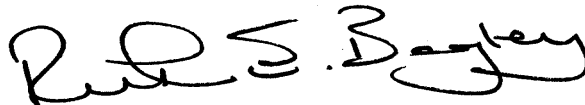


Date of issue: Wednesday, 25 June 2014

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Coad, N Holledge, Malik, Mansoor, Plenty, Shah, Sidhu, Sohal and Wright) <u>Non-Voting Co-Opted Members</u> Slough Customer Senate – to be confirmed
DATE AND TIME:	THURSDAY, 3RD JULY, 2014 AT 6.30 PM
VENUE:	MEETING ROOM 3, CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY, SLOUGH, SL1 2SP
SCRUTINY OFFICER: (for all enquiries)	DAVID GORDON 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

<u>AGENDA</u> <u>ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
	Apologies for absence		
CONSTITUTIONAL MATTERS			
1.	Declarations of Interest <i>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.</i> <i>Members are asked to confirm that they do not have a declarabe interest.</i> <i>All Members making a declaration will be required to complete a Declaration of Interest at Meetings form detailing the nature of their interest.</i>		
2.	Election of Chair		
3.	Election of Vice Chair		
4.	Minutes of the last meeting held on 2 April 2014	1 - 2	
5.	Co-option to the Neighbourhoods and Community Services Scrutiny Panel	3 - 4	
SCRUTINY ISSUES			
6.	Member Questions <i>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.</i>		
7.	Voids Contract Performance	5 - 12	
ITEMS FOR INFORMATION			
8.	Forward Work Programme	13 - 16	
9.	Date of Next Meeting - 4 September 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. Please contact the Democratic Services Officer shown above for further details.

The Council allows the filming, recording and photographing at its meetings that are open to the public. Anyone proposing to film, record or take photographs of a meeting is requested to advise the Democratic Services Officer before the start of the meeting. Filming or recording must be overt and persons filming should not move around the meeting room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non hand held devices, including tripods, will not be allowed unless this has been discussed with the Democratic Services Officer.

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Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Wednesday, 2nd April, 2014.

Present:- Councillors Minhas (Chair), Dar, Malik, M S Mann (until 7.40 p.m.), Plenty, Shah, Sohal and Wright (Vice-Chair)

Non-Voting Co-optees:- Terry Conroy (Slough Federation of Tenants and Residents) and Vivianne Royal (Customer Senate)

PART 1

50. Declarations of Interest

None.

51. Minutes of the last meeting held on 27 February 2014

Resolved – that the minutes of the last meeting held on 27 February 2014 be approved as a correct record.

52. Member Questions

There were no questions received from Members.

53. Traffic Congestion Working Group

Roger Parkin (Director, Customer and Community Services) and Savio DeCruz (Acting Head of Transport) introduced the report setting out the work that the Transport Working Group had undertaken over the past year to reduce peak time congestion in the borough, and options for further improvements to the road network.

The Group had been formed following the Neighbourhood's and Community Services Scrutiny Panel recommendation, which was accepted by Cabinet in spring 2013. Officers had worked hard to engage with businesses and schools to take forward collective approaches to tackling the issues identified around peak time congestion.

The schools had been more willing, to date, to engage, discussing their travel plans and recognising that these had not necessarily been utilised to provide suitable alternatives to car usage. The council had looked to promote cycling, and had improved enforcement action for those stopping illegally outside of schools in order to keep the traffic moving. The Local Sustainable Transport Fund offered the opportunity of match funding for sustainable transport schemes, and this was available to all schools.

Businesses had proved harder to engage, with limited attendance from the Thames Valley Chamber of Commerce, although some individual businesses on the Slough Trading Estate had demonstrated a commitment to some key projects such as improving sustainable transport schemes to the Trading

Neighbourhoods and Community Services Scrutiny Panel - 02.04.14

Estate. The Bike Rental Scheme had provoked interest from businesses, and uptake of the scheme was beginning to grow with the onset of spring.

The council had also launched its E-Merge website, providing real-time traffic information for residents and those commuting in/out of the borough. Variable message signs are also planned providing details of travel times.

The Panel discussed specific areas of the borough where engagement with schools would have a significant impact, such as Wexham Road, although the Transport Working Group had not focused on specific roads, but taken a broader A-Road approach across the whole borough. Members concluded that a broader collective engagement from all schools would be essential to bringing about a solution to peak time congestion.

Members also discussed the broader aims of schemes currently being worked on to improve the flow of traffic along the artery roads, such as the A4/A355. The Panel noted that individual elements of the scheme fitted into a longer term aim and that the whole scheme would need to be complete before it could be effectively judged. Members, however, were concerned at the levels of congestion current roadwork schemes were causing.

Members questioned officers on specific elements of the Transport Working Groups remit, expressing concern that the appointed Cabinet representative had not attended any of the Group's meetings, and the need to be flexible with the meetings to make it easier for attendees. Officers were also asked to ensure that analysis of schemes and approaches that had been used elsewhere were investigated.

Resolved –

- 1) to stress the importance of engagement by the Commissioner in the Working Group;
- 2) to write to the Chairs of the Slough Association of Secondary Headteachers and the Slough Association of Primary Heads to encourage collective engagement with the Working Group; and
- 3) that the Working Group should look at more flexible meeting arrangements, such as evening meetings to make it easier for partners to attend and engage.

54. Attendance Record 201314

Resolved – that the Members' attendance record be noted.

55. Date of Next Meeting - 3 July 2014

The date of the next meeting was confirmed as 3 July 2014.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.30 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel **DATE:** 3 July 2014

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

WARD(S): All

PART I
FOR DECISION

CO-OPTION TO NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL

1 **Purpose of Report**

This report seeks approval of a co-option onto the Neighbourhoods and Community Services Scrutiny Panel.

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

The Panel is requested to RESOLVE that Vivianne Royal be appointed as the Slough Customer Senate co-optee on the Neighbourhoods and Community Services Scrutiny Panel for the 2014-15 municipal year.

3 **Slough Wellbeing Strategy Priorities**

There are no implications for the Wellbeing Strategy priorities as this report is administrative in nature.

4 **Other Implications**

(a) **Financial**

There are no financial implications of proposed action.

(b) **Risk Management**

None.

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

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

(d) **Equalities Impact Assessment**

There is no identified need for the completion of an EIA.

5 **Supporting Information**

- 5.1 The Neighbourhoods and Community Services Scrutiny Panel membership includes the Constitutionally-agreed co-option of a nominated representative from the Slough Customer Senate.
- 5.2 Vivanne Royal has been nominated to take up this co-optee vacancy for the 2014-15 municipal year.
- 5.3 The Panel membership also currently includes co-opted representatives from the following:
- Leaseholder Forum
 - Slough Federation of Tenants and Residents

Due to changes in the governance arrangements around tenant scrutiny these two co-options will be reviewed with recommendations for appropriate alternatives submitted during the municipal year.

6 **Background Papers**

None

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Scrutiny Panel **DATE** 3 July 2014

CONTACT OFFICER: Julie Pickering Assistant Director (Commissioning and Procurement)
(For all enquiries) (01753) 875285 / (01753)474057

WARD(S): All

PORTFOLIO: Councillor Swindlehurst –Commissioner for Neighbourhoods and Renewal

PART I
CONSIDERATION & COMMENT

Interserve Contract – Voids Performance Update

1 **Purpose of Report**

1.1 For Members to receive an overview on Interserve Contract, including updates on progress around the performance of the Voids Service.

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

2.1 That the Panel:

- a) consider the progress made in recent months in relation to the major and minor housing repairs, and maintenance and void management services provided by Interserve; and
- b) review the update provided on the Interserve Contract which includes cashable efficiencies put in place for 2014/15.

3 **Slough Wellbeing Strategy Priorities**

Priorities:

- Housing – The Voids Service, as part of the Interserve contract, contributes to the provision of better housing standards.

4 **Other Implications**

(a) Financial

Details of the financial implications relating to this report are highlighted in the main body of this report.

(b) Risk Management

There are a number of risks that should be managed as part of both the wider Interserve Contract as well as the Voids Process which should be managed under the scope of partnership working, performance and contract management. Any

identified risks need to be discussed as part of the statutory consultation process with tenants and this must be conducted before these risks are formally accepted.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Implications arising from this report that need to be considered.

(d) Equalities Impact Assessment

Whilst there is no identified need for the completion of an EIA relating to the content of this report it is essential that this report refers to s149 Equalities Act 2010 in ensuring all voids are identified and stock modelled for potential adaptations.

5 Supporting Information

- 5.1 The Contract for Interserve commenced on 1 November 2001 as a 15 year Contract and is due to end on 31 March 2016. (The exception to this is the Building Cleaning element of the contract which is subject to a periodic satisfactory performance appraisal and is based on a one year renewable term as a result of the changes agreed in 2011).
- 5.2 The Interserve Contract encompasses responsive and planned maintenance which is inclusive within the Fixed Service Charge as well as provision for additional exclusive work which is charged in line with the schedule of rates specified in the contract. The Fixed Service Charge is increased each year by indexation (RPIx.) and varied by the volume change mechanism specified in the contract. At the start of the contract in 2001/2 the contract value for the Fixed Service Charge was £5,351,000 per annum in 2012/13 this was 6,493,298. The Fixed Service Charge is split between Housing Revenue Account (hereafter referred to as HRA) and GF on 82.4% and 17.6% basis.
- 5.3 The total spend in recent years with Interserve has been just under £9 million. The additional elements are made up of 'exclusive' works ,capital investment e.g. to meet decent homes standard and other inclusive corporate repairs .There are other works which are not automatically allocated to Interserve and these are procured under the Council Financial and Procurement Procedures. The Contract did offer the opportunity for a cumulative Profit share but this was never fully realised due to the reported significant losses in the early years of the contract
- 5.4 The Interserve Contract has had a number of reviews carried out on it over the years. These included KPMG Housing Maintenance Contract Review in October 2011 and a further review in 2012.
- 5.5 In recent months the focus as part of the Major Contracts Review has been to deliver savings to the General Fund and to provide value for money and part of this initiative has been to work in Partnership to improve services as well as deliver cashable efficiency savings. The focus for HRA has been on service improvements. Interserve responded positively to this and through a number of workshops identified areas for future consideration as well as putting in place savings to be realised at the start of 2014/15.
- 5.6 One of the areas of focus was Voids and the workshops here were attended by Place Shaping, Property Services, Interserve, the Senate, as well as the Assistant Director managing the Major Contracts Review. Interserve have provided an outline of the

progress on Voids to date which is attached as Appendix 1 of this report and key actions taken will be highlighted as part of a presentation at the meeting.

- 5.7 The report provided by Interserve outlines what has been achieved to date as well as areas for further development .This is not an exhaustive list and there is further work to do e.g. identification and treatment of wilful damage, improved options for tenants from the pilots. In relation to Voids there is a further workshop scheduled for 3 July where the action plan will be reviewed and refreshed.
- 5.8 A particular area of focus related to the Voids threshold, whereby under the current Contract any Void that goes over the agreed threshold c£3,300 is chargeable .This is an area which is being monitored and reviewed to ascertain improvements in performance in this area in line with the progress proposals in Appendix 1.
- 5.9 There are obviously further improvements that needs to be carried out in relation to the Interserve Contract and these will be focused on preparing and implementing action plans focusing on continuous improvement ,as well as the re-procurement of the new Contract which is due to commence on 1 April 2016.

6 Comments of Other Committees

- 6.1 This Panel discussed the Voids Service at its meeting in January 2014 and raised concerns about performance at that time

7 Conclusion

- 7.1 This report provides an update for the Panel on progress made to improve the performance of the Voids Service following the concerns raised in January 2014 as well as options for future improvements

8 Appendices Attached

Appendix 1 – Interserve Voids Analysis Report

9 Background Papers

- Report and Minutes: The Voids Process and the Re-allocation of Empty Council Homes (Neighbourhoods & Community Services Scrutiny Panel, 8 January 2014)

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Appendix 1

Interserve (IFS) Void Analysis Report

Author Paul Blizzard - General Manager: Interserve (Facilities Services-Slough) Ltd

1. Interserve void property services include all major and minor housing repairs and maintenance, we also provide void management from the moment a tenant notifies their landlord that they are vacating the property, until the property is re-let. This can enable Interserve to perform any agreed repairs prior to the tenant vacating.

2. This helps our clients to minimise turnaround times for empty properties so they can maximise rental income and reduce cost of void service. It also enables robust and clear voids management and tracking.

3. The Interserve philosophy recognises that housing availability and maximised property rental income are critical elements of successful partnerships. So our clearly structured voids process plans organises empty property management and repairs and maintenance works to achieve optimum delivery and turnaround, within budget and agreed timescales.

4. Every aspect of this strategic process is designed to achieve tangible results by reducing the procedural timeline – without compromising on quality – while also strengthening communication to make sure everyone involved knows what they are doing, when and how.

5. Our specialist approach includes pre-works surveys, including works if agreed by Slough Borough Council (hereafter referred to as SBC), which saves our client time and eliminates any time lag between survey, specification and work commencement. We programme void works according to the scope and nature of the work required, rather than simply job value to improve workflow visibility and enable more accurate projected timescales. And careful planning and management of void works is programmed using an Optitime Appointments System, which enables instant progress monitoring and on-demand status reporting

6. It has been identified that the monitoring process which SBC use to measure void performance includes the lifecycle of the voids in its entirety. The moment the resident terminates their tenancy to the time when the void property has been re-let. This measurement doesn't allow informed scrutiny of the Interserve void process. It is recognised also that the data on voids needs further development to ensure that Housing can easily interrogate this and this is to be incorporated in the action plan.

7. The void priority times are set by SBC, since the last scrutiny meeting the priority times have been amended. The new priority times are;

Value of Works	Priority Times
0 -3k	10 Days

3 – 5k	15 days
5k+	LTV (planned target)

8. These priority times were changed in February 2014, since this date no void has over run and the KPI's are running at 100%. The table below identifies that improvements have been made as the average number of the days Interserve has taken to turnaround Void properties has reduced.

Routine Voids		
Month	Received	Average days
Feb-13	10	12
Mar-13	25	12
Apr-13	25	12
May-13	20	12
Jun-13	35	12
Jul-13	29	13
Aug-13	19	11
Sep-13	15	9
Oct-13	18	12
Nov-13	21	11
Dec-13	19	13
Jan-14	18	8
Feb-14	19	9
Mar-14	21	9

9. Unfortunately, the above KPI information relate to routine voids and do not include voids with decent homes works. The Voids which have decent homes works undertaken take longer to complete, this is in part due to utilising the same operatives to perform all the works to the property in their entirety. Measures are in place to reduce this number, including the possibility of increasing the volume of tradesmen performing the work and devising a new process in collaboration with SBC. We have recently had the process for delivering the repairs service mapped, the new process is in its embryonic stages, however, it's been a positive start and we will remap the voids process with SBC in order to drive efficient working and reduce the key to key times for these properties.

Routine/Decent Voids		
Month	Received	Average days
Jan-13	2	50.5
Feb-13	7	35.7
Mar-13	7	29.28
Apr-13	4	41.25
May-13	6	40
Jun-13	5	40.4
Jul-13	4	36
Aug-13	4	35.75

Sep-13	6	34
Oct-13	6	31.8
Nov-13	3	27.3
Dec-13	5	30.4
Jan-14	4	29.75
Feb-14	5	33.6
Mar-14	5	29.2

10 Regardless of the future mapping process, the method of delivery has been revisited and excellent work from both IFS and SBC has been undertaken to lean the process to assist SBC with managing the cost and reducing the key to key voids time.

11. IFS has engineered a new process to eliminate wasted cost and reduce the actual key to key time of the void. We have named this 'Project 20'

12. Project 20 will reduce cost on Void works as a pre-inspection will allow SBC/IFS to make an informed decision to undertake works whilst the current tenants are in situ, thus the costs will be proportioned to the fixed fee cost model. It will also reduce the void time allowing the tenant to move in quicker and reducing the need for alternative housing cost and increased revenue from rents. Project 20 will also identify repairs to the property which are deemed tenants responsibility, IFS submit a report detailing the actual work and attributed costs for each Void. The process has been live since 2ND June 2014 and although it is early days the initial results are positive. The spreadsheet below is a condensed version of one weeks work,

DESCRIPTION	PRE-VOID WORKS AGREED	TENANT SIGNED OFF PW	TARGET DATE	RECHARGE VALUE	Projected void Costs	POST INSPECTION
Ground Floor Flat	Pre-void inspection. No response work only tenants DIY constituting Wilful.	Yes	N/A	£0.00		No
First Floor Flat	Wilful Damage works noted on survey, this was a transfer no pre Inspection	No	N/A	£258.68	£2,389.82	N/A
4 Bed House	Extensive W/D works noted on survey as Transfer no pre Inspection	No	N/A	£2,874.35	£3,673.53	N/A
2 Bed Flat	Pre-void inspection no wilful damage in property.	Yes	N/A	£0.00		N/A
1 Bed Flat	No pre void inspection	No	N/A	£1,181.40		N/A
1 Bed Flat	Wilful Damage works noted on survey, this was a Notice to Quit no pre Inspection	No	N/A	£602.28	£2,374.38	N/A
2 Bed Flat	Wilful Damage works noted on survey, this was a Notice to Quit no pre Inspection	No	N/A	£949.75		N/A
2 Bed first floor Flat	Extensive W/D works noted on survey as Transfer no pre Inspection	No	N/A	£1,389.88		N/A

13.. The Allocations Policy will not allow for a transfer if the property requires recharge work and it is therefore important that IFS help to ensure that any repairs and or damage is identified. At the earliest opportunity

14. IFS (we) are aware of the need to reduce the void turnaround time, we are mindful of the shortage of affordable housing in Slough. We will get the Void turnaround time into the position where it makes a positive impact on reducing the empty properties in the borough; our plan is to ensure that the voids process is infallible ready for the forthcoming retender.

15. Empty properties are a wasted asset, the impact on homelessness is affected, it isn't a commercially viable option for SBC. With the outlined plans we are confident that we can reduce our turnaround times and assist SBC with managing their own internal systems to reduce key to key times and reduce wasted cost.

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel **DATE:** 3 July 2014

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

WARDS: All

PART I

TO NOTE

**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2014/15 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 note the current work programme for the 2014/15 municipal year

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**

- 4.1 The current work programme is based on the discussions of the Panel at 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 2014/15 Municipal Year

7. **Background Papers**

None.

NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL
WORK PROGRAMME 2014/15

Thursday 4 September 2014

6.00-7.00 p.m. Crime and Disorder Training (tbc)

7.00-9.00 p.m. Panel meeting

- Waste Collections – how is the customer experience? Can we make a good service even better?
- Water metering – how are we working with residents to minimise water costs through advertising options for metering etc.
- Sheds with Beds – update on progress made

Wednesday 29 October 2014

- Town Centre Car Parking – Planning Committee recommendation to include principles of policy around public car parks, parking with residential properties, and parking charges
- Star Survey – results from annual survey

Wednesday 7 January 2015

Housing-themed meeting (final agenda to be agreed following Star Survey results)

- Housing Allocations Policy Implementation and Implications
 - Rehousing of bedroom tax residents – length of time to rehouse
 - Incentives to encourage residents to move
 - Allocations and Vulnerable residents
 - Unintended consequences

Thursday 26 February 2015
<p style="text-align: center;">Crime and Disorder Committee</p> <ul style="list-style-type: none"> • Crime and Disorder – <ul style="list-style-type: none"> ○ SSP Performance and Priorities
Monday 30 March 2015

Currently Un-programmed:

Issue
<u>Neighbourhood policing</u> – feed into TVP review
<u>Transport Working Group</u> – review of progress
<u>Waste Strategy</u>
<u>Prostitution Update</u>