBC Planning to clarify possible S106 contributions in order that the first financial appraisal can be completed. In order to develop a scheme that addresses the planning policy issues it is likely that there will be an element of affordable/other types of housing on the site.
- 5.16 Discussions are underway with SBC Housing to explore the options for meeting a part of the affordable housing requirement on sites in the surrounding area. The mix of tenure on the site directly impacts on land value. We are working towards a plan that maximises the land value at the same time as minimising the planning risk. Again, the final value of the site will not be established until planning permission has been granted. It is anticipated that planning application for Wexham nursery site will be submitted late 2013/early 2014.

Other opportunities

- 5.17 The SRP and MS are working closely with East Berkshire College (EBC) to maximise the opportunities for local small and medium sized businesses to work on the SRP development projects. The support given is practical – filling in forms, understanding the

requirements from MS etc. A 'meet the partner' event is being held on 29 October at EBC where over 200 local businesses are being invited.

5.18 MS has extensive experience of embedding key skills and benefits into the local community through implementation and monitoring of project and framework specific Employment Skills Plans (ESP's). There will be an ESP for the SRP developments which will set minimum targets for apprenticeships, long term unemployed and training opportunities.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview & Scrutiny **DATE:** 7 October 2013
Committee

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

WARDS: All

PART I

TO NOTE

OVERVIEW AND SCRUTINY COMMITTEE – 2013/14 WORK PROGRAMME

1. **Purpose of Report**

1.1 For the Overview and Scrutiny Committee to review the current work programme for the Committee.

2. **Recommendations/Proposed Action**

2.1 That the Committee note the current work programme for the 2013/14 municipal year.

3. **Joint Slough Wellbeing Strategy Priorities**

- **Economy and Skills**
- **Health and Wellbeing**
- **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 Joint Slough Wellbeing Strategy priorities. The Overview and Scrutiny Committee leads the Council's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.

4. **Supporting Information**

Work Programme

4.1 The current work programme is based on the discussions of the Committee at its previous meetings, 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 The Overview and Scrutiny Committee plays a key role in ensuring the transparency and accountability of the Council's financial and performance management, and strategic direction.

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

6. **Appendices Attached**

A - Work Programme for 2013/14 Municipal Year

7. **Background Papers**

None.

OVERVIEW AND SCRUTINY COMMITTEE
WORK PROGRAMME 2013/14

Meeting Date	
	12 November 2013
Scrutiny Items	<ul style="list-style-type: none"> • Childhood Obesity – Meeting 3: “What is the role of schools and how can we support them? How can we encourage greater physical activity amongst children and young people?” • Q2 Performance and Finance Report incl. progress to address capital budget underspend • Economic Development Strategic Plan
	3 December 2013
Scrutiny Items	<ul style="list-style-type: none"> • Childhood Obesity – Meeting 5: “What is the role of Primary Care?”
	14 January 2014
Scrutiny Items	<ul style="list-style-type: none"> • Childhood Obesity – Meeting 5: Sign off report and confirm recommendations • Preparations for individual electoral registration
	6 February 2014
Scrutiny Items	<ul style="list-style-type: none"> • Q3 Performance and Finance Report • Review of Job Clubs – tbc

4 March 2014	
Scrutiny Items	<ul style="list-style-type: none"> • Chief Constable
8 April 2014	
Administrative Items	<ul style="list-style-type: none"> • Scrutiny Annual Report
Scrutiny Items	<ul style="list-style-type: none"> • Leaseholder Services – Update on Improvements

Currently Un-programmed:

- Bus Station Project
- Loanshark Service – Review of Programme
- Apprenticeships, work experience and Aspire
- Impact of Benefits Changes
- LD Change Programme
- Dilnot Review

MEMBERS' ATTENDANCE RECORD 2013/2014

OVERVIEW AND SCRUTINY COMMITTEE

COUNCILLOR	04/06	08/07	10/09	07/10	12/11	03/12	14/01	06/02	04/03	08/04
Bal	P	P	P*							
Hussain	P	Ap	P							
Malik	P	P	Ap							
M S Mann	P	P	P							
Minhas	P	P	Ap							
Nazir	P	P	P							
O'Connor	P	P	P							
Small	P	P	P							
Smith	P	P	P							

P = Present for whole meeting
 Ap = Apologies given

P* = Present for part of meeting
 Ab = Absent, no apologies given

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