

Date of issue: Monday, 23 February 2015

MEETING	OVERVIEW & SCRUTINY COMMITTEE (Councillors Nazir (Chair), Smith, Bal, Coad, N Holledge, Malik, Pantelic, Rana and Usmani)
DATE AND TIME:	TUESDAY, 3RD MARCH, 2015 AT 6.30 PM
VENUE:	MEETING ROOM 3, CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY, SLOUGH, SL1 2SP
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	SHABANA KAUSER 01753 787503

NOTICE OF MEETING

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



RUTH BAGLEY
Chief Executive

AGENDA

PART 1

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

Apologies for absence.

CONSTITUTIONAL MATTERS

1. Declaration 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.

The Chair will ask Members to confirm that they do not have a declarable interest. All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.

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SCRUTINY ISSUES

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10. Date of Next Meeting - Thursday 9 April, 2015

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.

Overview & Scrutiny Committee – Meeting held on Thursday, 5th February, 2015.

Present:- Councillors Nazir (Chair), Smith (Vice-Chair), Malik (from 6.43pm), Rana and Usmani.

Apologies for Absence:- Councillor Bal, Chahal, N Holledge and Pantelic

PART I

34. Declaration of Interest

None were received.

35. Minutes of the Last Meeting held on 11 November 2014

Resolved – That the minutes of the last meeting held on 11th November, 2014 be approved as a correct record.

36. Member Questions

None were received.

37. Performance and Finance Report 2014/15 - Quarter 3

The Committee considered details of the Quarter 3 Performance and Finance report. Although the Council was forecasting an overspend of £700k remedial action had managed to reduce the overspend by £270k compared to the previous month. The Council was continuing to work towards decreasing the overspend by the end of the financial year as the current position was likely to have a significant impact on the Council's General Reserves. Members were informed that the Council had developed a recovery plan in Children's Social Care to mitigate the in year budgetary pressures and reduce them going into future years. All other Council service areas would continue to review all budget areas to drive out further underspends.

The main area showing an overspend continued to be the Children's and Families Service area with a forecast overspend of £1.38m. Although the area's overspend had increased by £160k, this had been more than offset by an improved position within the Education (Non Schools) service area.

The latest position for the Council's balanced scorecard was outlined. Key areas of noteworthy concern and more than 5% adrift of their currently defined target values were highlighted as average staff sickness rate (days lost per FTE), number of families placed in Bed and Breakfast and percentage of single assessments completed and authorised within 45 working days.

Referring to the net total of £1.662m that had been written off during the third quarter of 2014/15, the Assistant Director was asked what steps were being

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taken to minimise the risk of write offs in future. The Panel were informed the majority that the majority off write offs related to business rates and explained the difficulties in tracing businesses that had gone into administration. It was agreed that details of the number of current and historic cases would be provided in the next quarterly report.

Following an update in progress regarding the Council's Gold Projects, a Member queried whether the timescale for completion of The Curve had been delayed, given the fact that asbestos had been discovered on site and the capacity for ICT support to meet deadlines and complete work on schedule was shown as red status. Members were assured that the project was still anticipated to be completed within budget by December 2015.

(Councillor Malik joined the meeting)

A Member expressed concern regarding the percentage of single assessments completed and authorised within the relevant time period. The Assistant Director explained that this indicator had achieved significant improvement - 85.9% in comparison to an approximate 60% compliance rate for the previous quarter. The nationally set target for this indicator was demanding at 100% hence the status would remain as red.

Further information was sought regarding sickness levels and what measures were being implemented to address the issues that were continuing to contribute to this indicator remaining at red status. Members were advised that the Employment and Appeals Committee at its meeting in January 2015 considered a report which detailed sickness absence levels by directorate and any relevant action that was being taken. It was agreed that the report would be circulated to Committee Members.

Members discussed the various restructures currently taking place across the Council and requested further details regarding the Council's Re-Deployment Policy. The Committee agreed that the Assistant Director, Professional Services, be invited to the April Committee meeting to discuss the implementation of the Re-Deployment Process, including the number of vacancies and the number of individuals matched to them.

The summary of the six Gold Projects updates as at December 2014 indicated that the overall status of all six projects had been assessed as amber.

Resolved – That the report be noted.

38. **Medium Term Financial Strategy 2015/2019**

The Assistant Director, Finance and Audit, set out the Council's medium and longer term financial assumptions and the different approaches the Council would take to manage these. The Council's financial position needed to be considered by being in the middle of a long term process of contracting public

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spending. Since 2010, Government spending on Local Government as a whole had reduced by 25% and the impact on the Council had been significant.

Analysis from the Local Government Association highlighted that the Council was at a greater risk than many other Councils of delivering its services within the funding available to it. It was explained that this was due to rising pressures from within the Council services in Children's and Adults social care but also because the Council was exposed to risk from business rates and falling government grants. Although many Councils were facing a risk from one of these funding sources, Slough faced a significant risk from both these areas due to it having a large business community and a higher level of financial need in comparison to other Councils.

It was predicted that the Council tax and retained business rates over the period of the Medium Term Financial Strategy (MTFS) were likely to increase from 63% to almost 80% of the Council's income and therefore result in the Council being much less reliant upon Government funding. To reflect this the Council had made retaining existing businesses and attracting new businesses as well as ensuring a strong supply of housing, two of the key outcomes in the Council's Five Year Plan.

In the ensuing discussion, a Member expressed concern relating to risk exposure around business rates, specifically referring to the potential loss of Poyle Industrial Estate if the planned expansion at Heathrow was implemented. The Assistant Director informed the Committee that business rates would be re-evaluated by the Government in 2020 and that the Council had over £1 million in reserves to address the issue of volatility in business rates.

Responding to the impact the externalisation of the Children's Social Care would have upon the Council's finances, Members were advised that the Council would be presented with a new financial challenge to ensure that the provision and cost of these services remained affordable in light of the other pressures placed upon the Council for its services over the MTFS.

Further details were requested regarding how the proposed savings of £2 million and 20% reduction in the Council's corporate footprint within four years would be achieved. It was noted that savings would be achieved through the disposal of surplus and unsustainable premises, with a view to consolidating staff to a smaller footprint.

Resolved - That the report be noted.

39. Revenue Budget 2015/16

Details of the revenue budget 2015/16, including proposed levels of council tax and increase in fees and charges were outlined. It was highlighted that 2015/16 was set to be a financially difficult year for the Council, with a

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continued reduction in Government funding, as well as an increased demand for Council services.

A number of points were raised in the ensuing discussion, including the proposed increase in the fees for sport pitch hire. A Member asked for clarification regarding the proposed fees, given that the Council was actively attempting to increase the number of individuals involved in leisure activities. It was explained that although the increase in fees for pitch hire exceeded inflation plus 3%, a benchmark exercise had been carried out and the proposed fee levels were similar to those charged by neighbouring and/or similar local authorities. A number of Members commented that neighbouring local authorities had a Residents Card Scheme, with differential fee rates on a range of services, including sport pitch hire. The Committee agreed that a recommendation be made to Cabinet to investigate the feasibility of the introduction of a Residents Card.

Responding to what action was being taken to ensure that small and micro businesses had suitable and cost effective office space in the town centre, Committee Members were informed that the economic development team were liaising with relevant businesses, providing advice and support.

It was noted that the revenue budget was proposing a 0% council tax rise for the local tax payer for 2015/16 and delivery of this was based on a variety of saving measures that were geared towards minimising the impact on service users.

Recommendation to Cabinet – The Cabinet is requested to resolve that Officers be authorised to investigate the feasibility of implementing a Residents Card for differential fee rates for Residents and Non Residents, on a range of services, including sport pitch hire.

40. Capital Strategy 2015/2020

The Assistant Director, Finance and Audit, stated that the Council had a wide ranging number of capital commitments and purposes. The core principles which guided the capital strategy were highlighted. It was noted that the Council had a variety of sources of funding for the capital strategy, the majority of which came via grant funding and capital receipts.

A Member requested further details regarding the allocation of the Community Investment Fund. It was explained that the Community Investment Fund Programme for 2015/16 had an indicative budget of £650k with the majority of this fund being spent on neighbourhood enhancements through identified Member need in the wards across the Borough.

Resolved – That the report be noted.

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41. Treasury Management Strategy 2015/16

The Committee considered details of the Treasury Management Strategy 2015/16. The current levels of investments and the type of institution invested in were summarised. It was noted that investments in the Property Fund currently totalled £7 million and Members views were sought with regard to increasing investment to this fund to £10 million.

Members discussed the current economic climate and future forecasts and agreed that the proposed increase in funds to the property portfolio be made.

Recommendation to Cabinet - The Cabinet is requested to recommend that investment in the property fund portfolio increase from £7 million to £10 million.

42. Five Year Plan 2015/2020

The Head of Strategic Policy and Communications presented the Council's new Five Year Plan to the Committee. Members were reminded that the Council had a Corporate Plan, which set out the objectives and key actions of the organisation since 2012/13. However, as a result of the funding challenges the Council was operating within, it was agreed that the Council would develop a Five Year Plan which would set out a vision for the Borough against which the Council would prioritise its resources.

Details of the Five Year Plan, including the eight outcomes and outcome plans were outlined. The outcome plans would be developed to include detailed delivery information and to provide a means of monitoring performance. A performance framework, including a new corporate balanced scorecard was being developed and monitoring information would be brought to the Committee for scrutiny on a regular basis.

Whilst Committee Members acknowledged their role in monitoring the implementation of the Plan, it was requested that the detailed outcome plans be submitted to a future meeting. Members would then give due consideration as to which specific areas they would analyse and scrutinise in further depth.

Resolved – That an update report on the development of the Five Year Plan be submitted to the April meeting of the Committee.

43. Children's Services Transition Project

The Strategic Director, Customer and Community Services updated the Committee on the work to date, work currently being undertaken and that planned for the transition of Children's Services to a new organisation.

Members were reminded that the Council's services for children in need of help and protection, looked after children and the effectiveness of the Local Safeguarding Children Board were deemed inadequate by Ofsted in February 2014. As a result, the Secretary of State issued a Direction in October 2014,

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which required the Council's Children's services function to be delivered by an external body. The Direction also provided for the appointment of a Commissioner to secure improvement in the Council's performance of its children's social care functions, including establishing the new organisation. The Committee were informed that Ms Eleanor Brazil had been appointed as Commissioner.

It was brought to the Committee's attention that although a new model would be implemented to deliver children's services the Council would retain all its legal obligations for the statutory duties. It was clarified however, that the Council would have limited control over how the children's social care functions were delivered and holding the new organisation to account. Following a Member query, it was noted that the full legal implications would only be known once the details of the new organisation and scope of services had been determined.

Members sought clarification regarding implications for the Council's workforce. It was explained that externalisation of the service area would involve a transfer of approximately 240 current employees to the new organisation but until the Secretary of State had confirmed details regarding the scope of functions for the new organisation, the Council was unable to commence any TUPE consultation process with affected staff.

Concern was expressed regarding what, if any, financial implications would arise from establishing an external provider to deliver the Council's children's services functions. The Strategic Director explained that there would be significant interim costs to the Authority as a result of having to comply with the terms of the Direction as well as the additional running costs of the new external provider. These costs would arise from the overheads of the new organisation, the reduction in economies of scale for the Council, the scope of services externalised and the necessary project capacity to enable the design, establishment and transfer. Members were informed that the Secretary of State had confirmed that some of these costs would not have to be borne by the Council and local tax payer and that the Council would continue to act rigorously and fairly in securing this outcome.

In response to how long the external provider would run the children's services for the Council, officers explained that a timeframe of five years had been proposed. Targets for the new organisation to achieve would be set out in the contract, with a view to achieving a Good rating on the Ofsted scale within three years of the start of the contract and an Outstanding rating within five years.

Resolved – That progress of the transition project to date be noted and that a further update report be submitted to the April meeting of the Committee.

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44. Forward Work Programme

Members considered details of the work programme for the Committee. The Scrutiny Officer informed Members that the final report of the Car Park Task and Finish Group would be submitted to the April meeting.

A Member raised the issue of abandoned cars and whether the Borough had a strategy to deal with such vehicles and reasons for an increase in the number of abandoned vehicles. It was agreed that a written information report would be submitted for consideration to the next meeting of the Committee.

Resolved – That details of the work programme be noted

45. Attendance Record

Resolved – That details of the Members Attendance Record be noted.

46. Date of Next Meeting - 3 March 2015

The date of the next meeting was confirmed as Tuesday 3 March, 2015.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.50 pm)

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee **DATE:** 3rd March 2015

CONTACT OFFICER: Dr Onteeru Buchi B Reddy
Public Health Programme Manager

(For all enquiries) 01753 875144

WARD(S): All

PART I
FOR COMMENT AND CONSIDERATION

CHILDHOOD OBESITY REVIEW – UPDATE AFTER ONE YEAR**1 Purpose of Report**

To update the Overview and Scrutiny Committee (OSC) on the changes since the last report dated July – December 2013.

To provide information on the actions taken to reduce obesity in children in reception and also in year 6 taking into account the Committee's previous recommendations to all the key stakeholders.

2 Recommendation(s)/Proposed Action

The OSC is requested to comment on the information provided in the report, and through this make any subsequent recommendations on areas of interest.

3 The Slough Joint Wellbeing Strategy, the JSNA and the Corporate Plan**3.1 Slough Joint Wellbeing Strategy Priorities**

Through ensuring that the impact of childhood obesity is lessened, improved outcomes for local residents will be evidenced in several ways. As well as the direct health benefits, it will also assist with the future life prospects of children and reduce the pressure on local services.

3.2 Slough Joint Wellbeing Strategy: Cross-Cutting themes

By providing local residents with the information and support to resolve childhood obesity, civic responsibility will be addressed by increasing the level of self-reliance amongst the population. The improved health outcomes will also help to improve the image of Slough amongst potential residents and employers.

3.3 Joint Strategic Needs Assessment (JSNA)

The reduction of obesity is one of the stated priorities of the JSNA.

4 **Other Implications**

(a) Financial

The financial implications of any policies involved will be managed in conjunction with the partner agencies discussed in this report.

(b) Risk Management

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

5 **Supporting Information**

- 5.1 It has been a little over a year since the Childhood Obesity was reviewed by the Overview and Scrutiny Committee. It is time the council and its key partners reviewed the recommendations and reported back on the progress on the issues of obesity, healthy eating and physical activity to the committee. There has been a huge progress in terms of improving the offer on physical activity, healthy eating and nutritious school meals. Challenges in the delivery of some of the recommendations are noted.
- 5.2 The monitoring and governance arrangements have been streamlined through the Priority Group 3 under Children and Young People's Partnership Board (CYPPB) chaired by the public health consultant. The physical activity outcomes have been incorporated onto the physical activity & leisure strategy and delivered through the key partners in the Physical Activity Steering Board through a mutually agreed action plan.
- 5.3 The health visitor workforce has been increased prior to the service being commissioned by public health from October 2015. This universal service promotes breastfeeding, healthy weaning and health eating for children aged 0-5. A new priority is to achieve Baby Friendly status locally but this will be dependent on the maternity services supporting antenatally services too. This should add more resources in tackling childhood obesity in early years settings. The healthy snacks award for children's centres has been extended to other early years settings via training for childminders.

- 5.4 The school food survey makes recommendations for individual schools and also has identified that the quality of packed lunches need to improve. There are two core healthy eating programmes offered in local schools and all schools engage in the Slough Schools Sports Network (SSSN). The SSSN has identified schools wishing to establish a school based family physical activity programme.
- 5.5 There have been many examples of best practice in educational settings, children's centres, libraries, parks and open spaces, leisure centres and the community. Slough schools continue to be creative and innovative in running the Change4life clubs, children's healthy lifestyle and weight management programmes like Lets Get Going coordinated by the SSSN. The public health team has been running Walk and Talk initiative with mothers and toddlers in the children's centres and libraries, engaging them in healthy eating and dance sessions, supporting social interaction and English language skills (ESOL courses) through a Big Lottery funded Chances4Change project. The school food survey and nutritionist's time was co-funded by environmental health and public health. Slough Leisure and culture services have been rolling out recreational and sporting opportunities across the town and running a Get Active initiative for older children (14+) and a Junior Movers initiative will start in March 2015 for 5-12 year olds, supported through Sport England funding.

Changes in the National Child Measurement Programme data in 13/14 from the previous report dated 12/13

- 5.6 The National Child Measurement Programme (NCMP) detailed local analysis is still awaited. In terms of the overall trends on the NCMP data compared to the previous years there appear to be no significant changes year on year. The year 6 obesity rates are still higher than England average and comparatively higher than most of the Southeast neighbours, with the exception of Southampton as shown in Appendix A.

Breastfeeding and weaning – positive impact of health visitor transition

- 5.7 Breastfeeding initiation and prevalence 6-8 weeks after birth are above England average. In terms of weaning the impact on reception age obesity rates will not be seen until children enter reception year in 2019/20. As an interim measure by the end of March 2015 additional volunteers are ensuring mothers benefit from a culturally sensitive weaning programme. 17 mothers have been supported to date by volunteers and all new mothers receive weaning advice from health visitors.
- 5.8 The transferred health visiting contract states that they will promote breastfeeding, healthy weaning and health eating. A target has been set to achieve Baby Friendly status in line with the new contract but this will be dependent on the maternity services supporting mothers antenatally too. A positive impact is expected on the health and wellbeing of mothers as well as on the newborn child. The impact of cultural practices on weaning outcomes (i.e. weaning early or to the wrong foods) has been noted in Bradford too and the results of the long term study there will inform local practice here in Slough.

New Early Years initiatives

- 5.9 FAST (Families and Schools Together) is focused on improving educational achievement using a collaborative and family approach. FAST was developed to give parents the confidence and skills needed to support their child's education. FAST offers children aged between 3-8 years and the whole family 8 sessions delivered

weekly in primary schools. Following the completion of FAST parents continue to meet as a group for the next 22 months building social connectedness.

- 5.10 FAST was piloted in Montem Academy and Foxborough school, sponsored by Save the Children and supported by the Children's Centre,s with the support of the Food & Safety team nutritional advisor. Following completion of the project, the families within the HUB are encouraged to meet approximately once a month. Families who have completed the programme have indicated that they would like more food and nutrition support. A detailed report is awaited.
- 5.11 Rates of obesity in reception and year one will not show the impact of this programme until 2020 however interim measures and customer feedback on these pilots which shows the impact on the families as well as the key workers involved in the programme:

“Having been involved in the programme now and seen what a difference it made to the families involved, over the 8 weeks...I would definitely want to be part of such an empowering venture again. It does take commitment and fortitude but I believe the results will speak for themselves, and the relationships and trust built with the families will definitely be invaluable.”

Improvements in physical activity offer

- 5.12 **Culture and sport - Slough leisure strategy with a 5 year action plan launched**
As part of the wider leisure strategy the Council launched it's 'Get Active' Sport England funded programme in September 2014, aimed at getting more local people, more active, more often. Primarily the 14 to 25 age group has been targeted to adopt a minimum of 1 x 30 minutes of activity a week in four wards of high deprivation and low levels of participation. To date over 630 individuals have registered to the Get Active programme, with over 1,900 visits to local neighbourhood sports sessions. The largest take up has been in the Britwell ward, predominantly by males but the largest take up in the three remaining wards of Wexham, Foxborough and Baylis and Stoke has been by women, a target group for the project.
- 5.13 In March Junior Movers will be launched in five wards of the borough and will target under 14's to take part in regular physical activity sessions in local neighbourhood venues. The Head of Culture and Sport is also working with East Berkshire College to submit a funding application to Sport England's Active Colleges fund to address low levels of student participation in sport and physical activity.

Slough School Sport Network (SSSN) - working with primary and secondary schools

- 5.14 **Most schools are now affiliated to the SSSN**
- All 13 Secondary schools affiliated (including two new schools LHEA & Ditton Park)
 - All 3 Special schools affiliated
 - 20 Primary Schools affiliated

Children's participation rates have risen:

- 7 Competitions/ events run
- 810 primary children taken part
- 282 secondary pupils involved
- 86 secondary leaders

More training, coaching and CPD for teachers and schools

- Primary school Teacher continued professional development and new PE Subject Leaders course being delivered
- New 12hr coaching programme rolling out across all affiliated schools - 13 different sports

New programmes launched to increase the physical activity offer in schools

- NEW Infant Legacy Event (joint with A&M SSP) 240 children involved; due to be repeated in NSSW with Year 5/6 hopefully
- Something to Chew On (with London Irish – tag rugby combined with Healthy eating lessons); 13 primary schools involved
- Year 5 tag rugby programme – 5 schools involved
- Creative Academy dance programme – 5 schools involved
- Golf Foundation coaching programme due to launch Jan/ Feb 2015 – 7 schools to be involved
- Sportivate fencing programme bid for – 5 secondary schools
- Development of a new junior netball club
- Gymnastics & fencing opportunities

5.15 Future plans - a new partnership pilot with Get Berkshire Active to engage with families

Family FUNS is a unique early intervention programme pilot in partnership with to bring schools and families together, ensuring consistent messages and promoting positive parenting habits to develop essential learning behaviours. It's aimed at children in Early Years Foundation Stage (EYFS) and KS1 and used by the whole family. By engaging families in regular, positive, active play in school and home environments, Family FUNS will give them the confidence and knowledge to develop relationships and an opportunity to impact on the whole child.

Other measured outcomes include:

- Increased levels of physical activity
- Improved Fundamental Movement Skills (agility, balance, coordination) as well as life long, activity and sporting opportunities
- Improved positive learning behaviours including confidence, resilience, social, creative and thinking skills

School food survey

5.16 The 2014-15 survey was jointly funded by Public Health and the Food & Safety team. Volunteers carry out the visits and consisted of members of the following teams/services: Food and Safety, Public Health, Children's Centres, Trading Standards, GBE Business Support, Health Activists and the Berkshire NHS Dietetic Team.

5.17 The School Food Survey has been running in Slough since 2007. It was instigated to ensure schools comply with the National Legislation for School Food. In November 2014, across Slough, 7402 school meals and 4222 packed lunches were recorded. In total the team observed 11,624 meals, covering 84% of the primary & special school population (within schools visited).

5.18 The data is used by Public Health, Children's Centres, School Meals Contracts Officer and Public Health Dietitians to monitor trends, ensure compliance with the nutritional requirements, promote healthy eating, identify issues and suggest

recommendations for improvement. Across the borough, average school meal uptake has risen to 49% from 32% last year. The increase is explained by the introduction of Universal Free School Meals in September 2014. The School Food Plan's aim is to have 70% of children eating school meals so there is still some work to be done.

5.19 Universal Free School Meals has increased the number of children having a free meals. However, it is not clear if these children are entitled to a benefit-related free school meal. To help schools, Cambridge has developed an 'Eat for Free' form which encourages parents to register for a free meal regardless of whether it is a universal entitlement or benefit related. This will ensure that the children who most need it will receive a Free School Meal beyond KS1 and that the school will receive the Pupil Premium.

5.20 Significantly more school meals are balanced compared with packed lunches (balanced meals contain a vegetable and/or fruit, a carbohydrate item and a protein item). The total number of children having a balanced meal went from 6,268 in 2013 to 8,013 in 2014. More children are having 'no more than one fatty/sugary item' (both packed lunches and school meals).

5.21 Areas to improve include:

- Fruit uptake in school meals
- Balance in packed lunches
- Actual food provision in school meals (ensuring schools serve what is listed on their menus).

Big Lottery funded Chances4Change programme

5.22 The Chances4Change programme is a Big Lottery funded group of work streams led by public health, aimed at improving the physical health, healthy eating and mental health. The four Slough projects follow the life course of our residents.

5.23 Healthy walks were set up for families with toddlers in Slough. They ran on most days from the libraries and Children's Centres. The walks were designed to create community cohesion through social interaction, play and language skills. The project signposted families to relevant services and projects including ESOL courses and support services from Children's Centres. Language development for both children and parents is encouraged during the sessions. 17 walk leaders were trained and 5 Health Activists recruited to the project. Two Champions and one Health Activist are continuing to support the project. There were over 108 benefitted from healthy eating, 328 in terms of mental health and over 219 improved their physical activity.

Strand	No. of beneficiaries this quarter	Previous Quarter(s)	Project Totals To date	Total number stated on hub bid
Healthy Eating	108	4	112	5
Mental Health	328	44	372	20
Physical Activity	219	372	591	200

5.24 Attendance to this project was found to be seasonal, since it was noted that the people do not want to go outside in bad weather. To maintain the project over the winter, dance and healthy eating sessions were introduced. Since November 2014

eleven dance sessions at four venues for a total of 226 people were delivered. An average of 28 people attended each session and they are proving very popular. Six Healthy Eating sessions have been delivered for 168 people, with an average of 26 people at each one. These dance and healthy eating sessions are currently being evaluated and if successful, options for integrating them into core library services will be explored.

New futures

- 5.25 Cooking courses for NEET young people were delivered to improve cooking skills and understanding a healthy way of cooking. In total we reached 32 young people. The young people have really enjoyed the courses which have helped them gain confidence and given them essential life skills such as working as a team, being punctual and working to a high standard. Some of the young people who were involved in the course and are in supported housing have gone on to cook for the other residents at a regular social gathering. Five young people have gone into employment or further education.

Other recommendations from the report and related actions

- 5.26 **‘That the Cabinet agree the prioritising of work currently underway to improve the scope of healthy offers by local retailers, specifically within the vicinity of local schools.’**

The Catering for Health award system is still operating in Slough. However, the award in its current form does not really fit with the types of foods that tend to be available in takeaways and is mainly obtained by businesses on the Trading Estate who do not serve food eaten by the majority of Slough’s local population. With this in mind, the food & safety team embarked on a pilot project to work with takeaway premises to explore what changes could realistically be implemented without negatively affecting the business. Five premises with at least a 3 rating in the Food Hygiene Rating Scheme were visited as part of the project. Each premise offered food where salt was added by staff rather than the customers and/or a substantial amount of fried foods. In order to allow local changes, independent or small local chains were targeted rather than national chains. The work was supported by Trading Standards and GBE Business Support. Following the pilot, several lessons were learnt. Relevant to this report, only simple changes were implemented and maintained e.g. changing 17-holed salt shakers to 5-holed ones which dispense less salt providing training to food handlers was given. The next steps taken will follow guidance suggested in the ‘Encouraging Healthier Takeaways in Low-Income Communities’ document produced by Cities Institute, London Metropolitan University, October 2014.

- 5.27 **‘That the council work with all schools to encourage the inclusion of cooking classes and nutritional education in the curriculum for all schools in the borough.’**

From September 2014, practical cookery is compulsory for children up to Year 9. As part of their work with food, pupils should be taught how to cook and apply the principles of nutrition and healthy eating. Instilling a love of cooking in pupils will also open a door to one of the great expressions of human creativity. Learning how to cook is a crucial life skill that enables pupils to feed themselves and others affordably and well, now and in later life.

- 5.28 Pupils in key stages 1, 2 & 3 need to be taught on the basic principles of nutrition, health and healthy eating, including the seasonality of foods, how the food

ingredients are grown and processed. It is the school's responsibility to deliver this curriculum.

5.29 **Partnership work/ Advice/Training/Resources**

Internal nutrition network meetings between Public Health, Children's Centres and the Food & Safety team have been held since the Childhood Obesity report. The meetings help ensure that nutrition work from within SBC is discussed to prevent duplication and to co-ordinate where projects have cross-over. There is also a School Nutrition Network that discusses school specific work led by the NHS Dietetic Team which meets termly.

5.30 In addition to this, there are strong links between the Food & Safety team/Trading Standards teams who offer advice/training to the Children's Centres (when required) on matters covering food hygiene, health & safety, nutrition and allergies. With budget pressures in mind, resources are shared and health promotion material discussed to ensure that consistent messages (relevant to the Borough) are promoted. This includes working with PH and the NHS Dietetic Team.

5.31 It is worth noting that there are other nutrition/food initiatives that are commissioned by external agencies e.g. schools, housing associations, charities etc that cover some work that may impact on childhood obesity. It is difficult for sufficient links to be made with such providers due to potential competition, budget and time constraints on those who work within nutrition.

5.32 **'That the Overview and Scrutiny Committee receive an update in January 2015 from the CCG on the progress made to implement the areas of work recognised as needing improvement:**

- referrals, and the monitoring of progress through the system following a referral;
- the introduction of a system of regular health checks for children up to the age of 16 across all surgeries; and
- the need for closer liaison with Public Health, Health Visitors and School Nurses, and Children's Centres.'

A detailed update from the CCG is awaited.

5.33 As stated in the previous report "doing nothing is not an option". Since the last scrutiny recommendations, there has been a better understanding of the role of partnership working, better ways of communicating the issue recognising the sensitivity of the childhood obesity and also identifying it as a local key priority through the CYPPB. However there is lot we need to do in tackling the issue of stigma and sending out clear messages. The involvement of all key partners is crucial to helping create the capability amongst individuals and families to help themselves, and making every single contact count in this is vital.

5.34 There has been a better focus on the nutritional quality of food especially in school settings, as cooking skills training is now part of the curriculum. There has been additional support for vulnerable families and groups of children (NEETs) as well as physical activity for mums and toddlers and parents in libraries and children's centres through the Big lottery funded Chances4Change programme. The Get Active and Junior Moves initiatives will cover all children between 5 years onwards funded through Sport England.

- 5.35 The Families and Schools Together (FAST) programme run by the children's services covers the families with younger children. Parental obesity continues to be a big issue which will be tackled in the coming year through further innovative approaches.
- 5.36 Trading Standards will continue to have a supporting role on obesity through the maintenance of food standards and informative nutritional labeling regulatory controls (statutory function) and work around reducing the impact of alcohol consumption in local communities. Funding will be prioritised to address challenges in terms of potential loss of trained manpower to carry out nutrition, food surveys in schools and delivery of some of the physical activity initiatives linked to the restructuring.
- 5.37 Work underway with licencing will develop a cumulative impact policy for a range of health outcomes to improve in the town. When health becomes a licencing objective (based on sufficient evidence demonstrating health harms) then thresholds can be set for new applicants to show how they will aim to reduce health harms such as through reduced sugary drinks on sale for example. This work is being undertaken with national support.

6 **Conclusion**

The OSC is asked to examine the level of progress which has been made in the area of childhood obesity, and to note future plans.

7 **Appendices Attached**

'A' - National Child Measurement Programme data graphs.

8 **Background Papers**

'1' - Childhood obesity review – OSC, 14th January 2014.

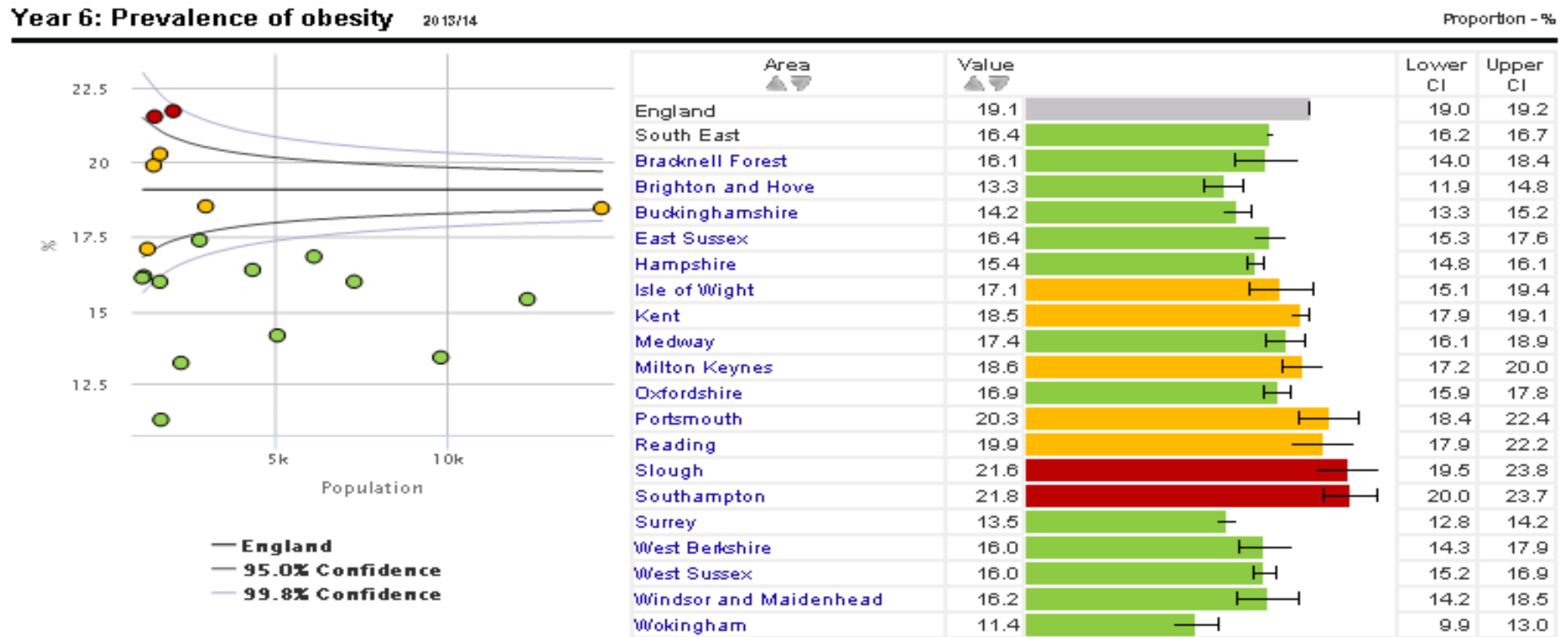
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Appendix A

Table 1: NCMP data- Slough local authority profile

Indicator	Period		England	South East	Bracknell Forest	Brighton and Hove	Buckinghamshire	East Sussex	Hampshire	Isle of Wight	Kent	Medway	Milton Keynes	Oxfordshire	Portsmouth	Reading	Slough	Southampton	Surrey	West Berkshire	West Sussex	Windsor and Maidenhead	Wokingham
Reception: Prevalence of underweight	2013/14	◀▶	0.95	0.73	*	0.89	1.19	0.71	0.51	*	0.70	0.71	0.95	0.70	0.39	0.77	2.35	0.75	0.85	*	0.58	*	1.15
Reception: Prevalence of healthy weight	2013/14	◀▶	76.5	78.8	*	81.1	80.6	77.5	78.7	*	78.5	77.4	76.9	79.2	76.3	75.7	77.5	74.8	81.1	*	77.6	*	80.8
Reception: Prevalence of overweight (including obese)	2013/14	◀▶	22.5	20.5	20.1	18.1	18.2	21.8	20.8	21.3	20.8	21.9	22.2	20.1	23.3	23.5	20.2	24.5	18.1	19.5	21.8	15.9	18.1
Reception: Prevalence of obesity	2013/14	◀▶	9.5	8.0	7.0	7.3	7.2	7.6	7.8	7.6	8.2	9.0	9.6	7.3	9.9	11.1	10.9	11.0	6.7	6.7	8.5	5.5	6.6
Year 6: Prevalence of underweight	2013/14	◀▶	1.36	1.25	1.30	1.54	1.35	1.25	1.14	0.95	1.05	1.12	1.22	1.28	1.36	1.55	2.72	1.07	1.31	1.16	1.18	2.32	1.25
Year 6: Prevalence of healthy weight	2013/14	◀▶	65.1	68.4	70.1	71.9	70.9	68.1	69.9	67.5	66.2	66.1	65.0	68.0	65.0	63.9	60.8	61.8	72.0	70.7	69.5	66.4	71.1
Year 6: Prevalence of overweight (including obese)	2013/14	◀▶	33.5	30.3	28.6	26.6	27.7	30.7	28.9	31.6	32.7	32.8	33.8	30.7	33.6	34.6	36.5	37.2	26.7	28.1	29.3	31.3	27.6
Year 6: Prevalence of obesity	2013/14	◀▶	19.1	16.4	16.1	13.3	14.2	16.4	15.4	17.1	18.5	17.4	18.6	16.9	20.3	19.9	21.6	21.8	13.5	16.0	16.0	16.2	11.4

Trend graph: Year 6 obesity in Slough compared with other neighbouring local authorities



Source: Health and Social Care Information Centre, National Child Measurement Programme

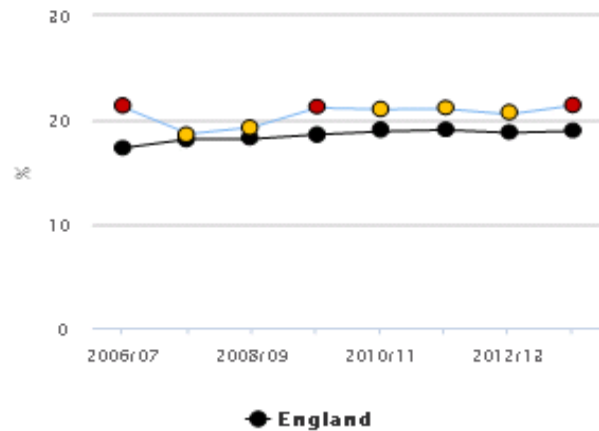
Graph 1: Prevalence of obesity in Year 6 children in slough

Compared with benchmark: ● Better ● Similar ● Worse Not compared

Trends for: **Slough**
All in South East

Year 6: Prevalence of obesity Slough

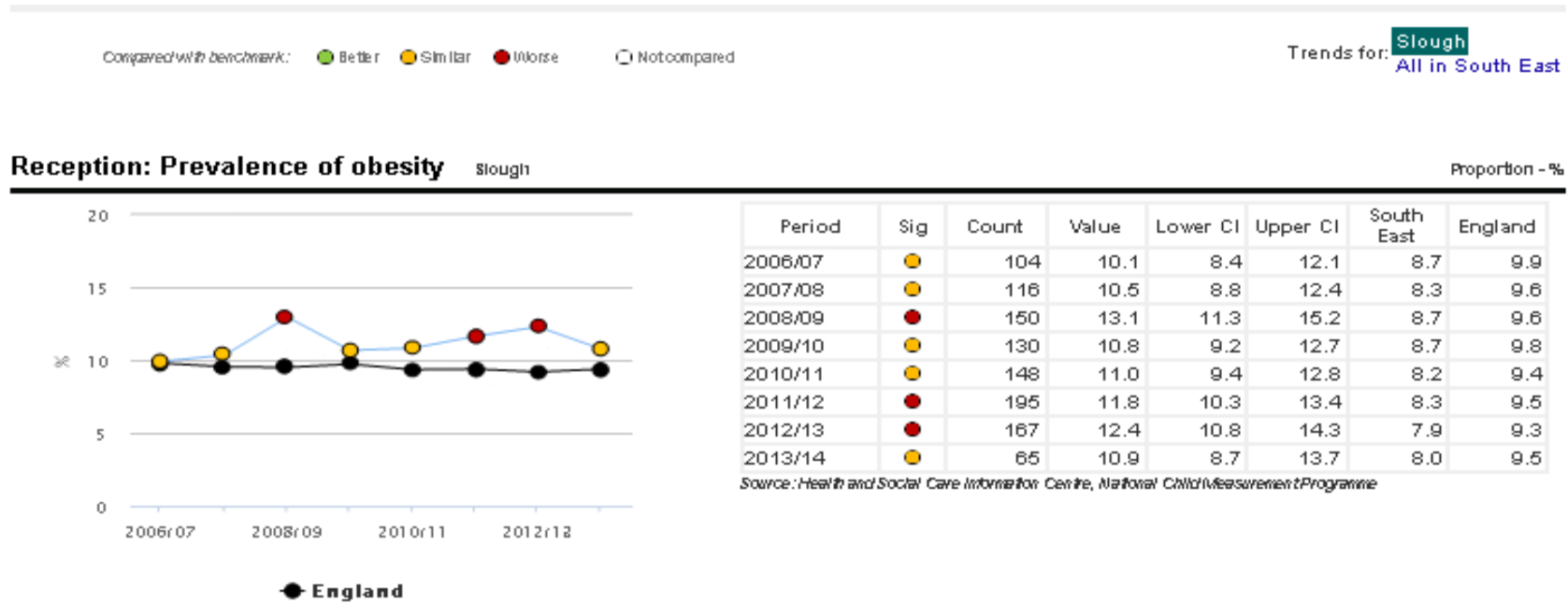
Proportion - %



Period	Sig	Count	Value	Lower CI	Upper CI	South East	England
2006/07	●	184	21.3	18.7	24.2	15.9	17.5
2007/08	●	250	18.8	16.8	20.9	16.1	18.3
2008/09	●	254	19.4	17.4	21.7	16.0	18.3
2009/10	●	263	21.4	19.2	23.7	16.6	18.7
2010/11	●	276	21.2	19.1	23.5	16.6	19.0
2011/12	●	290	21.3	19.2	23.5	16.5	19.2
2012/13	●	285	20.7	18.7	22.9	16.0	18.9
2013/14	●	310	21.6	19.5	23.8	16.4	19.1

Source: Health and Social Care Information Centre, National Child Measurement Programme

Table 2: Prevalence of obesity in year reception children in Slough



Note: The year reception obesity rates remain amber but there are some technical issues being resolved by the providers. The provider has conducted a review of the measuring process and more details will be known soon. The providers are now recording data directly on laptops onto the new NCMP system.

Table 3. Underweight in reception year children in Slough

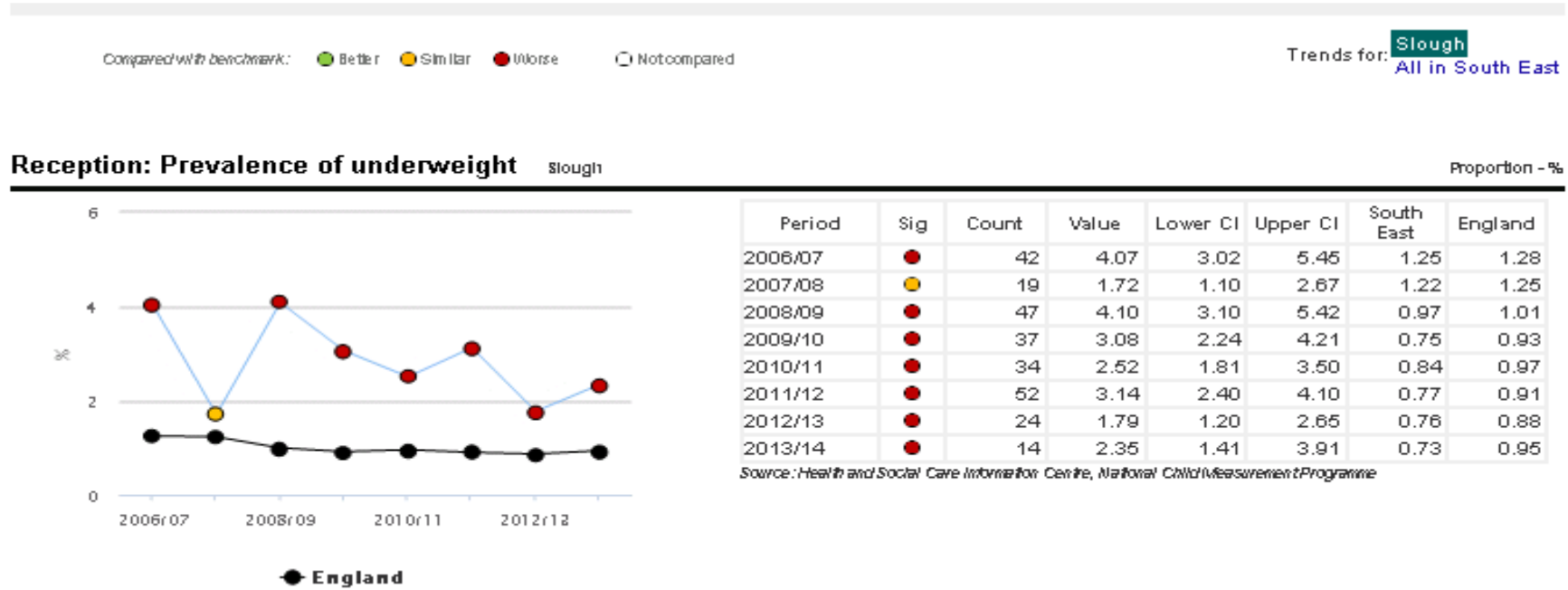
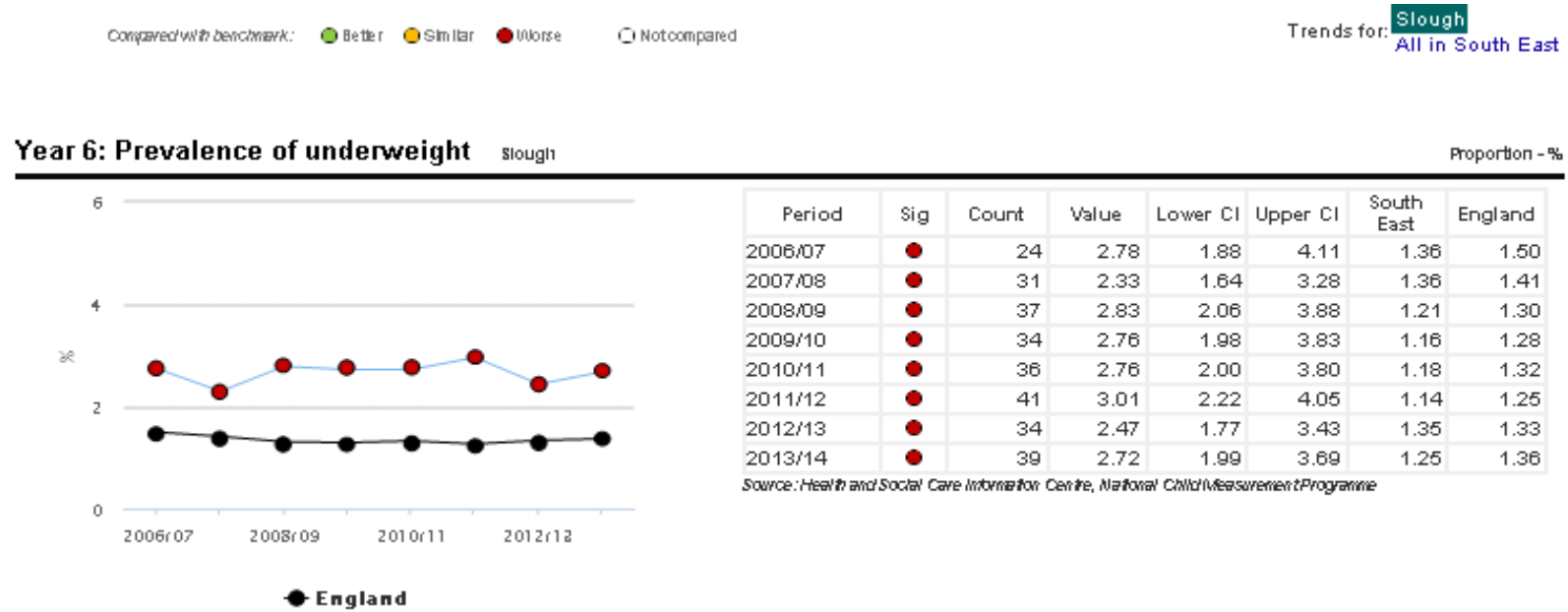


Table 4: underweight in year 6 children in Slough



Note: Although a statistically higher rate of children are shown to be underweight in year reception and year 6 in tables 3 and 4, please note that the numbers are small (see the count column).

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee **DATE:** 3rd March 2015

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

WARD(S): All

PART I
FOR COMMENT AND CONSIDERATION

**PROGRESS ON THE THAMES VALLEY TRANSACTIONAL SERVICE CENTRE
(SEPTEMBER 2014 – FEBRUARY 2015)**

1 Purpose of Report

The purpose of this report is to update the Overview and Scrutiny Committee members on the progress of the Thames Valley Transactional Service Centre performance for the period of September 2014 to February 2015.

2 Recommendation(s)/Proposed Action

- The Committee is requested to scrutinise and comment on the performance for this reporting period.
- The Committee are requested to reschedule future performance reports to be presented in May of each year to allow for full performance figures to be presented at the end of each contractual year.

3 The Slough Joint Wellbeing Strategy and the JSNA

The outsourcing of the council's transactional services to arvato aims to secure sustained improvement across all services whilst ensuring the well being of our most vulnerable members of the communities.

3.1 Slough Joint Wellbeing Strategy Priorities –

The services in scope of the partnership link to the overall effectiveness and efficient running of the council. By streamlining processes, implementing service improvements and securing a step change in performance across all services in scope, the service supports the Council's medium term financial strategy through optimising collection of revenues whilst ensuring that benefits continue to reach our most vulnerable members of the community in an efficient and timely manner. The overarching aim of the partnership continues to support all of the Council's priorities.

Looking back over 2014 some of the core activities undertaken by arvato during this reporting period include:

- **TVTSC:**
 - arvato's business continues to grow with the inclusion of the private business sector. There are over 400 staff now employed on site at

Phoenix 1, arvato's South East Headquarters. (at seasonal peaks) and there are future plans to take on further staff in 2015. arvato remain committed to recruiting locally as part of their future growth plan.

- Work to support further growth in the public and private sector continues
 - Commitment to supporting young people continues through apprenticeships and NVQs
 - Bid work for public and private sector work will continue in 2015.
- **Performance:**
 - Customer services has improved, with reduced waiting and call times for local residents.
 - Collection rates are strong, with increased levels of revenue
 - Work to develop self-service which includes allowing Customers to view their Council Tax accounts on line remains on track with implementation scheduled for March 2015.
 - Strong KPI performance across all services ensuring the delivery of the contractual obligations.
- **Added value:**
 - New projects to maximise Business Rates and review Aged Debt are underway, which will lead to an increase in revenue for the Council
 - arvato are also working closely with the Council to support the implementation of a new financial management and HR system.
- **Community engagement:**
 - Commitment to Slough Aspire
 - Supported Slough Smart Commute scheme and won category prize. Prize money was matched by arvato and donated to Prince's Trust
 - Slough to London canal walk, raising money for Thames Valley Hospice and Prince's Trust
 - School workshops on poverty awareness
 - Sponsorship of Slough Business Awards 2015

3.2 **Slough Joint Wellbeing Strategy: Cross-Cutting theme**

Civic responsibility

arvato remains committed to its Civic responsibilities and regularly participate in local initiatives to help support the borough. Some key activities have included Slough Smart Commute and raising money for charity. Under the umbrella of the partnership, arvato have invested resources in facilitating workshops in schools relating to poverty awareness. These focussed on how to avoid key problems, where to seek help and how the Council supports those in need.

Improving the image of the town

arvato continue to be engaged with Slough Aspire and have senior level representation on the board. Looking forward, arvato will be a sponsor at the Slough Business Awards 2015 and remains keen to explore in partnership with the Council how to support the marketing of Slough as a business destination.

arvato has continued to grow the business in Slough with approximately half of the 50 temporary staff taken on over Christmas retained. Further bids for new business

are already underway and which will hopefully see further new jobs brought to the borough of Slough.

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

3.3.1 arvato has continued to demonstrate their commitment to the development of an arvato academy at their own cost to further develop the Thames Valley Transactional Service Centre. Over the life of the contract the academy will employ and train a total of 117 apprentices training them to NVQ level 2. This initiative dovetails their aim to secure new contract work for the TVTSC and the borough of Slough.

The chart below shows the intake of apprentices against the projected target,

	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6	Yr 7	Yr 8	Yr 9	Yr 10	Total
Apprentice posts - Target	6	6	6	9	10	11	15	16	17	21	117
Employed	5	5	7*								

** In Year 3 - 10 apprentices were appointed, 3 left without completing the programme*

For year 3 of the partnership – 10 placements were offered, however only 7 have remained on the programme. Of the 7 that started in September 2014, placements were offered in the following areas:

- Customer Services - 4
- Corporate HR - 1
- Recruitment - 1
- Transactional Finance - 1

The next round of recruitment will take place in September 2015.

3.3.2 Through the operational team, arvato have committed to working with the community, with the appointment of Kevin Hales, arvato site director, on the Slough Aspire board, staff contributing to school careers events and running local children’s workshops. arvato are also a patron sponsor of the Princes Trust, which whilst a national charity it focuses on local engagement.

3.4 **Corporate Plan 2014/15**

To meet the objectives set out in the Council’s Corporate plan the partnership continues to work towards the following:

3.4.1 Drawing upon experiences of their other sites which have already identified some immediate changes within Customer Services. These have resulted in direct and visible improvements against what was widely accepted as an area of concern in terms of performance levels. In particular, the speed of dealing with customers has improved, which has reduced the waiting times for members of the public.

- 3.4.2 To ensure that the partnership continues to secure high levels of satisfaction and service standards, investment and development into the staff, processes and systems remains a high priority. This is underpinned by arvato's Quality Management System (QMS) to both measure and promote the improvement and delivery of services to meet local needs. By implementing:
- A robust performance management system
 - Engaging in benchmarking activities to compare the provision of service
 - Conducting regular reviews of service areas and developing transferrable skills amongst the workforce.
 - Engaging with customers and key stakeholders

4 **Other Implications**

Financial

The partnership presents a number of opportunities for SBC which will be realised over the 10 year contract period.

Phase 1 – The budget provision created for the commencement of the phase 1 transactional contract amounted to £3.3m in 2012/13. Against this budget provision, the costs associated with the phase 1 transactional services are now forecast to be an estimated £6m. This created a £2.7m funding gap in 13/14 which was met from one-off funding due to Government grant above the anticipated level when the 2013-14 budget was set.

For future years this funding gap will be addressed through a growth bid and will be reflected in the revenue budget and Medium Term Financial Strategy reports that are presented to Cabinet

Phase 2 – The Council expects to generate savings over the life of the contract as follows:

	Annual Saving
Year 1	£0
Year 2	-£19,560
Year 3	-£112,787
Year 4	-£142,897
Year 5	-£159,986
Year 6	-£157,029
Year 7	-£215,855
Year 8	-£239,875
Year 9	-£259,756

Additional savings targets for the partnership focus on the following:

Increased council tax collection rates

- In 2013-14 arvato on behalf of the Council collected in year 94.8% of the net collectable debit which equated to £49.9m. They have continued to collect the debt outstanding from this financial year and have now collected 96.5% of the net collectable debit which equates to £50.8million. The collection of the older debt continues.

- For 2014-2015 the Council agreed a stretch target of 96%. As at the end of January arvato remained on target to achieve this end of year collection rate having collected £49.3m. Assuming their performance remains on target, it is anticipated that the overall in year collection of £51.7m will be achieved. These increased collection rates will improve the Council's overall cash flow.

Increased Business Rates collection

- Both SBC and arvato have been working towards ensuring a year on year increase for the in year Business Rates Collection.
- In 2013 – 2014 arvato on behalf of the Council collected in year 96.2% of the net Collectable debit which equated to £92.1m. They have continued to collect the debt outstanding from this financial year and have now collected 97.53% which equates to £93m and the collection of this older debt continues.
- For 2014 -15 the Council have agreed a target with arvato for Business Rates which is 96.4%. As at the end of January arvato remain on target to achieve this collection which will equate to £94.2m in year. The stronger emphasis placed on in year collection will also improve the Council's cash flow.
- Improved Customer Contact should facilitate increased collection rates and ultimately increased satisfaction levels for customer service.
- Improved access to welfare benefits for Slough residents will lead to an increase in disposable income which may be spent in Slough
- Improved IT functionality will lead to better service provision. With the inclusion of an ambitious service improvement programme the Council's ICT Infrastructure will be greatly improved as well as provide improvements for all services in scope.

Risk Management

Risk	Mitigating action	Opportunities
Legal	The contract has built in flexibility which enables changes to be appropriately considered using the change control mechanism	Allows for flexibility as the council's corporate and service priorities change.
Property	With the relocation of arvato's head office to Slough all risks associated with property have now been mitigated	The re-location has enabled Slough Borough Council to make use of the training and meeting room facilities at Phoenix 1 – Farnham Road. The site is also much closer located than previously when Airways

		House was leased.
Human Rights	Not applicable	
Health and Safety	arvato have access to their own corporate Health and Safety services	There are always opportunities to draw on arvato corporate resources to assist the council as required.
Employment Issues	All staff delivering Transactional services were successfully TUPE'd over to arvato.	There is a requirement within the contract deliverables for arvato to offer employment opportunities to the people of Slough and actively encourage this through their recruitment processes.
Equalities Issues	Not applicable - Council policies apply as part of the Staff transfer	
Community Support	arvato UK headquarters based in Slough	arvato continue to support community projects, working with Slough mobility, board member of ASPIRE, development of the arvato apprenticeship academy - strengthening employment opportunities for local residents.
Communications	There is a joint partnership arrangement in place to share information and manage communication	Access to a wider communications network allows the authority to benefit from more positive exposure, marketing and promotion
Community Safety	The employment of Neighbourhood benefit officers provide a more locally accessible and tailored service to local residents	Improved access to services and opportunities to work with our most vulnerable residents to maximise benefits.
Financial	Agreed pricing model , KPI framework and Payment mechanism which can be reviewed annually as the councils priorities change	Allows the partnership the flexibility to focus on emerging priorities faced by the council and the services it delivers.
Timetable for delivery	The contract is in place for a period of 10 years from April 1 st 2012 – March 2022.	Timescales allow for services to be embedded and focus on service improvements
Project Capacity	Not applicable - this is not a project	

(a) Human Rights Act and Other Legal Implications

There are no Human rights implications

(d) Equalities Impact Assessment

Equality Impact Assessments are completed as changes are made to policy

(e) Workforce

Approximately 100 staff were TUPE'd successfully as part of the initial procurement process on existing terms and conditions as part of Phase 1. A further 98 staff were successfully TUPE'd as part of Phase 2. All staff continue to be fully engaged in service improvements and training opportunities to further improve their skills, which will ultimately deliver more efficient and effective services to the residents of Slough.

5 Supporting Information

- 5.1. The partnership is now nearing towards completion of year 3 and much of this contract year has been spent on settling into their new Slough head quarters, Phoenix 1, stabilising phase 2 services: Customer Services and ICT and refocusing their efforts on improving performance for all services within phase 1 whilst bringing back on track the core service improvements required to achieve efficiencies in service delivery.

During this reporting period the partnership has focused on:

- Making full use of the new site to enable services to work together in a more cohesive manner.
- Drawing on experiences presented by private sector businesses based on the same site, particularly to develop resilience and improve customer practices for Customer Services.
- Investment into improving the collection rates for Council Tax of £90k per annum (270K) which will yield increased collection of £660k over the life of the Medium Term Financial Strategy.
- Implementation of a Business Rates project to ensure that all Business properties in the borough are on Slough's database to maximise income to the council.
- Restructuring of the ICT service provision to meet the demands of the business
- Tighter project management, visibility and transparency of the contractual service improvements as outlined in the partnership service improvement plan
- Re-location of the Council's call centre to Phoenix 1 following the implementation of a new ACD system which will further improve performance.
- Supporting the Council's accommodation strategy by moving call centre staff into Phoenix 1 to free space for officers, carrying out extensive work to facilitate office relocation by ensuring seamless IT and telephony transitions.
- Supporting the Council's Curve Project, working closely with the Council and external suppliers to provide ICT infrastructure.

5.2 Progress in the reporting period

Appendix 1 provides an overview of performance for all services in scope

arvato have confirmed Kevin Hales as the permanent appointment to the post of Site Director.

Services in scope

Revenue and Benefits

This service area consists of Council Tax, Business Rates and Housing Benefits.

Council Tax

arvato have been working throughout the year to increase the collection rates for Council Tax and Business Rates. At the point of re-negotiating the KPI targets for both of these services, the Council had to considered the financial dependencies on improved collection rates in order to improve the council's overall cash flow and to bridge the overall gap in the council's budget. With this in mind, both parties agreed an in year collection rate of 96% for 14/15 from 94.8% in 2013/14.

In order to achieve this collection rate, the recovery action plan for non payers has had to be strengthened. Whilst the overall number of reminders has not significantly increased, they have been sent out much earlier in the recovery process which has resulted in the number of summonses and liability orders increasing.

All customers are required to pay their council tax on the due date and failure to do this can result in a reminder being generated. There has been a particular emphasis on encouraging customers to contact us as soon as they experience difficulties in making payments so that the service can proactively advise and assist them in setting up alternative arrangements to pay the debt so as to avoid a summons.

The number of liability orders awarded to Slough Borough Council as at the end of January in 2013/14 was 5329 compared to 6877 for the current financial year.

A liability order allows the Council to instruct the Enforcement Agent (formally known as the bailiff) to collect the debt.

arvato have employed 4 Enforcement Agent companies to assist with the increase in liability orders.

The collection rate is on target to achieve the 96% collection. As at the end of January 2015 arvato were on track against their profile with a further 2 months of collection remaining.

The Council is aware that there are is a large amount of outstanding Council Tax that could be collected from before the start of the contract and have requested that arvato review these debts with a view to increasing previous years collection.

arvato began this project in November 2014 and will continue to work on this in the coming months. The project has commenced with an exercise to understand what can be collected, what is recommended for write of and so on. Recovery work has commenced and will increase as the project continues.

Business Rates

The target for collection for 2014-2015 is 96.4%. As at the end of January performance stands at 90.6%, this is on track against arvato's profile. As mentioned in previous reports to members, legislation has provided businesses with the opportunity to pay instalments over a 12 month period as oppose to the 10 instalments previously. Many of the larger companies have chosen to spread their payments accordingly.

The number of liability orders issued has reduced for 2014-2015 and this is primarily because a high number of liability orders were issued in 2013-2014. This has made businesses realise that the Council will actively pursue recovery for non payment. We have therefore experienced a much improved attitude and compliant approach to payments.

It is not possible to compare performance for Business Rates with previous years as the change in legislation has resulted in the ability to pay instalments over a 12 month period as oppose to 10 payment periods in 2013-2014

As mentioned at the beginning of this report, the Council has made a decision to invest in an income maximisation project for Business Rates which will ensure that all relevant business properties in the borough are in charge, improving the overall accuracy of the council's database. To date, arvato have identified a number of potential properties, some of which are small advertising hoardings and some which are larger. These listings have now been sent to the Valuation Office agency, which is part of HMRC. It is their responsibility to determine the charge to be applied. Once this is completed, we will be able to quantify the additional income to the council.

Service Improvements to Revenues

- Improve collection and reduce recovery action through maximising the take up of Direct Debits. Following a full self-service implementation next month we expect to assist in a DD take up publicity campaign for the financial year 2015-16.
- Accreditation for paperless direct debit has been completed
- Automating a number of processes through implementation of additional modules to the Academy IT System. This will commence once Self Service is in place in 2015.
- Introduced Neighbourhood Benefit and Money Advice Officers targeted to work in the most deprived neighbourhoods of Slough to generate additional income within the community and improve financial inclusion.
- The Revenues Service currently have four Enforcement Agencies engaged with collection, which allows the service to direct cases to the most appropriate agents and allows comparison on performance, thereby improving performance both in collection and customer contact.
- In business rates a review of reliefs to contain ongoing costs is being undertaken.

Housing Benefits

For this reporting period the service has been concentrating on bringing the performance back on track following periods of back log relating to the previous year end and various DWP initiatives including:

RTI – the Chancellors Autumn statement in December 2013 stated that there was savings to be made by matching payroll data received from employers to benefits data and that he would achieve the savings in the 2014-15 financial year.

SBC received approximately 700 matches from the DWP that needed to be investigated and checking/ amending completed.

The claims started to arrive from 6th October and each claim needed to be turned around within 4 weeks or there would have been financial penalties in the form of LA error overpayments if this was not done, priority needed to be given to these claims

As at the end of January the overall performance for the service was as follows:

New Claims - Year to date to end of January 2015 **20.54 days** (Target 20 Days)

Change of Circumstances - Year to date to end of January 2015 **12.18 days** (Target 10 Days)

Change in circumstances, the way the indicator is calculated means that all the mass recalc claims will be classed as 1 day processing so this will bring the figures down considerably probably near the 10 days

The Client team have employed a temporary Quality and Service Assurance officer who's main job is to independently quality assure the benefits processing and is currently working with the service to identify issues and improve processes

Service Improvements for Benefits

- Plans made to issue New Year bills and benefit notifications for 2015/16 are posted together in the same envelope where appropriate improving the customers' experience.
- Review of management of HB overpayment recovery to improve collection rates and introduce more effective processes
- Led the submission of a bid for fraud and error reduction incentive scheme start-up funding to initiate targeted review of potentially high risk benefit claims.

arvato and the Council will continue to work closely to explore further developments and improvements across all areas on revenues and benefits for continued service improvement.

Transactional Finance

This service area consists of Accounts Receivable, Accounts payable, Cashiering, Financial Processing and Rent Accounting.

For this reporting period the service has undertaken the following key activities:

- Robust monitoring of the proportion of debt outstanding that is greater than 12 months
- Revised processes in place to manage debt more effectively – with any holds to be explicitly agreed with the Section 151 Officer
- Joint working underway to consider the implications of the Care Act which comes into effect on 1st April 2015.

- Former Tenant arrears – these can be extremely complex and difficult to collect. As such discussions are underway to revise the current Former Tenant Arrears Policy which will review the processes in place
- The service has been working with the Council to remove the use of payment by cheques to suppliers. The numbers of suppliers currently receiving payment by cheque is steadily dropping and the Council needs to work closer with departments such as Community and Wellbeing where payment by cheques continues to be significantly high.
- Joint collaboration between arvato and the council on the development of a joint e-learning module to assist in training managers on payment to suppliers within 30 days, which continues to present significant challenges to the council.

Key Performance reporting during this period

The service continues to consistently deliver against the performance targets set.

- Invoices paid within 30 days still require significant improvement within the council. This remains subject to monthly reporting to the Section 151 Officer whose management team are working closely with the cost centre managers and corporate finance to address this. With the introduction of the e-learning module referred to above – this will further assist budget holders to improve the management of invoice payments.
- Rent accounting performance to be confirmed - this is an end of year figure
 - Manage, control and reconcile year end process for setting new rents and charges in accordance with government legislation
 - Other functions include printing and issuing quarterly rent statements
 - Issuing new and amended accounts in a timely manner and issue of payment swipe cards in 5 days
 - Manage financial transactions on rent accounts including credit transfers rent waivers
 - Year End processes
 - Maintain up to date information on rents on the Council website

The service is currently working to increase the number of Direct Debit's available to Council Tenant rent payers from 2 per month to 4 per month

Service Improvements in Transactional Finance

- Implementation of Payment Kiosks
- Maximise Direct Debit (DD) for Accounts Receivable and other services and implement Paperless DD
- Introduction of new low cost payment telephone number from 2nd March, which means that anyone telephoning to make a payment will only pay for a local rate call.

arvato and the Council will continue to work closely to explore further developments and improvements. We anticipate a number of improvements to come from the planned replacement of the Council's financial management system.

Transactional HR

This service area consists of recruitment, payroll and pensions provision.

For this reporting period the service has undertaken the following key activities:

- Continued support for the Children's Comprehensive workforce strategy working group, focusing primarily on fast tracking the recruitment process to resource Children Services.
- Completion of key statutory returns: Minimum Dataset Social Care Return 2014, Office for National Statistics Business Register Survey, National Fraud Initiative, and DfE Education Statutory return for School workforce Census.
- Implementation and application of the NJC pay award for all council staff
- Continued support for the Cambridge Education Contract on payroll service provision.

Key performance reporting of this period

- The service continues to consistently deliver against the performance targets set.
- There are further discussions to be undertaken as to the revised suite of KPI's for this service area.

Service Improvements for Transactional HR

- Improvements for this service area will be undertaken as part of the implementation of a new ERP Solution. The Council expects that the HR module will be live in April 2016 and will have improvements such as automated RTI for tax compliance. A full scoping of requirements and benefits will be done as part of the implementation project.

Logistics

This service area consists of Document Image Processing, (DIP) Postal services and administration of the corporate archiving policy.

For this reporting period the service has undertaken the following key activities:

- As this service area now has responsibility for the facilities management of Phoenix 1, the team have supported the move of the My Council call centre from Landmark Place to the main head office
- Continued support for Housing to DIP scan old housing files
- Working with the council to re-configure the courier runs as accommodation moves in St Martins Place continue to take place.

Key performance reporting of this period

- The service continues to consistently deliver against the performance targets set.

Service Improvements for Logistics

- The IT behind the document management system has been upgraded.

Customer Services

This service area consists of Front of House, Call Centre, Local Access Points and Reception Services for St Martins Place.

During the reporting period, this service areas has been engaged with the following Activities:

- Re-aligning staffing structures for the front of house service provision has resulted in staff providing support over a range of services which has made significant improvements to first contact resolution. This has increased the

services ability to manage customer contact more effectively and reduce the number of tickets issued.

- Cohesive approach to support the recovery activity relating to the issue of Summons and Final Notices for council tax.
- Set up of contract with Argos to supply white goods under the Local Welfare Provision duty. Development of an on line application process is due to go live shortly .The aim of this on line application will be to reduce the number of customers who present themselves at the Front of House. Policies for LWP have been reviewed and are due to be presented to the council for sign off. The service has seen a noticeable increased demand for this service.
- Robust training activity to improve knowledge on the following:
 - Housing services – Housing registers
 - Housing benefit – setting up new claims and service direct
 - Council tax – Induction and Paperless Direct Debit
 - Data Protection Act / FOI Training
 - Blue Badges and Buss Pass - Induction
 - NVQ Training.
- The Call centre relocation to Phoenix 1 took place in December 2014. A total of 48 staff moved to the new location. Training on the new telephony system has taken place along with PCI Compliance for staff.

Key performance reporting for this period

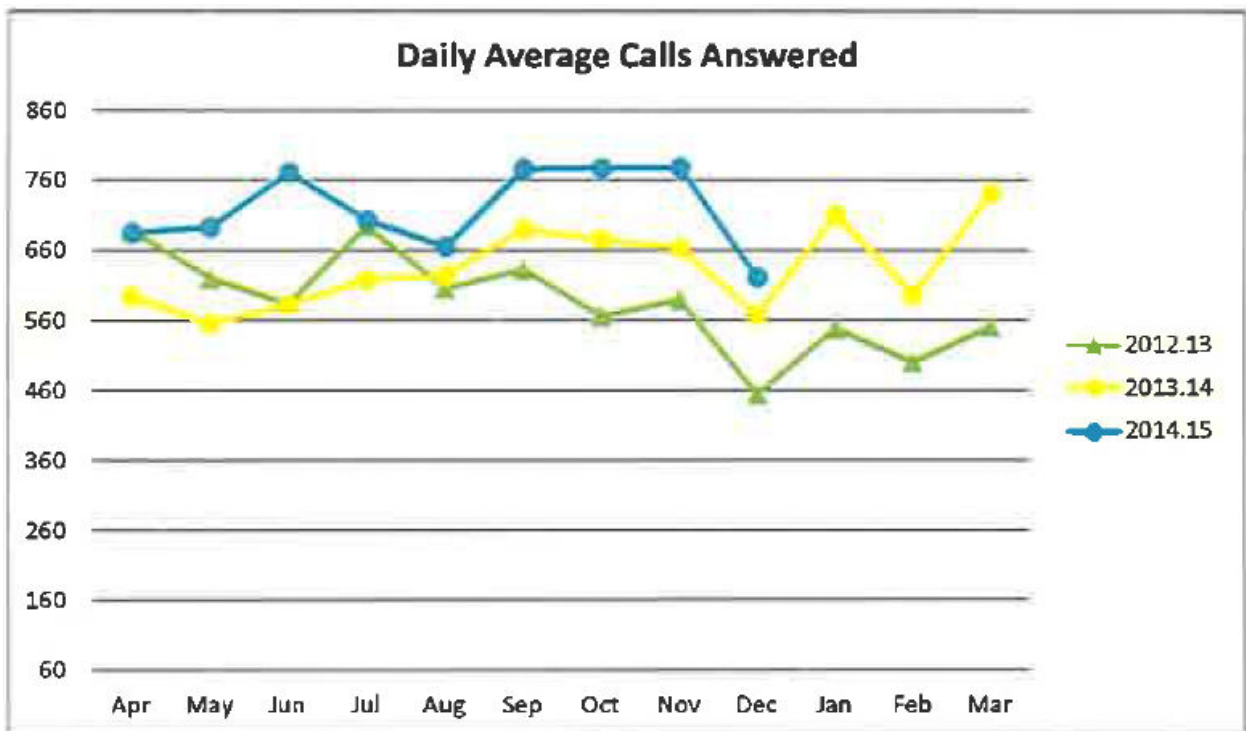
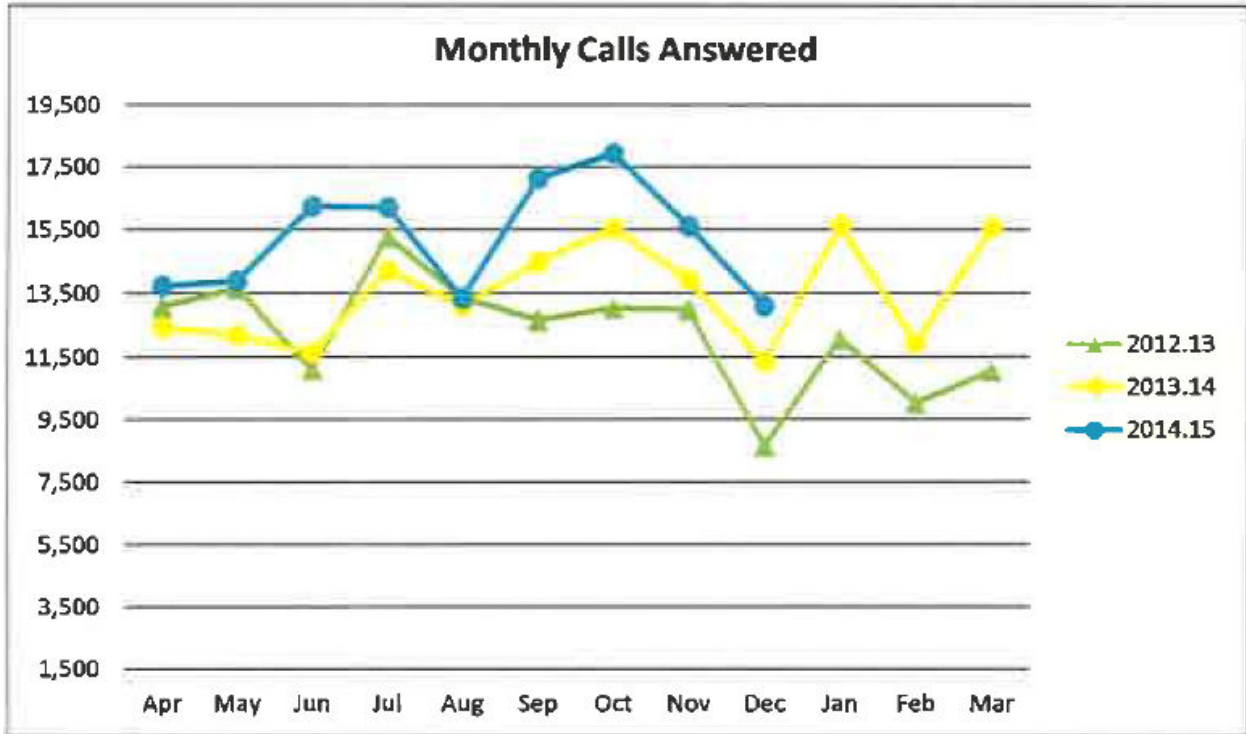
- The overall performance for this reporting period has seen most of the KPI's achieved, with some exceptions. Members are asked to note that this service area will always be subject to seasonal fluctuations in terms of volumes and with the ongoing implementation of the service improvements, there is an anticipated improvement across the suite of KPI's as we reach year end.
- The council and arvato are currently in negotiations with the assistance of the retained business users to agree a suite of KPI's that will 'go live' in April 2015.

Service Improvements for Customer Services

- Reporting – changes have been made to the reporting structure enabling arvato to report on the full range of KPI's. Reports continue to be produced weekly and monthly which are made available to the client team for scrutiny. Service specific reports are sent direct to the back office service areas to ensure transparency of performance. In addition a quarterly report is produced providing updates on performance and progress of the Service Improvement.
- Change in service delivery – Changes have been made to the customer flow for the Front of House resulting in reduced waiting times.
- Contact Management Replacement - implementation of a new contact management system Front of House – IVLOG has allowed for greater visibility of customer interaction, similarly a new ACD has been introduced to the Contact Centre which will enable integrated call recording and key management and performance information to be made readily available.
- Customer Services restructure – A restructure of the Customer Service Centre was required to support the relocation of the Contact centre to Phoenix House. This has resulted in two very distinct centres being created to independently support Front of House and the Call Centre.
- Training – This year has seen the introduction of both annual and induction training plans. The restructure has provided the opportunity to develop and further enhance staff skills, enabling them to respond to multiple query types at first point of contact to reflect a broader 'Customer Cluster' approach.

- Email response times – As part of the Service Improvement plan, the email process has now been re-defined in order to reduce customer response times, whilst this has been effective, the service is looking to make further changes by enabling the new ACD email functionality on the telephony platform. This will provide greater visibility and enhanced email management.

Illustrative Call Data



ICT

This service areas consists of IT Service Desk, Technical Infrastructure, PC and Network Support, Server, Database & Application Support Services.

For this reporting period the service has been involved with the following key activities:

- Managing seasonal variations of increased help desk calls for the Service Desk Team
- Rigorous housekeeping of staff no longer employed by the business, resulting in more accurate usage of telephone extensions and the much swifter reallocation to business users.
- Intensive monitoring and housekeeping of the Council's server space whilst work is underway to implement the new infrastructure.
- Ongoing work to comply with the PSN requirements for the Council
- Joint working between the Council's retained ICT Client team and arvato's ICT service to align the work request data, including the mechanism for agreeing priorities and tracking progress against the run date of projects.
- Support for the Election service to enable the publication of the Final Register
- Support for the Council's Accommodation Strategy and the various programme of moves within St Martins Place.
- Support for the refurbishment of the St Martin's place reception.
- Support for the re-location of the Call Centre to Phoenix House

Key Performance reporting for this period

arvato is working with the Council to capture key reporting data and develop the suite of KPIs. Part of this work is reliant on the planned upgrade work to the Council's infrastructure which will allow improvements to systems.

Service Improvements for ICT

Work has completed on a number of projects including improving the Document Scanning System and to deliver better data storage.

Further work is planned including:

- Work to support the Council's PSN compliance
- Update the Council's infrastructure to support modern ways of working
- Further improvements to data storage

arvato and the Council will continue to work closely to develop further projects to help the Council deliver good value services and support business of the Council.

6 Comments of Other Committees

None applicable.

7 Conclusion

The Committee are asked to note the progress of the contract for this reporting period.

Over the course of this reporting period, the council has noticed steady progress against many of the service performance targets, with a noticeable improvement of performance within Customer Services in particular.

The emphasis on performance continues to concentrate heavily on the collection of revenues, particularly in light of the continued financial pressures faced by the Council over the coming years. There is joint recognition as to the importance of making year on year improvements, as such, revised performance targets have been agreed over the next 3 years to support this.

There is acceptance that the urgency of implementing some of the service improvements particularly around revenues and benefits will further support the ability to achieve the stretched performance targets.

7 **Appendices Attached**

'A' -KPI overview for all services in scope

8 **Background Papers**

None

KPI Performance Overview												
KPI	Description	Target	April 14	May 14	June 14	July 14	August 14	September 14	October 14	November 14	December 14	January 15
REVENUES & BENEFITS SERVICES												
BR2	Main annual billing run achieved on time.	99.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BR3	Issue bills through year against stated timescales	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
BR18	Completion of appropriate Court Dates	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
BR30	Collection of Business Rates arrears	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%					
BR32	Valuation list updates completed within 14days	97.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
BR33	Accurate changes in bandings and valuations	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
L10	Council Tax in Year Collection (monthly)	96.00%	12.20%	21.30%	30.00%	38.90%	47.40%	56.60%	66.00%	74.50%	83.60%	91.60%
L11	Council Tax arrears Collection (monthly)	TBC	3.10%	4.73%	5.72%	6.92%	7.60%	8.57%	9.88%	10.75%	11.58%	12.06%
L12	NNDR in Year Collection (monthly)	96.40%	10.00%	18.80%	30.00%	38.40%	46.30%	55.00%	64.20%	73.10%	82.70%	90.20%
L13a	Average time to process a Benefits Claim	20 days	28.00	29.16	27.15	25.32	24.19	22.99	21.79	21.54	20.54	20.54
L16	Level of LA Errors	0.48%	0.11%	0.70%	0.53%	0.46%	0.48%	0.48%	0.50%	0.47%	0.45%	0.45%
CT2	Main annual billing run achieved on time.	99.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CT3	Issue bills through year against stated timescales	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CT17	Completion of appropriate Court Dates	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
HB1	Accuracy HB/ Ctax Entitlement	90.00%	94.10%	97.21%	96.21%	96.45%	96.21%	96.93%	95.88%	95.39%	95.38%	
HB3	Review Benefits entitlement decisions	10 Days	12.18	14.89	13.10	12.10	12.26	12.23	12.28	13.60	12.54	12.18
HB19	Cancel and cease payment on time	99.80%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
HB38	Proactively recover overpayments	22.00%	94.35%	91.30%	90.81%	95.93%	94.55%	14.92%	16.51%	19.46%	19.76%	20.56%
HB52	Gvt Return Claim Form completed within timescales	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	N/A	N/A	N/A	N/A
User Satisfaction	Bi-annual User Satisfaction measurement	85.00%	Ongoing			79.17 % Bens						
SB1	Statutory Returns	100.00%				60.22% Revs		100.00%	100.00%	100.00%	100.00%	100.00%
TRANSACTIONAL FINANCE SERVICES												
CR2	Control all money/cash management	0.10%	0.02%	0.01%	0.01%	0.01%	0.01%	0.03%	0.01%	0.00%	0.03%	0.01%
CA10	Preparation of daily bulk cash banking	99.80%	99.99%	99.99%	99.99%	99.99%	99.98%	99.98%	99.99%	100.00%	99.98%	99.97%
L28	% of Debt collected within 60 days of due date	95.00%	98.45%	87.02%	91.70%	98.60%	98.52%	98.92%	99.00%	99.05%	98.19%	97.21%
L29	Overall % rate of collection	96.50%	97.02%	96.04%	96.93%	97.63%	97.02%	98.54%	98.15%	98.50%	98.75%	98.64%
L29b	% of unsecured debts which are more than 12 months old	8.00%	N/A	N/A	N/A	N/A	6.15%	4.76%	6.81%	7.93%	6.15%	7.64%
FP10	Production of VAT reports/returns	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
RA7	Management, control and reconcile year end process (FEB)	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LOGISTICS SERVICES												
MH1	Receive incoming post for delivery within 24 hours of receipt	99.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
MH5	Collect and process post for dispatch (RM)	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH7	Process PPI from Benefit	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH9	Process Benefit cheques within 24 hours of receipt.	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH11	Collect and process post for dispatch (TNT)	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH Couriers 1	Deliver to all schools and libraries within the Borough on agreed schedule	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH Couriers 2	Deliver to all corporate buildings on agreed schedule	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH Couriers 3	Collect from and deliver to, the DX courier office on agreed schedule	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DIP Service	Batch, scan & index docs received within 24 hours of receipt	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
HUMAN RESOURCES & PAYROLL SERVICES												
THRP1	Input all Payroll transaction changes received by the deadline	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP2	Transmit BACS payments by required deadline	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP3	Transmit all submissions (electronic files and payment) to HMRC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP4	All administration for new appointments specific to work permit	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP5	Payroll accuracy Errors with financial implications	99.80%	99.80%	99.80%	99.80%	99.80%	99.90%	99.80%	99.80%	99.80%	99.80%	99.90%
THRP6	Provide payslips to all SBC staff	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CUSTOMER SERVICE CENTRE												
CS1a	% of customers Ctax customers whose enquiry commenced	55.00%	50.00%	28.00%	50.50%	55.10%	45.00%	55.80%	61.80%	67.40%	78.30%	43.00%

CS1b	% of CTS&HB customers whose enquiry commenced within	55.00%	48.90%	31.60%	51.10%	54.50%	48.90%	54.90%	61.60%	67.00%	79.80%	46.70%
CS1c	% of Housing Services customers (Homelessness) whose enquiry	50.00%	57.90%	43.40%	53.70%	44.10%	46.70%	40.70%	54.00%	56.90%	70.90%	42.70%
CS1d	% of Housing Services customers (non Homelessness) whose enquiry	50.00%		N/A	51.10%	54.80%	51.90%	49.50%	63.60%	67.70%	79.30%	43.50%
CS1e	% of Reception (General) Customers whose enquiry commenced	80.00%	99.30%	99.10%	97.20%	99.50%	99.40%	98.70%	97.00%	99.30%	99.50%	98.90%
CS4a	FOH All Queues % of Abandon/No Show Tickets	5.00%	5.50%	8.30%	1.80%	4.00%	5.80%	4.60%	3.10%	2.50%	2.80%	3.70%
CS2	Respond to Electronic contact within 10 working days, or past	70.00%			79.50%	77.00%	76.30%	100.00%	75.40%	65.50%	89.10%	93.50%
CS3a	% of Ctx calls offered to the ACD answered within SLA	35.00%	13.00%	27.00%	34.00%	31.80%	33.40%	44.00%	56.50%	63.30%	66.10%	18.40%
CS3b	% of CTS&HB calls offered to the ACD answered within SLA	35.00%	13.30%	23.70%	33.50%	30.80%	31.40%	51.70%	66.70%	67.10%	68.30%	18.20%
CS3c	% of Housing Services calls (non homelessness) offered to the ACD	35.00%	14.20%	24.60%	33.50%	35.20%	36.70%	49.70%	72.00%	85.10%	75.90%	19.60%
CS3d	% of Housing Services calls (homelessness) offered to the ACD	35.00%			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CS3e	% of Adult Services calls offered to the ACD answered within	75.00%	60.30%	63.90%	74.90%	74.50%	63.90%	80.90%	88.70%	85.30%	87.40%	57.00%
CS3f	% of Children's Services calls offered to the ACD answered within	75.00%	55.20%	68.70%	77.50%	73.80%	60.90%	78.00%	89.20%	88.00%	86.30%	62.00%
CS3g	% of General Service calls offered to the ACD answered within	50.00%	47.50%	61.70%	59.80%	62.10%	53.50%	64.60%	76.70%	76.40%	76.00%	29.20%
CS4b	Call Centre All Queues - % of Abandon calls	25.00%	29.10%	21.30%	14.60%	14.20%	15.40%	10.70%	5.05%	4.60%	5.60%	25.10%
CS5	% of Blue Badge Applications with all relevant documentation	90.00%			75.00%		86.20%	96.00%	97.60%	94.60%	95.50%	95.70%
CS5	% of Bus Passes supplied same day	100.00%					100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CS6	LWP - % of applications made with all relevant documentation	90.00%			90.60%	97.40%	98.50%	100.00%	100.00%	100.00%	100.00%	98.50%
FTD	Percentage (%) of the complaints received upheld or partially upheld.	25.00%					100.00%	100.00%	100.00%	100.00%	N/A	0.00%
FCB	Percentage (%) of the complaints answered within 10 working days	90.00%					100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
ICT												
ICT1	Service Desk Response (Abandoned Calls)											
ICT2	User Satisfaction											
ICT3	Service Desk Response (Incidents: First Line Support)											
ICT4	Desktop IT Facilities Installation											
ICT5	Network Infrastructure Availability voice and data communications											
ICT6	Voice Network Availability Split between VOIP and analogue											
ICT7	Critical Application Availability											
ICT8	Non-Critical Application Availability											
ICT9	Non Service Desk Incident Resolution											
ICT10	Project Request Response (New Work)											
ICT11	Incidents Requiring a Visit by an IT Technician (< 4 working days)											
ICT12	Service Desk Response (Service Request: First Line Support)											
ICT13	Performance reporting											
ICT14	Secure disposal of Equipment											
ICT15	Resolution of reported incidents - Restoring services											

On target/ Achieved
 Currently under target
 Not achieved/ No penalty (non liver KPI or Relief event)
 Not achieved/ Penalty

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee **DATE:** 3rd March 2015

CONTACT OFFICER: Dave Gordon – Scrutiny Officer
(For all Enquiries) (01753) 875411

WARDS: All

PART I
FOR COMMENT & DECISION

TOWN CENTRE CAR PARKING TASK AND FINISH GROUP –
FINAL REPORT AND RECOMMENDATIONS

1. **Purpose of Report**

For the Overview and Scrutiny Committee to review the final report and recommendations of the Town Centre Car Parking Task and Finish Group.

2. **Recommendations/Proposed Action**

That the Committee:

- a) Review the draft report of the Task and Finish Group; and
- b) Agree the recommendations included in the Task and Finish Group's report.

3. **Joint Slough Wellbeing Strategy Priorities**

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

3.1 The issue of town centre car parking has an impact on a variety of the priorities above. By creating a more efficient parking system, there will be economic benefits to a) local employers as travel times to and from work are reduced and b) town centre businesses as visitors to Slough are encouraged to shop in the area. The redevelopment of Slough and the creation of new housing will also require a suitable parking system for residents, whilst improved facilities will discourage crime.

4. **Supporting Information**

- 4.1 The Task and Finish Group was agreed, with its terms of reference, on 11th November 2014. Since that time it has been working with officers to gather information and use these in the compilation of its final recommendations.
- 4.2 The Task and Finish Group met on 9th December 2014 for its main meeting. This meeting examined the areas outlined in the terms of reference, and the information gathered are included in the main body of the final report.
- 4.3 Whilst the quality of parking facilities were raised in the terms of reference, it became apparent during this meeting that the matter is being resolved. In particular, Slough Borough Council is using the Park Mark accreditation scheme to bring its facilities up to an improved level. Given this, the recommendations focus on the amount of parking spaces available and the possible use of alternative facilities rather than the quality of them.
- 4.4 Once the recommendations have been finalised, they will be sent to the relevant officers and committees for a response. This will be relayed back to the Overview and Scrutiny Committee, who will assume ownership of the recommendations once they have been agreed and the Task and Finish Group disbanded.

5. **Resource Implications**

- 5.1 The Task and Finish Group was supported by 1 FTE member of staff. This was accommodated within their existing terms and conditions.

6. **Conclusion**

- 6.1 This report is intended to provide the Committee with information and guidance on the work undertaken by the Task and Finish Group. As a result, members of the Overview and Scrutiny Committee are asked to read the report prior to the meeting to ensure that they are satisfied with the Group's recommendations and the reasoning behind them.

7. **Appendices Attached**

- A - Draft report of the Town Centre Car Parking Task & Finish Group

8. **Background Papers**

- A - Slough Borough Council parking strategy – consultation draft, January 2015

Town Centre Car Parking Task & Finish Group

Findings of Task and Finish Group
commissioned by Overview and Scrutiny
Committee

November 2014 – February 2015



Contents

Foreword

Terms of reference

Recommendations

Background to the review

Information gathered – 9th December 2014

Attendance record

Foreword

It gives me great pleasure to introduce the recommendations of the Town Centre Car Parking Task and Finish Group. The review was commissioned by the Overview and Scrutiny Committee after the Planning Committee had encountered several issues which were raising pressure on facilities in the town centre; these are addressed in the terms of reference which can be found at the start of the report. Whilst these terms of reference also mention the quality of provision and its potential to impact negatively on visitors to Slough and their chances of returning, our discussions with officers noted that this was being resolved and therefore is not central to our recommendations for future activity.

The impact of car parking has several dimensions for local residents, businesses and visitors from outside Slough. It can have an impact on the level of security for their vehicle, the ease with which arrangements can be made by local residents and the likely footfall in town centre shopping facilities. Equally, with future developments such as Crossrail and Heathrow expansion either confirmed or possible, it is necessary to ensure that Slough has a system which can anticipate and accommodate future trends. We hope that our recommendations will assist in creating a parking system which is suited to the needs of Slough and can improve the experience for all.

The Members of the Task and Finish Group would like to thank the officers who have provided information to the Group. I would also like to thank Councillor Joginder Bal, Councillor Andrew Mellor, Councillor Mohammed Nazir and Councillor Wayne Strutton for all their work and support in completing this project.

Councillor Ted Plenty
Chair of the Town Centre Car Parking Task and Finish Group



Section 1: Terms of reference

The following terms of reference were proposed by the Task & Finish Group following a meeting on 14th October 2014, and were agreed by the Overview & Scrutiny Committee on 11th November 2014.

1. To establish the scale of the demand for parking places in the town centre and Slough Borough Council's ability to respond, with specific reference to the following:
 - 1.1 The balance of new housing between new build flats and conversions from previous buildings with no requirement for planning permission, with specific focus on accommodation without parking provision.
 - 1.2 Usage of potential alternatives (e.g. multi storey car parks) and Slough Borough Council's options for altering this usage.
 - 1.3 Potential increase for demand in the future and the possibility of planning for this in advance.
 - 1.4 Access for emergency / delivery vehicles and users with special requirements (e.g. disabled).
 - 1.5 The provision of parking space for alternative forms of transport (e.g. motorbikes, scooters).
2. To investigate the suitability of parking spaces (e.g. size) and any restrictions on parking (e.g. permitted times).
3. To research the impact of parking on local business and the potential for parking policy to encourage visitors to Slough.
4. To make recommendations on the above matters.

Section 2: Recommendations

The Task and Finish Group would like to propose the following recommendations based on its investigations:

- 1) that the current policy of zero parking be reviewed, with a future ratio to be specified subject to further research by Slough Borough Council (SBC) and justification;
- 2) that the potential hire of, or use of parking permits with time restrictions in neighbouring parking facilities (e.g. Tesco car park) be researched;
- 3) that the time restrictions on areas with single yellow lines be reduced to 6pm in suitable areas (subject to research by SBC);
- 4) that land adoption be used to increase SBC's control of parking (e.g. Kittiwake House, the area in Mill Street outside Foundry Court);
- 5) that the current limit of 5,000 parking spaces be reviewed, using the justification for it at the time of its creation and variations in the situation since this time (e.g. parking at Tesco's, Crossrail) to reappraise the figure;
- 6) that the parking at Slough railway station be removed from SBC's allocation of parking spaces;
- 7) that the potential expansion of car parking facilities at Slough railway station be investigated;
- 8) that the size of loading and unloading bays be reviewed to facilitate their use by larger vehicles; and
- 9) that further research be conducted into the continuation of free parking after 3pm, or cheaper parking through the use of a 'Slough Card', with a view to a potential increase in high street trade.

1 Background to the Review

Introduction

- 1.1 The issue was first referred to the Overview and Scrutiny Committee on 11th September 2014. This was in response to concerns raised during the summer that the number of proposed flats to be developed in the town centre, including offices to be converted into flats, would put immense strain on the existing system. This would be hampered by the fact that there was currently no minimum requirement for car parking in residential schemes in the centre of Slough.
- 1.2 As result, the Committee agreed to commission the review and then also adopted its proposed terms of reference (as included at the start of this report).
- 1.3 The Task and Finish Group was chaired by Councillor Ted Plenty and membership comprised Councillor Joginder Bal, Councillor Andrew Mellor, Councillor Mohammed Nazir and Councillor Wayne Strutton.

The Approach

- 1.4 Once the terms of reference had been agreed, the Group held a meeting with SBC officers. These represented both transport and planning to cover all related issues (Savio DeCruz – Head of Transport, Kam Hothi – Parking Enforcement Manager and Paul Stimpson - Strategic Lead Planning Policy and Projects). In addition to the information they provided at the meeting on 9th December 2014, they also subsequently provided on the future parking strategy proposals and the history of reviews into parking that SBC had conducted since 2003.
- 1.5 The members of the Group also completed some observations of traffic in the centre of Slough to help inform their views on the pressure points within the system. The views of those Councillors representing the Central ward (Councillor Zaffar Ajaib, Councillor Shafiq Choudhary and Councillor Sabia Hussain) were also sought.
- 1.6 On the basis of the information gathered, the members felt that the current policy of zero parking was not sustainable for the future, and have therefore asked for this matter to be resolved in the first of the recommendations made on page 4 of this report.
- 1.7 In addition, the reason for removing the station from Slough Borough Council's allocation of parking spaces (recommendation 6) is that future Crossrail and WRaTH parking demands may need to be met. As matters stand, SBC could not currently assure this as they would be hampered by the 5,000 limit. Any parking provision increase there would be specific to rail needs, and would be unlikely to significantly impact the town centre itself. As a result, the 5,000 limit should be adjusted accordingly, so numbers of spaces in the town centre can be remain at the same level whilst other facilities are expanded.
- 1.8 Tesco should also be removed from the limit and the centre limit reduced accordingly as Tesco no longer provides either a realistic option for free parking for the town centre or any parking for over 4 hours. This means that it is no longer a significant provider of parking spaces for anyone other than its own customers, and its inclusion in the limit on town centre parking spaces distorts the picture.

2 Information gathered – 9th December 2014

The following information was given by SBC officers at the meeting of the Town Centre Car Parking Task & Finish Group:

- 2.1 The parking at Landmark Place was currently under exploited and also expensive for users. It was intended to alter arrangements at this facility to offer short term parking at cheaper rates. Parking at Buckingham Gardens (which had also been under used) was being offered at a rate of £1 per hour as of 8th December 2014. This arrangement was being undertaken in conjunction with Travelodge. Other issues such as CCTV installation, lighting, signage and pigeons were being resolved as part of the Park Mark scheme (the national award for safer parking) and the possibility of offering night parking was also being investigated.
- 2.2 The rates at the parking facilities in Herschel Street and Hatfield Road offered competitive rates but were under publicised. From 5th January 2015 Herschel Road would provide a 'pay on foot' system to encourage longer stays, with the entrance also to be made more welcoming and 31 CCTV cameras to be fitted. Inspections of the facility would also be increased.
- 2.3 At Hatfield Road a new barrier system had been installed and refurbishment (including lighting) had been completed to improve safety and the overall feel of the facility. Previous problems with anti social behaviour had been resolved by securing the building at night using shutters.
- 2.4 The possibility of cashless parking (which could also be applied to street parking) was one alternative to improve the service offered to visitors. There were other alternatives which could be investigated. One key determinant in the long term success of any plan was the experience which users were offered, which would either encourage or deter return visits. The Grove car park was ready for Park Mark accreditation; in addition, an order for new signage had been placed.
- 2.5 Whilst levels of crime were low in all permanent car parks owned by Slough Borough Council (SBC), temporary car parks remained an issue. The government currently prioritised quality of parking over quantity and SBC was in agreement with this; the controlling of parking was a central ambition. As a result, SBC was now asking for all temporary parking to be of Park Mark standard; surfacing should be flat and durable, with lighting and security also to be high quality. However, SBC was encountering difficulty with enforcing these standards through limitations on planning powers. Minimum standards did need enforcement though in the areas of surfacing and security, as a poor experience for users would discourage return visits to Slough.
- 2.6 The additional issue of short term car parks becoming long term (with some having existed for over four years) had been identified. One solution could be for them to take on the vehicles used in construction work for Crossrail; this had already been factored into plans, with the O2 premises directly in front of the train station being refurbished for the installation of a parking compound. It was important to enforce minimum standards at the time of the application being granted, as it would be hard to force improvements at a later stage. The work on The Curve also led to some accommodation issues (e.g. the loss of the bus lane on the adjoining street).
- 2.7 Impending developments in Slough (e.g. Crossrail) could increase demand, meaning that a balance between quality and quantity would need to be found. The size of bays may also need some evaluation; the present national standard was 2.4 metres wide and 4.8 metres long, but it was accepted that cars had increased in size in recent years. As a result, many bays in Slough were larger than the above standard. Should any bays of extraordinary sizes (e.g. for vans) would require resourcing, and may also require amendments to the maximum heights of vehicles allowed into specific facilities.

- 2.8 The standards mentioned in points 2.1 – 2.7 would require expenditure. It was also hoped that, by lowering fees for users, the increased demand would cover at least some of this outlay. The nature of demand was subject to change; some areas (e.g. Landmark Place) tended to host stays which could last under an hour, whilst Buckingham Gardens' new arrangements mentioned previously were based on the amount of short term parking users wanted at the facility. However, a change in the hours available would require consultation, so the change of tariffs had been chosen as a swifter means of finding a solution.
- 2.9 The parking at the Queensmere Observatory Shopping Centre were under utilised at most times of day, especially in the evening. The design of the area in Church Street near the current branch of Starbucks was being assessed. It was a suitable venue for a taxi rank but equally the problems arising for buses was acknowledged.
- 2.10 The potholes in Hatfield Road were also recognised as a negative for the town; a letter on the issue was about to be sent by SBC. However, this was a private road with each unit on the road having its own allocated area.
- 2.11 Planning law allowed SBC to consider flooding, contamination and traffic ramifications for applications under Section 106. In other areas, SBC did not have the ability to consider potential future impact or issues such as the size of rooms and the number of windows in new developments. However, if floors were added then SBC had the ability to take further action.
- 2.12 The strategic housing assessment would provide a new framework for development. As part of this, SBC would revise its target for new places from 300 to 500 / 600 per year. The results of a study on the matter would be published in May 2015 which would provide a more precise picture of the increased demand for housing. Whatever the results, the limited number of greenfield sites in SBC's area would mean that town centre development was the likely method of delivering these places. At the time that SBC put forward their original plan it was intended to accommodate new places with flats above shops in most cases; however, this required other solutions at the present time, and parking would have to be considered as part of this. The use of parking permits, multi storey car parks, online payment and other alternatives would be examined as part of this. Permits could have variable conditions (e.g. evenings only, leaving places open for day time visitors to Slough, whilst other permits were round-the-clock) whilst the provision of multi story car park season tickets (possibly at discounted prices) may also alleviate the pressure on parking places. The provision of a parking space for a new flat added £30,000 to costs, making this solution impracticable for all new residential buildings.
- 2.13 Kittiwake House had a parking permit scheme, although it may be the case that members had not been alerted to this. Some car parks were leased out to businesses, and incentives to avoid the use of these spaces by local residents on a permanent round-the-clock basis needed to be in place. Beyond these alternatives, more innovative solutions (e.g. car sharing clubs and arrangements) could also be investigated and exploited. London had zipcar sharing arrangements and also free road parking, ideas which may provide some options in Slough. Work in conjunction with other local authorities in Berkshire regarding car clubs could provide some assistance, with all options offering avoidance of additional vehicles on the road worth examining.
- 2.14 The expansion of Heathrow would place further pressure on parking in Slough. There would be a rail link for passengers, but this would probably be more appealing to travellers rather than residents who worked at the airport. In addition, the station has always been considered an exception to standard parking requirements by SBC. The Mass Rapid Transit system was designed to limit the number of private cars. It would offer access to Heathrow for businesses and residents in the Eastern parts of Slough, avoiding the town centre and instead offering a direct route to Western access points at Heathrow. Discussions with Heathrow regarding the scheme should also assist with its design.

- 2.15 The Queensmere Observatory Shopping Centre may also experience a rise in trade. However, it was unlikely to be radically altered to make it a 'regional centre' in the manner of Reading's Oracle, so this increase in demand was very unlikely to be radical. New businesses arriving in Slough would be made aware of the limitations relating to parking and the role they would play in ensuring the best experience for visitors. A further constraint on deliveries, as well as parking space, was the size of lifts within properties. Flats which were conversions from office space would already have forecourts, whilst new developments requiring planning permission would consider the issue as part of the application process. Time restrictions for delivery vehicles were in place and enforced.
- 2.16 In terms of emergency vehicles, Fire Regulations necessitated engine access for properties. However, the issue could still present problems with the area around Mill Street particularly difficult. There was no specific standard for motorbikes and scooters. Spaces could be changed to suit demand, although developers could not be pressurised to make specific provisions prior to completion of new buildings.
- 2.17 Initiatives could be used to make alternative forms of transport more attractive. However, it was important to achieve sufficient demand to make such innovations workable (some authorities had overinvested in bicycle docking stations only to find that their use was infrequent). SBC was introducing bicycle docking stations, but a smaller number in selected locations to establish the level of local demand. Heathrow airport had also been approached to investigate developing a linked bicycle docking service.
- 2.18 Electric vehicle points in parking areas were being extended, albeit on a gradual basis. As with bicycle docking stations, this was to establish the viable level of investment (and also because such facilities reduce the number of parking spaces for conventional cars). Reviews of parking schemes had the encouragement of visitors to use local business as a central consideration. There was an email account and telephone number for businesses to contact SBC and raise relevant points.
- 2.19 In addition, the Task & Finish Group requested the following information:
- The numbers of flats built, the number of times where planning permission has been given but no building has yet taken place and the number of developments which did not require permission;
 - Information on the areas with the highest concentration of new developments;
 - A list of town centre housing developments that had been granted permission and were awaiting construction; and
 - The findings of previous parking scheme reviews.

These were distributed to members of the Task & Finish Group for their final meeting on 10th February 2015.

3 Attendance record

	14th Oct 14	9th Dec 14	10th Feb 15
Cllr Bal	P	Ap	Ap
Cllr Mellor	P	Ap	Ap
Cllr Nazir	P	P	P
Cllr Plenty	P	P	P
Cllr Strutton	P	P	Ap

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee **DATE:** 3 March 2015

CONTACT OFFICER: Diane Viechweg, Enforcement Team Leader
(For all enquiries) (01753) 474302

WARD(S): All

PART I
FOR INFORMATION

ABANDONED VEHICLES PROCEDURE**1 Purpose of Report**

To outline the procedures to deal with abandoned and untaxed vehicles and identify the agencies responsible.

2 Recommendation(s)/Proposed Action

That Members consider details of the report and decide what, if any, further action should be taken.

3. Slough Joint Wellbeing Strategy Priorities –

Slough Borough Council considers it to be a priority to remove vehicles which are abandoned and their appearance works against the creation of a safe, environmentally friendly and sustainable neighbourhood.

Priorities:

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

4 Other Implications

There are no financial implications of proposed action.

(a) Risk Management

Risk	Mitigating action	Opportunities
Legal	Ensuring that vehicles are removed lawfully	
Property	None	
Human Rights	None	
Health and Safety	None	
Employment Issues	None	
Equalities Issues	None	

Community Support	None	
Communications	None	
Community Safety	None	
Financial	None	
Timetable for delivery	None	
Project Capacity	None	
Other	None	

There has been no need identified for the completion of an EIA.

5 **Supporting Information**

- 5.1 Following discussion at its meeting on 5 February 2015, Members requested that an information report be presented to Committee outlining the Council's policy and procedure to deal with abandoned and untaxed vehicles.
- 5.2 The number of vehicles being abandoned in Slough has fluctuated over recent years but generally declined over the last decade. This is mainly due to the price of scrap metal being sufficiently high enough so that vehicles are more likely to be scrapped by owners as they will receive cash for scrapping their vehicle whereas previously, they may have been charged to have a vehicle removed. Local firms advertising for scrap cars has encouraged owners to scrap their vehicles rather than abandoning them on the scale that was seen approximately 11 years ago.
- 5.3 The table below highlights the number of abandoned vehicles reported to the Council since 2011.

Year	2011/12	2012/13	2013/14
No. of vehicles	303	307	390

- 5.3 Many vehicles that are reported to the Council are not actually abandoned and the officer must run through a checklist to ensure that the vehicle has indeed been abandoned before removal. The Council does not have the authority to remove vehicles that are not abandoned. Some of these vehicles are untaxed rather than abandoned. Some are declared SORN and others will have a local registered keeper who has an active interest in the vehicle.
- 5.4 The procedure to deal with abandoned and untaxed vehicles is outlined in the attached Appendix A.

6 **Conclusion**

This report is intended to provide the Committee with an overview of SBC's procedure to deal with abandoned and untaxed vehicles.

7 **Background Papers**

None.

1.0 ABANDONED VEHICLE PROCEDURES

- 1.0.1 The removal of any property infringes The Human Rights Act 1998. Article 1 of the First Protocol states that “Every natural or legal person is entitled to the peaceful enjoyment of his possessions. Therefore no person shall be deprived of their possessions except in the public interest and subject to the conditions provided for by law.”
- 1.0.2 Slough Borough Council considers it a priority to remove vehicles which are abandoned and their appearance works against the creation safe, environmentally friendly and sustainable neighbourhood.
- 1.0.3 On occasions claims of unlawful removal etc. will be made. Therefore, it is essential that an accurate account of how each case has been dealt with is available. Should the person propose action against the Council relevant the Team Leader must prepare a report for the Legal Section and the Council’s insurance officer.

1.1 Legislation

- 1.1.1 The Refuse Disposal (Amenity) Act 1978 (as amended), imposes a statutory duty on the local authority to remove abandoned vehicles where that vehicle has been abandoned, without lawful authority, on any land in the open air or on any other land forming part of a highway.
- 1.1.2 Where the land upon which a vehicle is abandoned is occupied a notice is served on the occupier proposing to remove the vehicle but the Council are not entitled to remove it if the occupier objects to the proposal.
- 1.1.3 The Council is not required to remove a vehicle if it appears to them that the cost of its removal to the nearest convenient carriageway would be unreasonably high.
- 1.1.4 The Removal and Disposal of Vehicles Regulations 1986 (as amended) states that the Police should be informed of the complaint and it be requested that they make such enquiries, based on information they have, to trace the owner.

1.2 Complaint Details

- 1.2.1 Complaints are taken from the general public and other partner agencies or may be discovered during the course of another investigation. In each case the following information shall be obtained about the vehicle
- i. Registration,
 - ii. Make, model, and colour,
 - iii. Details of the Road Fund Licence (Tax Disk),
 - iv. Location of the vehicle,
 - v. Length of time it had been left,
 - vi. Condition of the vehicle (significant damage, missing parts etc),
 - vii. Signs of vehicle having been in the same location for some time e.g. build-up of dirt on it, accumulation of litter and refuse, etc.
 - viii. Is the vehicle in a position from which removal would be difficult,

DRAFT OPERATIONAL POLICY

1.2.2 If the vehicle is legally parked, has no visible damage, and has a current Tax Disk then the Council will take no action and the complainant shall be notified.

1.2.3 The status of a vehicle's Tax Disk can be checked through the Directgov web portal.

<https://www.taxdisc.direct.gov.uk/EvIPortalApp/app/enquiry?execution=e1s1>

1.2.4 If the vehicle is considered to be parked in a dangerous position or is causing an obstruction then the complaint shall be passed to Thames Valley Police (TVP).

1.2.5 If the vehicle is parked on double yellow lines or contravening similar parking controls then the complaint shall be passed to the Council's Parking Enforcement section.

1.3 A Vehicle is Untaxed on a Public Road but Undamaged

1.3.1 If a vehicle is parked on the public highway with an out of date Tax Disk then the matter will be referred to the Driver and Vehicle Licensing Agency (DVLA) through their web access page.

<https://www.gov.uk/report-untaxed-vehicle>

1.3.2 The complainant will be informed.

1.4 A Vehicle is on a Public Road but Damaged

1.4.1 The Officer is required to make a decision regarding the condition of the vehicle and it's safety/roadworthy condition. This is not a technical examination simply a visual inspection to determine if the condition of the vehicle is such that it ought to be removed and/or destroyed.

1.4.2 The Officer should record any visible damage together with representative photographs. Whether the vehicle is in a dangerous condition shall be based on one or more of the following factors;

- i. Fire damage,
- ii. Significant damage e.g. accidental or by vandalism,
- iii. Absence of major parts e.g. large body parts, most of engine, wheels, most windows,
- iv. The vehicle is jacked or propped-up,
- v. Missing petrol cap,
- vi. Broken window glass in or around the vehicle
- vii. Any other factor considered relevant.

1.4.3 Where a vehicle is damaged, but not to the extent that it should be removed or destroyed, then the decision to take action will revert to whether the vehicle has a current Tax Disk as above.

1.4.4 Where a vehicle is damaged to such an extent that it is considered that it should be removed or is fit for destruction, the Officer should report this fact to the relevant team leader and with their agreement instruct our Salvage

DRAFT OPERATIONAL POLICY

Contractor (SC)* to remove it as soon as possible and preferably within 24hrs.

* the current Salvage Contractor is – M V Grogan & Sons, The Workshop, Farlows Lake, Ford Lane, Iver, SL0 9LL.

1.4.5 If the vehicle is not considered fit for destruction then it should be stored for 21 days pending enquiries to find the vehicle owner. Should the vehicle have a current tax disk then this storage period must be the 21 day period or 14 days after the Tax Disk has expired, whichever is the longer.

1.4.6 If the condition of the vehicle is such that it should be destroyed then that fact should be recorded and authorisation given to SC.

1.5 After the vehicle has been removed by our contractors

1.5.1 The Officer will contact the DVLA and request the details of the registered keeper. This should be in writing using the Department's Data Protection Registration Number.

1.5.2 The registered keeper of a vehicle will be written to (Flare M84) advising them that they will be liable for the council's costs of removing, storing and eventual destruction after 14 days.

1.5.3 In such circumstances when a vehicle owner has been contacted the case officer will prepare a witness statement and prepare a Fixed Penalty Notice (£200 or £120 if paid within 10 days) for signing by the relevant Team Leader

1.5.4 Should anyone wish to reclaim the vehicle they must produce the vehicle's registration document (Form V5), their Driver's Licence or other suitable I.D. and pay in full the costs incurred for which a receipt will be issued at the time.

1.5.5 If the vehicle is not claimed at the end of the period then written authorisation (an email is acceptable) will be given to SC for the destruction of the vehicle.

1.6 A Vehicle is Abandoned on Private Land

1.6.1 Nothing in this section shall interfere with the rights of the owner or occupier of any land to remove the vehicle and they should be advised to seek appropriate legal advice should they wish to do so.

1.6.2 If the vehicle has a current Tax Disk and is in an undamaged state then the Council will take no action and the complainant will be informed.

1.6.3 If a vehicle has been abandoned on private land then the Council can serve a notice (Flare Notice N81) upon the occupier to remove the vehicle within 15 days (15 Day notice).

1.6.4 The occupier must confirm in writing that they have no knowledge of the vehicle nor its owner, and indemnify the Council against any claims.

1.6.5 If the occupier objects to the 15 Day notice, the Council can take no further action. This objection should be in writing.

DRAFT OPERATIONAL POLICY

- 1.6.6 If the vehicle is not in a dangerous condition then a copy of the 15 Day notice will be attached to it in a prominent position. A copy of the notice shall also be left with the occupier.
- 1.6.6 The Officer shall request details of the Registered Keeper from the DVLA and they will be written to with a copy of the notice. This will not prevent the Council removing the vehicle
- 1.6.7 The occupier can give authority, in writing, for the Council to act immediately and waive the 15 day period. The occupier must request this in writing and they must confirm that they have no knowledge of the vehicle nor it's owner.
- 1.6.8 If the vehicle remains in situ when the 15 Day notice expires then the Officer shall arrange for the vehicle to be collected by the SC

1.7 Alternative Powers

- 1.7.1 If a car is considered to be in a dangerous condition e.g. a burnt out wreck, windows smashed-in, petrol cap missing, jacked-up, missing wheels, missing body parts etc. the vehicle can be authorised for immediate removal under a strategic partnership with Thames Valley Police to reduce crime in accordance with s17 Crime and Disorder Act 1998.
- 1.7.2 If the vehicle is in a dangerous condition, its immediate removal can be obtained using Local Government Act 2000 s2 – Power of Wellbeing to secure an environmental improvement. In such cases, where the vehicle has a registered keeper a letter must be sent explaining the reasons for the lift and setting out the reclaim procedures.

1.8 Special Circumstances

- 1.8.1 If it is believed that the value of any vehicle is excessive in spite of it's condition (i.e. a vintage car, or a luxury marque) then the relevant Team Leader must be informed and if necessary expert advice sort.
- 1.8.2 If a vehicle is subject to
 - i. multiple complaints from separate members of the public
 - ii. is from any Elected Member on behalf of a number of constituents
 - iii. is from the Police
 - iv. or is from any other partner agency

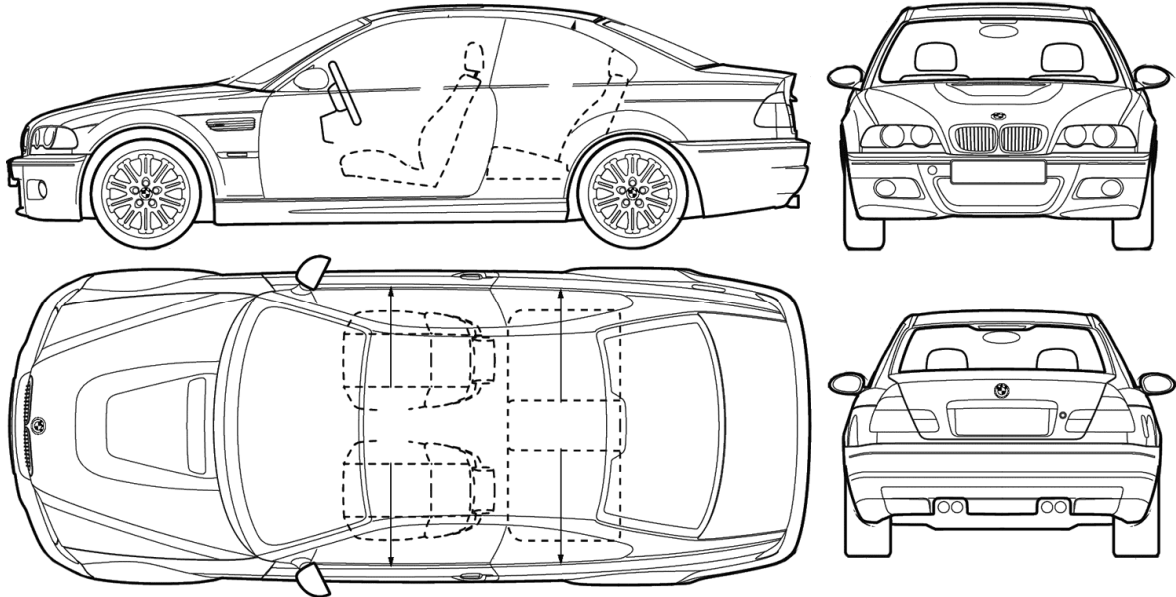
then the Council can serve the 15 Day notice on any vehicle that has been defined as abandoned but is on the public highway with a current Tax Disk, excepting that there will be person to indemnify the Council.

Note: A vehicle is abandoned on Housing land
(untaxed, unlicensed, r/o not from the area)

15 day notice served, if not heard arrange removal, (usually 30 days storage)
After the removal call the Police on 101 to report the removal. Update Flare with URN number given.

SLOUGH BOROUGH COUNCIL

ABANDONED VEHICLE CONDITION REPORT



Make

Model

Registration

Colour

Wheels

Tyres

Drivers Side

Passenger Side

Front Lights

Rear Lights

Interior

Photographed in situ

Yes No

Location Marked Yes

No

Mileage (if readable)

Date

Signed

Officer

Designation

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee

DATE: 3rd March 2015

CONTACT OFFICER: Dave Gordon – Scrutiny Officer
(For all Enquiries) (01753) 875411

WARDS: All

PART I

FOR COMMENT & DECISION

OVERVIEW AND SCRUTINY COMMITTEE – 2014/15 WORK PROGRAMME

1. **Purpose of Report**

1.1 For the Overview and Scrutiny Committee to identify priorities and topics for its Work Programme for the 2014/15 municipal year.

2. **Recommendations/Proposed Action**

2.1 That the Committee:

- 1) identify the major issues it would like to cover in the 2014/15 municipal year;
- 2) agree, where possible, timing for specific agenda items during the 2014/15 municipal year; and
- 3) consider whether there are any items which it would like to request one of the Scrutiny Panels add to their Work Programmes for the municipal year.

3. **Joint Slough Wellbeing Strategy Priorities**

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

3.1 The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Sustainable Community Strategy priorities. The Overview and Scrutiny Committee leads the local authority's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.

4. **Supporting Information**

- 4.1 The purpose of Overview and Scrutiny is to hold those that make decisions to account and help Slough's residents by suggesting improvements that the Council or its partners could make.
- 4.2 Prioritising issues is difficult. The Scrutiny function has limited support resources, and therefore it is important that the work scrutiny chooses to do adds value.
- 4.3 There are three key elements that make up the responsibilities of the Overview and Scrutiny Committee:
- provide transparency and public accountability for key documents relating to the financial management and performance of the Council;
 - scrutinise significant proposals which are scheduled for, or have been taken as, a Cabinet/Officer delegated decision; and
 - strategic shaping of service improvements relating to the Cabinet Portfolios of Finance & Strategy and Performance & Accountability
- 4.4 In considering what the O&S Committee should look at under points two and three above, Members are invited to consider the following questions:
- *To what extent does this issue impact on the lives of Slough's residents?*
 - *Is this issue strategic and pertinent across the Borough?*
 - *What difference will it make if O&S looks at this issue?*
- 4.5 The topics listed include those suggested by Committee Members during the 2014/15 municipal year.

5. **Suggested Topics**

- 5.1 It is generally recommended that a Scrutiny Committee should aim to look at no more than two or three items in any one meeting. This limited number can prove challenging, but does allow the Committee to delve down into specific subject areas and fully scrutinise the work that is being undertaken.
- 5.2 This list is summarised in Appendix A, including a list of, as yet, unprogrammed items
- 5.4 This will be a continuous process, and flexibility and responsiveness vital to success. It is important not to over-pack the Committee's agenda at the start of the year, which will not allow the flexibility for the Committee to adapt to take into consideration issues that have arisen during the year.

6. **Resource Implications**

- 6.1 Overview and Scrutiny is supported by 1 FTE member of staff. This officer is responsible for support the O&S Committee and three Scrutiny Panels. Therefore, this is a finite resource and consideration must be given, in conjunction with the work programmes for the three Scrutiny Panels, as to how the resource is used during the year.

7. **Conclusion**

7.1 The Overview and Scrutiny Committee plays a key role in ensuring the transparency and accountability of the Council's financial and performance management, and strategic direction. The proposals contained within this report highlight some of the key elements which the Committee must or may wish to scrutinise over the coming municipal year.

7.2 This report is intended to provide the Committee with information and guidance on how best to organise its work programme for the 2014/15 municipal year. As previously stated, this is an ongoing process and there will be flexibility to amend the programme as the year progresses, however, it is important that the Committee organises its priorities at the start of the year.

8. **Appendices Attached**

A - Draft Work Programme for 2014/15 Municipal Year

9. **Background Papers**

None.

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OVERVIEW AND SCRUTINY COMMITTEE
WORK PROGRAMME 2014/2015

Meeting Date
Thursday 9 April 2015
<p>Scrutiny Items</p> <ul style="list-style-type: none"> • Corporate Plan • Slough Regeneration Partnership • Thames Valley Police – operational matters • Children’s Services – update • Five Year Plan - update <p>For Endorsement</p> <ul style="list-style-type: none"> • Scrutiny Annual Report

Currently Un-programmed:

Issue	Directorate	Date
<u>High density housing</u>	CCS	
<u>Deputy PCC</u>		9 July 2015

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MEMBERS' ATTENDANCE RECORD 2014/15
OVERVIEW AND SCRUTINY COMMITTEE

COUNCILLOR	17/6/14	9/7/14	11/9/14	11/11/14	13/1/15 CANCELLED	5/2/15	3/3/15	9/4/15
Bal	Ab	P	P	P*		Ap		
Chahal**	P	P	P	P		Ap	-	-
Coad**	-	-	-	-		-		
N Holledge	P	P	P	P		Ap		
Malik	P	P	P	P		P*		
Nazir	P	P	P	P		P		
Pantelic	P	P	Ap	Ab		Ap		
Rana	P	P	P	P		P		
Smith	P	P	P	P		P		
Usmani	P	P	P	Ap		P		

** : Following a change in the political balance of the Council and revised allocation of seats, with effect from 20th February 2015, Councillor Chahal (Conservative) was replaced on the Committee by Councillor Coad (UKIP)

P = Present for whole meeting
 Ap = Apologies given

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

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