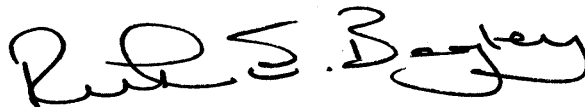


Date of issue: Wednesday, 19 February 2014

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Minhas (Chair), Dar, Dhillon, Malik, M S Mann, Plenty, Shah, Sohal and Wright) <u>Non-Voting Co-Opted Members</u> Naomi Owens (Leaseholder Forum Representative), Terry Conroy (Slough Federation of Tenants and Residents) and Vivianne Royal (Customer Senate)
DATE AND TIME:	THURSDAY, 27TH FEBRUARY, 2014 AT 6.30 PM
VENUE:	MEETING ROOM 3, CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY, SLOUGH, SL1 2SP
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

Apologies for absence

CONSTITUTIONAL MATTERS

1. Declarations of Interest

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.

Members are asked 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 8 January 2014

1 - 4

SCRUTINY ISSUES

3. 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.

4. The work of the Safer Slough Partnership (SSP)

5 - 24

5. Overview of Domestic Abuse in Slough

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ITEMS FOR INFORMATION

6. Interserve Performance Indicators

47 - 58

7. Forward Work Programme

59 - 64

8. Date of Next Meeting - 2 April 2014



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.

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Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Wednesday, 8th January, 2014.

Present: Councillors Dar, M S Mann, Plenty, Shah and Sohal

Non-voting Co-optees: Vivianne Royal (Customer Senate)

Also present under Rule 30: Councillors Strutton

Apologies for Absence: Councillor Minhas, Malik and Wright

PART 1

32. Election of Chair for Meeting

The nomination of Councillor Dar was proposed and seconded. There being no other nominations it was:

Resolved – that Councillor Dar be elected as Chair of the Neighbourhoods and Community Services Scrutiny Panel for the duration of the meeting.

Councillor Dar in the Chair

33. Declarations of Interest

None.

34. Minutes of the meetings held on 30 October and 6 November 2013

The minutes of the meetings of the Neighbourhood and Community Services Scrutiny Panel held on the 30 October 2013 and 6 November 2013 were agreed as a correct record.

35. Member Questions

None received.

36. What impact has the introduction of the new benefits system had in Slough

Roger Parkin, Strategic Director Customer & Community Services, introduced the report, setting out the impact that had been seen from the introduction of the new benefits system. Members also received information from Neil Aves, Assistant Director Housing & Environment, and Jackie Adams, Service Assurance Technical Specialist.

In April 2013 the new localised council tax support scheme had been implemented, and it was confirmed to Members that, to date, there had been

Neighbourhoods and Community Services Scrutiny Panel - 08.01.14

a limited impact on residents. In addition, the previous concern regarding the 'London Effect' had not materialised.

The Panel discussed three individual elements of the new system: council tax support; housing benefit cap; and the under occupancy (bedroom) tax.

Of particular concern, was the impact on residents who needed to downsize due to the bedroom tax. Approximately one third of residents impacted had registered to downsize, and the new Allocations Policy prioritised these groups, however, with limited voids available for allocation, there was a delay in moving these residents. Officers confirmed it could take approximately four to five years to complete the reallocations, which Members expressed concern about.

The Panel discussed the use of 'hardship' payments to support residents, and noted that many of those in receipt of these payments used them for the bedroom tax. In addition, the Panel discussed the Local Welfare Provision, which had consolidated two schemes into one, and aimed to support social care clients through life events such as moving, leaving care, financial crisis, disasters e.g. fire, waiting for benefits claims to be settled or travel expenses for job interviews. There was a risk attached to this funding, as it was not ring fenced.

The Panel noted that the limited impact of the new benefits system indicated that Slough had been successful, previously, at ensuring that residents were accessing the benefits they were entitled to.

Resolved –

- 1) to note the report; and
- 2) to add an agenda item to a future meeting looking at how the council can encourage more people to move, freeing up properties for those who wish to downsize.

37. The Voids Process and the Re-allocation of Empty Council Homes

Neil Aves, Assistant Director Housing & Environment, introduced the report providing an overview of the current service performance in relation to the repair, clearance and reallocation of council houses. Vivianne Royal, Customer Senate Chair and co-optee on the Panel also provided information on the Senate's work looking at this service.

The Panel noted that voids process was seen as the weakest element of the service, with Slough coming in the bottom quartile in terms of performance against equivalent authorities. The key issue was that the current contract did not include enforceable performance standards, with the contractor reviewing their own performance. This issue had led to a difficult relationship with the contractor, Interserve.

The current contract had 18 months left on it, and the lesson had been learned, with the procurement process for the new contract looking to include

Neighbourhoods and Community Services Scrutiny Panel - 08.01.14

stronger performance measurements with which the council could hold the contractor to account for the quality of the work provided.

The Panel noted the steps to be taken to protect the council from a similar situation in the future, but also felt more should be done now to improve the service with the current contractor, using spot checks to pressure Interserve over basic lapses in quality and timescales for work.

Resolved –

- 1) that the arrangements for the new contract are reviewed by the Neighbourhoods and Community Services Scrutiny Panel before being signed;
- 2) that the current performance data for the voids contract be made available for the Neighbourhoods and Community Services Scrutiny Panel on it's next agenda as an 'information only' item; and
- 3) that the Panel receive an update on the performance of the voids contract in nine months, including input from Housing Services, Property Services and Interserve.

38. Estates Services Review

Resolved – that the report setting out details of the current Estates Services Review be noted.

39. Forward Work Programme

Resolved – that the work programme be noted.

40. Attendance

Resolved – to note the attendance record.

41. Date of Next Meeting - 27 February 2014

The date of the next meeting was confirmed as 27 February 2014.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.55 pm)

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel
DATE: 27 February 2014
CONTACT OFFICER: Louise Asby, Community Safety Manager (01753 875146)
WARD(S): All
PORTFOLIO: Councillor Sohail Munawar – Commissioner for Social and Economic Inclusion

PART I
CONSIDERATION AND COMMENT

THE WORK OF THE SAFER SLOUGH PARTNERSHIP (SSP)

1. **Purpose of Report**

This report gives an overview of the crime and disorder issues in Slough and the work of the local Community Safety Partnership in tackling those issues. We seek Member views on this work.

2. **Recommendation**

The Panel is requested to discuss the information provided and consider the effectiveness of the programmes of work in place to tackle SSP priorities.

3. **Joint Slough Wellbeing Strategy Priorities**

- Health and Wellbeing – The SSP contributes to Health and Wellbeing through the provision of high quality drug and alcohol services and promoting positive behaviour change.
- Safer Communities – The SSP contributes to Safer Communities through working to ensure the borough is a safe place to live, visit, work and play; increasing confidence in reporting of crime and anti-social behaviour; and reducing crime, its fear and perception. The work of the SSP in supporting these priorities is set out in the report.

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

The JSNA highlights crime and disorder, domestic abuse and alcohol and drugs misuse as priorities.

5. **Other Implications**

(a) **Financial**

There are no financial implications of proposed action.

(b) **Risk Management**

Risk	Mitigating action	Opportunities
Legal	None	None
Property	None	None
Human Rights	None	None
Health and Safety	None	None
Employment Issues	None	None
Equalities Issues	None	None
Community Support	None	None
Communications	None	None
Community Safety	None	None
Financial	None	None
Timetable for delivery	None	None
Project Capacity	None	None
Other	None	None

(c) **Human Rights Act and Other Legal Implications**

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

(d) **Equalities Impact Assessment**

Feedback and close monitoring of data is analysed according to Slough Borough Council equalities monitoring categories, thereby enabling any differential impact on particular groups to be identified. Those who are from minority ethnic groups, those with learning and physical disabilities and those with mental health problems are all at a disproportionately greater risk of becoming victims of anti-social behaviour.

6. **Supporting Information**

6.1 **Background**

The Crime and Disorder Act 1998 introduced the requirement for local authorities, Police and other key agencies to work together to tackle crime and disorder via Community Safety Partnerships. The Safer Slough Partnership (SSP) is Slough's Community Safety Partnership.

6.2 **Governance and Membership**

The SSP is a Partnership Delivery Group (PDG) which reports to the Slough Wellbeing Board and its work feeds into the Slough Joint Wellbeing Strategy. Meetings take place quarterly and members include Slough Borough Council (including an elected member), Thames Valley Police, Royal Berkshire Fire and Rescue, East Berkshire Clinical Commissioning Group and Thames Valley Probation. The Police and Crime Commissioner is due to attend a meeting this year and is represented by a member of his office at all meetings. The following

members are co-operating bodies who support delivery: Slough Business Community Partnership, Slough Council for Voluntary Services, and Registered Social Landlords. There is also a representative of the Berkshire Bench (magistrates) who is invited to support the work of members.

6.3 Aims and objectives

The SSP seeks to reduce crime, anti-social behaviour and the fear of crime. It also seeks to reduce the harm that drugs cause to individuals, families and the wider community and create a safe place and cleaner environment for all those who live, work, visit and invest in Slough.

6.4 Funding

Funding was received from the Police and Crime Commissioner for 2013/14 as follows:

- Community Safety Partnership: £107,827
- Drugs Intervention Project: £215,165
- Youth Offending Team: £48,627
- Total: £371,619

6.5 Challenges

Continued investment and focus on crime reduction in Slough has reduced crime of real concern to our communities significantly. This has been achieved despite the on-going challenges faced in Slough, which include:

- A local transient population, which makes it difficult for partners to bring about long term changes in crime and ASB. It also makes it difficult to detect crime or to identify regular offenders.
- There are high levels of new arrivals and asylum seekers in Slough, many of whom are at risk of exploitation.
- Population density and houses of multiple occupation (HMOs): Slough has one of the highest levels of population density and over-crowded housing in England and Wales, coupled with one of the largest population increases and widening diversity; this can act as an aggravating factor with regards to crime, including burglary and violence as well as anti-social behaviour.
- Population age: Slough has a younger population when compared to other areas. As the surge of young people approaching secondary school age draws near, there is a potential for increasing demand made upon policing and community safety.

6.6 Current SSP priorities

Priorities are determined based on the outcomes of the Strategic Assessment. The Strategic Assessment is an annual report which identifies current and future opportunities and risks relating to crime, anti-social behaviour, drug misuse and behaviour affecting the environment in Slough. It identifies priorities, strategic actions and targets that will be monitored and supported by the SSP. Specific action plans are drawn up to ensure multi-agency delivery at an operational level. The Strategic Assessment is currently being updated for 2014/15 in order to review priorities. It is unlikely that priorities from this year will be dropped, although emerging priorities may be added.

In order to effectively reduce harm in 2013/14 the SSP used the Strategic Assessment to identify the following priorities:

- P1. Reduce violent crime.** Particular effort will be made to reduce
- Youth Gang-related violence
 - Domestic Abuse
- P2. Acquisitive Crime.** Particular effort will be made to reduce:
- Burglary
 - Robbery
- P3. Anti-Social Behaviour.** Particular effort will be made to reduce:
- Street Prostitution
 - Repeat victimisation

6.6.1 Targets

To support the above priorities, the SSP agreed the following local targets for 2013/14:

- Reducing property crime – **2%** reduction in burglary and increase the detection rate to **18%**
- Reducing robbery of personal property – **2%** reduction and increase the detection rate
- Reducing violent crime – **2%** reduction in violent crime and increase the detection rate to **45%**

In addition to the specific targets above, further targets were agreed with the Police and Crime Commissioner including:

- Increase in numbers accessing Domestic Abuse Services (victims and perpetrators)
- Increase in non-police referrals to the Multiagency Risk Assessment Conference (MARAC)
- Increase in number of gating projects in crime and ASB hotspots
- Increase in number of residents engaged with via Thames Valley Alert and council-led surveys

6.6.2 The overall crime picture in Slough

All crime has reduced by 18% when comparing April-December 2011 and April-December 2013. This is part of a long-term trend: crime has fallen in Slough by 38% between April 2003 and March 2013. For a number of years (2003 – 2010) Slough had the highest levels of crime in the Thames Valley. Recent initiatives from the SSP have altered this and now Oxford and Reading have higher levels.

For performance statistics please see Appendix A.

6.6.3 The work of the SSP towards its targets

The SSP has worked hard to achieve these results, focussing on prevention and intelligence-led work to create an environment of sustainable crime reduction, and working with colleagues in neighbouring boroughs to tackle cross border crime. Key initiatives are in place to reduce violent crime and this includes the provision of new services around domestic abuse and targeted work against gangs. Implementation of a new CCTV system and an anti-burglary campaign is currently reducing acquisitive crime. The continuation of the initiatives put in place to address street prostitution and repeat victimisation and intensive work with the most troubled families in the town are reducing levels of anti-social behaviour. The Drugs and Alcohol Action Team (DAAT) services have also recently been re-commissioned, helping to engage with substance misusers who contribute to levels of crime across the borough to fund their addiction.

Community Safety funding is carefully targeted and enables prevention, support and engagement work to take place in order to maintain the reduction in crime that Slough has experienced over recent years. Without such funding, much of this work would not have taken place, resulting in rising crime levels not just in Slough, but across neighbouring localities.

Work has focussed on the SSP's key priorities and includes the following:

- Domestic abuse audit (covered in the Domestic Abuse report)
- Alleygating projects
- Street Angels support worker
- Child Sexual Abuse coordinator

(Please see Appendix B for further information)

6.7 Antisocial Behaviour (ASB)

6.7.1 The Home Office definition of ASB is “any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life”. This is a deliberately broad definition as antisocial behaviour is subjective and may vary from person to person and community to community, and can include noisy neighbours, littering, graffiti, ASB in parks, street drinking, dog fouling and prostitution. The Community Safety team work very closely with the Neighbourhood Enforcement Team and other partner to tackle ASB. Community Safety is a cross cutting agenda and tackling ASB requires a joined up and holistic approach. ASB policies and procedures are due to be reviewed imminently in order to ensure that best practice is achieved across the partnership.

6.7.2 ASB surveys are conducted regularly with residents in the borough. The results of these indicate that the issues of most concern to residents are environmental issues, including flytipping and littering (Baylis & Stoke, Britwell, Central, Chalvey, Cippenham Green and Wexham Lea) and people being drunk or rowdy in public places (Britwell, Chalvey and Farnham). People congregating and intimidating others was also highlighted as a concern across the borough.

6.7.3 The Crime and Disorder Act 1998 introduced Anti-social Behaviour Orders (ASBOs) and Parenting Orders, which were reinforced by the Anti-Social Behaviour Act 2003 and the Criminal Justice Act 2001. There is now the Anti-

Social Behaviour Crime and Policing Bill which underwent its last full debate in the House of Commons at the beginning of February 2014; the result was that, once the final element, Clause 151 which defines a miscarriage of justice for the purposes of compensation, is resolved, the Bill will be given Royal Assent (probably within three months) at which time it will become law. However enactment of the new law is likely to be delayed until Autumn 2014.

6.7.4 Other legislation used to tackle 'enviro' ASB such as dog fouling, noise nuisance and fly tipping includes the Clean Neighbourhoods and Environment Act 2005, the Environmental Protection Act 1990, Housing Act 1996 and the Noise Act 1996.

6.7.5 The SSP has invested in campaigns to encourage reporting of crime and ASB and have maintained a 24-hour ASB hotline, managed by the CCTV Team, to take calls at any time of day or night. This hotline has been publicised in the Citizen, local papers, and via leaflets and wallet-sized cards, distributed at events and door-knocking exercises. Residents can also contact us via the Slough Borough Council website and email.

For more detailed information on partnership working and projects, and how the SSP is addressing these concerns, please see 'Community Safety in Slough' in [Appendix B](#).

6.8 Prostitution

6.8.1 Reducing street prostitution is an SSP priority. Due to changes in legislation to treat prostitutes as victims rather than perpetrators, Eastern European street prostitutes began coming to Slough and now there are two distinct groups: British-born street workers who tend to be drug-users; and the Eastern European street workers who are not usually drug-users and work here to send money to their families.

6.8.2 There is a monthly street prostitution case review meeting to enforce legislation and support the vulnerable. This has led to a range of actions including arrest operations against kerb crawlers, the issuing of removal letters by the United Kingdom Border Agency (UKBA) to Eastern European sex workers, and support offered including access to drug treatment, safe housing, assistance with applying for benefits, and counselling and support for those who are eligible.

6.8.3 There has been a £35k investment by the DAAT for a female outreach worker post to address the needs of drug dependent street sex workers. The project has been very successful and to date 85% of British street workers have engaged with local drug treatment services, addressed their drug related needs, entered employment, training or education and have therefore moved away from street sex working.

Please see [Appendix C](#) for the action plan covering current activity.

6.9 Conclusion

The SSP is performing well against its targets. The effective use of intelligence and targeted work has enabled resources to be directed in an effective manner resulting in a 38% reduction in the annual level of reported crime since April 2003. Its future performance depends on continued partnership working and focussing on joint priorities across our organisations, with strong leadership from Slough Borough Council.

7. **Appendices attached**

A - SSP Performance table

B - Community Safety in Slough (for case studies)

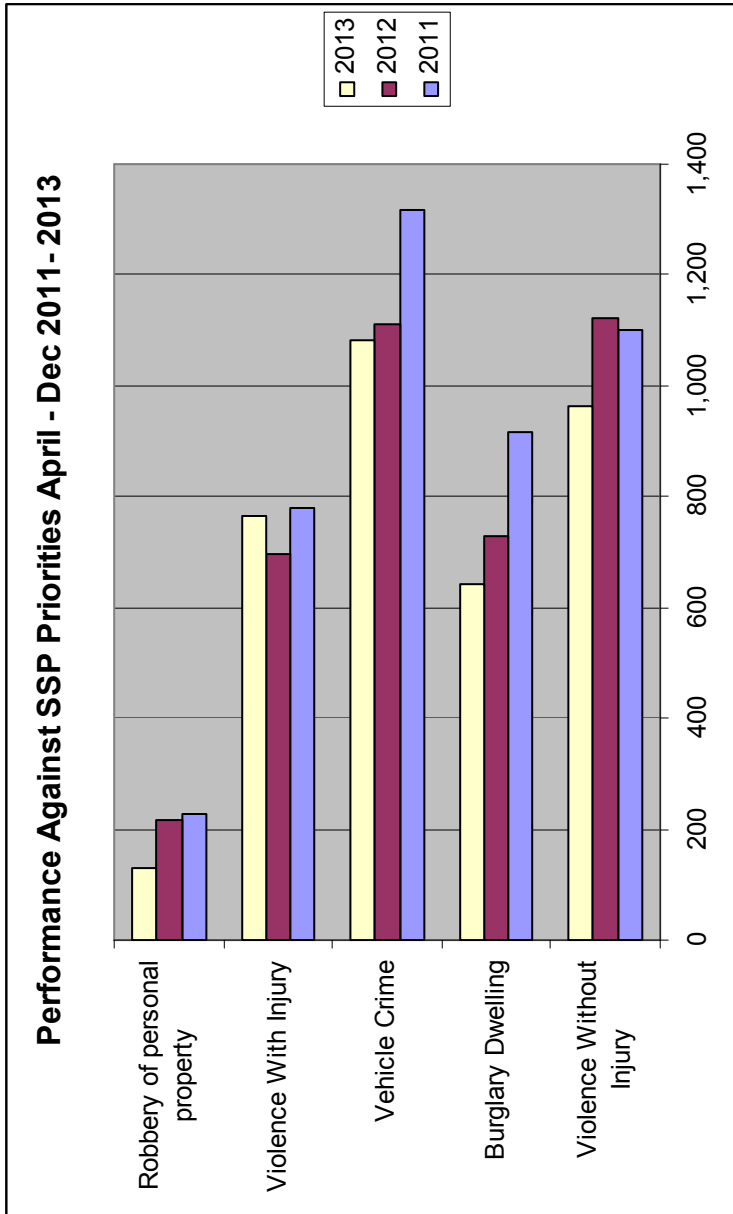
C - Prostitution action plan

8. **Background Papers**

None.

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Crime Type/ YTD (April – Dec)	2011	2012	2013	% Change
All Crime	10,930	9,433	8,878	-6%
Violence Without Injury	1,101	1,121	963	-14%
Burglary Dwelling	918	730	641	-11%
Vehicle Crime	1,316	1,112	1,084	-3%
Violence With Injury	781	696	766	+10%
Robbery of personal property	226	215	130	-40%



Appendix B

Crime prevention and support activity in Slough

Please find below some examples of partnership working and projects which are helping to tackle the SSP's priorities and meet its targets:

Information Sharing Policy

The SSP has an information sharing policy. The policy sets out the framework for information sharing to take place between partners and gives an explanation of the legal basis for information sharing. Partners who have signed the protocol include:

- Thames Valley Police
- Thames Valley Probation
- Slough Borough Council
- Slough Council for Voluntary Services

As a result of this the SSP has been able to share appropriate information and deliver effective multi-agency initiatives. Some of these initiatives are detailed below.

Youth Violence

The Grey Bandana Gang (GBG) is a Slough-based gang with a core of between 11 and 15 criminally active members and up to 40 associated members. There has been a violent rivalry between the GBG and a group in High Wycombe.

In response to the concerns regarding the GBG, the SSP established the Youth Violence Management Panel to ensure a multi-agency response to tackling youth violence. Since implementation of the panel the following is of note:

- Gang injunctions were obtained on four young people who have been identified as being central to coordinating gang related activity in Slough.
- Arrangements have been made to share intelligence and information locally such as prison release dates, sentences, and Risk of Offending data held by the Youth Offending Team (YOT).
- A monthly partnership case review takes place to look at each individual involved or on the periphery and an action plan for each is being implemented. This includes home visits and diversionary activities, and enforcement action. The Breakaway project has been set up as a mentoring scheme for those at risk of gang involvement.

Youth Offending

Slough Youth Offending Team (YOT) delivers youth justice services in order to prevent offending and protect the public. Prevention work includes the Youth Inclusion Support Programme (YISP) offered from 8 years of age. This involves working with the young person and their family in a restorative manner. Interventions include offending behaviour, victim awareness, substance misuse, mental health and positive activities.

The CCTV Service

The CCTV service works closely with Thames Valley Police and other agencies, including the Neighbourhood Enforcement Team, to tackle crime and antisocial behaviour in Slough.

The centre has a state of the art digital video monitoring and recording system capable of producing high quality video evidence for the identification of suspects and the prosecution of offenders. Over a rolling 12 month period staff have been involved in 1788 proactively monitored incidents which have led to 881 arrests being made.

Core activities undertaken by the control room include monitoring 82 fixed CCTV cameras located across the borough, 6 re-deployable cameras located at crime hot spots, and 5 fixed site ANPR cameras located at key arterial routes into the town.

In addition, the control room also provides an emergency out of hours call handling service, manages the council's 24/7 ASB Hotline, handles fire, intruder and panic alarm system monitoring for many council buildings, also emergency plan and external liaison (including Heathrow), key holding and issuing for Housing Service properties, the staff lone worker monitoring service and monitoring and surveillance services for Thames Valley Police and Slough Town Against Crime.

The control room played a pivotal role in handling the recent EDL march in the town, and in coordinating the flood response.

Tackling ASB

The SSP have invested in campaigns to encourage reporting of crime and ASB and have maintained a 24-hour ASB hotline to take calls at any time of day or night. ASB surveys are conducted regularly with residents.

Casework

Slough has ASB service standards, which set out the service that residents can expect, including timescales for contact.

Risk assessments are carried out for each case and multiagency case conferences are held where required. At these meetings, the case is carefully considered along with the recorded evidence and an action plan is put together. This may include home visits by a housing officer, police officer and/or ASB officer and will be followed up with ongoing support along with the offer of mediation. Acceptable Behaviour Contracts (ABCs), Antisocial Behaviour Orders (ASBOs) and Gang Injunctions may be considered. Slough holds monthly ASB Case Review meetings to review all ongoing cases and manage new ones.

Location based crime and ASB - Alleygating

The purpose of gating schemes is to reduce crime and ASB and fear of crime, and to reassure local communities who have been suffering from crime and ASB in their neighbourhoods.

The community project officers have been carrying out gating projects since 2008. Areas for gating have been identified by residents, councillors and resident forums including the Neighbourhood Action Groups.

60 gating schemes were completed between April 2008 and March 2013, incorporating over 100 gates and offering enhanced security to nearly 1000 properties. Residents have reported feeling safer in their homes and neighbourhoods once the gates have been installed.

A further 92 locations have been considered so far in 2013/14 and 36 schemes have been completed since April 2013.

Neighbourhoods teams

The Neighbourhood Enforcement Team (NET) and Housing service officers have joined forces to become the newly formed Neighbourhood Services. The NET is responsible for enforcing the law in relation to nuisance, pests and enviro-crime including fly tipping, littering, graffiti and dog fouling. The team also gathers and reports intelligence regarding crime and Anti-social behaviour. The Service is provided by Environmental Health, Enforcement Officers and Community Wardens and has a very significant role to play in reducing crime and fear of crime in partnership with the police and the community safety team. The reshaped service allows officers to take a community focused and robust approach to street scene, tenancy and enviro-crime enforcement. The creation of a Neighbourhood Service builds on the existing three-team structure with boundaries co-terminus with the Police, updated to take account of the new ward boundaries introduced later this year.

Local Alcohol Action Area

Slough put in a successful bid to become one of the government's Local Alcohol Action Areas. The aim of this scheme is to tackle drink-related crime and disorder and the damage alcohol causes to people's health. There is already a lot of good work going on in Slough and this will support our work and add value by ensuring we are working with the right people, putting effective strategies in place, sharing best practice and carrying out appropriate analysis and evaluations.

Launch of a Community Alcohol Partnership

UK Alcohol Treatment Trial (UKATT) suggests that for every £1 spent on alcohol treatment, the public sector saves £6. The Council is seeking support to launch a Community Alcohol Partnership (CAP) to cover the town centre, Chalvey and the Farnham Road areas of the town where the most negative impacts of alcohol occur. We want to utilise local partners including businesses to help tackle the problem of underage drinking, counterfeit alcohol, street drinkers and anti-social behaviour.

Street Angels

Street Angels are volunteers who support people on the streets who could be vulnerable as a result of homelessness, intoxication, drug abuse, assault or any other issue which has caused personal distress or the potential for physical harm. They help people whoever they are and whatever their situation, for example by listening, caring, offering practical help or by referring people to other (specialist) agencies who can help them. Street Angels operate under the management of the Town Centre Chaplaincy with volunteers representing people of different faiths and none. Volunteers are over 18, CRB checked, interviewed and trained. Street Angels (and similar programmes such as Street Pastors) have been springing up across the UK over the last 2-3 years. They make a really positive impact on crime and antisocial

behaviour in town centres (particularly in the vicinity of bars and clubs) by providing a calming presence on the streets late at night

Troubled Families

In Slough there are a number of problematic families that account for a disproportionate amount of crime and anti-social behaviour. The SSP introduced a Family Intervention Project that allows cases referred from a range of agencies to be dealt with together. The Troubled Families initiative has since been introduced and funding extended. Cases have been referred by Thames Valley Police, housing providers, schools, drug services and Children's Social Care.

Child Sexual Exploitation (CSE)

CSE has been a key priority area since 2011 for the Slough Local Safeguarding Children Board (SLSCB). The SSP has funded a CSE coordinator to support this work. Developing CSE knowledge and processes is set out in the SLSCB Business Plan and includes:

- mapping of the level of need;
- the inclusion of data in the SLSCB scorecard to enable ongoing prevalence monitoring;
- development of a local strategy to effectively co-ordinate a multi-agency response to incidents;
- work to increase professional and community understanding of the issue in order to safeguard and promote the welfare of those at risk; and
- developing and implementing a schedule of work to raise awareness and reporting pathways amongst licensed premises, hotels, shops and at local 'hotspots'.

Female Genital Mutilation (FGM)

The LSCB Executive has also identified FGM as part of the Board's 2014 work. FGM is, by nature, often a hidden issue, as well as a culturally-based issue. There is an established and common understanding of the issue amongst the council social care staff and partners. In 2007 there was extensive partnership working on the issue, a number of practice guides were developed, which include advice and guidance for schools, partners and council staff on FGM, the impact of FGM on young girls and women, and the identification of risk. The multiagency safeguarding children procedures also include FGM as abuse. In 2012, the Council commissioned further training on FGM and FGM will be the focus of the SLSCB annual conference in the spring of 2014. The SSP supports this work around FGM.

Salt Hill Park Violent Crime

The SSP identified high levels of violent crime in Salt Hill Park as a priority issue in 2009. A multiagency action group was set up to address the ongoing anti-social behaviour (ASB) and criminal activity in the park. The park falls within an alcohol control zone. Problems included groups of Polish and Somali males gathering in the park, consuming alcohol, being intimidating to members of the public, causing criminal damage and other criminal activities. There were also ongoing issues with the tunnel that runs through the park, and the lack of lighting which presented risks for those using it. The tunnel structure is owned by Network Rail, but the council maintains the tunnel and the lighting.

Work took place included installing CCTV outside and inside the tunnel, improving the lighting inside the tunnel and making design changes including a mural and moving the fence line, targeted youth support and regular pruning of trees and bushes.

£35K was invested by the SSP in Salt Hill Park to fund this work; within the first week of installation of the CCTV cameras, they assisted the Police with an arrest. Incidents of robberies in that location were eliminated. Salt Hill Park is regularly monitored as part of the Parks Crime and ASB meetings and Police sector tasking.

The Police Foundation project

The Police Foundation is carrying out a programme of research and analysis in order to develop an in-depth understanding of violence (including domestic violence and abuse) in two wards in Slough: Chalvey and Britwell. It is intended that this will provide the basis for designing and implementing informed interventions to tackle these issues. The work is being carried out as part of the Police Foundation's 'Police Effectiveness in a Changing World' project, which aims to help Police at local level identify how they, together with other agencies and the public, can sustainably reduce crime and enhance public safety. Through this work the aim is to develop a model of locally-tailored, evidence-based, practice development that can be applied locally and elsewhere.

The DAAT

The Slough Drug and Alcohol Action Team (DAAT) is a partnership combining representatives from the council (including education, social services and health), probation, the prison service and the voluntary sector. Working with partner organisations, the DAAT commissions and monitors locally provided drug and alcohol services, delivers projects and raises awareness about drug and alcohol issues in Slough.

The DAAT priorities are as follows:

- Increase the number of clients leaving treatment successfully (and do not re-present)
- Reduce drug related offending
- Accommodation/housing
- Mental health
- Recovery and reintegration
- Provision for steroid users

The Local Area Single Assessment and Referral Service (LASAR) & Harm Minimisation service provides assessment, create a recovery plan, refers on to appropriate services, provides harm minimisation advice and access to blood borne virus interventions and targeted outreach. There is also structured treatment provision for those working towards recovery which includes a counselling service and peer mentors, and an intensive engagement and social reintegration team

Compared to regional and national averages, there is a high level of drug misuse in Slough. There are currently 1066 opiate and/or crack users in Slough, making it one of the highest levels amongst people aged 15-64 years old in the South East. Opiate and crack use is high in Slough and has remained fairly static and is comparable to regional and national averages. The levels of those using cannabis has remained relatively low as a primary drug choice, however there is evidence (through needle exchange provision) of a high prevalence of use of performance enhancers.

Integrated Offender Management

Slough is served by Thames Valley Probation's East Berkshire Integrated Offender Management (IOM) team which operates in partnership with designated Thames Valley Police colleagues and has close links with a variety of agencies relating to offending needs (including employment, accommodation, mental health and substance misuse)

The team works with prolific serious acquisitive crime offenders who typically display the whole range of offending needs and so require intensive support.

IOM offenders have priority access to Probation interventions relating to issues such as thinking skills, citizenship and restorative justice amongst others, as well as local drug and alcohol treatment provision. They are given intensive hands-on support to access and maintain contact with accommodation, employment and health services, which they would not engage with otherwise.

In addition to rehabilitative support, IOM offenders are prioritised for speedy enforcement should they re-offend or otherwise fail to co-operate with statutory community order or post-release prison licence requirements. This may include being returned to court for re-sentencing or being recalled straight to prison.



Prostitution in Slough Action Plan 2011-2013

Prevention

Strategic Aim	Action	Owner	Target Date	RAG Status
Prevention of anti-social behaviour related to prostitution				
Identify main areas affected by activity	Improve reporting to police of incidents by residents and others who may be concerned, e.g. local councillors Attendance at local community meetings	Insp. Pierce NHPT and SMT as necessary	Ongoing Ongoing	
Use of patrols in affected areas	NHPT to patrol affected areas when on late shifts to deter activity and prosecute where possible	NHPT	Ongoing	
Use of media to report prosecutions	Media message to inform community of results of relevant police activity and prosecutions	Insp. Pierce/Anamika Bansal	Ongoing	
Use of CCTV to identify kerb crawlers	Task CCTV operators to monitor cameras in Ledgers Road and other relevant cameras, to capture details of vehicles seen acting in a manner likely to be soliciting, and sending of relevant warning letters	CCTV	Ongoing	
Use immigration powers	UKBA involved in serving letters to East European prostitutes who are not complying with EU conditions and arrest of those not complying	NHPT/UKBA	Ongoing	
Diversion of prostitutes	Sex Workers Action Group to identify and work with prostitutes, identifying reasons for being prostitutes and identifying diversionary support, e.g. Engagement and Support Orders	SWAG/DAAT	Ongoing	

Appendix C

Use of prevention legislation	Application for ASBO's when circumstances are suitable	TVP/SBC	Ongoing	
Liaison with MPS to maximise prosecution opportunities	Exchange of information in relation to cautions and prosecutions of prostitutes in Southall who also work in Slough	NHPT/MPS	Ongoing	
Environmental measures	Examine road layouts and lighting to reduce favourability for kerb crawlers	SBC	Complete	

Intelligence

Strategic Aim	Action	Owner	Target date	Rag Status
Develop intelligence picture around prostitutes and kerb crawlers				
Regular contact with prostitutes	Identifying new prostitutes, predominantly from Eastern Europe, and identifying how and why they work in Slough. Identify whether any are working for "pimps" or others. Develop intelligence around links with drug dealers and usage	NHPT	Ongoing	
Intelligence interviews of kerb crawlers	Identify whether any girls have been brought into the country to work as prostitutes, identifying any links to organized crime groups etc.	NHPT/Outreach worker NHPT/FIB/SOCA/OC G	Ongoing	
Liaison with MPS Southall and Hounslow	Intelligence interviews to be conducted with kerb crawlers to identify reasons for using prostitutes and how they know where to locate them Southall have a dedicated team dealing with prostitutes, some of which also work in Slough. Ensure intelligence links are maintained. Hounslow have recently set up a cross-border task group.	Arresting officers NHPT/MPS	Ongoing	
Sex Worker Database	Ensure database on LPA Briefing Document is kept up to date with current arrest/caution status of prostitutes	NHPT	Ongoing	
Improved reporting by local residents	Encourage reporting from residents direct to TVP/SBC or via councillors regarding activity of prostitutes and details of vehicles/pedestrians kerb crawling	NHPT/ Comms team	Ongoing	
Directed use of CCTV	CCTV operators to be tasked to increase surveillance of known areas to increase intelligence of regular prostitutes, times of activity and customers.	SBC CCTV	Ongoing	
Exchange of information	Intelligence exchange within partners using SWAG meetings	SBC/TVP/Others as identified	Ongoing	

Enforcement

Strategic Aim	Action	Owner	Target Date	Rag Status
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Appendix C

Reduce impact of prostitution by prosecution of offenders				
Patrolling officers	2 officers can take action when they see people who they believe are engaged in soliciting. Prostitute can be dealt with by way of street caution or arrest dependent on previous relevant history. Customer can be arrested. Use of covert officers to monitor actions of prostitutes and customers, before following them and taking relevant action when they indulge in sexual acts. Following report from local residents of vehicle containing people involved in sexual activity, both can be prosecuted if female is identified as a prostitute	TVP/NHPT	Ongoing	
Directed operations	Police assets used to gather evidence from kerb crawlers prior to arrest.	TVP Proactive	Ongoing	
Use immigration powers	UKBA involved in serving letters to East European prostitutes who are not complying with EU conditions and arrest of those not complying	NHPT/UKBA	Ongoing	
Use of prevention legislation	Application for ASBO's when circumstances are suitable	TVP/SBC	Ongoing	
Drug testing	Soliciting is not a trigger offence, but Inspector's authorisation to be sought where prostitute/kerb crawler show evidence/previous convictions for drug use	Arresting officer	Ongoing	
Use of CCTV to identify kerb crawlers	Task CCTV operators to monitor cameras in Ledgers Road and other relevant cameras, to capture details of vehicles seen acting in a manner likely to be soliciting, and sending of relevant warning letters	CCTV	Ongoing	
Liaison with MPS to maximise prosecution opportunities	Exchange of information in relation to cautions and prosecutions of prostitutes in Southall and Hounslow who also work in Slough	NHPT/MPS	Ongoing	
Liaison with other police services	Identify good practice that can be used locally	TVP	Ongoing	

Reassurance

Strategic Aim	Action	Owner	Target Date	Rag Status
Communication Plan				
Safer Slough Partnership priority (as opposed to Neighbourhood Police priority)	Ensure update reports go to SSP and ongoing support requested	Louise Asby	Ongoing	
Communication strategy	Strategy devised following consultation around prostitution strategy and public messages	TVP comms	Complete	
Updates to residents	Letters to be sent to residents in affected roads informing them of police activity	Insp Pierce/	Ongoing	

Appendix C

	Letters to local councillors informing them of police activity Attendance at local community meetings informing them of activity Use of monthly updates on TVP internet site	SMT as necessary/NHPT		
Patrol plans	Ensure regular patrols of affected areas by NHPT	NHPT	Ongoing	
Use of "TVP Operation" signs	Signs to be created showing "TVP Operation in progress" to be displayed in relevant areas.	Insp. Pierce	Completed	
Residents patrols with NHPT	Selected members of the community to be invited to accompany NHPT on patrols	NHPT	Street angels complete	

RAG Key
 Red – yet to be actioned/not currently happening
 Amber – work in progress
 Green – action completed and process in place

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel **DATE:** 27 February 2014

CONTACT OFFICER: Avtar Maan, SSP Performance & Data Collection Manager
(For all enquiries) (01753) 477352

WARD(S): All

PORTFOLIO: Councillor Sohail Munawar – Commissioner for Social and Economic Inclusion
Councillor James Walsh – Commissioner for Health and Wellbeing

PART I/ II
FOR CONSIDERATION AND COMMENT

OVERVIEW OF DOMESTIC ABUSE IN SLOUGH

1 **Purpose of Report**

To provide the Neighbourhood & Community Services Scrutiny Panel with information regarding the incidence of domestic abuse in Slough. This report contains localised data, comparative data against other local authorities in its Community Safety Partnership family group, and outlines the services currently available to help support victims of domestic abuse and to support perpetrators to change their behaviour.

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

The Committee is requested to discuss the information provided and consider the effectiveness of the programmes of work in place to tackle this issue.

3 **Joint Slough Wellbeing Strategy Priorities**

Reducing the risk of domestic abuse and providing support for victims is a key priority for the Safer Slough Partnership. The Safer Slough Partnership also seeks to reduce the harm that drugs and alcohol can cause to individuals, families and the wider community, in particular to violent crime to create a safer environment for all those who live, work, learn, visit and invest in Slough and therefore meets the following priorities:

- Health and Wellbeing
- Housing
- Safer Communities

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

The JSNA highlights domestic abuse as a key priority for 2013/14 and 2014/15.

5 **Other Implications**

(a) Financial

There are no financial implications of proposed action

(b) Risk Management

Risk	Mitigating action	Opportunities
Legal	None	None
Property	None	None
Human Rights	None	None
Health and Safety	None	None
Employment Issues	None	None
Equalities Issues	None	None
Community Support	None	None
Communications	None	None
Community Safety	None	None
Financial	None	None
Timetable for delivery	None	None
Project Capacity	None	None
Other	None	None

(c) Human Rights Act and Other Legal Implications

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

(d) Equalities Impact Assessment

Feedback and close monitoring of data is analysed according to Slough Borough Council equalities monitoring categories, thereby enabling any differential impact on particular groups to be identified. Appendix One compares the ethnicity of victims of domestic abuse accessing services against victim data held by Thames Valley Police.

6 **Supporting Information**

6.1 Definition of Domestic Abuse

Domestic abuse is not just limited to acts of physical violence and can encompass multiple types of abuse; psychological, physical, sexual, financial, and emotional

In 2012 the Home Office extended its definition of domestic abuse to *“Any incident or pattern of incidents of controlling, coercive, or threatening behaviour, violence, or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality”*.

Controlling behaviour is defined as *“a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance, and escape, and regulating their everyday behaviour”*

Coercive behaviour is defined as *“an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim”*.

This definition includes so called ‘honour’ based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group

Appendix One provides a breakdown of types of abuse reported by victims to Slough Domestic Abuse Services.

6.2 National Context of domestic abuse

The Home Office estimates that during 2012¹;

- 1.2 million women were victims of domestic abuse,
- There were 400,000 cases of sexual assault; of which 70,000 (17.5%) was classed as rape
- 20,000 girls aged 15 or under at risk of FGM (female genital mutilation),
- 1,500 cases of forced marriage, and
- 4% of women experience stalking.

In addition to the facts for 2012 outlined above the Home Office also estimate that on average, 2 women per week are murdered by their partner or ex-partner; and 66% of domestic violence occurs amongst repeats victims.

Domestic abuse is usually linked to adults, but there is increasing national concern and evidence to suggest high prevalence rates of abuse amongst young people in relationships. The NSPCC² (National Society for the Prevention of Cruelty to Children) study found that:

- 72% of girls and 51% of boys reported experiencing emotional partner abuse;
- 25% of girls and 18% of boys reported some form of physical partner violence;
- 70% of girls and 13% of boys stated that sexual violence negatively impacted on their wellbeing.

Historically services in place have focussed their support on adult victims and perpetrators in abusive relationships; the NSPCC study highlights the pivotal role schools and public organisations can play in challenging the myths around teenage relationship abuse; recognising signs of abuse; and signposting or providing support to victims of teenage abuse.

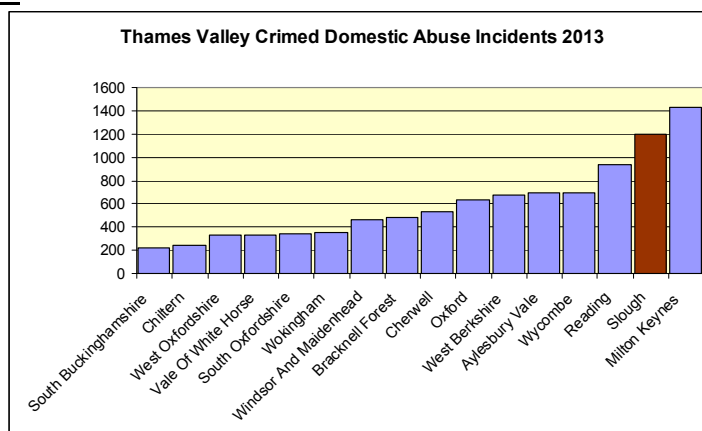
¹ Ending Violence Against Women and Girls_Brief_V3

² Partner exploitation and violence in teenage intimate relationships

6.3 Local Context of domestic abuse in Slough

Incidence of Domestic Abuse

Figure One: Numbers of Domestic Abuse (crime) per area in Thames Valley Jan – Dec 2013



Source: Thames Valley Police (Headquarters)

Slough has significantly higher levels of reported domestic abuse when compared to other local authorities in the Thames Valley; Figure One shows both Milton Keynes and Reading have comparable levels to Slough.

There were almost 3,786 (1,191 crime and 2,595 non-crime) incidents being reported between January 2013 and December 2013, a slight increase from the previous year of 3,523 (1,218 crime and 2,305 non crime respectively). During this period it was found that approximately 40% of victims had suffered domestic abuse previously and many had witnessed domestic abuse as a child. Over 90% of incidents take place in the home (see Appendix One for further information).

Impact on Children

The impact of domestic abuse resonates through the entire family who are involved or subjected to it. It is well established that one of the major drivers for young people entering the social care system is domestic violence in the household as the majority of incidents involve parents; 50% of incidents take place in families with a young child (0-16 years).

The level of domestic abuse in Slough places significant demand on resources of both Thames Valley Police and the local authority. Data provided by Slough Domestic Abuse Services who screen referrals made to the Early Response Hub shows that 506 referrals were made between January 2013 and December 2013

Data from the Children & Families Team Services shows that

- The average number of domestic related contacts to the Early Help Team is 2 per day,
- 63% of Domestic Abuse contacts were received from the Police,
- Of 1,233 Child in Need cases, 153 have a parental factor* of DV recorded,
- Of 252 Child Protection Cases, 57 have a parental factor* of DV recorded, and
- Of 198 Looked After Children cases, 70 have a parental factor* of DV recorded.

*NOTE: These cases have a Parental Factor of DV recorded on their records – it may not be the primary/secondary reason the children are CIN, CP or LAC.

6.4 Responding to Domestic Abuse

6.4.1 Domestic Abuse Strategy and Improvement Plan

Reducing the harm caused by domestic abuse remains one of the key priorities of the Safer Slough Partnership, and the Local Safeguarding Children Board. In February 2013 Slough invited Standing Together, who promotes a coordinated, multi-agency community response to domestic violence, to advise the Safer Slough Partnership to identify key activities across the Partnership and voluntary sector to ensure that early and supportive interventions are achieved in an effective and joined up manner. Whilst many aspects of the service were found to be satisfactory, the overall performance of the Partnership was considered to be poor and a number of recommendations were made to help further strengthen our strategic planning and achieve improved outcomes from service providers.

The Domestic Abuse Improvement Plan has identified the following key actions:

- Identify a strategic lead (completed),
- Invest in a full time Domestic Abuse Coordinator (in progress,)
- Update the strategy and action plan (in progress),
- Map resources and local service provision in response to domestic abuse,
- Training amongst frontline key workers and partners to encourage reporting,
- Increase publicity and awareness.

Appendix Two outlines progress made against actions identified above.

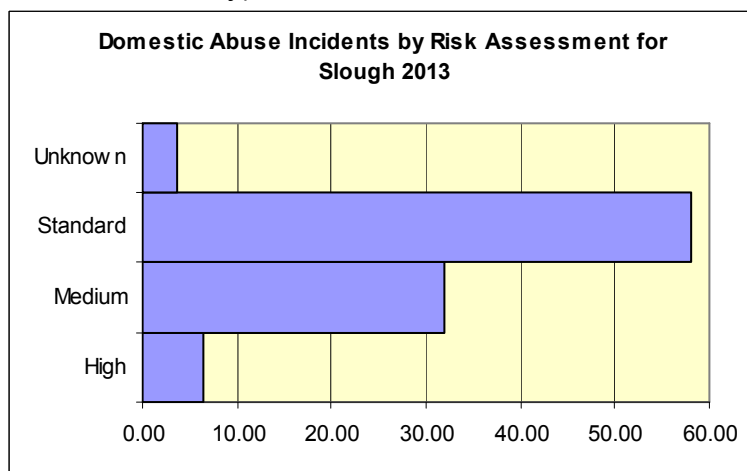
The Slough Borough Council domestic abuse strategy is currently being revised in light of the recommendations made by the review. The revised strategy will be underpinned by the four main principles outlined in the national Government Violence Against Women and Girls Strategy (VAWG);

- **Prevent** violence against women and girls from happening in the first place, by challenging the attitudes and behaviours which foster it, and intervening early to prevent it;
- Provide adequate levels of **support** where violence occurs;
- Work in **partnership** to obtain the best outcomes for victims and their families;
- Take action to **reduce the risk** to women and girls who are victims of these crimes and ensure that **perpetrators are brought to justice**.

It is worth noting that Slough has extended the strategy to include male victims of domestic abuse.

6.4.2 Disclosure of domestic abuse and risk assessment

Figure Two: Percentage of Domestic Abuse Incidents by Risk Assessment Jan – Dec 2013 (reported to TVP only)



Source: Thames Valley Police (Headquarters)

Figure Two provides a breakdown of risk assessment for domestic abuse incidents reported to the Police during 2013 and is not reflective of the overall risk across the borough as victims can disclose domestic abuse in a variety of settings. For example, more than 50% of high risk referrals to the MARAC come from other agencies such as the Council, Probation and specialist domestic abuse agencies.,

It is worth noting that that the percentage breakdown of risk will vary by reporting agency; not all victims will choose to disclose domestic abuse to statutory agencies such as the Police. On average victims will experience domestic abuse 35 times before reporting it to the Police³. The Safer Slough Partnership in collaboration with Thames Valley Crimestopper's and other local agencies actively encourage reporting in order to provide earlier but targeted support to victims and prevent increased risk and injury.

Victims of domestic abuse can disclose abuse a variety of settings; Children Centres, Family Nurse Partnerships, Youth Services, Family Support, Home Start to name a few, and can also access specialised support in a similar partnership setting within different locations. The support services in place are client led; and in line with needs and to protect the safety of victims; access channels to support are also provided in a range of settings and in different locations

To complement the diverse reporting mechanisms in place, the Council provides training to frontline professionals working across Slough in either voluntary or statutory services who come into contact with victims of domestic abuse to

- encourage disclosure;
- recognise the signs of abuse;
- enable practitioners to carry out a DASH assessment; and
- to manage disclosures.

All frontline professional should be trained to carry out a DASH (Domestic Abuse, Stalking and Harassment) risk assessment; but uptake of training has been mixed.

³ http://safer.sthelens.gov.uk/SITEMANV2/publications/40/0901316LeafletsforDVVictims_3.pdf

In addition the Council in partnership with Chnces4Change have embarked upon a rolling programme of Mental Health and Domestic Abuse awareness training. The aim is to raise awareness amongst the Slough general public and to recruit volunteer community champions who could support their local community to increase reporting and signpost to local services.

Once a disclosure takes place, all victims, regardless of their risk level should be referred to a specialist organisation as risk can change quickly. Assessing a victims risk is based on three main strands

- **Professional judgement:** If a professional has serious concerns about a victim's situation.
- **Visible High Risk:** the number of 'ticks' on the DASH (Domestic Abuse, Stalking and Harassment) checklist. 14 or more ticks normally meet the MARAC referral criteria as the client is deemed as high risk
- **Potential Escalation:** for example the number of police callouts or when the victim perceives the abuse to be escalating.

Depending on the risk level; a range of actions can take place to address to bring about an immediate reduction in risk as well as the long term issues of safety.

6.4.3 Responding to victims of domestic abuse

Figure Two highlights that just under 7% of domestic abuse incidents reported to the Police are high risk; for high risk victims of domestic abuse the following services are in place:

- **Multi-agency referral assessment and coordination (MARAC)** for high risk victims of domestic abuse. The MARAC is a monthly multi agency meeting, which focuses on the safety of victims of domestic abuse identified as being at high risk. The identification of high risk victims of domestic abuse has been made possible by the use of a risk identification checklist called DASH. Between April and December 2013, 161 high risk cases have been discussed at the MARAC.

In a single meeting, the MARAC combines up to date risk information with a timely assessment of a victim's needs and links those directly to the provision of appropriate services for all those involved in a domestic abuse case: victim, children and perpetrator.

- **Independent Domestic Violence Advocates (IDVAs);** IDVAs provide support to those victims deemed at a high risk of further serious harm and provide intensive and practical support for an average period of three months. They will support clients throughout the court system where necessary and ensure a multi-agency approach to support is in place. They will be the voice of the victim at the MARAC and ensure the focus of the meeting is on client safety. IDVAs normally work with their clients from point of crisis to assess and monitor the level of risk, discuss the range of suitable options and develop safety plans
- **Refuge accommodation:** This is for victims and dependents who become homeless because of abuse, violence or threats can need to access a safe place in another part of the country place.

Figure Two highlights that just from the numbers reported to the Police; under 32% of domestic abuse incidents are of medium risk with the majority being of standard risk(60%) ; for medium to standard risk victim support is accessed through the:

- **Advocacy and Outreach Support** for clients of medium to standard risk; this provides one to one tailored support to victims of Domestic Abuse living in the Slough area. Each situation is completely unique and safety and support plans will be developed according to the individual dynamics of each client. Outreach Workers focus on the long term safety and wellbeing of clients and seek to empower them helping to increase independence, self confidence and their understanding of Domestic Abuse.
- **Freedom Programme**, a free 12-week rolling programme providing women with the opportunity to explore the realities of Domestic Abuse and learn how to recognise the signs of an abusive relationship. It is a safe environment for women to share their experiences and meet others who have experienced similar situations. The programme seeks to empower women through knowledge and understanding. The Freedom programme is provided in English and Punjabi and is delivered through the Sure Start Centres in Slough.
- **Resettlement Support** offered for survivors moving out of a refuge and offer advice and assistance in setting utilities, changing address, budgeting support, sustainment of tenancy and advice and assistance to help survivors rebuild their life.

6.4.4 Victim services

Support for victims of domestic abuse in Slough is provided by two agencies, Slough Domestic Abuse and Berkshire East & South Bucks Women's Aid; the former commissioned by Slough Borough Council, whereas the latter covers a wider geographical area and is independently funded.

In 2012 Stonham (part of Home Group Ltd), were commissioned to provide Advocacy and Outreach service, refuge accommodation and associated support under the operating name of Slough Domestic Abuse Services. Since the launch of the new service, Slough Domestic Abuse Services, 201 victims of domestic abuse have accessed the service, of which 46% are high risk. Referrals have primarily come from Social Services (as 151 victims have children with a social care status). 37 women and 31 children have accessed the refuge service and 59 women have accessed the Freedom Programme. Appendix One highlights the types of interventions accessed by victims of domestic abuse with Slough Domestic Abuse Services.

Berkshire East and South Bucks Women's Aid (BESBWA) also support victims of domestic abuse in Slough; and between April 2013 and October 2013, supported 302 domestic abuse victims through the IDVA service. The number of Children supported through their specialist Children Service between September 2012 and October 2013 is equal to 129 through one to one, and 1,185 through group works and workshops. In addition BESBWA supported 12 male and 33 females through their refuge service (September 2012 and October 2013). Outcomes from the commissioned services are listed in Appendix Four.

6.4.5 Addressing perpetrator behaviour

In 2012 Domestic Violence Intervention Project (DVIP), was commissioned to provide support programmes to perpetrators of domestic violence. The service provided by DVIP supports residents who are abusive to their partner and want to change their behaviour. Clients can self refer or can be referred by another agency. The support available includes group work programme for men to explore their use of abuse within relationships, its effect on partners and children, and how to make behavioural changes. Within the first 12 months of the perpetrator programme, 53 perpetrators have been referred to the service. After an initial assessment to test clients motivation and suitability; 22 people were offered to start the 26 week programme. Another 8 received one to one support, From the 53 referrals, 16 were not appropriate or where the client chose to disengage. As well as working with the perpetrator DVIP provide support to partners during the programme through the Womens Support Worker; 34 women have accessed this service. Appendix One profiles the demographics of perpetrators accessing this service.

6.5 Challenges

- The commissioned services have been contracted until September 2016 with the option of extending the contract for another two years by one year periods. In light of the financial and demographic pressures being faced by the Council; any reduction in funding may impact the quality and quantity of provision leading to serious implications for victims. There may be increased levels of violence as victims are turned away, more homicides, and more forced marriages. Consideration must be given to the commissioning intentions of neighboring authorities as this can negatively impact capacity in Slough. A Thames Valley Domestic Abuse Steering Group has been set up to monitor this but to also consider cross boarder commissioning.
- Changes in legal aid have also affected victims of domestic abuse through shifting the burden of proof and making it harder for vulnerable people to seek justice and challenge public body decisions. From April 2013, the scope of services covered by legal aid was reduced significantly and legal aid support was withdrawn for the most frequently-seen family disputes. Instead legal aid funding has been limited to cases involving issues of domestic abuse but crucially legal aid is only available to domestic abuse victims if the individual can produce *evidence* of such violence occurring.
- Data provided by Thames Valley Police show that 2748 children were linked to domestic abuse between April and September 2013. During this period, 19 children were victims of domestic abuse. Children can experience domestic abuse through witnessing the abuse, be physically abused themselves, hear it from another room, or see their parent's injuries afterwards. The effects can include children becoming fearful or distressed and in the longer term, experience domestic abuse within their own relationships. The commissioned services are not set up to provide support to children, although exploratory work is being piloted with Child, Adolescent Mental Health Services.
- Appendix One compares the ethnicity of victims of domestic abuse accessing services against victims who are reported to Thames Valley Police. The chart shows a strong correlation between the two sources, but identifies a differential between the White Other population. Both Slough Domestic Abuse Services and

Berkshire East and South Bucks Women's Aid provide outreach and advocacy services in a range of Asian and Eastern European languages and it is expected that this gap will close as more victims and partners become aware.

- Anecdotal evidence shows an increase in child to parent and child to child abuse; currently there is no service commissioned to provide support to perpetrators under the age of 17 years. An audit has been commissioned for 2014 to validate the types of abuse experienced by Slough residents.

7 **Conclusion**

Slough has comparatively high levels of domestic abuse and this abuse is having a significant impact on local resources in Slough. Early indications show that the services in place are leading to better outcomes for the protection of victims in particular adults with further analysis required to understand how the needs of children and young people can be met.

8 **Appendices**

- 1 - Domestic Abuse statistics
- 2 - Domestic Abuse Improvement Plan
- 3 - Outcomes from commissioned services

9 **Background Papers**

Data was provided by Slough Borough Council, Thames Valley Police and Slough Domestic Abuse Service, and Berkshire East & South Bucks Women's Aid.

Appendix 1: Domestic Abuse Facts and Figures

Table One: Location of DA Incidents Jan – Dec 2013

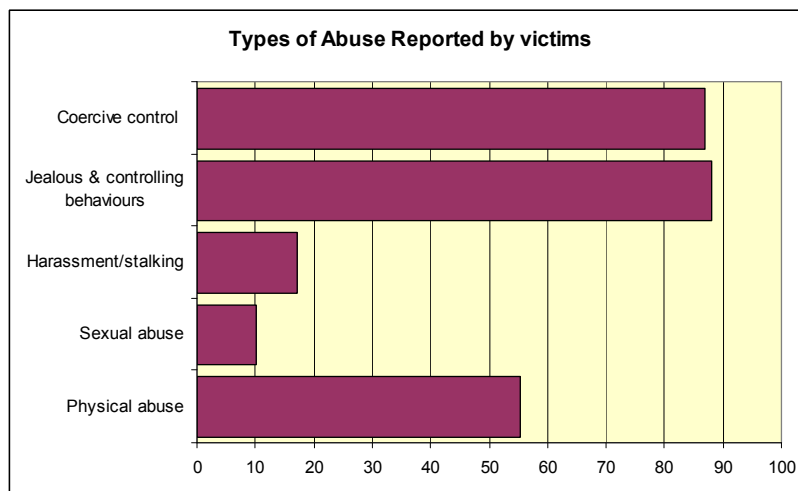
Domestic Abuse Incidents by Location		
Location/Premise Type	Number of Incidents	% Number of Incidents
Dwelling/Accom.	3447	90.9%
Outside/Public Locs	264	7.0%
Other	31	0.8%
Transport	11	0.3%
Shop	10	0.3%
Business	8	0.2%
Sports and Leisure	7	0.2%
Educational/Research	5	0.1%
Medical/Health Care	3	0.1%
Public Services	2	0.1%
Not Recorded	3	0.1%

Source: TVP

Victim Profile

Figure One: Types of abuse reported by victim.

Note: victims will reported multiple types



Source: Slough Domestic Abuse Services

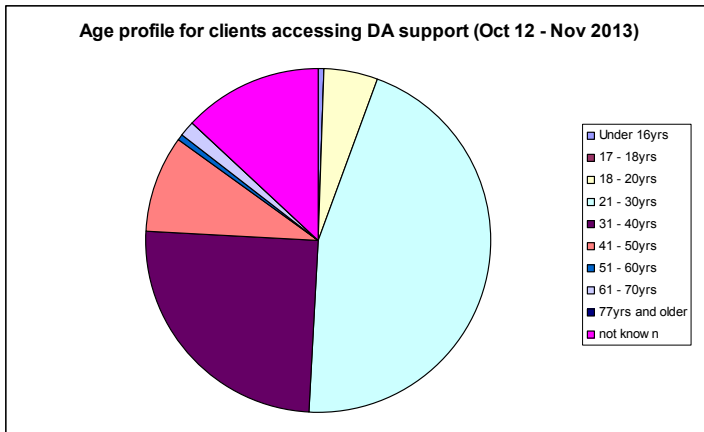


Figure Two: Age profile victims accessing Slough Domestic Abuse Services

Source –Slough Domestic Abuse Services

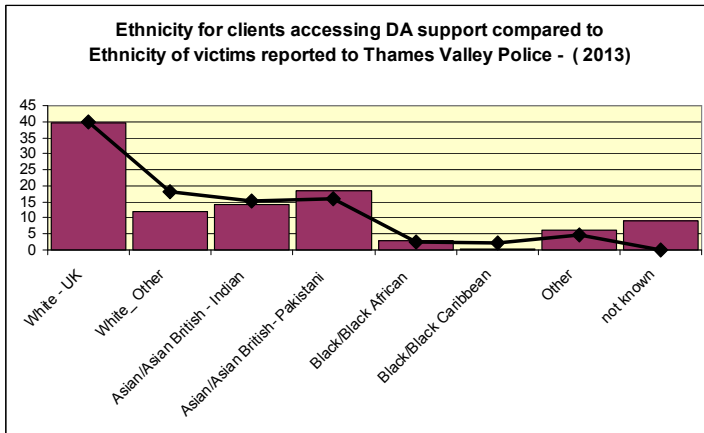


Figure Three: Ethnicity of clients accessing services compared to ethnicity of victims of domestic abuse reported to Thames Valley Police

Source – TVP and Slough Domestic Abuse Services

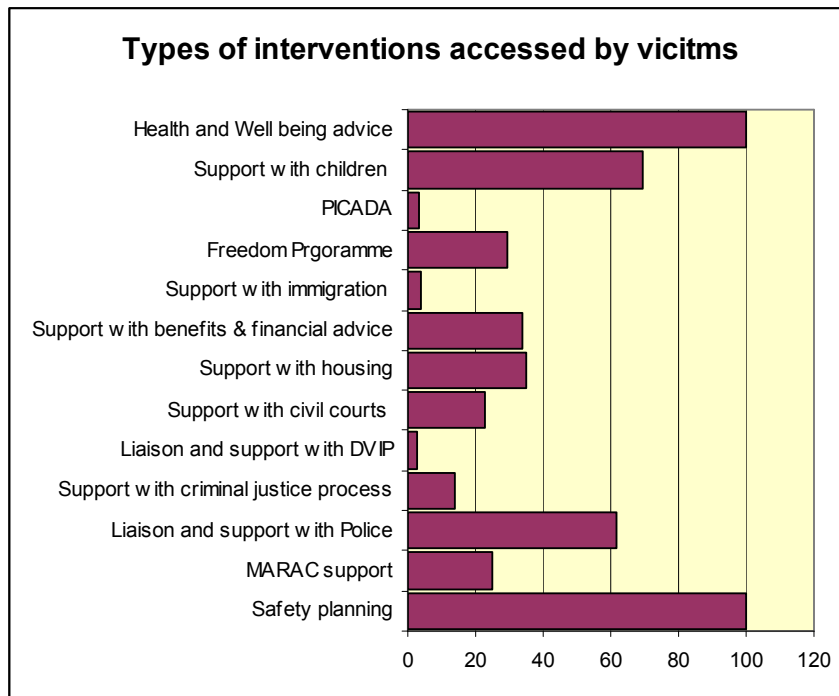


Figure Four: Range of services accessed by victims of domestic abuse

Source –Slough Domestic Abuse Services

Perpetrators Profile

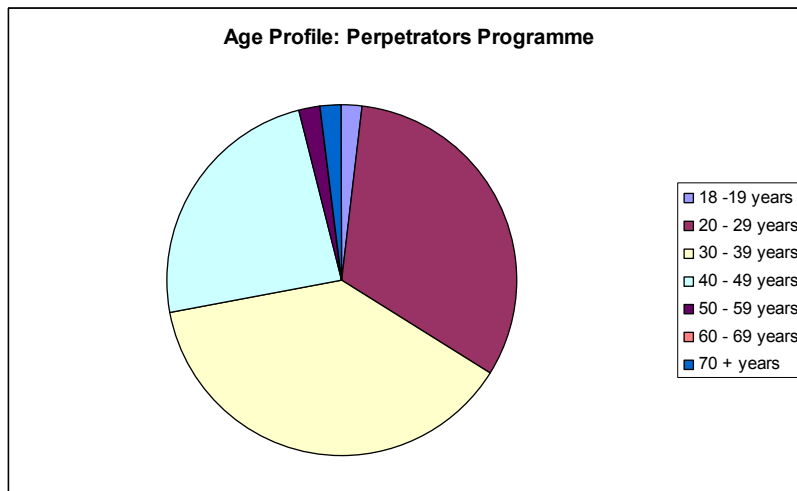


Figure Seven Age profile: accessing Violent Persons Programme

Source: DVIP

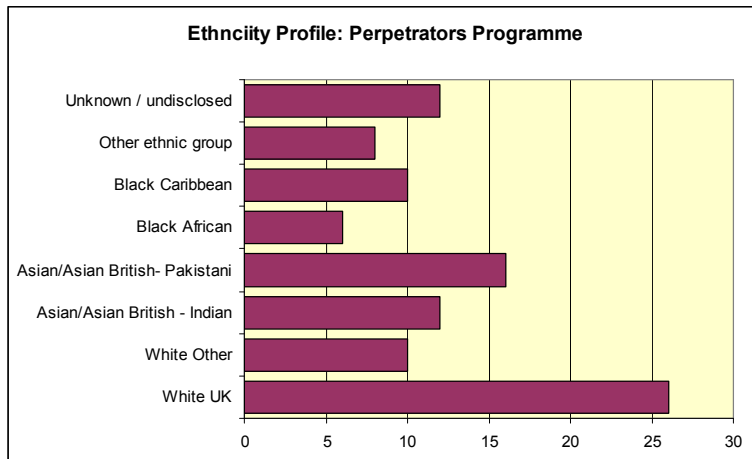


Figure Seven Ethnicity profile: accessing Violent Persons Programme

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Appendix 1 - Domestic Abuse improvement plan

Updated February 2014

Area for improvement	Intervention/action required	Lead and support agencies	Progress / Comment/Timescale
<p>Need strategic leadership - exposed to corporate risk with lack of leadership and coordination</p>	<ul style="list-style-type: none"> • Identify strategic lead • Set up strategic board (which will then produce Terms of Reference for PDG and agree reporting structure, lead on strategy, budgets etc. AD level. • Link into all strategies including Housing, Homelessness and Safeguarding and ASB. • Map out current services and offer, budgets etc and establish baseline. • DA workshop from Standing Together to complete their review 	<p>Community Safety</p> <p>Housing Wellbeing</p> <p>Links to SSP and Safeguarding Boards</p>	<p>Sarah Richards now chairing strategic meeting</p> <p>Strategic group includes:</p> <ul style="list-style-type: none"> • Adults and Childrens' social care • Housing • Community Safety • Public Health • Wexham Park Hospital • Probation • Police <p>First meeting took place 24th October 2013.</p> <p>DA workshop took place end of November</p>
<p>Need full time DA strategic manager and investment in this function and DA work</p>	<ul style="list-style-type: none"> • Recruit DA manager asap • Identify future funding for post and other work 	<p>Community Safety</p> <p>Housing Wellbeing</p>	<p>Louise Asby leading on recruitment. Process includes benchmarking with other local areas to ensure post is graded at appropriate level</p>

			<p>Need someone with considerable DA specialist knowledge, and a proven track record in a strategic multiagency role. Also excellent negotiating and influencing skills.</p> <p>Strategic group will look at how much Slough currently invests in DA and opportunities for future funding of post.</p>
<p>Need to revamp DA Forum for practitioners</p>	<ul style="list-style-type: none"> • Need suitable independent chair • Information exchange or action group? • See Hillingdon for best practice 	<p>DA manager when in post, if going ahead</p>	<p>This can be discussed at the strategic meeting</p>
<p>Strategy needs updating</p> <p>Strategy needs a supporting action plan</p>	<p>Strategy will need to include DA as well as human trafficking, prostitution, FGM, HBV. Check crossover with CSE strategy.</p> <p>Action plan objectives to include:</p> <ul style="list-style-type: none"> • Maintain and improve response to high risk victims • Intervene early to reduce damage and costs of DA • Prevention through education <p>Need to identify current position and way forward over next 3 years.</p> <p>Identify elected representative to support strategy</p>	<p>DA manager, when in post</p>	<p>This will be one of the first tasks for the DA manager when in post</p>

	Consider No Recourse to Public Funds (NRPF) Put together process map which can lead into performance management framework		Needs to be done asap as a benchmark and starting point Avtar Maan mapping current situation to add to the one year review she is already doing, to include client journeys and MARAC process.
Need to map current Slough offer and resources allocated			
The DA commissioned contracts need to be monitored by specialists. Big investment and can be put at corporate risk if contracts are not performing.	<ul style="list-style-type: none"> • Identify who will monitor contracts when Avtar moves on • Clarify roles between commissioned and non-commissioned services • Have a specialist services group • Carry out mystery shopping to check level of service and get feedback from service users • Stonham to advertise and promote the services they provide • Develop services that cater for the diversity of the borough including new settlers and the travelling community • Survivors on CP plan should not have to take part in Freedom Programme 	Currently managed by Avtar Maan, Community Safety Wellbeing contracts team more appropriate for this important role	What does a quality service look like, principles of best practice?

<p>Training plan - needs extending and monitoring of its effectiveness</p> <p>All front line staff need mandatory DA awareness training – 60% of victims will not report abuse but practitioners who come into contact with them may be able to gain their trust and ask them pertinent questions</p>	<p>Update and implement training plan</p> <p>Need to include principle of Ask, Believe, Record and Assess Risk (and know where to refer to)</p> <p>Schools to provide 'healthy relationship' education (similar to 'Chelsea's Choice' workshop which is currently visiting Slough) and anger management</p> <p>Include Family Court Services. Also Mediation Services, Relate and Samaritans re existence of refugees.</p>	<p>DA manager to lead</p> <p>Learning & Development team may to assist (as with organising safeguarding training)</p> <p>Health can be more involved and have broader role</p>	<p>Strategic group can discuss DA training for front line staff.</p> <p>West Berks have a mandatory elearning course for all staff</p> <p>Will need to focus on Health practitioners, children's and adults services, housing and any other frontline practitioners.</p> <p>Survivors reported that statutory services staff had been rude or made judgements about them, felt that services did not believe they had suffered abuse, or put demands on them without realising this may stop them accessing services in future.</p>
<p>Performance management – police data does not tell us much</p>	<p>Need to drill down eg repeat victims.</p> <p>Improve collection and analysis of data amongst partners – develop a data collection system and collect better data</p> <p>Ensure that managers and strategic leaders understand what the data is showing</p> <p>Monitor outcomes not actions – are people now safer?</p>	<p>SBC and Police performance management</p> <p>DA manager can coordinate this work</p>	<p>The DA manager will lead on performance management, supported by data experts. Not just about police data. Senior management must support data sharing. Agencies must be accountable for their performance and hold each other to account (eg police making too many referrals to Wellbeing)</p> <p>SSP want deep dive of DA data and statistics to establish the reasons for referrals. Commissioned services have noticed a decrease in referrals for physical violence, but this is not borne out by Police intelligence.</p> <p>Similarities with the data and information requirements of the Troubled Families programme, which are proving difficult to manage. Consider recruitment of a Data, Intelligence and Information Analyst based within the Housing Service to deal with both TF and DA.</p>

Need Comms plan of publicity and awareness raising/community engagement events	Put Comms plan in place	DA manager to lead	Include quarterly newsletter from DA manager to update partners on upcoming events, service changes, training etc.
Domestic homicide review - chair training needed and budget if an external chair is used	Need appropriate response in place for responding to DHRs, and budget for independent chair	DA manager to coordinate	
Sanctuary scheme needs reinvigorating	Need to promote this scheme, to keep victims/survivors in their homes	Housing hold budget for this. DA manager to promote scheme	Although the funding is still available for this service which allows families to remain in their own home, there have been few requests over the last 12 months. The scheme should be promoted.
Housing policy for survivors	Housing to lead	Housing	
Instituting survivors consultation group	See report for feedback from survivors focus group		Develop plans to regularly include the service user voice

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Appendix 3

Outcomes from Commissioned Services

Criminal/Civil Court Outcomes

19 cases identified for court with 13 accepted by CPS;

Criminal court outcomes:

- one community sentence
- one suspended sentence
- five custodial sentences (one less than 12 months, five greater than)
- six granted other outcomes

Civil outcomes:

- eight non –molestation orders
- four contact order
- one occupation order

Client Outcomes

Feeling Safer at exit

- **38%** (21 out of 56 clients) reporting feeling much safer at exit
- **20%** (11 out of 56 clients) reporting feeling somewhat safer at exit
- **42%** (22 out of 56 clients) not known

Reduced levels of fear at exit

- **41%** (23 out of 56 clients) reported feeling not frightened at all at exit
- **18%** (11 out of 56 clients) reported feeling a little frightened at exit
- **41%** (24 out of 56 clients) not known

Quality of life at exit

- **31%** (17 out of 56 clients) stated quality of life has improved a lot
- **24%** (13 out of 56 clients) stated quality of life has improved a little
- **45%** (25 out of 56 clients) not known

Confidence to access support at exit

- **24%** (14 out of 56 clients) feel very confident when accessing support
- **31%** (17 out of 56 clients) feel very confident when accessing support
- **45%** (25 out of 56 clients) not known

Health Outcomes at exit

- **93%** (29 out of 31 clients identified) have made contact with a range of external services/groups/family/friends
- **78%** (11 out of 14 clients identified) are better able to manage their physical health (primary health care)
- **80%** (12 out of 15 clients identified) are better able to manage their mental health
- **75%** (3 out of 4 clients identified) are better able to manage their drugs/alcohol addiction

Housing Outcomes at exit

- **91%** (32 out of 35 clients identified) with access to appropriate housing where they are free from domestic abuse
- **100%** (2 out of 2 clients identified) supported to maintain accommodation and avoid eviction

Economic Outcomes at exit

- **85%** (6 out of 7 clients identified) successfully obtained full time or part time work
- **75%** (3 out of 4 clients identified) successfully completed training or education
- **100%** (27 out of 27 clients identified) supported to maximise income including entitlement to applicable benefits
- **100%** (4 out of 4 clients identified) has been supported to managed budgets and if applicable, reduces their debts.

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel **DATE:** 27 February 2014

CONTACT OFFICER: Neil Aves (Assistant Director Housing and Environment)
(For all enquiries) (01753) 875263

WARD(S): All

PORTFOLIO: Councillor James Swindlehurst – Neighbourhoods and Regeneration

PART I
FOR INFORMATION.

INTERSERVE PERFORMANCE INDICATORS

1 **Purpose of Report**

The purpose of this report is to provide members with the current performance indicators for Interserve FM Ltd. in relation to responsive repairs, maintenance and void management to enable them to consider what further scrutiny they may wish to give the matter.

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

That members note the report.

3 **The Joint Slough Wellbeing Strategy, the JSNA and the Corporate Plan**

3a. **Joint Slough Wellbeing Strategy Priorities**

The quality of, and access to, housing is a key priority for the council. The Joint Slough Wellbeing Strategy names housing as one of five priorities with the vision that:

“By 2028 Slough will possess a strong, attractive and balanced housing market which recognises the importance of housing in supporting economic growth.”

Good quality, readily available housing is central to the health and wellbeing of the population; it gives the ability to access work and for older residents suitably located and adapted dwellings provide a safe environment for retained independence.

3b. **Joint Slough Wellbeing Strategy: Cross-Cutting themes**

Residents who are adequately housed, and feel safe are able to take pride in their community and work to improve the image of the town as well as improving their own quality of life and life chances.

3c. **Joint Strategic Needs Assessment (JSNA)**

Housing is a contributory factor to the wellbeing of Slough residents; the provision of any form of housing to those in need supports the priorities in the JSNA, and contributes to reducing inequalities in health by avoiding the occupation of poor quality sub-standard housing.

3d **Corporate Plan 2013/14**

Monitoring of the performance indicators for Interserve contributes to the priorities in the Corporate Plan by improving the customer experience, ensuring that the available services and facilities are responsive to the demands of local residents.

4 **Other Implications**

(a) Financial

There are no additional financial implications relating to this report.

(b) Risk Management

There are no risks associated with this information report.

(c) Human Rights Act and Other Legal Implications

There are no human rights implications for this report.

(d) Equalities Impact Assessment

As a reference report, this does not make any recommendations as to future operation of the service or of policy change. Should changes be proposed in future an EIA will be completed at that stage.

5 **Supporting Information**

5.1 Appendices A and B provide the very latest performance data for all aspects of the Interserve responsive repairs contract. Members may wish to consider this data to assist them in determining what areas, if any, are worthy of further scrutiny by means of additional reports or personal representations at a future Scrutiny panel meeting.

6 **Appendices**

A – Voids performance for December 2013

B – Interserve responsive repairs performance for December 2013

Housing Performance Report - December 2013

Description

This chart shows the number of SBC "GENERAL NEEDS" properties that were void and let over the year and compares with the previous financial year. General Needs Lettings are those lettings that are not targeted for specific groups (i.e. Shelter). The chart also shows the average days taken to let a property, again comparing with the previous year.

Good Performance is ...

- HIGH - number of lets
- LOW for Avg days

Data Sources

Data is currently sourced via a BI Query written by IT which is then exported to Excel for manipulation.

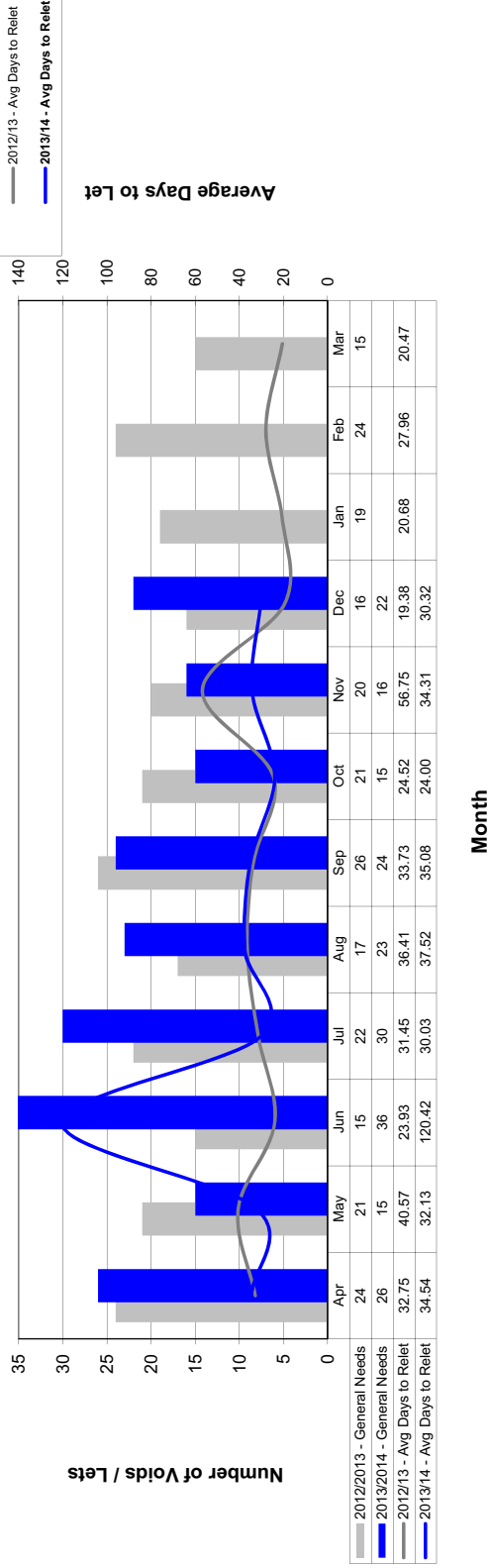
Reporting Frequency / Timeline

Frequency: Monthly
Timeline: Normally 2 weeks after month end.

Contacts

Data: BI Query
Performance:

Void and Let - General Needs (SBC)



Current Performance

- Monthly Performance Amber
- Annual Performance Amber

With 22 General Needs Lettings made in December 2013, performance on volume is above that secured in the same month of the previous year. The average time taken to let in December 2013 (30.32 days) was longer than that of the same month in 2012/13 (19.38 days).
 Performance for April - December 2012 : Average General Needs Lettings per month: 20.2 Average Days to Let: 33.3 days
 April - December 2013: Average General Needs Lettings per month: 23.0 Average Days to Let: 42.0 days

Housing Performance Report - December 2013

Description

This chart shows the number of SBC "SHELTERED" properties void and let during the year and compares with the previous financial year. Sheltered Lettings are those that are primarily for the specific groups (i.e. Elderly, Support Needs). The chart also shows the average days taken to let a property, again comparing with the previous year.



Good Performance is ...
 HIGH - number of lets
 LOW for Avg days

Data Sources

Data is currently sourced via a BI Query written by IT which is then exported to Excel for manipulation.

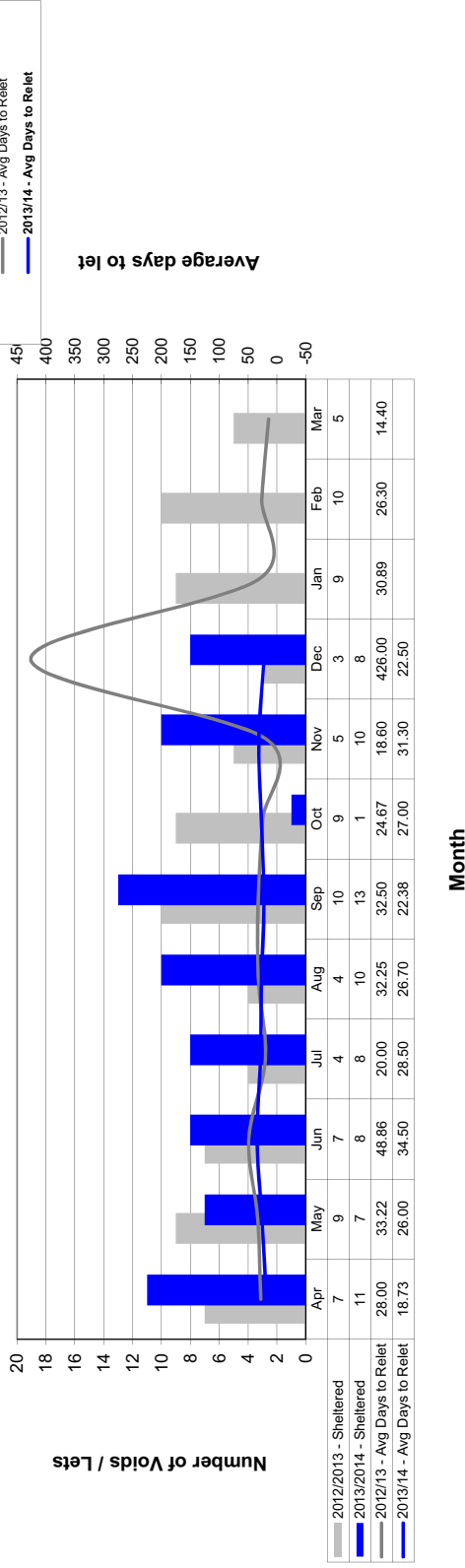
Reporting Frequency / Timeline

Frequency: Monthly
 Timeline: Normally 2 weeks after month end.

Contacts

Data: BI Query
 Performance:

Void and Let - Sheltered (SBC)



Current Performance

Monthly Performance **Amber**
 Annual Performance **Green**

December 2013 saw an increased volume of Sheltered Lets compared to December in the previous year. The average days to let in December 2013 (22.5 days) is shorter than that of the previous month (November 2013 - 31 days).
 Performance for April - December 2012: Average Sheltered Lettings per month: 6 Average Days to Let: 73.79 days
 April - December 2013: Average Sheltered Lettings per month: 8.44 Average Days to Let: 26.40 days

Housing Performance Report - December 2013

Description

This chart shows the number of Void Properties (both Sheltered and General Needs) at the END of the period and compares with the previous financial year.

Good Performance is ...

LOW



Data Sources

Data is currently sourced via a BI Query written by IT which is then exported to Excel for manipulation.

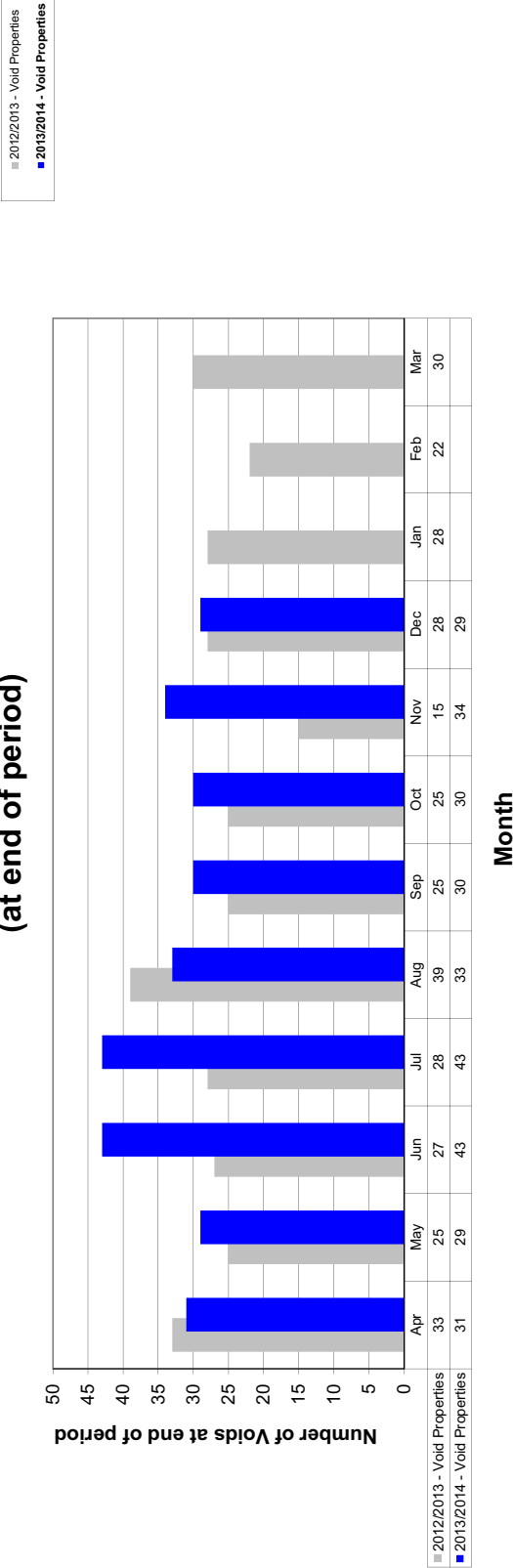
Reporting Frequency / Timeline

Frequency: Monthly
Timeline: Normally 2 weeks after month end.

Contacts

Data BI Query
Performance:

Void Properties (at end of period)



Current Performance

Monthly Performance **Amber**

In December 2013 there were 29 Void properties - a reduction from that seen in November 2013 and an increase from one year previously.

Annual Performance **Amber**

From April - December 2013 has seen an average number of Void Properties at month end of 34.
April - December 2012 was 27. Therefore, current performance has not improved relative to previous year.

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Housing Performance Report - December 2013

Description

This chart shows the performance of Qualifying Repairs (QR) on Council properties completed within Government timescales by our contractor Interserve. Repairs classified as Urgent and their individual timescales are set out in the "Right to Repair Regulations 1994". Timescales vary from 1 day to 7 days inclusive, dependant upon repair type. (Refer to <http://www.communities.gov.uk/documents/localgovernment/pdf/134903.pdf> for full details of repair types and their respective timescales)

Good Performance is...
Indicated by **HIGH** figure



Data Sources

All data is sourced via the Monthly Performance Reports from Interserve.

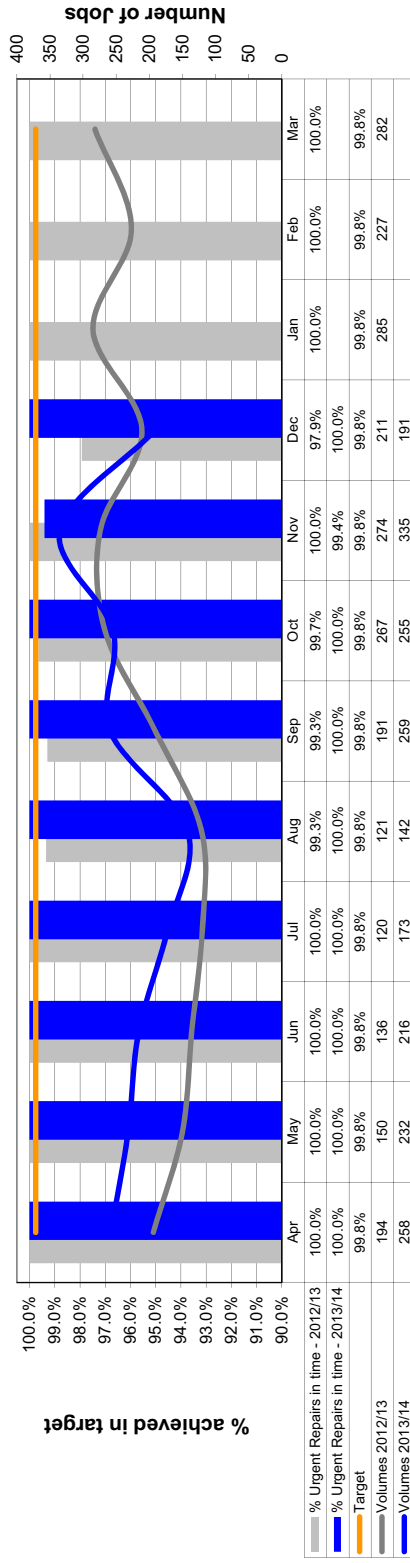
Reporting Frequency / Timeline

Frequency: Monthly
Timeline: around 6 weeks after month end.

Contacts

Data: Interserve
Performance: Interserve

Qualifying Repairs Performance



Current Performance

Monthly Performance **Green**

Annual Performance **Green**

The December 2013 report shows 191 urgent repairs conducted with 100% compliance to the 3 days timescale. April to December 2013 has seen a total of 2061 repair jobs. This is in comparison to 1664 conducted in same period one year earlier.
 April - December 2012: Average number of jobs per month: 185. % in timescales: 99.9%
 April - December 2013: Average number of jobs per month: 229. % in timescales: 99.9%

Housing Performance Report - December 2013

Description

This chart shows the performance of repairs needed to COMMUNAL areas by our contractor Interserve.

Good Performance is ...

Indicated by HIGH % within target

Data Sources

All data is sourced via the Monthly Performance Reports from Interserve.

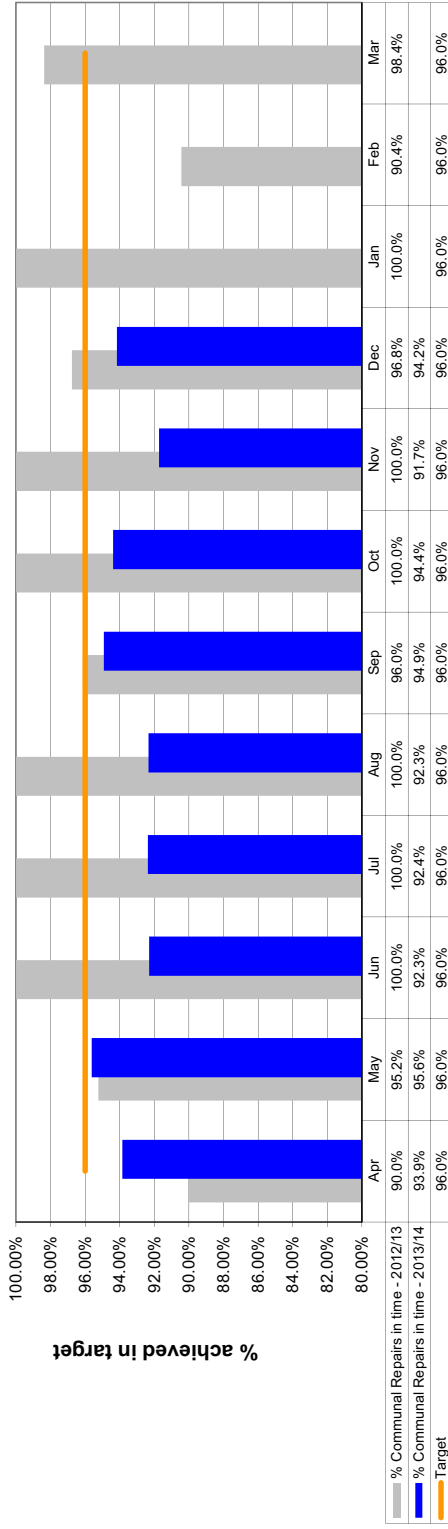
Reporting Frequency / Timeline

Frequency: Monthly
Timeline: around 6 weeks after month end.

Contacts

Data: Interserve
Performance: Interserve

Communal Repairs Performance



Current Performance

Monthly Performance **Amber**

Timescales were met in 94.2 % of cases in December 2013. This was lower than December 2012 (96.8%) and below target.

Annual Performance **Amber**

Average % within Target: April - December 2012 : 97.6% April - December 2013 : 93.5%

Housing Performance Report - December 2013

Description
 This chart shows the performance on the average number of days to complete NON_URGENT repairs. Non-urgent repairs are those that do not require urgent attention, but if treated as a routine repair it may then affect or cause damage to the property.

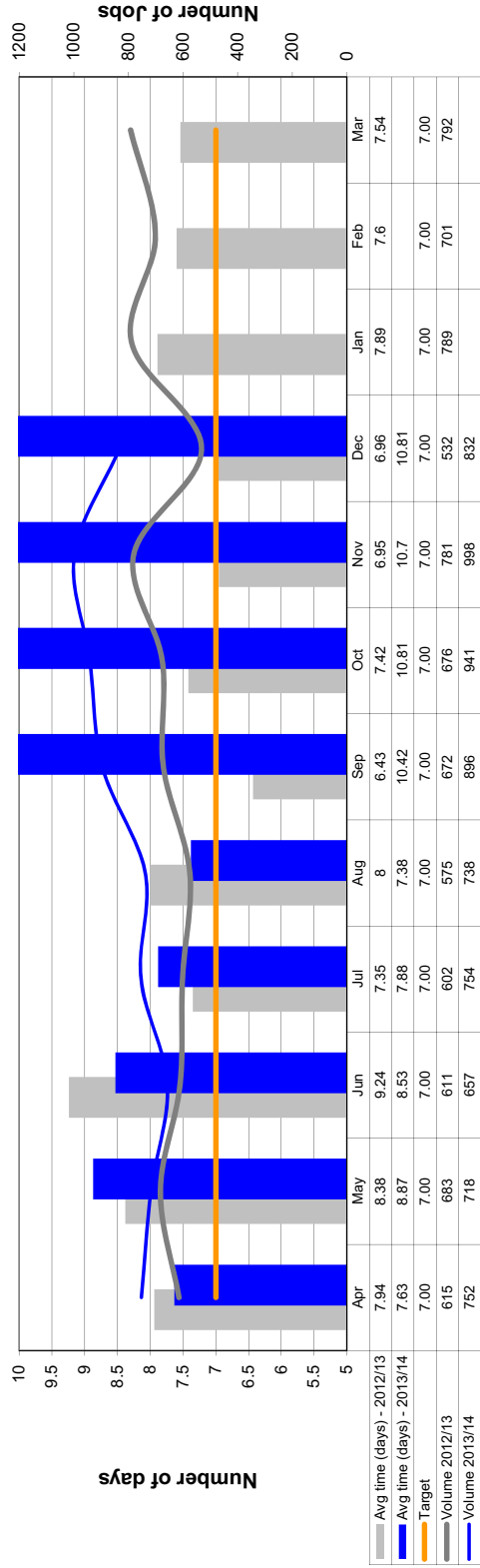
Good Performance is ...
 Indicated by **LOW** figure

Data Sources
 All data is sourced via the Monthly Performance Reports from Interserve.

Reporting Frequency/ Timeline
 Frequency: Monthly
 Timeline: around 6 weeks after month end.

Contacts
 Data: Interserve
 Performance: Interserve

Average turnaround (days) for non-urgent repairs



Current Performance

Monthly Performance **Red**
 Annual Performance **Amber**

December 2013 saw an average turnaround of 10.81 days - not within the target and an increase from November 2013. The volume of jobs in April - December 2013 is -26.78% higher than April - December 2012 (7286 jobs vs. 5747).
 Average Days Per Job: April - December 2012 - 7.63 days
 Average Volume of jobs: April - December 2012 - 639 per month
 April - December 2013 - 9.23 days
 April - December 2013 - 810 per month

Housing Performance Report - December 2013

Description

This chart shows the performance for the number of (non emergency) appointments that were made and kept. Compliance therefore reflects both Contractor and Tenant commitment.

Good Performance is ...

Indicated by HIGH figure



Data Sources

All data is sourced via the Monthly Performance Reports from Interserve.

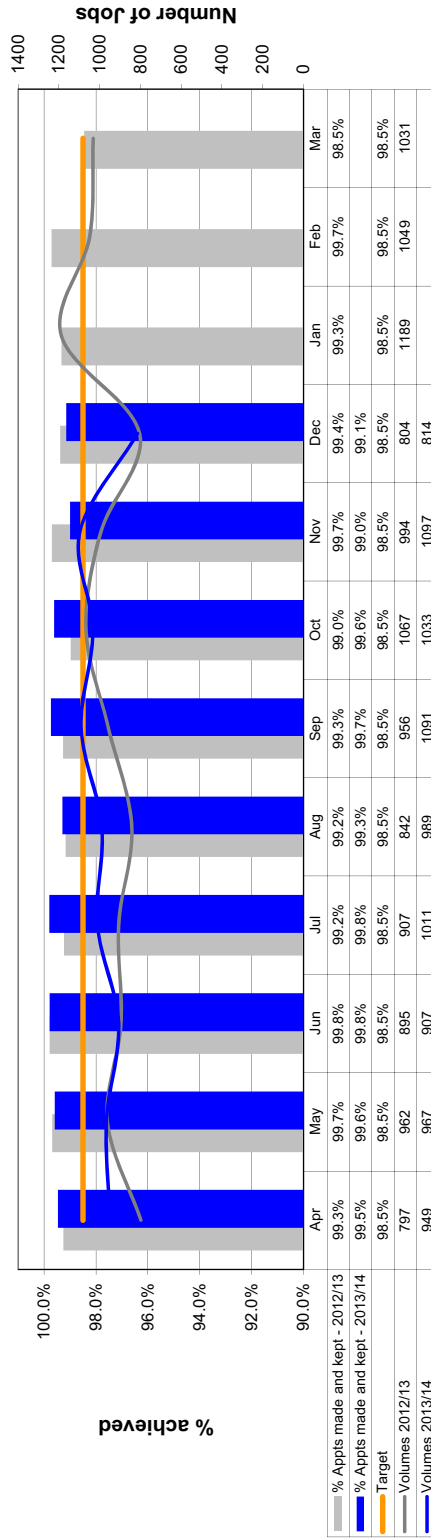
Reporting Frequency / Timeline

Frequency: Monthly
Timeline: around 6 weeks after month end.

Contacts

Data: Interserve
Performance: Interserve

% Appointments made and kept



Current Performance

Monthly Performance Green

Annual Performance Green

December 2013 saw -0.24% more appointments than December 2012 (814 vs 804).
 At 99.14%, performance on appointments made and kept remained above target tolerance in December 2013.
 Average performance between April - December 2013 is at 99.49% with the target being met in each month.
 Average volume of jobs per month between April - December 2013 is 984 per month. This is -8% more than April - December 2012 (914).

Housing Performance Report - December 2013

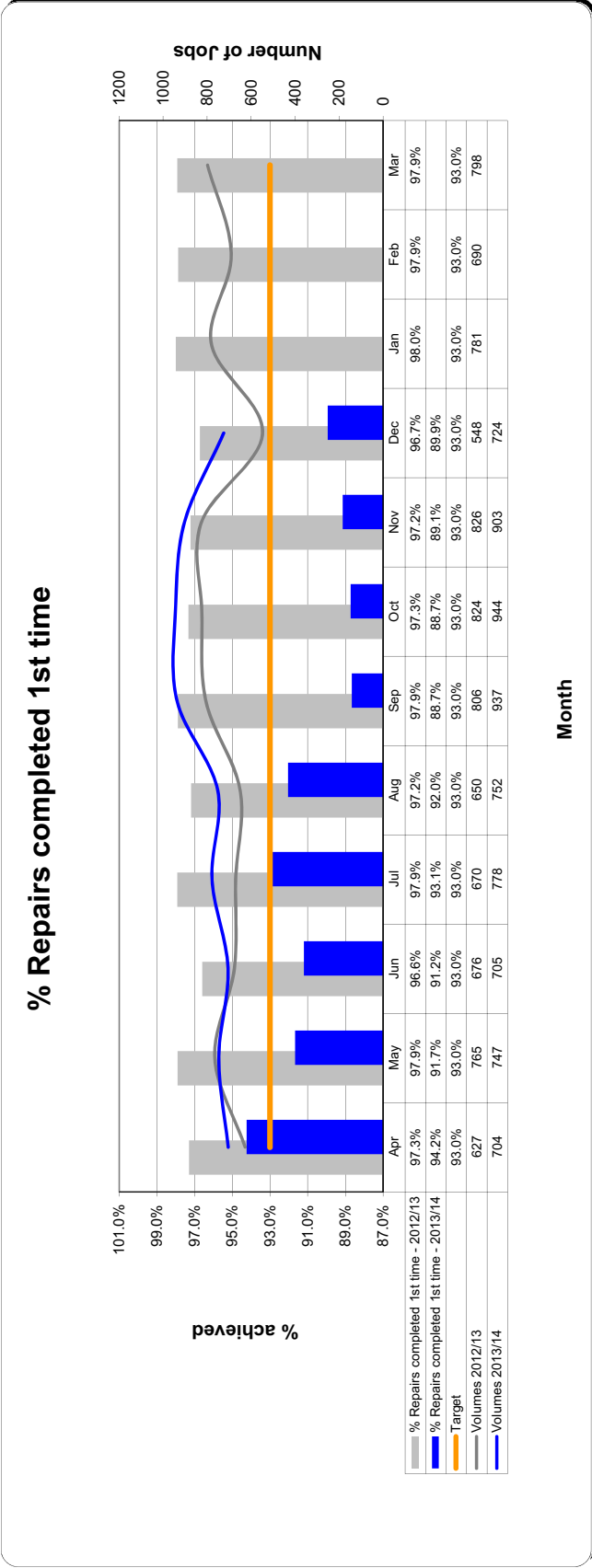
Description
This chart shows the number of Repairs that were completed first time.

Good Performance is ...
Indicated by
HIGH figure

Data Sources
All data is sourced via the Monthly Performance Reports from Interserve.

Reporting Frequency/ Timeline
Frequency: Monthly
Timeline: around 6 weeks after month end.

Contacts
Data: Interserve
Performance: Interserve



Current Performance
 Monthly Performance **Amber**
 Annual Performance **Red**

December 2013 performance was below target. The month does not compare favourably to the same month last year but it is a higher percentage than November 2013. The volume of jobs in December 2013 was 176 higher than that in December 2012.
 Average % Repairs completed 1st time between April - December 2012 was 97.34%. April - December 2013 average is 91.81%

Housing Performance Report - December 2013

Description

This chart shows the the percentage of tenants who report they are satisfied with repairs that have been carried out by Interserve. Satisfaction cards are sent out to all customers / tenants who have had repair work completed. Return rates are in the region of 25-30%

Good Performance is ...

Indicated by HIGH figure



Data Sources

All data is sourced via the Monthly Performance Reports from Interserve.

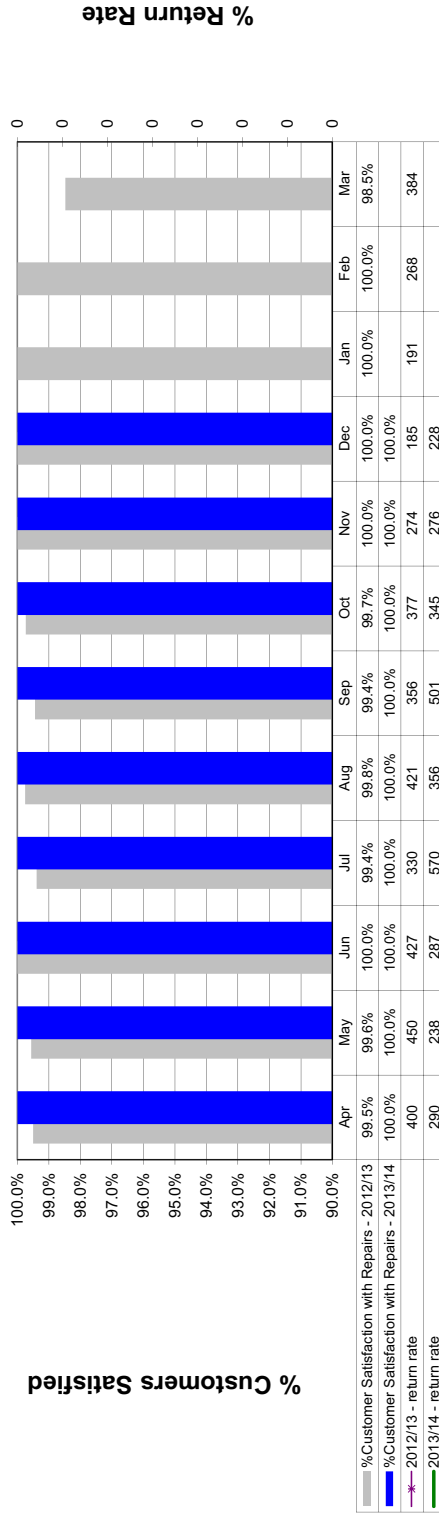
Reporting Frequency / Timeline

Frequency: Monthly
Timeline: around 6 weeks after month end.

Contacts

Data: Interserve
Performance: Interserve

% Customer Satisfaction with Repairs



Current Performance

Monthly Performance **Green**

Annual Performance **Green**

In December 2013, 100% of customers returning satisfaction surveys were satisfied with the work carried out.

A total of 228 cards were returned in December 2013 which is more than the 185 returned during the same month last year.

Average % of customers satisfied with repairs between April - December 2012 was 99.71%

April - December 2013, % of satisfied customers stands at 100.00%

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel **DATE:** 8 January 2014

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

WARDS: All

PART I

TO NOTE

**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2013/14 WORK PROGRAMME**

1. **Purpose of Report**

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

2. **Recommendations/Proposed Action**

2.1 That the Panel:

a) note the current work programme for the 2013/14 municipal year; and

b) consider the requests for review subjects as set out in Appendix B and, if they are to be considered, when they will be programmed into the work programme.

3. **Joint Slough Wellbeing 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**

Work Programme

- 4.1 The current work programme is based on the discussions of the Panel 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 Panel'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 2013/14 Municipal Year
- B - Requests for review subjects

7. **Background Papers**

None.

NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL
WORK PROGRAMME 2013/14

Meeting Date
2 April 2014
Scrutiny Items <ul style="list-style-type: none"> • Review of Neighbourhood Action Groups

- Currently Un-programmed:
- Traffic Congestion: report back from working group

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Call in requests from Councillor Plenty

Bin Collections – Customer Experience

Purpose of call in: Overall, we appear to generally provide a good bin collection service, but this could still be improved if we focus on areas below.

Areas for scrutiny:

- Return of bins to position collected from; and checks Council/contractor carry out to be satisfied that bins are returned to the correct place.
- Number and nature of general complaints made e.g. telephone calls to report bins not being collected rather than formal complaints made under the council's complaints procedure.
- Percentage of missed bin collections and reasons for this.
- Known problem areas for collections and actions being considered regarding these.

Water metering in council let properties

Purpose of call in: Exploration of the possibility that a significant number of tenants may be able to reduce their water bills by metering. General guidance indicates that, as a rule of thumb, residents with fewer occupiers than bedrooms are the most likely to benefit, and this has the potential to benefit many suffering hardship from the bedroom tax.

There will be significant environmental benefits if it is feasible to consider a policy that facilitates water metering. "Metered customers use 12% less water on average as people tend to value what they pay for, so are less likely to waste water if they have a meter."

www.thameswater.co.uk

Areas for scrutiny:

- What percentage of let properties are currently metered?
- Can we identify which tenants are likely to benefit monetarily from metering? If we can, how can we encourage/facilitate them to have meters installed?
- Have we identified any difficult to meter areas, which would be subject to the assessed household charge, including the single occupier tariff?
- Is it possible to meter accommodation that was previously designated?
- What are the considerations to take into account in the event of an introduction of compulsory smart water metering?

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