

Date of issue: Tuesday, 12 January 2016

MEETING	OVERVIEW & SCRUTINY COMMITTEE (Councillors Nazir (Chair), Strutton (Vice Chair), Ajaib, Bains, Bal, N Holledge, Malik, Rana and Usmani)
DATE AND TIME:	WEDNESDAY, 20TH JANUARY, 2016 AT 6.30 PM
VENUE:	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
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

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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.

2. Minutes of the Last Meeting held on 12 November 2015 1 - 6

SCRUTINY ISSUES

3. Member Questions

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

4. Burnham Station Traffic Scheme - 3 Month Analysis 7 - 92 Britwell and Northborough; Cippenham Green; Haymill and Lynch Hill
5. Thames Valley Transactional Service Centre April 2015 - November 2015 93 - 114 All
6. Council Houses Rents and Charges 115 - 120 All
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9. Forward Work Programme 139 - 142

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| 10. | Attendance Record | 143 - 144 |
| 11. | Date of Next Meeting - 4 February 2016 | |

Press and Public

You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before the Committee considers any items in the Part II agenda. Please contact the Democratic Services Officer shown above for further details.

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

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Overview & Scrutiny Committee – Meeting held on Thursday, 12th November, 2015.

Present:- Councillors Nazir (Chair), Strutton (Vice-Chair), Ajaib, Bains, Bal, Malik, Rana and Usmani

Also present under Rule 30:- Councillor Morris.

Apologies for Absence:- Councillor N Holledge

PART I

28. Declaration of Interest

Councillor Bal declared that his daughter worked for the Council.

Agenda Item 5, Financial and Performance Report Quarter 2: Councillor Malik declared that she resided in a Council property.

29. Minutes of the Last Meeting held on 10th September 2015

Resolved – That the minutes of the last meeting held on 10th September 2015 be approved as a correct record

30. Member Questions

None received.

31. Children's Services Trust: Governance Arrangements

Details of the governance arrangements that had been put in place to support the transition of children's social care and special education needs (SEN) services to the Slough Children's Services Trust (SCST or The Trust) were outlined. Members were reminded that the process to establish the SCST was completed on 30th September 2015 and services were transferred to the new organisation on 1 October 2015.

Members were informed that the Local Authority contract with the Trust included agreed standards and monitoring arrangements. In addition to informal liaison the following formal governance arrangements would be established:

- *Strategic Monitoring Board.* Enabling the Trust to report to the Council on its performance of the services and allow the Council to monitor the delivery of its statutory functions, in accordance with the Key Performance Indicators (KPI's) agreed within the contract. Although additional individuals could be invited to attend these meetings, should an issue requiring specific knowledge be required; these individuals would not be permanent members of the Board.

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- *Partnership Board.* The Board would provide a forum in which the 'shared enterprise' between the Council and Trust would be periodically reviewed and considered. The primary purpose of such a Board would be to promote liaison between the Council and Trust to ensure that there was positive exchange of information that may impact upon children's social care services.
- *Participation in the Council's Democratic Processes.* It was noted that the contract confirmed the Trust's participation in the Council's democratic processes through representative attendance at committee meetings. It was brought to the Committee's attention that the Trust was required to attend four Council meetings in the municipal year. It was outlined that this would include two meetings of the Overview and Scrutiny Committee, and one meeting of the Education and Children's Services Scrutiny Panel and Cabinet respectively. Within the current municipal year (30 April 2016) the Trust would participate in up to three council meetings.

Members raised a number of issues in the ensuing discussion, including whether the KPI's were considered sufficient to ensure effective monitoring of the SCST. It was explained that the KPI's were subject to a baselining exercise, by external advisers, which were due to be completed within three months of the commencement of the Trust. Targets would then be agreed for the start of Year 2 (May 2016).

Clarification was sought regarding attendance at meetings and the likelihood of the Trust attending meetings in addition to those scheduled for the municipal year. It was noted that the Trust's attendance at council meetings would be in support of the Council's Director of Children's Services, given that statutory responsibility for the delivery of services remained with the Council. Although invitations could be issued to the Trust, requesting attendance at meetings in addition to the four scheduled for the municipal year, it would be within the Trust's discretion in deciding whether to attend such meetings. It was confirmed that in addition to Cabinet and Scrutiny meetings, the Trust would be in attendance at the Corporate Parenting Panel and Local Safeguarding Children's Board.

Queries relating to staffing, SCST budget and whistleblowing procedures were raised. Members were informed that these matters were now within the remit of the Trust and therefore would need to be discussed when SCST representatives were in attendance at future meetings.

The Committee noted the contract monitoring arrangements, which would allow the Trust the independence to undertake the necessary measures to improve services whilst ensuring that the Council was able to assure itself that its statutory duties were being met and services improving.

Resolved – That the Children's Services Trust Governance Arrangements be noted.

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32. Financial and Performance Report Quarter 2

The Committee were provided with the latest financial information for the financial year 2015/16. The Council was forecasting an overspend of £2.046m at month 6, which was a worse position in comparison to month 5, when the Council had reported a potential £2.491m overspend. The main service areas showing variation from budget were Children and Families, Adult Social Care and Health Partnerships, Public Health and Housing and Environment. These had been offset by other service and some corporate under spends. Service action plans had reduced the underlying overspend. Whilst no additional savings were expected from the Children and Families service the Adult Social Care Service remained committed to ensuring measures were taken to get as close to break even as possible.

An update summary of the Gold Projects was provided and of the seven gold projects, one was assessed as 'green', one at 'green/amber', three at 'amber' and two at 'red'. Members attention was drawn to the Slough Children's Services Transition Project and the fact that this project was now closed, given that the services had transferred on 1 October 2015. The two red projects were noted as School Places Programme and The Curve.

Committee Members' expressed concern regarding the current financial position and overspend and asked about the implications if the recovery plans, as detailed in the report, did not materialise. It was explained that most service areas had managed to achieve an underspend to help mitigate the overspend in budget in Children's Services. Additional income sources would also contribute to the overall budget position, including the Slough Regeneration Partnership Project .

A Member asked for details regarding the long-term future use of the former Town Hall site, which was currently operating as a primary school, given that the site could be sold to generate income to the Council. The Committee were informed that a number of alternative options were being considered to generate income.

Following the announcement that delays in the completion of The Curve had resulted in the opening being delayed until Spring 2016, a Member requested details of what the financial implications of the delay were likely to be. The Strategic Director for Regeneration, Housing and Resources confirmed that issues in relation to sub-contractors had resulted in the delay of the completion of the project. Committee Members were also informed that Morgan Sindall had agreed to reimburse the Council for any financial costs incurred as a result of the delay in opening of The Curve. It was agreed that these financial details would, when available, be circulated to Committee Members.

A Member sought clarification as to why the implementation of a Multi Agency Safeguarding Hub (MASH) had been delayed until spring 2016. It was explained that one of the primary purposes of the MASH was to ensure greater co-operation between the various organisations involved and it was

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critical that any issues were resolved prior to the MASH being fully operational.

A Member queried the £439k budget pressure reported in the Public Health service. It was outlined that the impending in year reduction to the Public Health Grant (PHG) nationally, meant that the 2015/16 PHG would reduce in year by 7%, resulting in a loss of funding totalling £436k. Due to the joint arrangements that all Berkshire Unitaries had agreed to it was unlikely that a reduction in these contracts would be realised in the current financial year.

Members noted that the Major Contracts Review Saving project was currently showing as a red status. The Strategic Director for Regeneration, Housing and Resources informed the Committee that two major contracts, Interserve and Amey, were currently being reviewed and that officers were reasonably confident that the a green status would be achieved before the end of the financial year. Responding to whether consideration would be given to bringing any of the services in house; it was confirmed that, although an options appraisal would be conducted, it was likely that the services would remain contracted out. Concerns regarding the lack of effective monitoring of previous contracts was raised and it was noted that monitoring details and Key Performance Indicators would be included within any new contract.

Details regarding the Housing Revenue Account, specifically allocation of funds from this account, were requested. Councillor Morris, under Rule 30, also addressed the Committee, and queried how time was accounted for work carried out in relation to HRA matters. It was explained that the funds were ring fenced and that the Council was under a statutory duty to ensure that funds from this account were only applied to the HRA.

Resolved – That details of the Financial and Performance Report Quarter 2 be noted.

33. **Five Year Plan: Changing, Retaining and Growing**

The Committee considered a report which outlined details of activity that were being delivered for the Changing, Retaining and Growing theme of the Five Year Plan. Members were updated on the developments within the three outcomes that supported this theme - activity that attracts and retains businesses, availability of housing for the growing population and ensuring regeneration and development support the centre of town as a destination for residents, businesses and retailers. Key developments included:

- *Appointment of a PR marketing agency to deliver a Slough brand and develop a collective /collaborative unique selling point or the town. A Member queried whether this initiative would provide 'value for money.'* The Assistant Director of Strategy and Engagement informed the meeting that the Business Investment Group had met and were of the view that this would be a positive concept all partners had agreed to fund the initiative.

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- *Centre of Slough Strategy.* It was noted that Cabinet in September had approved the Strategy and attracting more business was a key element within this. A general discussion followed regarding the lack of evening/night time economy in the town centre. Whilst recognising that this was an issue, officers stated that upcoming developments and refurbishments would all contribute to sustaining an evening economy /active High Street.
- *Establish a Business Inward Investment and Retention Function.* It was clarified that software would be purchased to establish a database of all the information that was required to support and retain businesses /companies in Slough. Responding to why a target of attracting four new businesses investing in the town had not been achieved, it was explained that this was the first year that the targets had been set and that two new businesses had re-located to the town. A target of four new businesses investing in the town remained the target for 2015/16.
- *Appointment of Town Centre Manager.* The Committee were informed that the Town Centre Manager had recently started and partnership meetings were scheduled to take place.
- *Cycle Hub launched in Brunel Way.* A Member requested details regarding the business rationale for the implementation of the Cycle Hub, including consultation carried out and an options appraisal. It was agreed that this information would be forwarded to the Member concerned.
- *LED Street Lighting Scheme.* The Council had, in conjunction with two neighbouring authorities', secured £20m funds from the Department of Transport to implement a LED Street Lighting Scheme.

Resolved - That the activity that is being delivered for the changing, retaining and growing theme of the Five Year Plan, be noted.

34. Forward Work Programme

Members considered details of the Committee's work programme.

Resolved – That the current work programme for the 2015/16 municipal year be noted, subject to the following additional items:

- 3 March 2015 - i) New Benefits System: Implications on local residents.
ii) Housing revenue Account (Information Report)

35. Attendance Record

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

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36. Future Meeting Dates

- 12 January 2016 – Joint Meeting Overview and Scrutiny Committee and Education and Children’s Services Scrutiny Panel.
- 20 January 2016 – Overview and Scrutiny Committee.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.15 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny
DATE: 20th January 2016
CONTACT OFFICER: Savio DeCruz Acting Head of Transport
(For all Enquiries) (01753) 875640
WARD(S): Haymill & Lynch Hill, Britwell & Northborough and
Cippenham Green

PART I
FOR COMMENT

Burnham Station Traffic Scheme – 3 Month Analysis

1. **Purpose of Report**

The purpose of the report is to provide the Overview and Scrutiny panel a summary of the Burnham Station Traffic Scheme experimental order for the first three months of the scheme. The report sets out various feedback and data on the scheme so far, in order to provide members with an indication of the scheme's progress and reception so far.

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

The Committee is requested to note the feedback and data gathered to show the progress of the experimental scheme so far.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

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

Priorities:

- Health: Providing transport facilities that ensure residents can access the health services they need.
- Economy and Skills – Continue to provide residents with access to essential services by improving connections and journey times between work, home, leisure, school and making alternatives to the car more attractive.
- Regeneration and Environment; Improving facilities and access to bus services to increase the use of sustainable form of transport.
- Housing: Improved public transport links to the area, with quicker journey times for the bus routes serving the area and giving greater choices for residents as to where they can live and access work and facilities.
- Safer Communities: Reduced traffic congestion at the location to improve the environment for residents at the location. This should make a place where people feel safe to live and visit.

Cross-Cutting themes:

Improving the image of the town: By enhancing the sustainable transport links to Heathrow Airport, London and beyond, improving access and reducing journey times of local bus services and general commuter traffic.

3b. **Five Year Plan Outcomes**

- Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay. By improving access to Heathrow Airport from Slough Trading Estate through alternative forms of sustainable transport in this instance buses, with the journey times reduced to appeal to more commuters.

4. **Other Implications**

a) **Financial**

The scheme will be funded through the Local Enterprise Partnership (LEP) approximately £2m has been set aside to deliver the improvements in and around Burnham Station.

There are no further financial implications.

b) **Risk Management**

There are no reported risks associated with the recommendations stipulated in section 5.

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

There are no Human Rights Act Implications associated with the recommendations of this report.

d) **Equalities Impact Assessment**

There is no requirement for an EIA as this is a report to provide members with the feedback and data so far for the Burnham Station Traffic Scheme. This report is for month 3 so far of the experimental scheme, an EIA is not required as it is not yet the end of the experimental period.

5. **Supporting Information**

5.1 **Background to the project**

Burnham station is located between Burnham Lane and Station Road. The area is subject to considerable congestion in the morning and afternoon peaks due to not only the number of schools in the area, but also the commuter traffic from South Bucks heading for the station, trading estate and M4. Traffic has steadily increased over the past decade and as a consequence has resulted in the peak time delays starting sooner and ending later leading, now, to congestion being present for large parts of the day

The Council has been approached in the past by residents and local community groups to improve traffic flow and address commuter parking issues in the area. The traffic demand during the peak hours exceeds the current road hierarchy capacity around the Burnham Station area. Localised improvements such as carriageway widening, improved or new traffic signal junctions will not resolve the current traffic congestion throughout this area. Thus a more strategic re routing of traffic has been sought that will force drivers to alter their journeys that will relieve certain road corridors of these high congestion levels experienced.

The Council submitted in November 2014, two bids as part of the Local Growth Fund 2 (LGF2) to the LEP for improvements to Burnham Station and Langley Station. These bids focussed on improving accessibility to the stations (including the road layout) and constructing new buildings on the station forecourt. The bids were given programme entry subject to the Local Transport Body (LTB) financial approval process, however in order to receive full approval, a business case compliant with the Department for Transport (DfT) criteria needs to be met.

Transport modelling was commissioned by officers in 2014 to assess 12 different scenarios. The scenarios included reversing the one way on Burnham Lane, making Station Road one way northbound and then southbound and closure of Station Road. The report found that all options would result in an improvement around the station but would also have some impact on other local roads. This report formed part of the Significant Decision.

Officers set up a working group consisting of Network Rail, Crossrail, Rail for London, First Great Western and Segro to discuss the options and the outputs from the assessment and to also understand how the area including the station could be improved. The working group collectively agreed that if Station Road could be closed, then this would help realise wider benefits including regeneration of the sites surrounding the station.

Members agreed to proceed with the scheme option involving the full closure of Station Road, in order to trial the 'worst case scenario' of the options available, as part of an experimental order.

The experimental scheme began on Friday 16th October at approximately midday.

The experimental scheme involved the following:

- Full closure of Station Road at the rail bridge
- Reversal of one way system on Burnham Lane (between Buckingham Avenue and the south side of the railway bridge), from northbound to southbound
- Introduction of a mini-roundabout at the junction of Buckingham Avenue / Burnham Lane (towards railway bridge)
- Relocation of the bus stops (in both directions) from Burnham Lane to into the station 'triangle' area
- Making the station 'triangle' area one way northbound
- Residents parking scheme on Littlebrook Avenue
- Various traffic signal improvements throughout the area
- Signage and on-street works to notify drivers of the above changes

5.1 Consultation procedure

The procedure for consultation as part of an experimental traffic order is such that consultation begins once the scheme is operational. In this case the consultation began on 16th October 2015.

Residents in the scheme area (see Appendix 1) were hand-delivered a copy of the scheme leaflet (see Appendix 2) which gave further information regarding the scheme. This highlighted the various methods to contact the council with feedback on the scheme:

- Online questionnaire
- Writing to the council
- Emailing TfS@slough.gov.uk

The council's general communication channels were also utilised in order to publicise the scheme to residents and the wider public, this included the council's website, press releases, plus social media channels Twitter and Streetlife - where officers responded to questions from members of the public regarding the scheme. An email was also sent out to businesses via the Segro e-newsletter, informing businesses of the scheme and how to provide any feedback to the council during the experimental scheme.

In total the following responses were received:

Method	Number of responses
Online survey	704
Paper correspondence	1 survey response, incorporated into the above figures
Email correspondence	Correspondence received from 183 individuals
Schools engagement	Four schools engaged in the scheme: <ul style="list-style-type: none">○ Priory School○ Our Lady of Peace schools○ Haybrook College○ Cippenham Primary School
Business engagement	2 emails specifically noted to be on behalf of a business
Other engagement	Correspondence received from First Berkshire (local bus company) regarding the scheme

Table 1: Responses to consultation

5.2 Consultation summary

This section presents a summary of the consultation responses received from 16th October 2015 to 4th January 2016.

5.2.1 Online survey summary

A survey was hosted via the 'SurveyMonkey' platform; local stakeholders were invited to take part in the survey to give their views on the scheme. A total of 704 responses were received, the headline results are as follows (full graphs for each question are available in Appendix 4):

Question	Responses (largest in bold)
1.The scheme has stopped people turning right from Burnham Lane into Station Road at the triangle, and moved the bus stops away from Burnham Lane. Has this made the traffic better or worse on Burnham Lane?	<ul style="list-style-type: none"> ○ I think the traffic is better (34%) ○ I think the traffic is worse (47%) ○ I think the traffic is about the same (12%) ○ Don't know (8%)
2.A new mini roundabout has been put in at the junction of Burnham Lane and Buckingham Avenue. Do you think the mini roundabout is a good idea?	<ul style="list-style-type: none"> ○ Yes (42%) ○ No (46%) ○ Don't know (13%)
3.Burnham Lane between the A4 and the new mini roundabout has been changed from one way northbound to one way southbound (under the railway bridge only). Do you think this new system works?	<ul style="list-style-type: none"> ○ Yes (24%) ○ No (66%) ○ Don't know (11%)
4.The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a driver / passenger, has this made your journey:	<ul style="list-style-type: none"> ○ Better (14%) ○ Worse (79%) ○ About the same (4%) ○ Don't know (3%)
5.The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a pedestrian / cyclist, has this made your journey:	<ul style="list-style-type: none"> ○ Better (12%) ○ Worse (26%) ○ About the same (26%) ○ Don't know (36%)
6.Do you think the scheme has improved access to Burnham train station for drivers?	<ul style="list-style-type: none"> ○ Yes (14%) ○ No (69%) ○ Don't know (17%)
7.Do you think the scheme has improved access to Burnham train station for those on foot / bike?	<ul style="list-style-type: none"> ○ Yes (18%) ○ No (42%) ○ Don't know (40%)
8.Do you think the area around Burnham train station has been made safer for those on foot / bike since the scheme has been in place?	<ul style="list-style-type: none"> ○ Yes (20%) ○ No (52%) ○ Don't know (28%)
9.Has the experimental scheme made your journey better or worse overall?	<ul style="list-style-type: none"> ○ Better (19%) ○ Worse (81%)

Table 2: Survey response summary

Qualitative analysis was also carried out on the content of responses to Question 9 (where respondents were asked to make a note of where the traffic is better / worse since the scheme) and Question 10 (where respondents were asked if they had any further comments about the scheme). The content of responses was categorised into themes which are presented below for each question:

5.2.1.1 Question 9 summary

Respondents were asked to note where the traffic congestion was better / worse since the scheme. The most popular themes / issues are presented in the tables below and also in Figure 1. The full data can be seen in Appendix 4. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis.

General comments	Number of comments Q9
General comments – negative	
Journey times have increased since scheme	153
Traffic in the area generally worse	89
Difficulty dropping children off at school since scheme	77
Have had to change / extend journey since scheme; increase in fuel costs	47
Scheme has been bad for local businesses and the Trading Estate	26
Reduced access to Burnham / cut off community	25
Scheme not in the interest of local residents	20
Roads are more dangerous	18
Negative air quality / environmental impacts	15
Antisocial behaviour under bridge / need for more lighting	13
Scheme has made it more dangerous for pedestrians and cyclists	11
Poor signage	8
General comments – positive	
Journey time decrease; less congestion	23
Scheme has made it better for pedestrians and cyclists	8
General comments	
Traffic lights need adjusting (general)	9

Table 3: Question 9: General themes of responses – summary of main responses (full responses in Appendix 4)

Area-specific comments	Number of comments Q9
Area-specific comments - Traffic congestion - worse	
Bath Road (general)	205
M4 Junction 7 / Huntercombe Spur Roundabout	131
Huntercombe Lane North	79
Cippenham Lane	70
Burnham Lane (south section)	24
Dover Road	20
Lent Rise Road / Sainsbury's roundabout	11
Bower Way	10
Lent Rise Road north	9
Slough Trading Estate (general)	9
Dover Road / Bath Road junction	8
Huntercombe Lane North / Bath Road	8
St Andrews Way	8
Area-specific comments - Traffic congestion - better	
Burnham Lane (north section)	69
Area-specific comments - Areas for improvement	
Make Station Road one way	65
Mini roundabout being used dangerously	18
Area-specific comments - Places / activities negatively affected	
Vehicles driving north under Burnham Lane Bridge	33
Antisocial behaviour under Station Road bridge	13
Higher traffic speeds / more difficult to cross as pedestrian - Burnham Lane	13

Table 4: Question 9: Area-specific themes of responses – summary of main responses (full responses in Appendix 4)

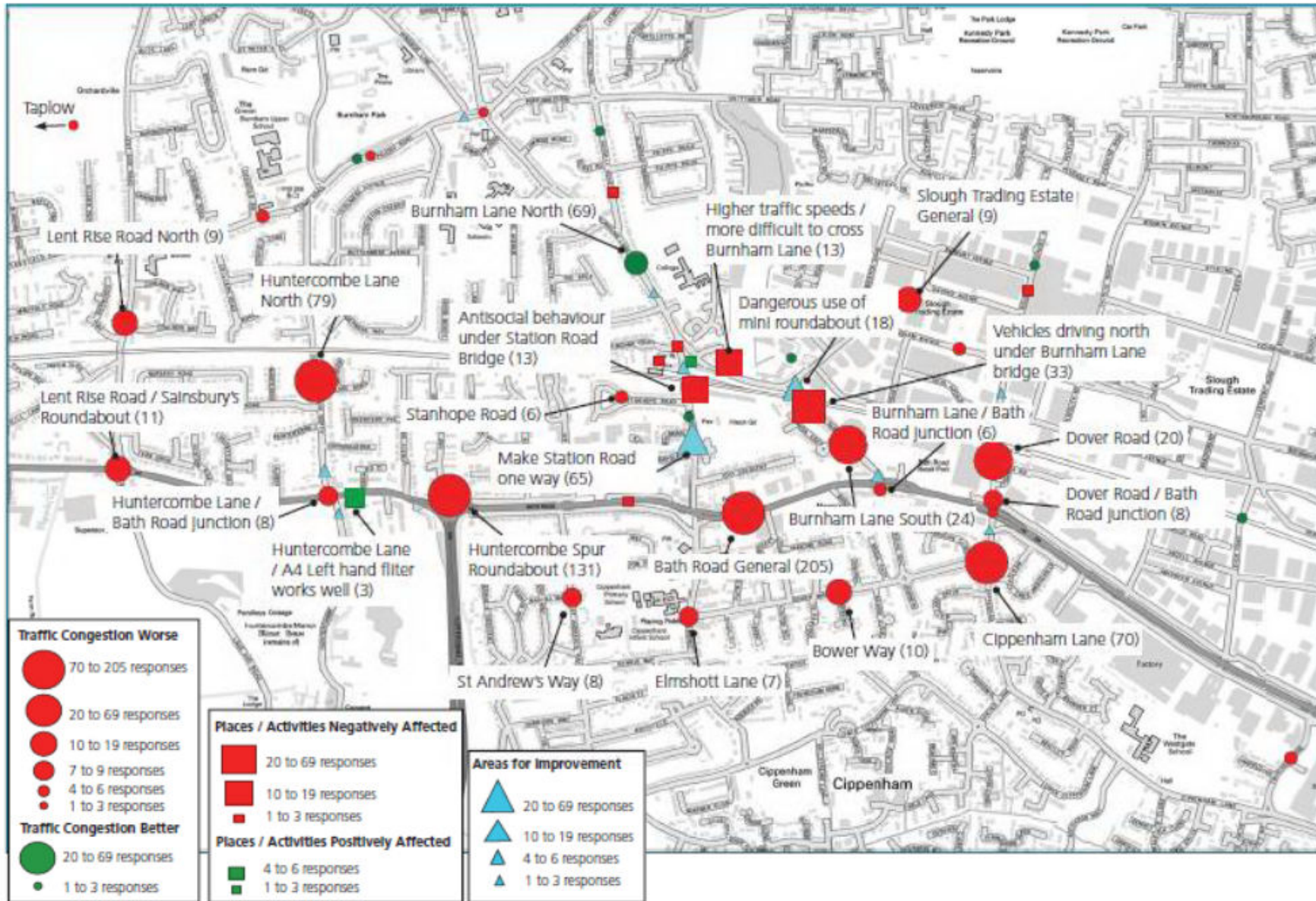


Figure 1: Question 9: Mapping of respondents comments by area

5.2.1.2 Question 10 summary

Question 10 was an open-response comment box which asked respondents ‘Do you have any other comments on the experimental scheme?’

Overall the respondents’ comments were analysed to ascertain whether they were in general for or against the scheme. The summary is presented below; this shows an overall majority of respondents’ comments are against the experimental scheme:

Overall nature of comments	Number	Percentage
For scheme	26	3%
Against scheme	439	93%
Not stated	5	1%
TOTAL	470	100%

Table 5: Question 10: Overall nature of respondents’ comments – for or against scheme?

The content and themes of the responses was also noted, and the most popular themes / issues are presented in the tables below and also in Figure 2. The full data can be seen in Appendix 4. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis.

General comments - negative	Number of comments
Traffic in the area is generally worse	57
Lack of consultation / not listening to residents / petition ignored	31
Scheme not in the interest of local residents	22
Scheme has been bad for local businesses and the Trading Estate	17
Journey time increase	13
In general roads are more dangerous	12
Poor signage	10
General comments – positive	
Traffic has improved	11
Should keep it permanent	7

Table 6: Question 10: General themes of responses – summary of main responses (full responses in Appendix 4)

Area-specific comments - Traffic congestion - worse	Number of comments
Bath Road (general)	12
Dover Road	8
Huntercombe Lane North	6
Area-specific comments - Areas for improvement	
Make Station Road one way	88
Area-specific comments - Places / activities negatively affected	
Issues with double yellow lines / parking on Haymill Road	6
Illegal manoeuvres around the station area	8

Table 7: Question 10: Area-specific themes of responses – summary of main responses (full responses in Appendix 4)

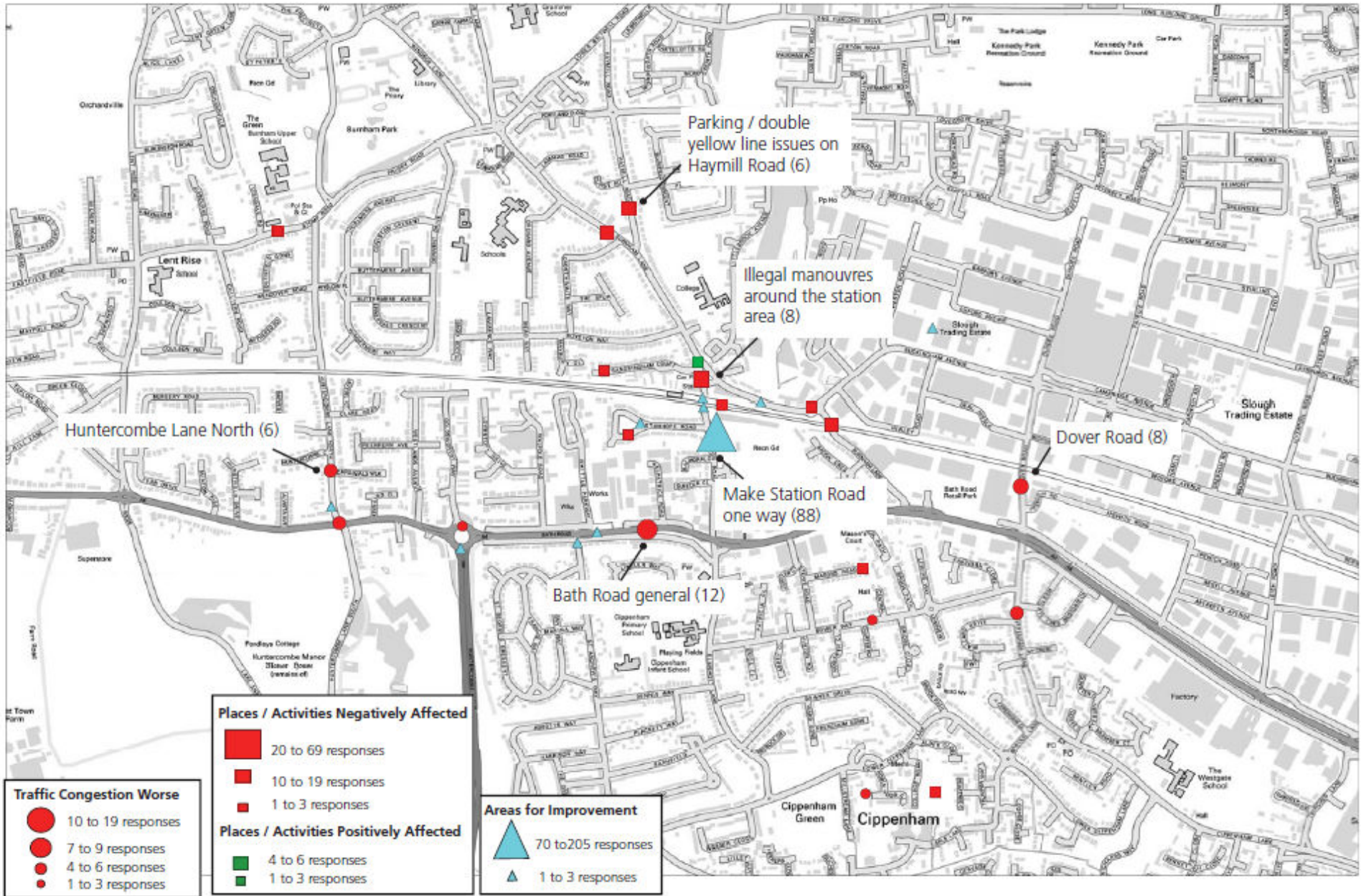


Figure 2: Question 10: Mapping of respondents' comments by area

5.2.2 Email correspondence summary

Email correspondence was received from a total of 183 respondents, some of which emailed several or multiple times. Repeated issues raised by individuals were only recorded once for that person. Email content is available in Appendix 6.

Qualitative analysis has been undertaken on the content of the emails in order to ascertain the general and area-specific themes and comments.

In terms of the general nature of the comments, the overall feedback from the emails is as follows; this shows that the vast majority of people contacting the council via email regarding the scheme are against the scheme in general (96%).

Overall nature of comments	Number	Percentage
For scheme	6	3%
Against scheme	176	96%
Not stated	1	<1%
TOTAL	183	100%

Table 8: Email correspondence: Overall nature of respondents' comments – for or against scheme?

Further analysis on the content and themes of the emails has also been undertaken (akin to the survey responses) and the key findings are presented below in the table and figure (full results are available in Appendix 6).

Email responses summary	Number of comments (within emails)
General themes	
General comments – negative	
Journey times have increased since scheme	55
Difficulty dropping children off at school since scheme	45
Insufficient consultation	39
Traffic in the area generally worse	26
Scheme has been bad for local businesses and the Trading Estate	24
Scheme not in the interest of local residents	18
Poor signage	17
Have had to change / extend journey since scheme; increase in fuel costs	15
Negative air quality / environmental impacts	15
Antisocial behaviour under bridge / need for more lighting	14
Scheme has made it more dangerous for pedestrians and cyclists	11
Issues with traffic light signal timings	11
Road users ignoring signage	9
Roads are more dangerous	8

Table 9: Email correspondence: General themes of responses – summary of main responses (full responses in Appendix 6)

Area-specific issues	
Area-specific issues - traffic congestion - worse	
M4 Junction 7 / Huntercombe Spur Roundabout	78
Bath Road (general)	64
Cippenham Lane	42
Dover Road	30
Huntercombe Lane North	26
Lent Rise Road / Sainsbury's roundabout	22
Cippenham (general)	15
Huntercombe Lane North / Bath Road	14
St Andrews Way	11
Area-specific issues - areas for improvement	
Make Station Road one way	61
Better lighting needed under bridge	14
Mini roundabout being used dangerously	13
Left filter Huntercombe / A4 - can't see signal	12
Improvements to Bath Road traffic lights needed	12
Area-specific issues - places / activities negatively affected	
Vehicles driving north under Burnham Lane Bridge	28
Burnham Lane dangerous at bridge	14
Picking up from Burnham Station dangerous	13
Antisocial behaviour under Station Road bridge	12
Higher traffic speeds / more difficult to cross as pedestrian - Burnham Lane	10

Table 10: Email correspondence: Area-specific themes of responses – summary of main responses (full responses in Appendix 6)

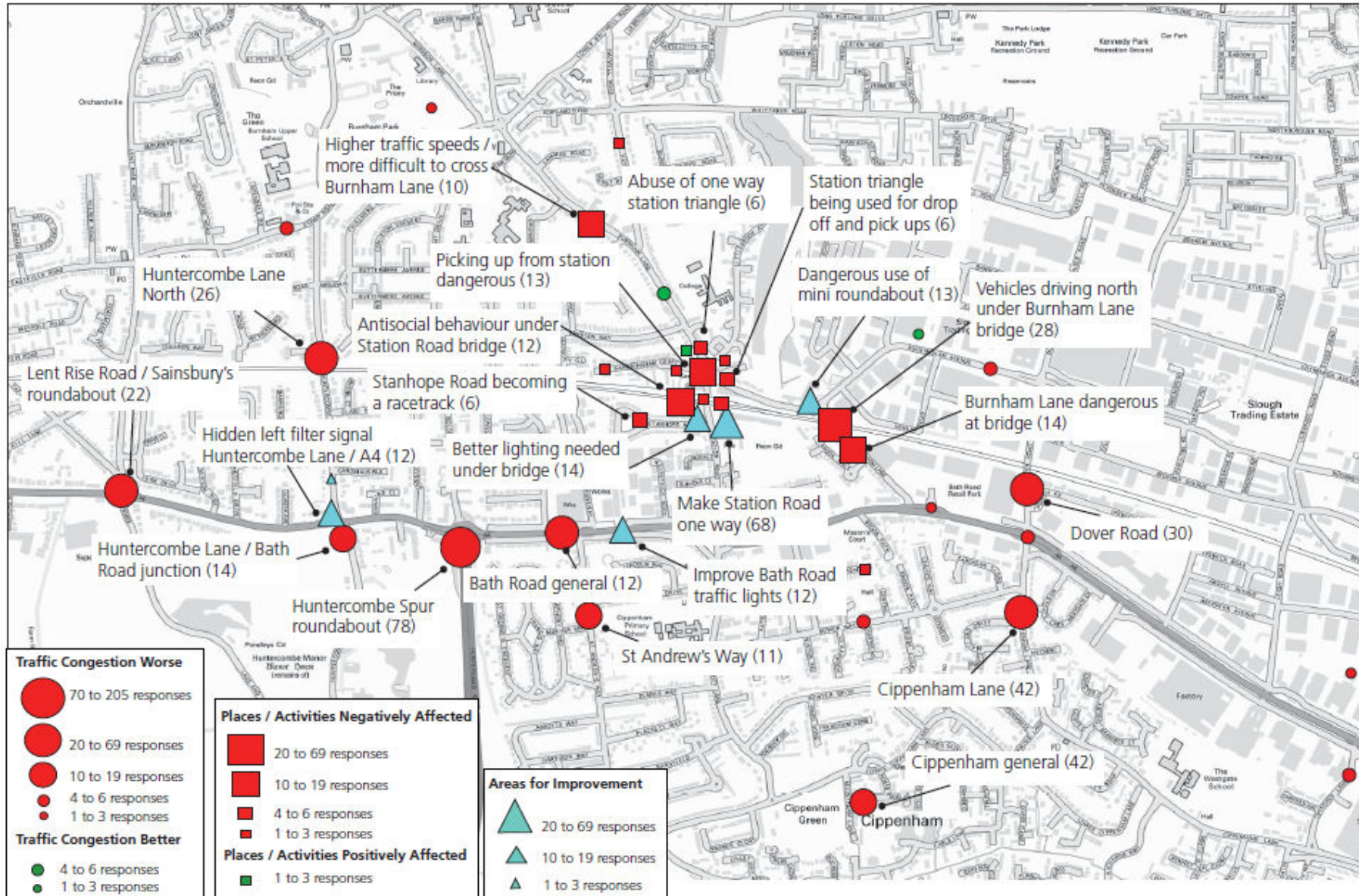


Figure 3: Email correspondence: Mapping of respondents' comments by area

5.2.3 Open letter

The Council received an open letter, signed by approximately 900 people. The signatures were collected between 18th November and 3rd December 2015. The undersigned are against the scheme in its current form.

The main points raised in the letter were as follows:

- Lack of engagement and transparency from Slough Borough Council
- The scheme has resulted in increased traffic in the Slough and South Buckinghamshire areas – significantly increased journey times and driver stress – affecting personal and professional lives of residents
- Public safety issues – emergency vehicle response times affected, transgressions at the bridge closures
- Lack of lighting and CCTV at Station Road bridge, encouraging anti-social behaviour
- Biased online survey by the council
- Very little monitoring being carried out by the council
- Lack of communication with the local community and refusal to consult; dismissal of previous petition by the council
- Environmental impact of increased congestion
- Community has been physically divided
- Local trade has been affected
- Challenge for residential carers to reach their patients

The letter concludes by stating that the undersigned support the immediate instatement of Station Road to vehicular traffic, in a northbound direction.

The full letter has been published as a background paper to this report.

5.2.4 Other Stakeholder summary

Feedback on the scheme was received from additional stakeholders as follows:

Stakeholder	Date received	Summary of feedback
First Berkshire (bus company)	03/01/16	<ul style="list-style-type: none">• Staff are concerned about the lack of information to other road users about bus movements exiting from Station Road onto Burnham Lane, especially when buses require extra time/space when turning right from Station Road onto Burnham Lane.• Staff have encountered cars using the Station Road bus stop as a waiting area when picking up commuters from Burnham Station.• Bus journey times on routes 75 & 76, which run on the busy A4 Bath Road corridor between Maidenhead - Cippenham - Slough - Langley - Heathrow Central have increased due to high traffic levels between the Dover Road junction and Huntercombe Lane junction, especially at peak times.• The traffic light phasing on the one way Burnham Lane exiting on the A4 is also a contributing factor. The knock on effect is that customers waiting for buses in Maidenhead, Slough, Langley and Heathrow are unaware why services are running behind schedule. Were

		<p>possible, we try to provide additional resources to cover any late running of services but sometimes services will need to be terminated short of their final destination. This puts off customers travelling on buses.</p> <ul style="list-style-type: none"> • Buses now don't block the main Burnham Lane when stopping as before • Customers using buses are dropped off/picked up in a more safer environment.
Muttlins (local business)	29/10/15	<ul style="list-style-type: none"> • Loss in clients using the business due to time it now takes to access us • Clients looking for alternative boardings for their dogs as it now takes one hour in traffic to access the business as opposed to five minutes previously • Loss to the business will be an estimated £500+ per month • Will have to move out of the area • Have run this business for 12 years and due to the large amount of competitors this loss will not be gained overnight • Now a minimum of 1.5 miles for clients to access the business • Traffic in both directions is at a standstill between 4pm - 6.30pm • Would like to claim for business losses from SBC
Vape Smart Ltd (local business)	08/12/15	<ul style="list-style-type: none"> • Decrease in trade since Station Road closure – drop in turnover of approx. £2,000 per week • Most previous customers used Station Road to access business and have been inconvenienced • Would like Station Road re-opened • Negative impact on surrounding community and sense of connection to Burnham has been lost • Additional 20 minutes to travel by car to Burnham

Table 14: Other stakeholder feedback

5.2.4 School correspondence summary

Four schools have been engaged with the council during the experimental scheme and meetings have been held with key school contacts as well as email and telephone correspondence during the scheme so far. A summary of each school's general feedback is below, further detail can be found in Appendix 5.

School name	Summary of main feedback
Priory School	<p>Meetings were held with school representatives (Kathryn James, Pupil Services Manager; and Jo McGovern, School Business Manager) on 14th October 2015 and 25th November 2015 to discuss the scheme and feedback from the school.</p> <ul style="list-style-type: none"> • Lack of consultation and pre-warning of the scheme occurring • Very little positive feedback coming from staff or parents • Burnham Lane is much more free-flowing in terms of the traffic but this is perceived as only because the problem has been pushed elsewhere • Concern about future ability to fill school places due to traffic difficulties / lack of access routes from e.g. Cippenham putting off prospective parents • Concern about pupil lateness / absence – which has worsened since the scheme – pupil lateness has more than doubled, the number of ill children has also more than doubled. Non-compulsory attendance (e.g. early years) has also been affected negatively • Concern about staff recruitment and retention in terms of ability to access the school in a reasonable time • Concern that the northbound routes to Burnham have been cut off – meaning longer trips round to access the school • Whilst the school were happy to promote the improved cycle and pedestrian route under the closed section of Station Road, they did not believe that this would increase the level of pupils walking / cycling, due to many parents needing to drive due to multiple pupil drop-offs / living too far away to walk / cycle, or needing to go straight on to work afterwards • The Cippenham area has been very affected by the scheme and many pupils reside in this area so has caused problems • Issues with emergency vehicles continuing to travel in the wrong direction at the Burnham Lane bridge. Issues with emergency vehicles and home carers etc not being able to get where they need to quickly • M4 slip road and Huntercombe Spur roundabout are jammed at peak times and cause tailbacks and result in many drivers making dangerous manoeuvres • Turning right out of M&S onto the A4 Bath Road is now much more difficult due to the increase in traffic • Concern at many vehicles continuing to travel in the wrong direction at Burnham Lane bridge • A4 more congested, in particular from Sainsbury's / Lent Rise Road roundabout to the Huntercombe Spur roundabout • In general the scheme has resulted in longer journey times to and from Burnham • In general the traffic congestion is worse in the AM peak than the PM peak <p>The school have also provided a formal letter from the Headteacher regarding the scheme, this is provided in Appendix 5. The summary of points from this letter are as follows:</p> <ul style="list-style-type: none"> • Removal of key northbound route has made it difficult for families to access the school from the south side of the Bath Road. Attendance reports show that families in Cippenham have a higher lateness and absence rate than families in other areas • The number of children arriving late following the Station Road closure has increased from 23 to 49

	<ul style="list-style-type: none"> • The number of children who are absent due to “illness” has risen from 123 to 247 and even 335 in one week. Reports show an immediate change in the week that followed the experimental scheme introduction that is out of kilter with normal absence reports • The number of children who are absent of non-compulsory attendance age has also risen from 311 to over 400 at times. • Attendance is monitored by the SBC Education Welfare Officer in conjunction with the school. We are held accountable for attendance figures which must be above the minimum 95% requirement. This is made very difficult for us if the infrastructure in and around the school does not allow easy access to our site. • Survey results from the school survey suggest that the experimental scheme has not worked in the view of school parents, staff and local residents. The scheme has increased journey times and stress levels. • The school requests that the feedback is taken into account and one of the options preferred in the school survey is introduced • The school was disappointed at the short notice of the deadline for feedback to be included in this report <p>The school carried out an independent survey of staff, parents and residents and the headline results are as follows (full data is available in Appendix 5): 411 responses were received in just 7 working days.</p> <ul style="list-style-type: none"> • The majority of respondents came from SL1, SL2, SL4 and SL6 – this covers Burnham Lane, Cippenham, Farnham Road & Bath Road residents. • 80% of respondents have to cross the Bath Road for their daily journeys. • 99% of respondents travelled by car. • 89% of respondents have not change their mode of transport since the scheme has been introduced • 33% were travelling in their car alone (i.e. no passengers), 70% were with 1 or 2 passengers. • Average journey time to the school before the scheme started was 15.7 minutes • Average journey time to the school after the scheme was 30.3 minutes • Respondents were asked their preferred option for traffic flow, the responses were: Station Road open both ways plus Burnham Lane Northbound 43.3% Station Road open Northbound plus Burnham Lane Southbound 41.2% (No overall majority shown) • Other issues noted by respondents: Negative impact on emergency services access and journey times 69.4% Negative impact on local residents’ journey times 87.8% Increase in the number of traffic-related incidents due to flow & poor driving 72.5% Negative impact on Burnham local businesses 64.3% Traffic issues / congestion merely shifted to Bath Road & Huntercombe Lane North 90.8%
Our Lady of Peace schools	<p>Meetings were held with school representatives (Marcel Devereux, Governor; and Linda Shoard, Bursar) on 14th October 2015 (along with Priory School). Representatives did not attend the second joint meeting with Priory School on 25th November however were contacted by officers asking for any feedback from the school via email.</p> <p>An email from Marcel in October noted that approximately 35 children were late to school in the first week following the scheme’s introduction.</p> <p>No further feedback was received from the school prior to production of this</p>

	report.
Cippenham Primary	<p>A meeting was held with Nicky Willis, the school's Headteacher, on 15th December 2015, to discuss the scheme and obtain any feedback from the school.</p> <p>The main feedback was as follows</p> <ul style="list-style-type: none"> • The school had limited feedback from parents and staff and was of the general view that the initial traffic problems experienced have now ironed out and the traffic is no worse than it used to be. • Traffic on the A4 seems worse in terms of traffic congestion since the scheme • Burnham Lane (north section) is much more free flowing • Staff have reported vehicles continuing to travel the wrong way through Burnham Lane bridge • In terms of access to areas to the north of the A4, the school would support the trial of a northbound option for Station Road, as in general schools in Cippenham have pupils travelling from Burnham and vice versa, and this would help parents who have to travel straight on to work from the school drop off
Haybrook College	<p>A meeting was held with Wendy Andrews, Facilities/Business Manager, on 15th December 2015, to discuss the scheme and obtain any feedback from the school.</p> <p>In terms of general comments on behalf of the school, the feedback was as follows:</p> <ul style="list-style-type: none"> • Traffic is much more free-flowing on Burnham Lane (north section) • The school now provides its own home-school transport via minibuses (previously, taxis were used) and two routes have been affected by the scheme: <ul style="list-style-type: none"> - The minibus coming from the Langley area (along the A4) is consistently late since the scheme was introduced - The closure has also had a negative effect on minibus 3, as it travels back to the college through Cippenham and have no choice but to travel back along the Bath Road. Drivers have reported an additional 10-15 minute compared to the normal journey; this happens most days • Some staff have had better journeys along Burnham Lane although others have had long-winded journeys as a result (e.g. from Cippenham and the south of the school) • Would support the trial of Station Road one way northbound <p>The school have also provided a formal letter from the Executive Headteacher, Helen Huntley, regarding the scheme, this is provided in Appendix 5. The main points of the letter are as follows:</p> <ul style="list-style-type: none"> • The scheme is having a negative effect on staffing at the school; staff coming via M4 J7 or Cippenham areas are experiencing delays and increased journey times • Home to school transport is also affected, due to the delays on the A4 and also the long-winded way to Burnham in a northbound direction from south of the A4 • Concern about lack of pedestrian crossings on Burnham Lane near the school and high traffic volumes and speeds making it unsafe to cross informally; could a crossing near the school be considered? <p>Staff at the school also provided feedback to the council via Wendy; a full list of this is included in Appendix 5 and the summary of the key issues / themes are as follows:</p>

	<p>Positive comments:</p> <ul style="list-style-type: none"> • Burnham Lane (north section) traffic much more free-flowing (8) • Haymill Road traffic is much more free-flowing (1) • Scheme has made the traffic much better generally (1) • Evening travel is better than the morning peak (1) <p>Negative comments:</p> <ul style="list-style-type: none"> • Increase in journey time since scheme (6) • A4 more congested (9) • M4 J7 more congested (6) • Harder to cross Burnham Lane as a pedestrian (2) • Slough Trading Estate more congested (2) • Local businesses have been negatively affected (1) • Congestion from parked cars to the south of Station Road bridge picking up from station (1) • Concern regarding vehicles travelling in the wrong direction under Burnham Lane bridge (1) • Clppenham Lane / A4 junction is more congested (3) • Sainsbury's roundabout / Lent Rise Road more congested (1) • Dover Road more congested (3) <p>Suggestions:</p> <ul style="list-style-type: none"> • Make Station Road one way northbound (4) • Place additional crossings on Burnham Lane (north section) (2)
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Table 11: Summary of schools engagement and feedback

5.3 Data analysis for experimental scheme

Various data analysis has been undertaken before and after the experimental scheme in order to measure the impact of the scheme alongside the survey data and correspondence. A summary of each set of data is presented in this section, with full data available in relevant Appendices.

5.3.1 Journey time surveys

Journey time data was collected by identifying a number of key routes and destinations in the Burnham area and recording the time taken to travel between set points along this route and how long to complete the route as a whole. This was undertaken for a number of days both before and after the closure of Station Road, for both the AM peak (07.30 – 09.30) and PM peak (16.00 – 19.00). Some of the main journeys have been summarised below, the full data summary is available in Appendix 8.

Origin and destination	AM or PM	Time increase / decrease	Journey time difference before & after scheme (%)
Station Road / A4 junction to Five Points	AM	+2.01	+20%
	PM	+1.36	+12%
Five Points to Station Road / A4 junction	AM	+5.37	+60%
	PM	+4.22	+40%
Burnham station to Huntercombe Spur roundabout (via Dover Road)	AM	+7.11	+94%
	PM	+6.41	+79%
Huntercombe Spur roundabout to Burnham Station (via Dover Road)	AM	+6.33	+116%
	PM	+5.02	+83%
Burnham station to Huntercombe Spur roundabout (via Huntercombe Lane North)	AM	+2.58	+39%
	PM	+2.25	+29%
Huntercombe Spur roundabout to Burnham Station (via Huntercombe Lane North)	AM	+4.53	+87%
	PM	+4.10	+69%
Burnham station to Dover Road / A4 junction	AM	+3.15	+45%
	PM	+0.45	+10%
Dover Road / A4 junction to Burnham station	AM	+3.06	+47%
	PM	+1.49	+25%
Burnham station to Slough Trading Estate (Edinburgh Avenue)	PM	-2.29	-29%
Slough Trading Estate (Edinburgh Avenue) to Burnham station	PM	-4.15	-40%
Five Points to A4 Bath Road (O2 building)	AM	+1.19	+15%
	PM	+1.00	+9%
A4 Bath Road (O2 building) to Five Points	AM	+6.06	+77%
	PM	-2.33	-24%
Dover Road / A4 junction to Huntercombe Spur roundabout	AM	+1.12	+16%
	PM	+4.02	+63%
Huntercombe Spur roundabout to Dover Road / A4 junction	AM	+1.37	+22%
	PM	+1.18	+22%
Slough Trading Estate (Edinburgh Avenue) to Huntercombe Spur roundabout	PM	-0.40	-5%
Huntercombe Spur roundabout to Slough Trading Estate (Edinburgh Avenue)	PM	-5.34	-29%

Table 12: Summary of journey time surveys and differences between before / after scheme

5.3.2 Automatic Traffic Counts (ATCs)

The speed and volume data from permanent ATCs located in the Burnham area has been analysed for the weeks preceding and following the closure of Station Road on 16th October 2015 (as part of the Burnham Station Traffic Scheme), in order to establish the impact the road closure has had on traffic volumes and speeds in the area.

Table 13 summarises the general trends noted from the ATC traffic speed and traffic volume data for the permanent ATCs for before and after the scheme implementation, in both directions of travel at each location. The weeks being studied for the permanent counts are from 21/09/15 to 03/01/16. The full detail can be found in Appendix 9.

Location of ATC	Traffic volume trends	Traffic speed trends
Dover Road (at bridge)	Generally traffic volume levels have stayed at the same levels, although an increase has been seen on the road since the week of the closure, in the region of +10% . At the end of December traffic levels are lower due to school and Christmas holidays etc.	In the AM and PM peaks a small decrease in speeds has been observed since the scheme's introduction (increasing again towards the end of December due to the general drop in traffic volumes). The weekly mean speed has stayed approximately the same over the period.
A4 Bath Road (to the east of Huntercombe Spur roundabout)	Relatively even levels of traffic over the period before and after the scheme introduction. There was a drop in the week that the closure was implemented but levels returned to almost the same levels as previously recorded. Again there has been a dip in traffic over the Christmas period. The average decrease in traffic since the scheme implementation is in the region of -8% .	The mean weekly speed has stayed level through the recorded period. Speeds in the AM and PM peak have decreased only very slightly. There are some fluctuations in the most recent two weeks; again this is most likely due to the Christmas period.
A4 Bath Road (to the west of Stowe Road)	There has been an increase in traffic recorded along this section of the Bath Road since the week of the closure of Station Road. The volumes have fluctuated however the increase is in the region of +7% extra traffic.	There have been noticeable fluctuations in the mean speeds recorded along this section of the Bath Road. There has been a slight dip in the weekly mean speed and a noticeable dip in the AM and PM peak hour speeds. Speeds have increased in the most recent two weeks due to the drop in traffic as a result of Christmas holidays.
Burnham Lane (to the south of the Buckingham Avenue junction, near the railway bridge)	Traffic volumes along Burnham Lane (under the railway bridge) have noticeably increased since the closure of Station Road. The week preceding the closure, the week of and the week after the closure saw a large decrease in traffic, however the following weeks have showed more traffic. The overall increase since the	Apart from the week immediately following the road closure (in which there was a large drop in speeds), the speeds along Burnham Lane have stayed approximately the same both before and after the scheme.

	scheme is approximately +22% .	
Buckingham Avenue (to the east of Henley Road)	Traffic volumes along Buckingham Avenue after the road closure have decreased slightly compared to those occurring before the closure. From the results a very slight decrease in traffic volume can be seen, around -2% if the flows for the most recent two weeks are discounted due to the effect of the Christmas break.	Traffic speeds have seen a slight decrease since the closure of Station Road, apart from the most recent two weeks which due to the decrease in traffic because of Christmas have seen an increase in speeds. The decrease in traffic speed is most apparent in the PM peak hour, while the mean weekly speed and the AM peak hour have stayed more constant.

Table 13: Permanent ATC data trends

As with the permanent ATCs, speed and volume data has also been taken from temporary ATCs located around the Burnham area. The two weeks before the closure (26/09/15 – 09/10/15) and three weeks after the closure (16/11/15 – 13/12/15) have been analysed. The results are presented in Table 14 and further information can be found in Appendix 9.

Location of ATC	Traffic volume trends	Traffic speed trends
Huntercombe Lane North (north of railway bridge)	A large increase in the average daily traffic flow along Huntercombe Lane North can be seen. The average increase since the scheme is approximately +29% .	Mean weekly traffic speeds have stayed relatively constant over the surveyed period. Speeds in the AM peak hour have seen a slight decrease while speeds in the PM peak hour increased in the two weeks following the closure and fell again during December.
Priory Road (east of Derwent Drive)	The average daily traffic flow along Priory Road has seen a noticeable increase since the closure of Station Road. This increase has been in the region of +11% .	Since the closure of Station Road there has been a decrease in traffic speeds along Priory Road. This is particularly apparent in the PM peak hour and from the mean weekly speed. In the AM peak hour speeds dropped just after the closure but rose again in the following weeks.
Whittaker Road (west of Littlebrook Avenue)	From the temporary ATC data it can be concluded that Whittaker Road has seen approximately a -17% decrease in average daily traffic flow since the introduction of the scheme.	Mean traffic speeds have stayed very similar both before and after the closure of Station Road. During the week of the closure there was a small rise in speeds in the AM peak hour, but a decrease in the PM peak hour, since then they have returned to approximately the same levels.

Pevensey Road (east of Pennine Road)	A small increase of approximately +3% in the average daily traffic flow along Pevensey Road has been recorded since the introduction of the scheme.	Traffic speeds in the PM peak hour, and the weekly mean speed have slightly decreased along Pevensey Road since the introduction of the scheme. Speeds in the AM peak hour however did dip slightly and fluctuate but have since returned to pre-closure levels.
Burnham Lane (north of Station Road)	Burnham Lane north of Station Road has seen a reasonable large decrease in the average daily traffic flow since the closure of station road, as would be expected. The decrease in traffic is in the region of -13% .	There was a rise in traffic speeds along Burnham Lane north up to and including the week of the closure of Station Road. Since then speeds have stayed relatively constant and above pre-closure levels as would be expected along this road.
Buckingham Avenue (west of junction with Farnham Road)	An increase in the average daily traffic flow along Buckingham Avenue of +4% has been recorded. This is particularly apparent in the two weeks that immediately followed the road closure.	Speeds along Buckingham Avenue have stayed relatively consistent throughout the changes. In the PM peak hour there was a slight dip in speed in the week following the closure of Station Road and it remains just slightly lower than pre-closure levels. However, speeds in the AM peak hour and mean weekly speeds remain at approximately the same level.

Table 14: Temporary ATC data trends

7. **Conclusion**

That details of the experimental order for the first three months of the scheme and various feedback and data on the scheme to date be noted.

8. **Appendices Attached**

- 1 – Leaflet scheme drop area
- 2 – Scheme leaflet
- 3 – Scheme measures map
- 4 – Survey results
- 5 – Schools feedback
- 6 – Email feedback (a – summary)
- 7 – Other stakeholder feedback
- 8 – Journey time surveys
- 9 – Automatic Traffic Counts

9. **Background Paper**

Open Letter – Don't Close Station Road

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Appendix 1 – Scheme leaflet drop area



Appendix 2 – Scheme leaflet

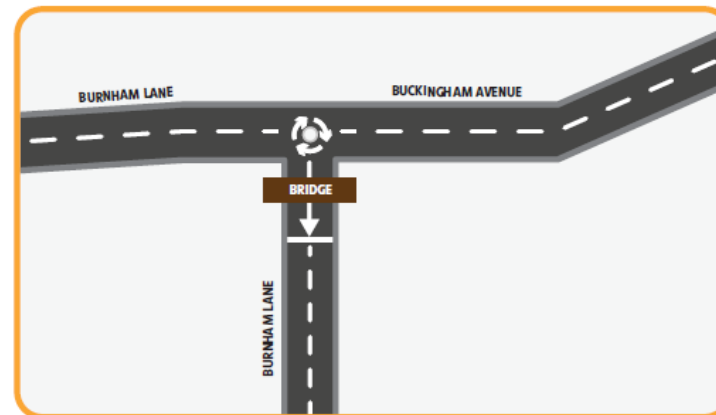
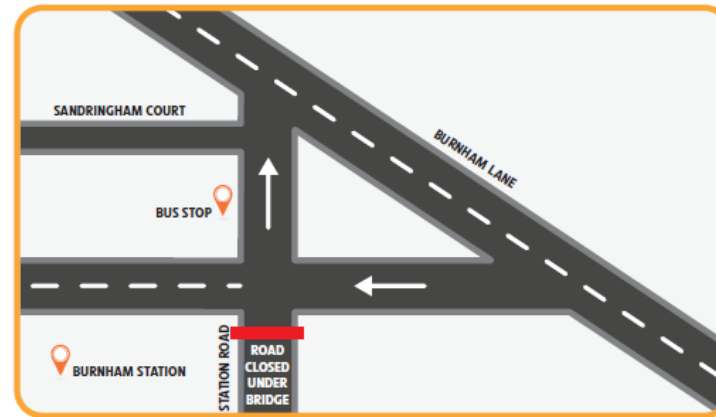
Burnham Station traffic scheme



Transport for Slough (TfS)



The scheme



When: From Friday 16 October 2015

What: An experimental traffic scheme affecting Station Road, Burnham Lane and the station triangle. Including:

- closing Station Road to traffic in both directions at the railway bridge (access will remain for pedestrians, cyclists and mobility scooters)
- changing the triangle to one way northbound
- moving the bus stops opposite the railway station from Burnham Lane to the triangle and putting in a temporary shelter
- changing Burnham Lane one way under the bridge from northbound to southbound (rest of road to remain two-way)
- changing the junction of Burnham Lane and Buckingham Avenue to a mini-roundabout
- double yellow lining Burnham Lane from Buckingham Avenue to the Five Points junction
- double yellow lining the eastern side of Burnham Lane from Buckingham Avenue to the A4
- introducing resident only parking on Littlebrook Avenue
- traffic light timing and phasing changes at Dover Road, Burnham Lane and Huntercombe Road junctions with A4.



Why: The aim is to reduce congestion on Burnham Lane and the triangle for the benefit of local residents.

We believe the measures will:

- stop buses blocking Burnham Lane
- reduce the places people can turn right from Burnham Lane into the triangle
- improve access to and from Sandringham Court
- give right of way to southbound traffic at junction of Burnham Lane and Buckingham Avenue
- stop commuter parking on Littlebrook Avenue.

All of which should improve journey times on Burnham Lane, with southbound showing the greatest improvements.

If these changes work well, they will support the regeneration of Burnham railway station. This will improve access to the station for everyone including people with disabilities. It will also bring a safer environment, new ticket halls and improved parking.



Why experimental:

Because there is no reliable information about what the impact on roads in the immediate and wider area will be, we are using an experimental scheme which will be closely monitored and consulted on for six months following the go live date.

An experimental scheme can also be changed quickly in the event of a major impact on other roads and junctions.

Community consultations for experimental orders begin on the go live date and any representations received before the go live date cannot be taken into account.

Diversion routes:

Diversion routes will be clearly signposted from the go live date. The diversion route signposted for northbound traffic will be via Dover Road.

Traffic will not be signposted to Huntercombe Lane North, though some drivers with local

knowledge may choose to go this way and we will be monitoring the road carefully.

The closure of Station Road at the bridge will also be publicised on the large electronic signs at all the entrances to the borough and along the A4.

Have your say:

The consultation on the scheme will open on the day the bridge closes - Friday 16 October 2015.

Representations prior to the go live date cannot be taken into account in the formal consultation.

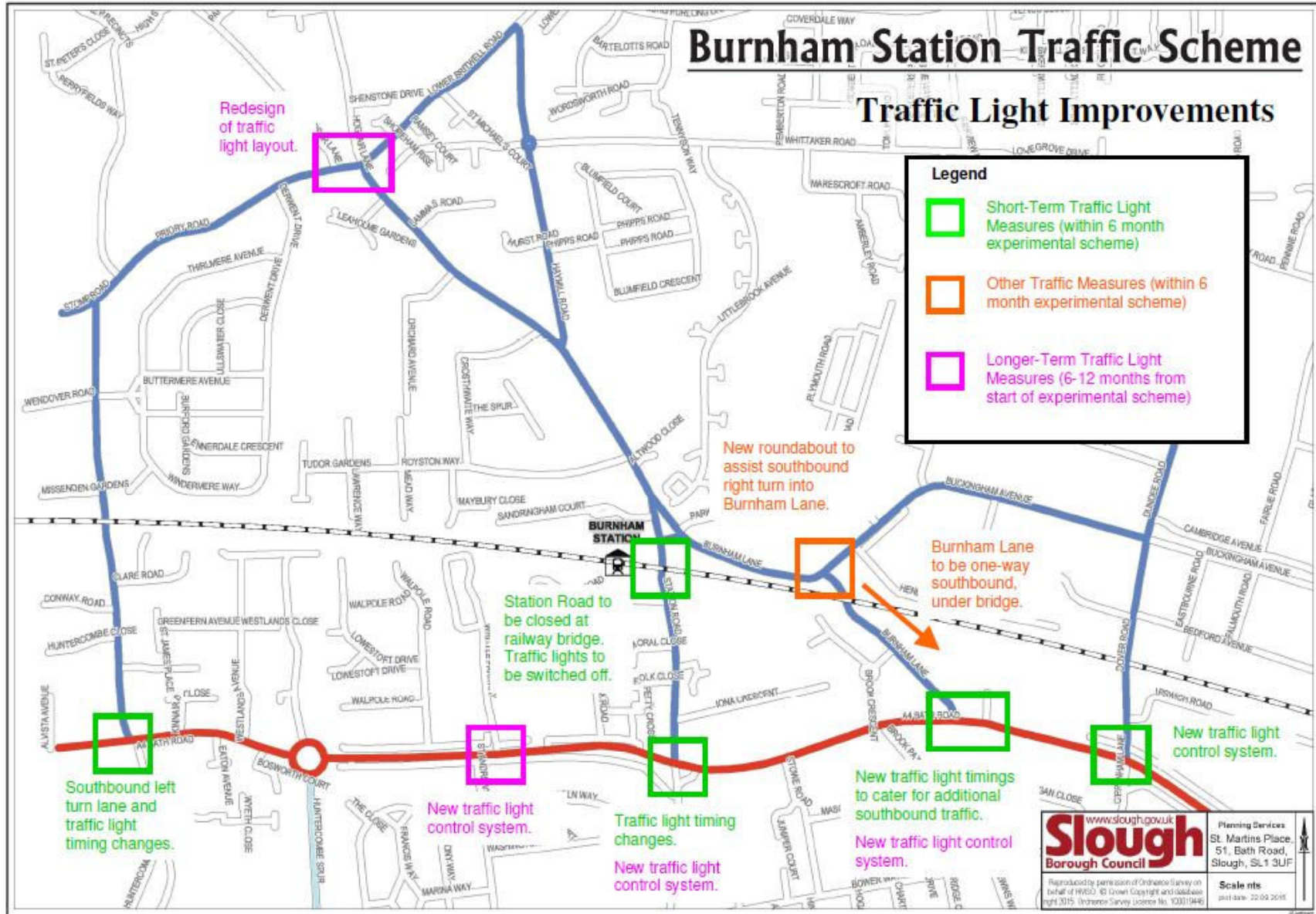
You can get more information and have your say by:

- logging on to: slough.gov.uk/burnhamstationtraffic and completing the online questionnaire
- emailing: tfs@slough.gov.uk
- writing to: Transport for Slough, Slough Borough Council, St Martins Place, 51 Bath Road, Slough, SL1 3UF

You may wish to give traffic a couple of weeks to get used to the changes before having your say on the longer term effects of the scheme.



Appendix 3 – Scheme measures map

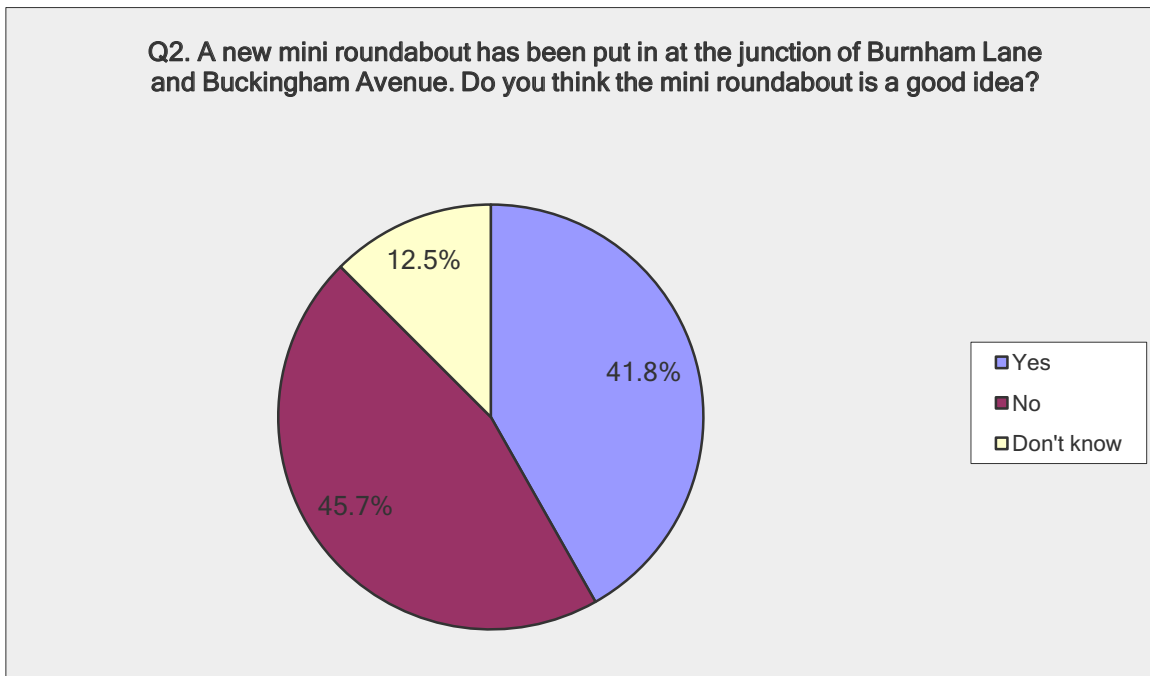
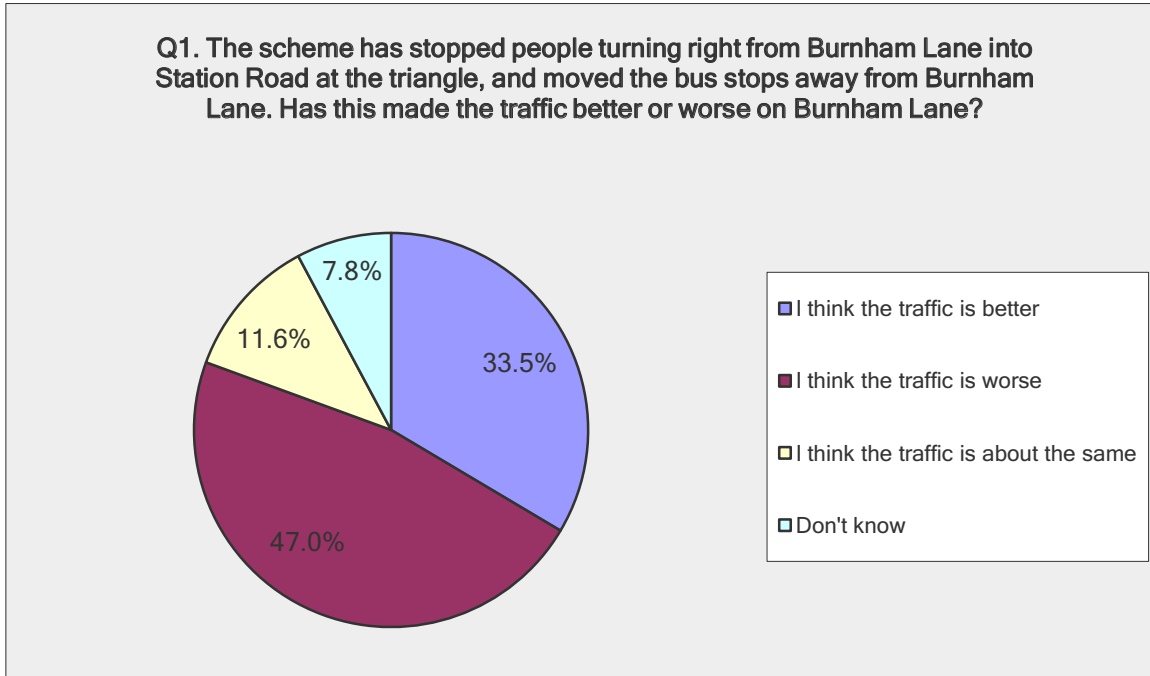


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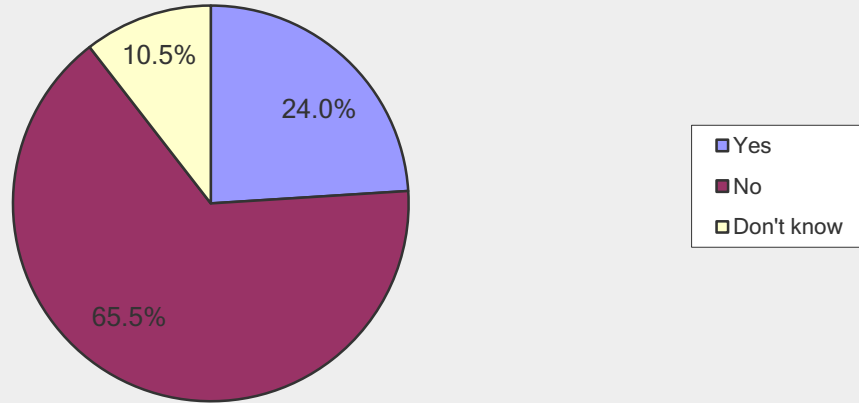
Appendix 4 - SurveyMonkey analysis

Scheme-related questions

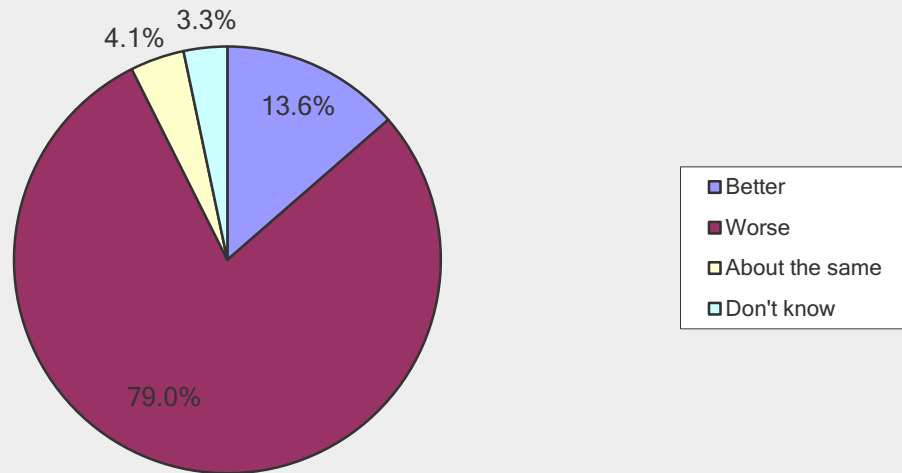
Respondents were asked a series of questions in relation to various scheme elements as well as the impact of the scheme overall. The results for each question are presented below.



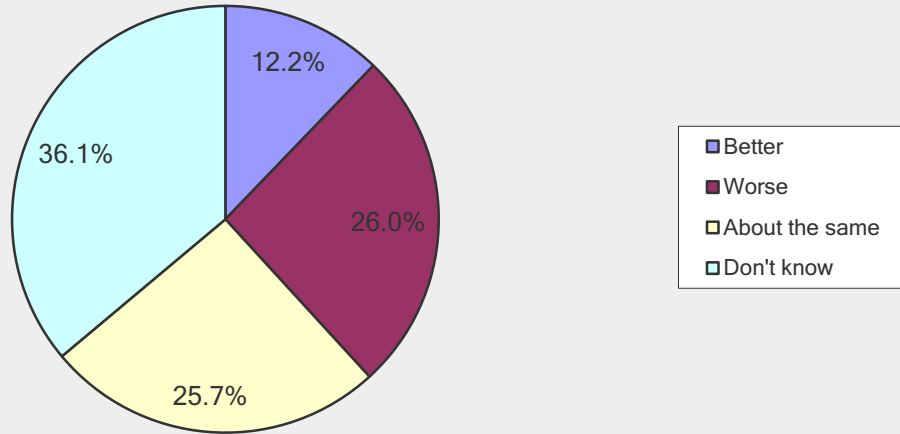
Q3. Burnham Lane between the A4 and the new mini roundabout has been changed from one way northbound to one way southbound (under the railway bridge only). Do you think this new system works?



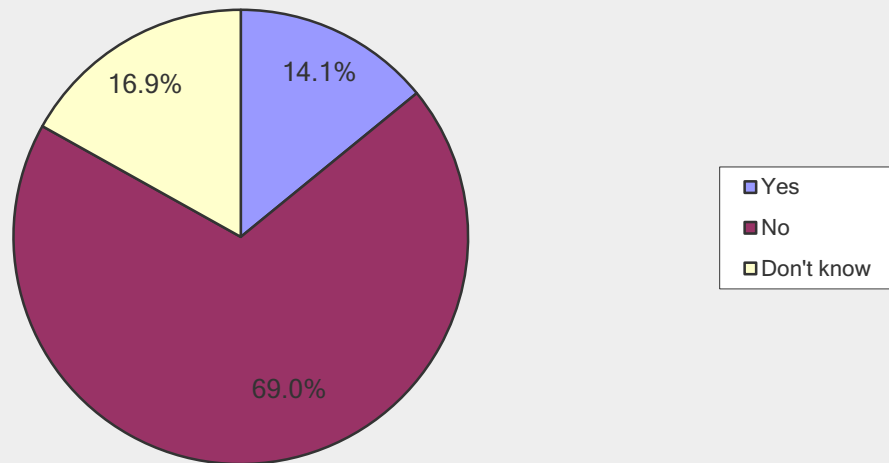
Q4. The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a driver / passenger, has this made your journey:



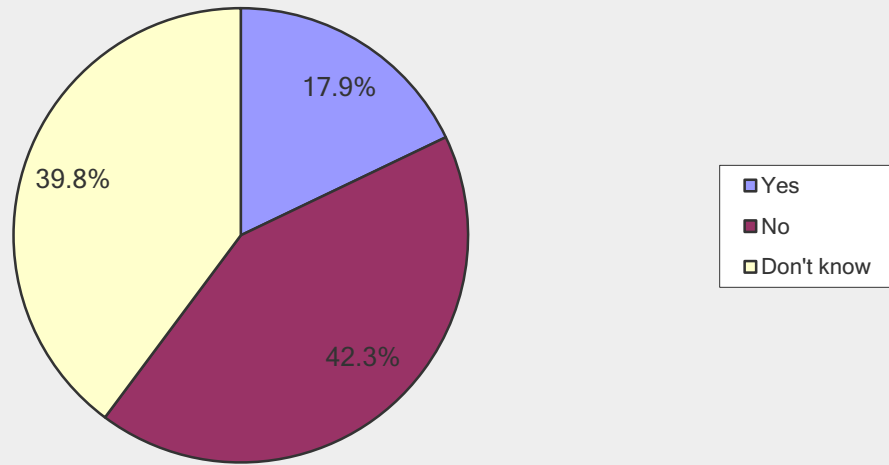
Q5. The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a pedestrian / cyclist, has this made your journey:



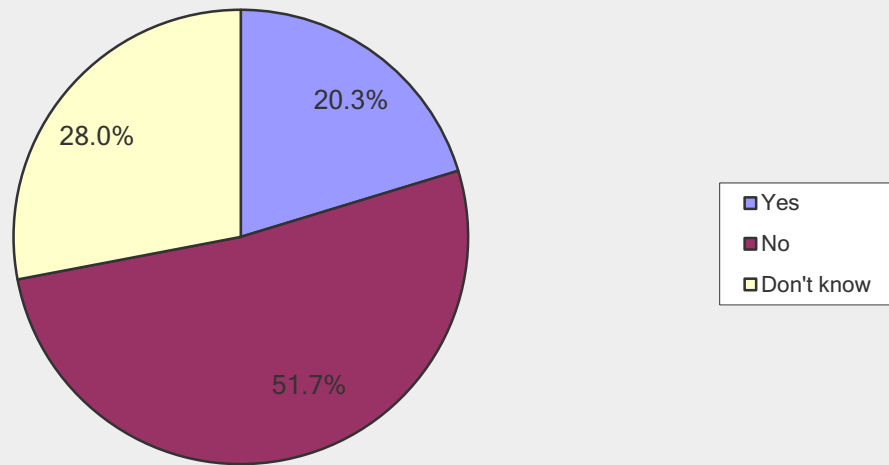
Q6. Do you think the scheme has improved access to Burnham train station for drivers?



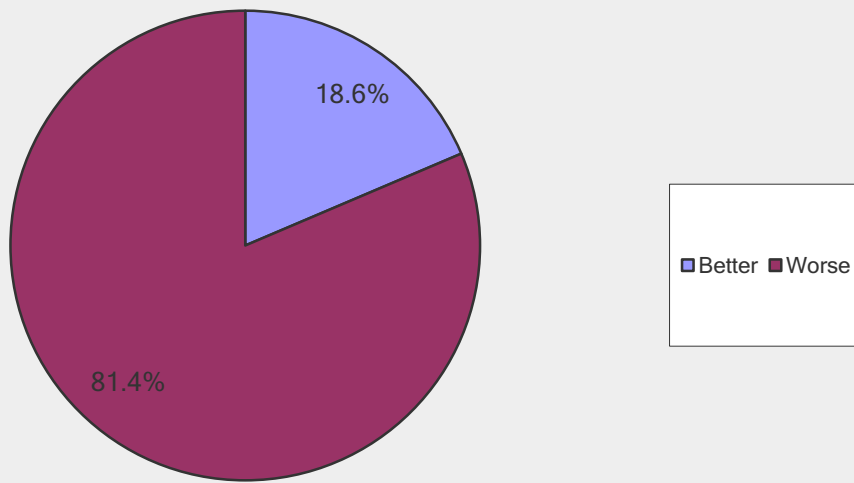
Q7. Do you think the scheme has improved access to Burnham train station for those on foot / bike?



Q8. Do you think the area around Burnham train station has been made safer for those on foot / bike since the scheme has been in place?



Q9. Has the experimental scheme made your journey better or worse overall?



Question 9 summary

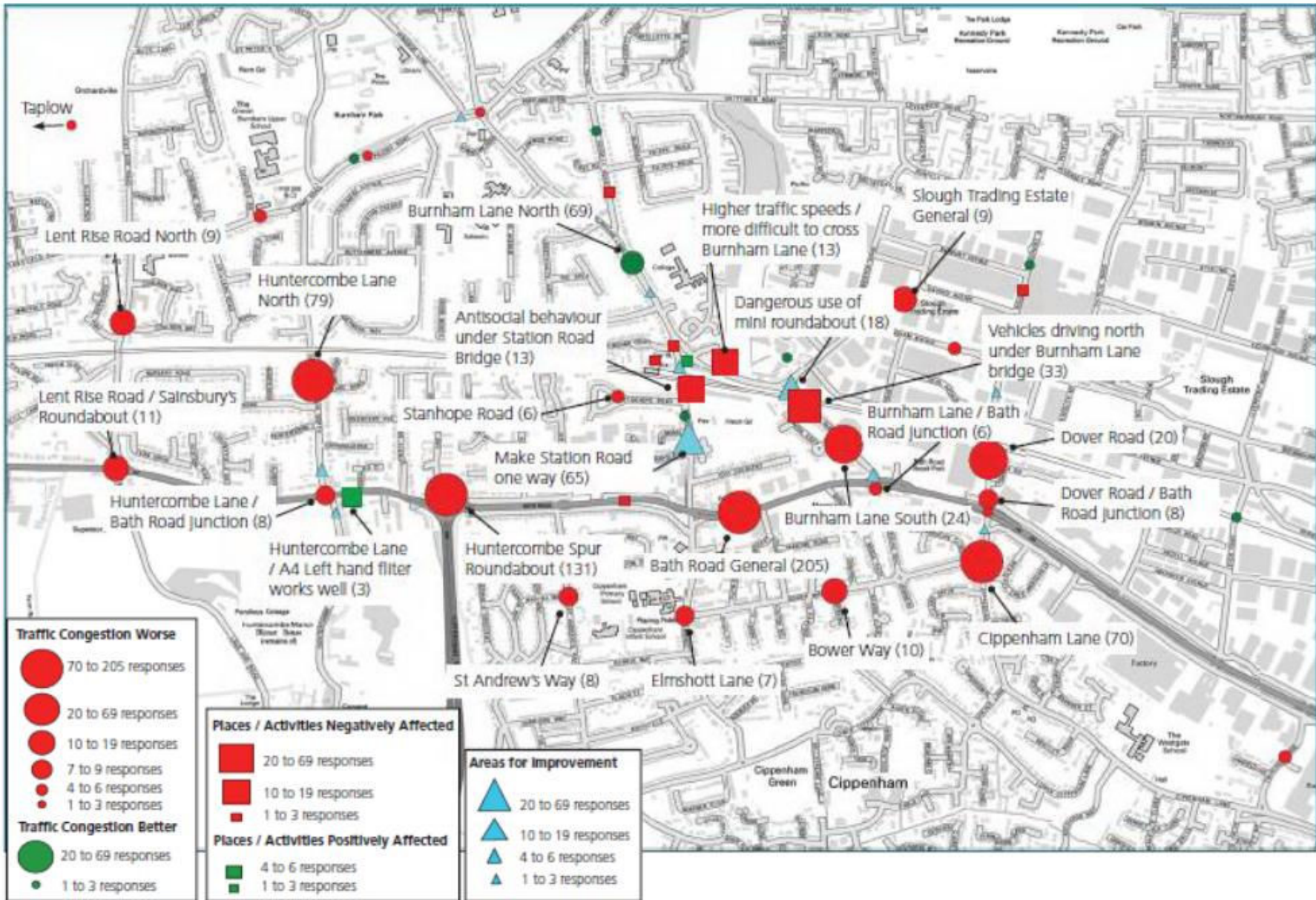
Question 9 also asked respondents to state where the traffic has been better / worse since the scheme was introduced. The results of this open comment box have been analysed and are presented by theme / area below in the table / figure. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis (many respondents provided several comments on the scheme).

	Number of comments Q9
General comments	
General comments - negative	
Journey times have increased since scheme	153
Traffic in the area generally worse	89
Difficulty dropping children off at school since scheme	77
Have had to change / extend journey since scheme; increase in fuel costs	47
Scheme has been bad for local businesses and the Trading Estate	26
Reduced access to Burnham / cut off community	25
Scheme not in the interest of local residents	20
Roads are more dangerous	18
Negative air quality / environmental impacts	15
Antisocial behaviour under bridge / need for more lighting	13
Scheme has made it more dangerous for pedestrians and cyclists	11
Poor signage	8
Insufficient consultation	3
Problems with parking on-street	2
General comments - positive	
Journey time decrease; less congestion	23
Scheme has made it better for pedestrians and cyclists	8
Fuel bill savings	2
Has made the area safer	2
General comments	
Traffic lights need adjusting (general)	9
Area-specific comments	
Area-specific comments - Traffic congestion - worse	
Bath Road (general)	205
M4 Junction 7 / Huntercombe Spur Roundabout	131
Huntercombe Lane North	79
Cippenham Lane	70
Burnham Lane (south section)	24

Dover Road	20
Lent Rise Road / Sainsbury's roundabout	11
Bower Way	10
Lent Rise Road north	9
Slough Trading Estate (general)	9
Dover Road / Bath Road junction	8
Huntercombe Lane North / Bath Road	8
St Andrews Way	8
Elmshott Lane	7
Stanhope Road	6
Burnham Lane / Bath Road junction	6
Twinches Lane	5
Buckingham Avenue	5
Stomp Road	4
Taplow area	2
Five points junction	2
Cippenham Lane / Bath Road	2
Priory Road	1
Area-specific comments - Traffic congestion - better	
Burnham Lane (north section)	69
Trading Estate to Burnham	2
Station Road	2
Leigh Road bridge	1
Haymill Road	1
Priory Road	1
Dundee Road	1
Area-specific comments - Areas for improvement	
Make Station Road one way	65
Mini roundabout being used dangerously	18
Better lighting needed under bridge	5
Burnham Lane / Bath Road needs signal improvements	5
Left filter Huntercombe / A4 - can't see signal	4
Huntercombe Lane traffic lights need improving	3
Cippenham Lane / Bath Road needs signal improvements	2
Improve signals on Dover Road	2
Need more space on Burnham Lane	1
Improvements to Five Points traffic lights needed	1
Area-specific comments - Places / activities negatively affected	
Vehicles driving north under Burham Lane Bridge	33
Antisocial behaviour under Station Road bridge	13
Higher traffic speeds / more difficult to cross as pedestrian - Burnham Lane	13

Cycling / walking more difficult around the station	3
Increased parking on Haymill Road	3
Dangerous at St Andrews Way / Elmshot Lane junction	2
Picking up from Burnham Station dangerous	2
Now exiting at J6 to avoid Cippenham / Burnham area	1
Traffic being pushed on to Dundee Road	1
Area-specific comments - Places / activities positively affected	
Left hand filter on Huntercombe to A4 is good	3
Easier to leave Burnham Station on foot	1

A mapped summary of the comments is also provided below:



Question 9: Mapping of respondents comments by area

Question 10 summary

Question 10 was an open-response comment box which asked respondents 'Do you have any other comments on the experimental scheme?'

Overall the respondents' comments were analysed to ascertain whether they were in general for or against the scheme. The summary is presented below; this shows an overall majority of respondents' comments are against the experimental scheme:

Overall nature of comments	Number	Percentage
For scheme	26	3%
Against scheme	439	93%
Not stated	5	1%
TOTAL	470	100%

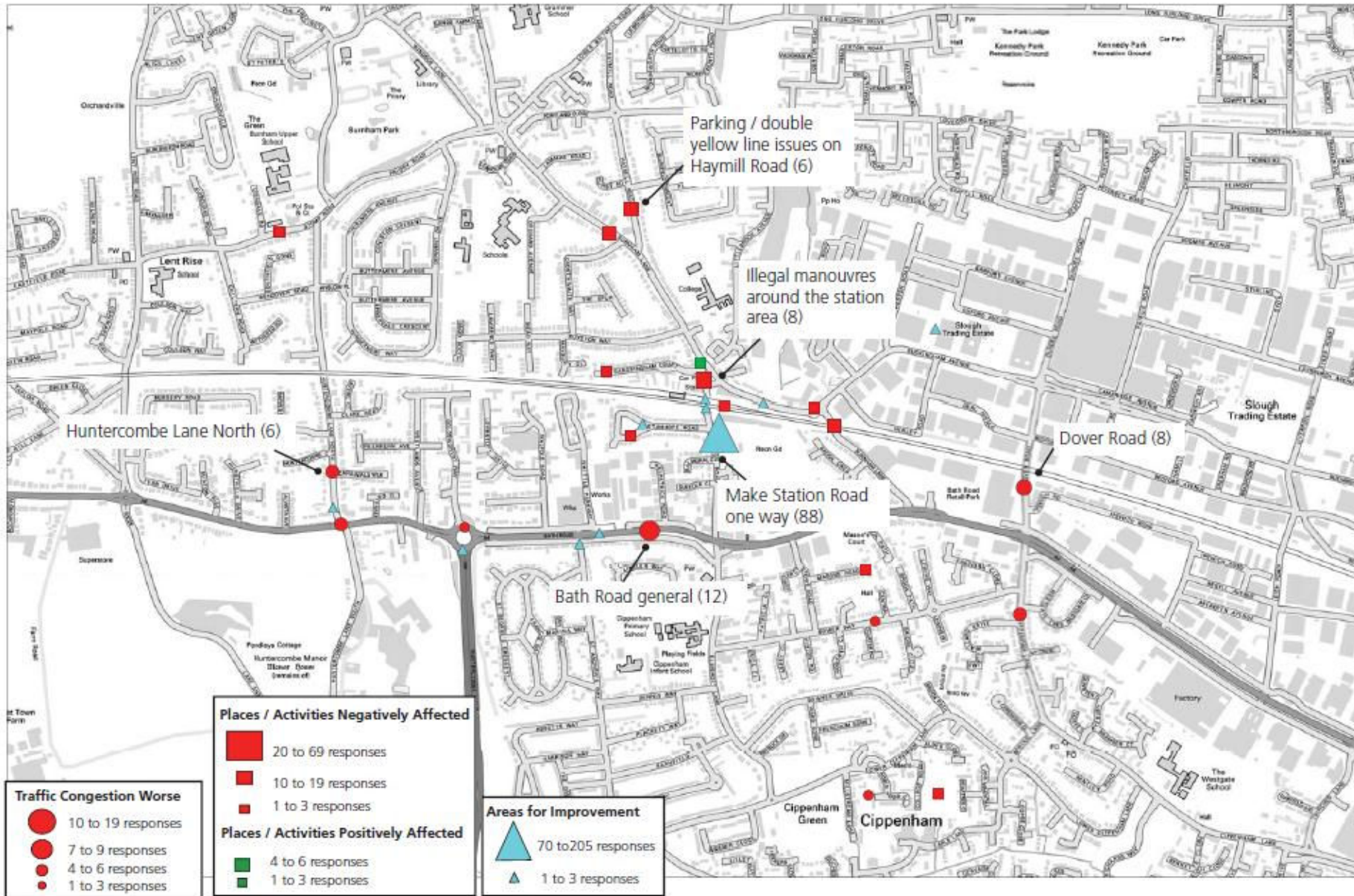
The content and themes of the responses was also noted, and are presented in the tables and figure below. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis (many respondents provided several comments on the scheme).

	Number of comments Q10
General comments - negative	
Traffic in the area is generally worse	57
Lack of consultation / not listening to residents / petition ignored	31
Scheme not in the interest of local residents	22
Scheme has been bad for local businesses and the Trading Estate	17
Journey time increase	13
In general roads are more dangerous	12
Poor signage	10
Antisocial behaviour occurring / intimidating for pedestrians	7
Difficulties in dropping children off at school	6
Issues to traffic light phasing / junction configurations	5
More dangerous for pedestrians and cyclists	4
People ignoring signage	2
General comments – positive	
Positive	
Traffic has improved	11

Should keep it permanent	7
Local environment has benefitted	3
Safer for those on foot	3
General comments	
Seems more permanent than experimental	6
Need better cycle lanes	4
Wanted double yellow lines / parking restrictions	1
Area-specific comments - Traffic congestion - worse	
Bath Road (general)	12
Dover Road	8
Huntercombe Lane North	6
Huntercombe Lane North / A4 Junction	4
Cippenham Lane	4
Huntercombe Spur roundabout	3
Cippenham (general)	2
Bowyer Way	1
Area-specific comments - Areas for improvement	
Make Station Road one way	88
Need better lighting under the bridge	3
Left filter Huntercombe / A4 - can't see signal	2
Bath Rd lights	1
Change layout of Huntercombe Spur roundabout	1
St Andrews way needs better crossing for kids	1
Make Burnham Lane one way Northbound	1
Introduce mini roundabout on Stanhope Road	1
Need better cycle lanes from station to Trading Estate	1
Allow motorcycles to go under Station Road bridge	1
Area-specific comments - Places / activities negatively affected	
Issues with double yellow lines / parking on Haymill Road	6
Illegal manoeuvres around the station area	8
Burnham Lane dangerous at bridge	4

Higher traffic speeds / more difficult to cross as pedestrian - Burnham Lane	4
Burnham Lane mini roundabout dangerous	3
Stomp Road dangerous	2
Station Road bridge - antisocial behaviour	2
Scheme is cutting off Sandringham Court	1
Stanhope Road becoming a racetrack	1
Difficult for people in cippenham to get to station	1
Parking issues on Masons Road	1
Area-specific comments - Places / activities positively affected	
Bus stop repositioning successful	2

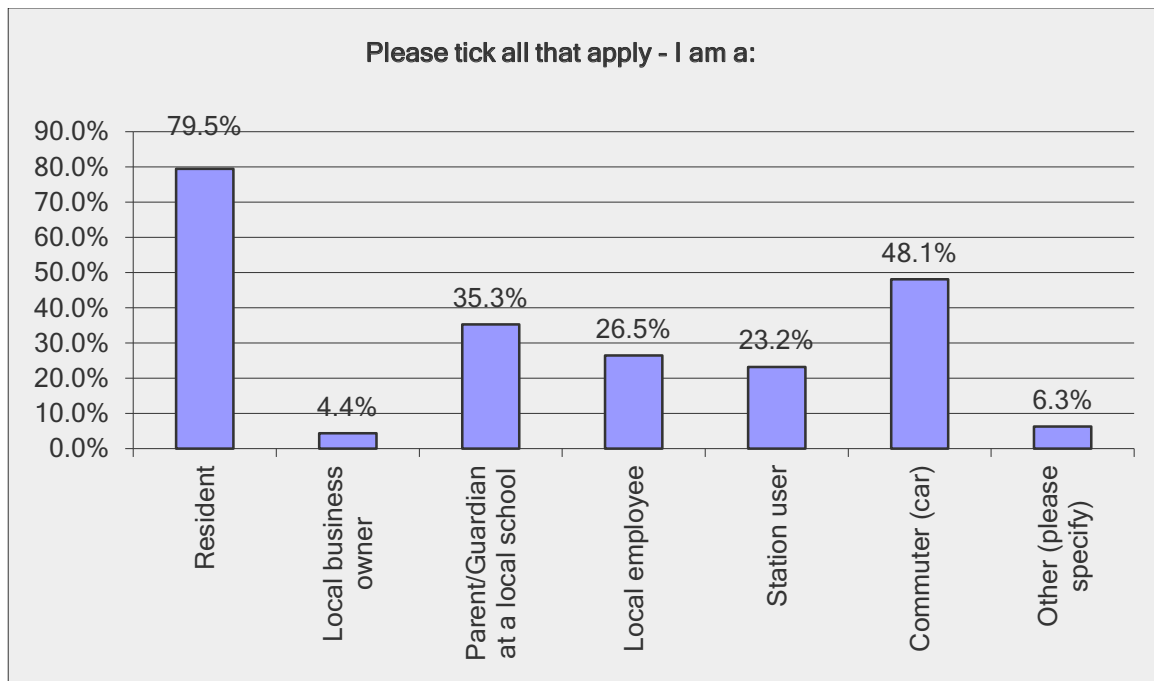
A mapped summary of the comments is also provided below:



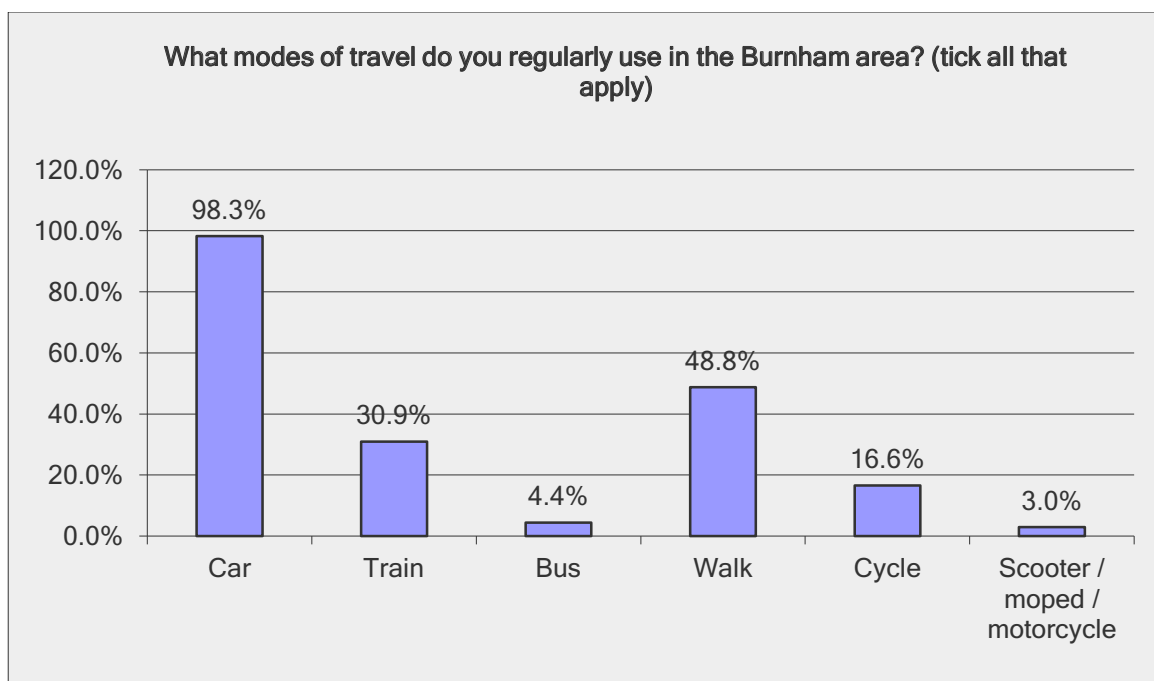
Question 10: Mapping of respondents' comments by area

Demographic questions

Users were asked a series of demographic questions in line with the council's standard questions. The results of these are presented below.

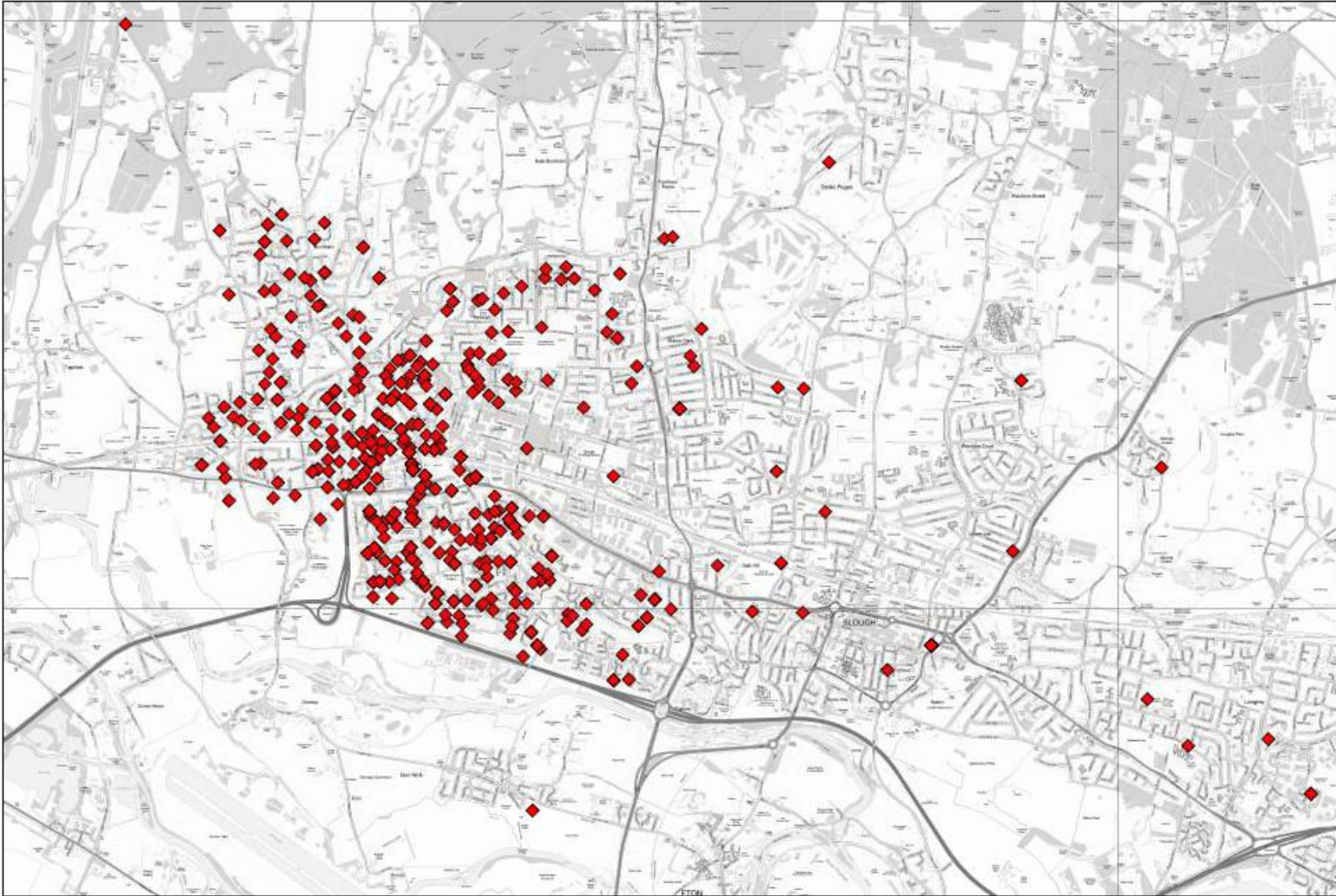


'Other' responses included those working remotely in the area while travelling to other areas, including: community nurse, service engineer responder, church volunteer doing home visits; plus those visiting friends, family or shops/services in the area.

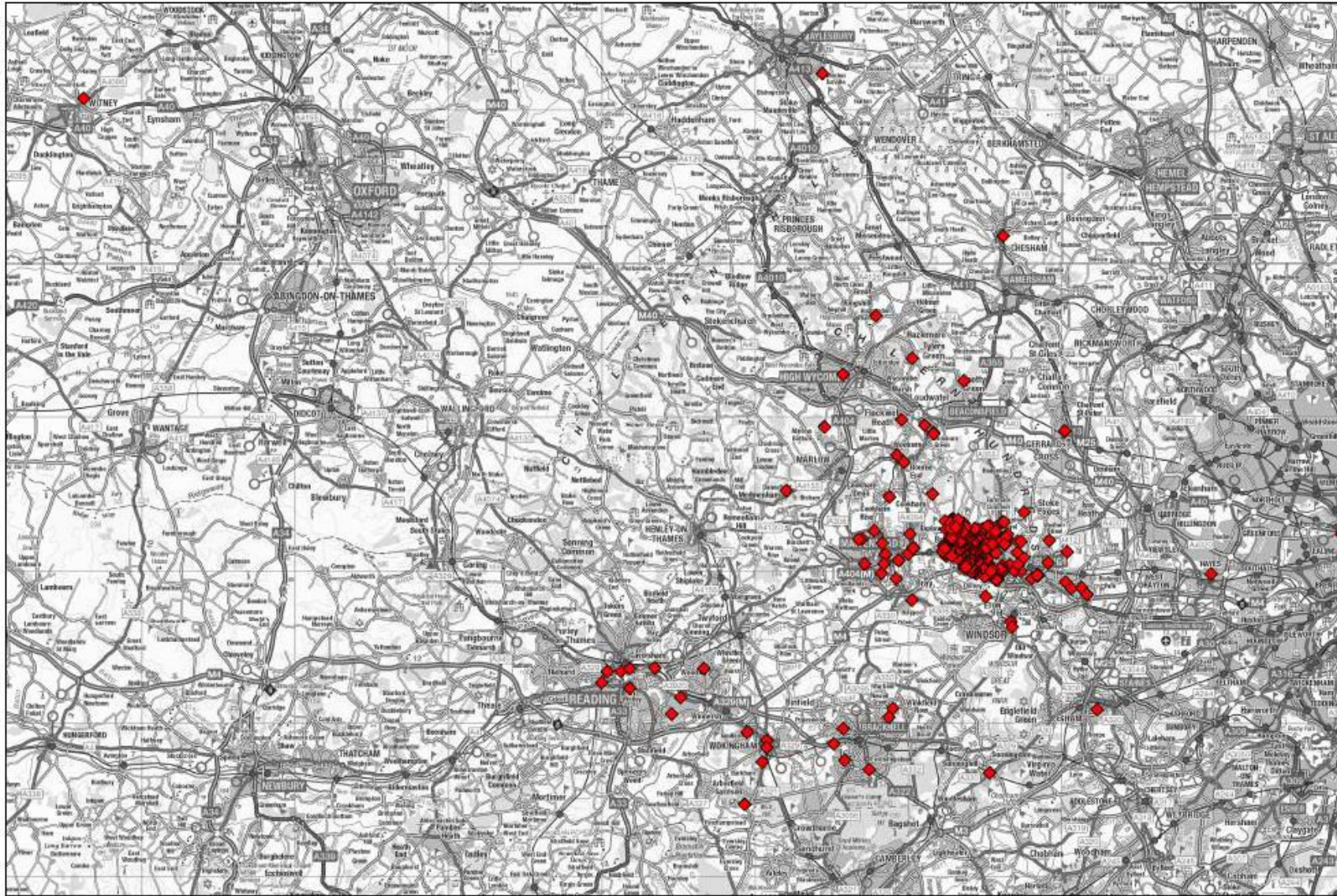


Postcode plots

Respondents were asked for their home postcode and the results have been plotted below, the maps showing the close view and the wider view of all postcodes respectively.

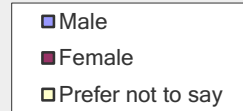
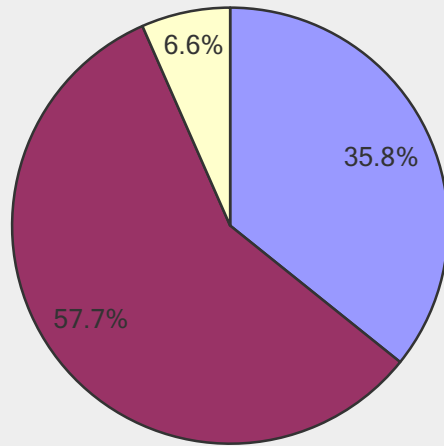


Postcode plot – close view

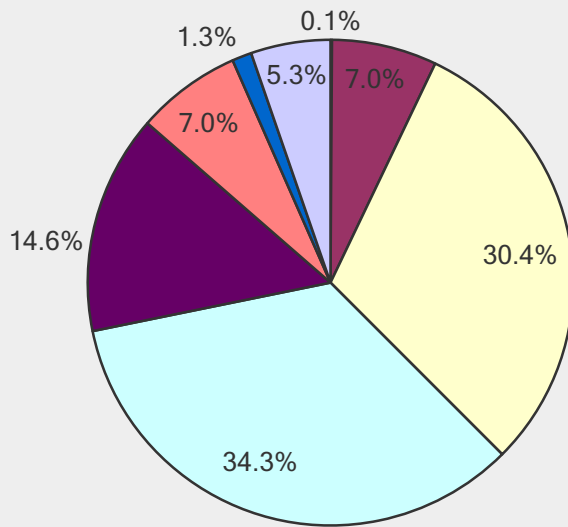


Postcode plot – wide view

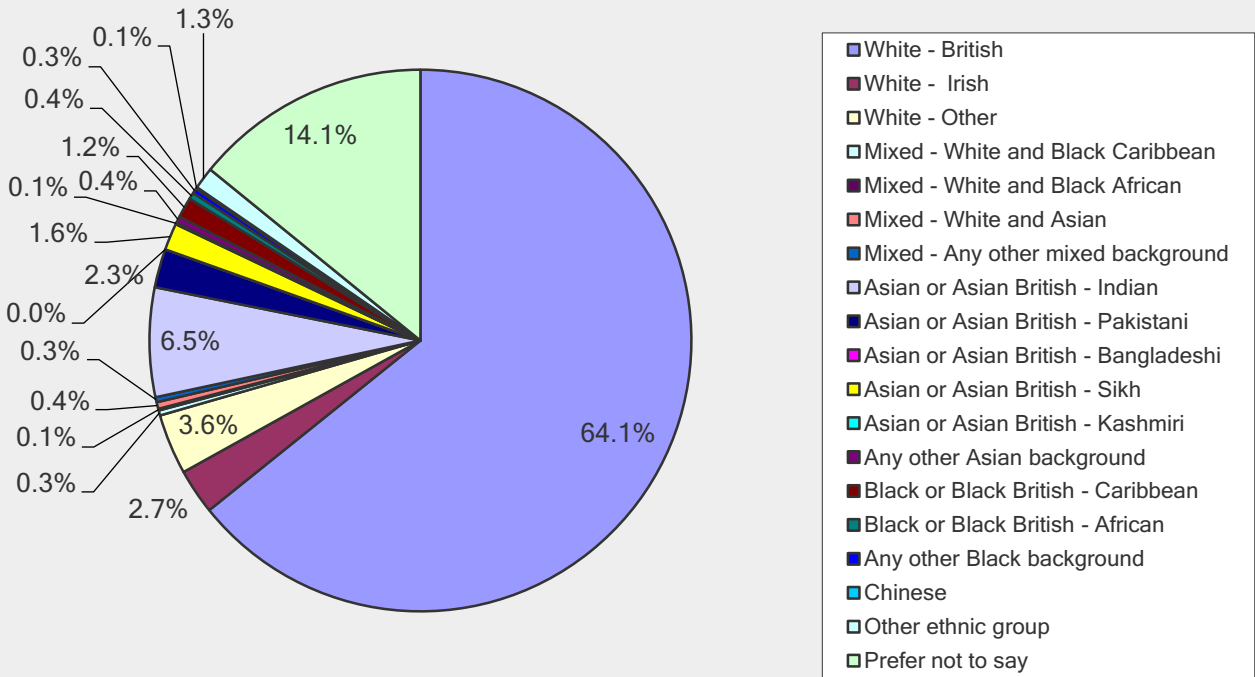
Gender



Age Group



What is your ethnic group?



Appendix 5 – Schools feedback

Priory School

Meetings were held with school representatives (Kathryn James, Pupil Services Manager; and Jo McGovern, School Business Manager) on 14th October 2015 and 25th November 2015 to discuss the scheme and feedback from the school.

The feedback raised by the school at the meetings was as follows

- Lack of consultation and pre-warning of the scheme occurring
- Very little positive feedback coming from staff or parents
- Burnham Lane is much more free-flowing in terms of the traffic but this is perceived as only because the problem has been pushed elsewhere
- Concern about future ability to fill school places due to traffic difficulties / lack of access routes from e.g. Cippenham putting off prospective parents
- Concern about pupil lateness / absence – which has worsened since the scheme – pupil lateness has more than doubled, the number of ill children has also more than doubled. Non-compulsory attendance (e.g. early years) has also been affected negatively
- Concern about staff recruitment and retention in terms of ability to access the school in a reasonable time
- Concern that the northbound routes to Burnham have been cut off – meaning longer trips round to access the school
- Whilst the school were happy to promote the improved cycle and pedestrian route under the closed section of Station Road, they did not believe that this would increase the level of pupils walking / cycling, due to many parents needing to drive due to multiple pupil drop-offs / living too far away to walk / cycle, or needing to go straight on to work afterwards
- The Cippenham area has been very affected by the scheme and many pupils reside in this area so has caused problems
- Issues with emergency vehicles continuing to travel in the wrong direction at the Burnham Lane bridge. Issues with emergency vehicles and home carers etc not being able to get where they need to quickly
- M4 slip road and Huntercombe Spur roundabout are jammed at peak times and cause tailbacks and result in many drivers making dangerous manoeuvres
- Turning right out of M&S onto the A4 Bath Road is now much more difficult due to the increase in traffic
- Concern at many vehicles continuing to travel in the wrong direction at Burnham Lane bridge
- A4 more congested, in particular from Sainsbury's / Lent Rise Road roundabout to the Huntercombe Spur roundabout
- In general the scheme has resulted in longer journey times to and from Burnham
- In general the traffic congestion is worse in the AM peak than the PM peak

A letter was received from the Headteacher, Jacqueline Laver, which is included below. A summary of a survey the school had undertaken with staff and parents is also included below.



Priory School (Foundation)

Orchard Avenue, Slough, Berkshire, SL1 6HE
Telephone: 01628 600300
office@prioryschool.com www.prioryschool.com
Headteacher: Mrs. J. Laver



To: Laura Wells
Transport for Slough

From: Jaqueline Laver – Head Teacher
Jo McGovern – Business Manager
Kathryn James – Pupil Services Manager

Date: 7th January 2016

Priory School Feedback : Station Road Closure & Local Route Changes

The temporary route and access changes implemented on 16th October 2015 were communicated to us by Atkins Global on the 14th October 2015.

Priory School and Our Lady of Peace School raised concerns about the effect that these changes would have for our existing parents and also prospective parents as 2 northbound access points have been removed.

- Removal of these northbound routes make it very difficult for any families to access our schools from the south side of the Bath Road. Our attendance reports show that families trying to access the school from a Cippenham address have a higher rate of absence and lateness than families in other areas.
- **The number of children arriving late following the Station Road closure has increased from 23 to 49.** This has increased the level of disruption in the classrooms for those children who have arrived on time and obviously has a negative impact on the children who arrive late.
- **The number of children who are absent due to “illness” has risen from 123 to 247 and even 335 in one week!** Whilst we cannot directly attribute this to the Station Road closure and Burnham Lane direction change, it cannot be co-incidental as our reports show an immediate change in the week that followed the experimental scheme introduction that is out of kilter with normal absence reports.
- **The number of children who are absent of non-compulsory attendance age has also risen from 311 to over 400 at times.** This can have a big impact on our attendance figures going forward as we try and establish the importance of 100% attendance right from the start of our pupils’ school careers.
- Attendance is monitored by the SBC Education Welfare Officer in conjunction with the school. We are held accountable for attendance figures which must be above the minimum 95% requirement. This is made very difficult for us if the infrastructure in and around the school does not allow easy access to our site.
- Attendance has a massive impact on performance so if our attendance is affected, which it has been, then attainment is also affected which directly affects our pupils.
- We have surveyed our staff, parents and local community and attach the results of that survey. The results of this independent survey show that the experimental scheme has not been successful as far as the local residents, parents and staff are concerned. The new scheme has not enhanced our daily journeys and in fact has increased journey times and therefore stress levels.



- **We respectfully request that this feedback is taken into consideration and used to terminate the temporary closure and introduce one of the preferred route options as voted for by Slough residents.**

A final point to note is that it was very disappointing to be informed of the deadline for feedback during the school holidays. This gave us limited time to communicate with parents and local residents plus collate statistical information regarding the changes.

It is a testament to the strength of feeling of the local community that we received 411 responses in 7 working days with an over whelming majority of 90% of people stating that the congestion has merely been moved to another area with additional negative factors such as increased journey times on a daily basis as well as a negative impact on the emergency services, local business and an increase in the number of traffic related incidents which include 2 recent fatalities.

We look forward to feedback from Laura Wells following the meeting on the 8th and 20th as soon as possible.

Results of Priory Online Survey regarding Burnham Lane/Station Road Traffic Changes

Q1	What is your postcode?
	The majority of respondents came from SL1, SL2, SL4 and SL6 .
	This covers Burnham Lane, Cippenham, Farnham Road & Bath Road residents.
Q2	Do you have to cross the Bath Road to get to work/school?
	80% of respondents had to cross the Bath Road for their daily journeys.
Q3	What is your normal mode of transport?
	99% of respondents travelled by car.
Q4	Have you changed your mode of transport since the introduction of changes?
	89% of respondents did not change their mode of transport.
Q5	What is your new mode of transport?
	Not applicable as the 1% who changed, changed across all modes = nil effect.
Q6	How many children travel with you every day?
	33% were single journeys, 70% were with 1 or 2 passengers.
Q7	What was your journey time before the Station Road closure?
	Average journey time was 15.7 minutes
Q8	What was your journey time after the Station Road closure?
	Average journey time was 30.3 minutes
Q9	What is your preferred option for traffic flow?
	Station Road open both ways plus Burnham Lane Northbound 43.3%
	Station Road open Northbound plus Burnham Lane Southbound 41.2%
	Station Road open Southbound plus Burnham Lane Northbound 15.5%
	No other preferred choices opted for by all respondents.
Q10	Negative impact on emergency services access and journey times – 69.4%
	Negative impact on local residents’ journey times – 87.8%
	Increase in the number of traffic related incidents due to flow & poor driving – 72.5%
	Negative impact on Burnham local businesses – 64.3%
	Traffic issues/congestion merely shifted to Bath Road & Huntercombe Lane North – 90.8%
	POINTS TO NOTE: <ul style="list-style-type: none"> • 411 RESPONSES IN 7 WORKING DAYS • NO NOTIFICATION OF DEADLINE UNTIL 21.12.15 BY SBC I.E. SCHOOLS ALREADY ON HOLIDAY • ONLY 3 RESPONDENTS NOTED AN IMPROVED JOURNEY TIME



Our Lady of Peace schools

Meetings were held with school representatives (Marcel Devereux, Governor; and Linda Shoard, Bursar) on 14th October 2015 (along with Priory School). Representatives did not attend the second joint meeting with Priory School on 25th November however were contacted by officers asking for any feedback from the school via email.

Marcel emailed the council on 21/10/15 noting that a number of pupils had been late as a result of the scheme (measured as approximately 35 children by counting the number of lunchboxes in the photo provided by Marcel). The email content and photo are noted below:

Hello

I am a governor at Our Lady of Peace schools in Derwent Drive.

The attached photo is the number of lunch boxes from children that arrived late, due to problems in children getting to the school. Normally there about 5 maximum.

Day 2 of the "trial" is having a big impact on punctuality, which the school is judged on by OFSTED.

Yours faithfully

Marcel Devereux



Cippenham Primary

A meeting was held with Nicky Willis, the school's Headteacher, on 15th December 2015, to discuss the scheme and obtain any feedback from the school.

The main feedback was as follows

- The school had limited feedback from parents and staff and was of the general view that the initial traffic problems experienced have now ironed out and the traffic generally is no worse than it used to be
- Some staff have reported that traffic congestion on the A4 seems worse since the scheme
- Burnham Lane (north section) is much more free flowing
- Staff have reported vehicles continuing to travel the wrong way through Burnham Lane bridge
- In terms of access to areas to the north of the A4, the school would support the trial of a northbound option for Station Road, as in general schools in Cippenham have pupils travelling from Burnham and vice versa, and this would help parents who have to travel straight on to work from the school drop off

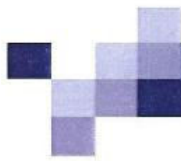
Haybrook College

A meeting was held with Wendy Andrews, Facilities/Business Manager, on 15th December 2015, to discuss the scheme and obtain any feedback from the school.

In terms of general comments on behalf of the school, the feedback at the meeting was as follows:

- Traffic is much more free-flowing on Burnham Lane (north section)
- The school now provides its own home-school transport via minibuses (previously, taxis were used) and two routes have been affected by the scheme:
 - The minibus coming from the Langley area (along the A4) is consistently late since the scheme was introduced
 - The closure has also had a negative effect on minibus 3, as it travels back to the college through Cippenham and have no choice but to travel back along the Bath Road. Drivers have reported an additional 10-15 minute compared to the normal journey; this happens most days
- Some staff have had better journeys along Burnham Lane although others have had long-winded journeys as a result (e.g. from Cippenham and the south of the school)
- Would support the trial of Station Road one way northbound

A letter was also received from the Executive Headteacher, Helen Huntley, which is included below.



HAYBROOK COLLEGE



6th January 2016

Laura Wells
Senior Transport Planner,
Slough Borough Council
St Martins Place,
51 Bath Road, Slough,
Berks SL1 3UF

Dear Laura

Re: Burnham Station Traffic Scheme

I know that you have been liaising with Wendy Andrews, our Facilities and Business Manager with regard to the Burnham Station Traffic Scheme and I believe that our staff have been feeding back their comments to Wendy for your 3 month review, which she will forward to you in readiness for your meeting.

From a staffing perspective, the closure of Burnham Lane is having a negative effect for some of our staff based at the Burnham Lane site who come off of the M4 at Junction 7 and are having to come a long distance to get to work. Staff who live in Cippenham are also being affected as the traffic is really building up in this area and it is making the journey longer in length and adding stress to staff at the beginning of the day.

Haybrook College operates its own Home to School Transport service since 1st September, 2015 and the closure of bridge at the Station is having an effect on a couple of the routes due to volume of traffic in the Cippenham area and/or the need to come from the M4 to Dover Road bridge to get to the old Haymill site or to wait in traffic to try to turn left off the Huntercombe roundabout to go right onto Huntercombe Road north to come through Burnham to get to the site.

There is a worry about any pedestrians, be it staff, students or visitors to the site, who are trying to cross the road outside the school at certain times of the day as the traffic can be very heavy. With only a crossing further down the road past the school gates where the bus stop used to be. It may be prudent for the Council to consider a crossing area near to the school, perhaps just past the school entrance so that pedestrians trying to get to the school do not have to go too far away from the entrance, encouraging jaywalking.

I think that it would greatly help the staff and students plus our local community if the Council were to make Burnham Lane one way coming north to allow traffic to get onto the Trading Estate and into Burnham and allow for the existing traffic flow south on the old part of Burnham Lane to stay as it is to allow traffic off the estate to get down to the A4.

As stakeholders in this area, we thank you for including us in this consultation period and we look forward to hearing from you with some feedback after your 3 month review meeting with the Planning Committee.

Kind regards,

Helen Huntley
Executive Headteacher

The Specialist Education Trust - Haybrook College
Haymill Site, 112 Burnham Lane, Slough, Berkshire SL1 6LZ
www.haybrookcollege.slough.sch.uk

Tel: 01628 696076 Fax: 01628 696080
Executive Headteacher: Helen Huntley

Letter from Haybrook College Executive Headteacher providing feedback on the scheme

Individual staff had also provided feedback to Wendy, which is reported below directly from emails received by Wendy, which have been annotated with the origin of that staff member's journey and the time they generally arrive at school in the AM peak. :

Comments from Haybrook College staff re: Burnham Station closure

Comments provided by staff at Haybrook College to Wendy Andrews, Facilities/Business Manager, to provide to the council. Comments are listed below.

RT

starting point Spencers Wood, Reading, arriving at approx. 8 am

Yes – it's highly inconvenient coming into work in the morning via alternative routes – adding 15 minutes or more onto the journey!! Can they not make Station Road one way up to Burnham Lane from the A4?

DB

starting point Woodley, arriving at approx. 7.30 am

Not sure I have any quantitative data to give but leaving here and turning left seems better as the queue isn't building to turn right under the bridge. Obviously we have to come a longer route from the M4/J7 to come in but to be honest, I expected it to be worse than it has been.

SR

starting point Wooburn Green, arriving at approx. 8.30 am

I would like to feedback that before the trial on Burnham Lane if I didn't use the road before 7:30pm it would be consistently at a standstill taking anything from 20 to 30 minutes just to get down from the traffic lights to Burnham train station.

During the trial period I have experienced that at any time of the morning between 7.a.m to 8.30a.m. The traffic is flowing very smoothly with no hold ups. The only slight back up is at the traffic lights just after Burnham Grammar School. In the evening the traffic going back towards Burnham Grammar School can start to be at a standstill by Tesco Express.

I do feel very strongly the cars that are parked on the road either up on the pavement or just left in the cycle lane cause a lot of problems, both when I have been driving or on my bicycle.

I am put at risk when a car parks in a cycle lane as I then have to manoeuvre around into the flow of traffic. Very frustrating.

When I use Burnham Lane as the best route from my home in Bourne End onto the Trading Estate it has been a very pleasant change to have freely moving traffic in the morning rush hour with slightly slower traffic on the way home.

However, I do know from my colleagues that other roads have been severely blocked particularly on and from the A4 and journey onto the Slough Trading estate have been very slow and congested.

In this way my journey has improved significantly but at the cost of pushing traffic elsewhere that now doesn't flow freely.

Thank you for passing on my feedback if possible.

SK

starting point Crowthorne, arriving at approx. 7.30 am

My comment would be that it adds time to the journey in the morning with the road by the station being closed. Having to go left at the roundabout off the motorway and up Huntercombe lane is long winded. The evening hasn't posed any problems so far.

JC

starting point Edgware, London, arriving at approx. 7.45 am

From a school viewpoint it takes much longer for the students on the Langley bus to come in as bath road is so much more congested

MH

starting point Radlett, Herts, arriving at approx. 7.45 am

From my perspective it is now a lot easier getting to work from the Burnham direction in the mornings. The traffic is much more free flowing into Slough from this direction.

JT

starting point Taplow, arriving at approx.. 8.30 am

My feedback is that whilst the traffic on Burnham Lane and around Burnham Station has improved, for those living locally, the project has had a negative effect on the traffic flow and "community spirit" in the wider area which hasn't been taken into consideration in the SBC survey. Businesses on both sides of the divide have suffered with those on the Cippenham side no longer using the Burnham Lane and Burnham village shops and vice versa. Crossing the A4 from one side to the other takes much longer, especially from the Cippenham side and trying to turn right onto the A4 from any of the businesses on the south side of the A4 (eg Marks and Spencer, Sports Direct) is virtually impossible. The A4 travelling east is often backed up past Sainsburys and can go as far as the Bishop Centre for no reason. Vehicles are still going round the station triangle in the wrong direction, also travelling north through the Burnham Lane bridge, ignoring all the one way signs therefore putting other road users and pedestrians in danger. The area to the south of the closed Station Road bridge is used as a free car park for those picking up and dropping off at the station inconveniencing the local residents, the tunnel itself is dark and a magnet for anti-social behaviour thereby putting off pedestrians who might otherwise have walked through to go to Tummies or the other local businesses.

DR

starting point Maidenhead, arriving at approx. 8.00 am

I have found traffic in both directions travelling along Burnham Lane to be a lot more free flowing. The system is a lot better.

JR

starting point Thame, arriving at approx. 7.15 am

It is a lot better from my point of view. I have much quicker access to school as Haymill Lane seems to be less busy.

RT

starting point Windsor, arriving at approximately 7.45 am

Much better thanks Best wishes

SR

Starting point Taplow, arriving at approx. 8.00 am

As Mick says I agree it is more free flowing, for road traffic, but faster and harder to cross roads as a pedestrian. Suzanne, was it you who told me someone drove straight at you, when trying to cross as a pedestrian?

It is, in my experience, the most difficult piece of road to cross in the vicinity -if you are walking east westerly. North south pedestrians have a few options for crossing further along.

A central island/refuge close to the school entrance might assist students and staff walking or cycling. This I would think best situated just past our entrance but to the north due to the T junction immediately to the south. In this position it would also give 'head on protection' to cyclists trying to turn right into our entrance if they are cycling on the road from the south. I'm not sure if the road has sufficient width for a refuge that can protect cyclists crossing as pedestrians? But something for foot pedestrians would be really helpful.

My children go to Priory School. A central refuge on Burnham Lane would be useful half way between Orchard Avenue and the 5 points traffic lights also. But our entrance is by far the worst and more needy.

If Laura needs any more details please feel free to pass on my personal e-mail steve.roberts@cycle-wise.co.uk

I'm happy to get a few more parents viewpoint from Priory too if this does help?

I hope this helps and thanks for the opportunity to comment.

MW

starting point Cippenham, arriving at approx. 8.30 am

I think that Burnham Lane is great now, a lot more free flowing. In the morning I have to take my daughter to nursery in Burnham so I have to travel in both directions of Burnham Lane. Usually on the way back to work I would be stuck in bumper to bumper traffic from Burnham Grammar to Haybrook. That short section could easily take 15-20 mins in the morning but now it's just a straight forward drive through.

However, because I live on Cippenham Lane I have noticed a build-up of traffic. As soon as I reverse out of my drive I'm in traffic. This may be a result of Burnham Lane but I think the main problem is the timer on the traffic lights that have shortened down allowing less cars to pass through. Also if there is no one queuing to turn right onto Bath Road then the lights will witch off quicker as the turn right lights won't be activated. Overall, my journey including Cippenham Lane is better.

One thing on Burnham Lane I thought I would see would be the use of 2 one-way systems. Keep the current one-way by Shell/mini roundabout going away from Burnham Lane but introduce another one-way system coming from Bath Road up Station Road to Burnham Lane. This would possibly ease the traffic on Bath Road and Cippenham Lane?

Thanks, would be great to hear feedback on the 2 one-way systems when you see Laura.

DP

starting point Maidenhead, arriving at approx. 8.00 am

Their seems to be considerably more traffic along the A4 in the mornings up until the O2 building, adding an additional 10/15mins to the journey in the morning.

CG

Starting point Cippenham, arriving at approx. 8. 15 am

From my perspective it has been horrendous! Either way I am very stuck and pushing it every morning to get to school on time. I either drop my daughter at the childminders at junction 7 and sit in traffic going up Huntercombe Lane, or more usually, drop her directly at school (Cippenham primary) and end up sitting in traffic for 20 minutes along the Bath Road and up Dover Road to come all the way back to school. It has got a lot worse over the last few weeks as I think initially, cars avoided the area. Also, the impact on Cippenham is huge. The traffic on Cippenham Lane goes all the way from the Mercedes garage back to Westgate school, regardless of whether it is the school run time or not. The traffic lights at the Mercedes garage on the Bath Road are poorly timed so the surrounding roads get grid locked.

Cippenham is most definitely taking the brunt of the traffic whilst Burnham Lane runs more freely. It's just moved the traffic elsewhere! If you have not noticed, I could talk for hours on this!!

WA

Starting point Warfield, arriving approx. 7.15 am

I now choose to come down the A4 and up Huntercombe Lane North to avoid having to go all the way down to Dover Road to get back to Haybrook College on Burnham Lane as this can add up to 10 minutes on my journey. Burnham Lane is quieter in the mornings, but I cannot turn left to go the same way home without a long wait as there is more traffic using Burnham Lane in the evening. Having said that, it is easier to turn left and go down the old Burnham Lane to the A4, but that can now be a nightmare to get onto, due to volume of traffic. Plus you have to be weary of drivers who chance trying to come up old Burnham Lane and through to Buckingham Avenue when they think nobody is coming down to the A4.

I think that it work well if Station Road was re-opened to allow traffic to come up from the A4 onto the Trading Estate and Burnham and keep the old Burnham Lane as a one way flow of traffic down to the A4. As the mini roundabout is already in place there, this would not be such a change. There would need to be consideration of a roundabout or some such traffic feature where the green currently is to allow for a traffic control at the junction of Burnham Lane and Station Road, but I am sure that this would alleviate some of the pressure on the A4 and the surrounding areas of Cippenham.

PP

Starting point Gerrards Cross, arriving approx. 8.15 am

I find coming to work a lot easier now that they closed the Burnham Bridge. I can now go through the back routes. Before I had to go into Slough and then to Burnham because Burnham Lane was bumper to bumper, which added 20 minutes to my journey.

POM

Starting point Dedworth, arriving approx. 5.00 am, but had frequent trips across Slough to other Centres

I find that the problems occur when traffic is held up at the Bath Road lights at the junction with Burnham Lane and so tails back towards the bridge. If the traffic light sequence could be changed allowing extra time for traffic to clear Burnham Lane, this would help.

Also, it is very annoying when vehicles still enter the bridge against the new direction of flow on Burnham Lane to get to Buckingham Avenue. This all causes a traffic problem in Buckingham Ave.

JH

Starting point Dedworth, arriving approx. 8.00 am

Station Road should be one-way under the bridge to complement Burnham Lane going the other way under the bridge. They need to adjust the traffic lights at Cippenham Lane's junction with the A4 to let more cars through as there is always a very long queue of traffic there.

TB

Starting point Burnham, arriving approx. 8.30 am

From my point of view as resident in Burnham coming from Gore Road, the traffic flow along Burnham Lane is much better and I have improved journey time. However from a personal point of view if I want to cross over to Cippenham or come back to Burnham at 5.00 pm when I take my daughter to ballet the traffic is horrendous on the A4 as all of the traffic from the trading estate now goes along the Bath Road and you have no option to filter off to Burnham until you get to Huntercombe Lane North turning after negotiating Huntercombe Spur roundabout and the traffic from the motorway. The A4 from Sainsburys to Huntercombe is also much busier as a result of the road closure.

TB

Starting point Langley, arriving approx. 6.45 am. TB is F/T Driver for Haybrook & HTS Transport

The objective of easing traffic on Burnham Lane has been positive. However, the negative impacts are manifold:

All other routes for crossing A4 have worsened the traffic flow.

The nearest two crossing routes (Lent Rise Road, Dover Road) are severely impacted - M4 J7 is gridlocked at rush hour and Dover Road is highly congested.

The A4 is busy all day and at certain times of the day - rush hour/school run is horrendous to those who live/work in the adjacent area.

My main concern is H&S - I have seen on several occasions emergency vehicles unable to move through stationary traffic. I have also witnessed dangerous driving and impatience as drivers are constantly sat in non-moving traffic. H&S is further under risk as drivers seek

alternative routes/rat runs and previously quiet residential roads are now busy and dangerous particularly for children/pedestrians.

Traffic needs to be kept moving - a northbound one-way only flow under Burnham Station bridge would alleviate what has become a traffic nightmare.

KB

Starting point Newell Green, arriving approx. 8.30 am

The changes to the traffic direction has made coming from Junction 7 of the M4 a longer route, both by distance and time. Coming off the Huntercombe roundabout, to turn left onto the Bath Road towards Taplow means sitting in a long queue of traffic on the M4 junction 7 slip road, which was the same as before the changes, before getting to the roundabout and also coming off the roundabout. Coming down the Bath Road towards Slough means again, sitting in another queue of traffic and having to go away from Haybrook College to come back on myself once I have crossed Dover Road bridge. When the Burnham Train Station Bridge was open, the route was much faster and I feel congestion on that part of the Bath Road was better.

I have considered driving to the M4 Junction 6 and coming through Cippenham to cross at Dover Road Bridge. From previous experience, the M4 between Junction 7 and 6 can become congested and cause delays. Similarly, Cippenham Lane becomes very congested leading up to Bath Road and at the Bath Road/Cippenham Lane junction.

At the minute, it seems that traffic is being directed away from Burnham and adding congestion to the already very busy roads through Slough.

DC

Starting point Bracknell, arriving approx. 8.00 am

There is a significant increase in the morning traffic building up coming from Windsor on Cippenham Lane at the Bath Road junction. This is reversed in the afternoon with Traffic building up on Dover Road heading towards that same junction.

GS

Drives Minibus 3 which picks pupils up from Cippenham.

The closure certainly has a negative effect on minibus 3, as we come through Cippenham and have no choice but to travel back along the bath road. I'd say it can add approximately 10/15 minutes to our journey when traffic is bad, which is most days.

MW

I come from Twyford, leaving at 0715 and it the new traffic system adds 15 minutes to my journey.

I can actually cycle here the 13 miles, quicker than I can drive it in rush hour.

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Appendix 6 – Email feedback

Email correspondence was received from a total of 179 respondents, some of which emailing several or multiple times. Repeated issues raised by individuals were only recorded once for that person.

Qualitative analysis has been undertaken on the content of the emails in order to ascertain the general and area-specific themes and comments.

In terms of the general nature of the comments, the overall feedback from the emails is as follows, this shows that the vast majority of people contacting the council via email regarding the scheme are against the scheme in general:

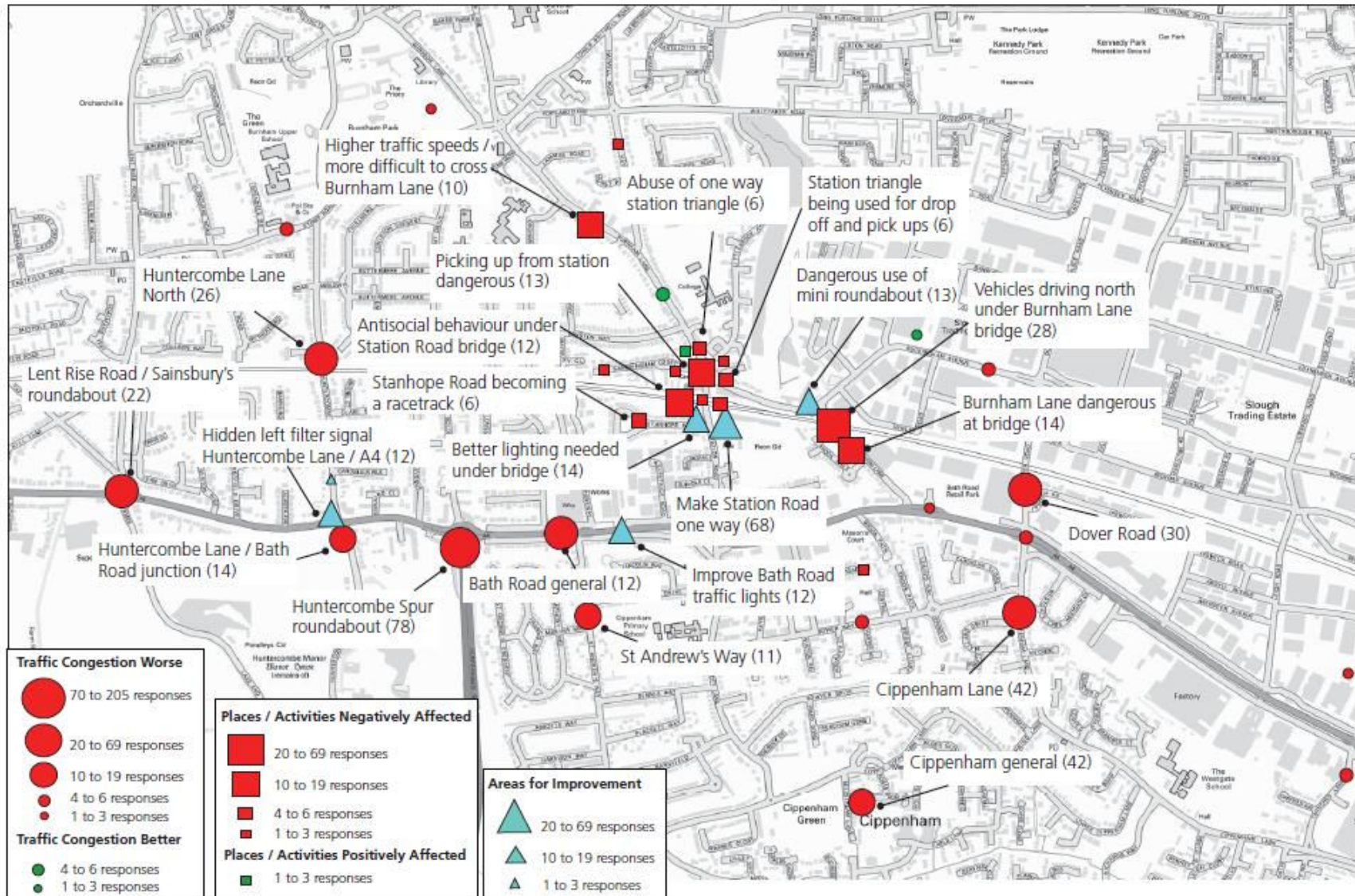
Overall nature of comments	Number	Percentage
For scheme	6	3%
Against scheme	176	96%
Not stated	1	<1%
TOTAL	183	100%

Further analysis on the content and themes of the emails has also been undertaken (akin to the survey responses) and is presented below in the table and figure.

Email responses summary	Number of comments (emails)
General themes	
Negative	
Journey times have increased since scheme	55
Difficulty dropping children off at school since scheme	45
Insufficient consultation	39
Traffic in the area generally worse	26
Scheme has been bad for local businesses and the Trading Estate	24
Scheme not in the interest of local residents	18
Poor signage	17
Have had to change / extend journey since scheme; increase in fuel costs	15
Negative air quality / environmental impacts	15
Antisocial behaviour under bridge / need for more lighting	14
Scheme has made it more dangerous for pedestrians and cyclists	11
Issues with traffic light signal timings	11
Road users ignoring signage	9
Roads are more dangerous	8
Now using shops & services in High Wycombe rather than Slough	3
Extra work for the police to enforce the changes	1

Positive	
Journey time decrease; less congestion	2
Should keep the scheme permanently	1
General comments	
Seems more permanent than experimental	8
Wanted double yellow lines / parking restrictions	4
Area-specific issues	
Traffic congestion - worse	
M4 Junction 7 / Huntercombe Spur Roundabout	78
Bath Road (general)	64
Cippenham Lane	42
Dover Road	30
Huntercombe Lane North	26
Lent Rise Road / Sainsbury's roundabout	22
Cippenham (general)	15
Huntercombe Lane North / Bath Road	14
St Andrews Way	11
Bower Way	5
Stomp Road	5
Cippenham Lane / Bath Road	4
Twinches Lane	4
Buckingham Avenue	4
Turning left out of Bath Road Retail Park	3
M4 J6	2
More traffic on way to Beaconsfield	1
Traffic congestion - better	
Burnham Lane (north section)	4
Trading Estate to Burnham	1
Areas for improvement (traffic lights, suggested on-street improvements etc)	
Make Station Road one way	61
Better lighting needed under bridge	14
Mini roundabout being used dangerously	13
Left filter Huntercombe / A4 - can't see signal	12
Improvements to Bath Road traffic lights needed	12
Huntercombe Lane road markings need repainting	1
Widen Huntercombe & Burnham bridges to two lanes	1
Places / activities negatively affected	
Vehicles driving north under Burnham Lane Bridge	28
Burnham Lane dangerous at bridge	14
Picking up from Burnham Station dangerous	13
Antisocial behaviour under Station Road bridge	12
Higher traffic speeds / more difficult to cross as pedestrian - Burnham Lane	10
Stanhope Road becoming a racetrack	6

Abuse of one way system at station triangle	6
Station triangle being used for pickup / drop offs	6
Leaves and litter under Station Road bridge	4
Increased parking on Haymill Road	3
More difficult to access Burnham station	1
Against relocation of the bus stops	1
Buses struggling to make turn from triangle onto Burnham Lane	1
Scheme is cutting off Sandringham Court	1
Parking issues on Masons Road	1
Places / activities positively affected	
Bus stop repositioning successful	2



Email correspondence: Mapping of respondents' comments by area

Appendix 7 – Other stakeholder feedback

First Berkshire – bus company

Feedback on the scheme was received from Mohammed Sarfraz, On Street Inspector for First Berkshire, on and is noted below:

Hi Laura,

Thanks for contacting us regarding feedback on the Burnham traffic scheme. Some of the issues are as follows ;

- Staff are concerned about the lack of information to other road users about bus movements exiting from Station Road onto Burnham Lane, especially when buses require extra time/space when turning right from Station Road onto Burnham Lane.
- Staff have encountered cars using the Station Road bus stop as a waiting area when picking up commuters from Burnham Station.
- Bus journey times on routes 75 & 76, which run on the busy A4 Bath Road corridor between Maidenhead - Cippenham - Slough - Langley - Heathrow Central have increased due to high traffic levels between the Dover Road junction and Huntercombe Lane junction, especially at peak times. The traffic light phasing on the one way Burnham Lane exiting on the A4 is also a contributing factor. The knock on effect is that customers waiting for buses in Maidenhead, Slough, Langley and Heathrow are unaware why services are running behind schedule. Were possible, we try to provide additional resources to cover any late running of services but sometimes services will need to be terminated short of their final destination. This puts off customers travelling on buses.

I would like to point out that there are merits to the scheme in that buses don't block the main Burnham Lane when stopping as before and also customers using buses are dropped off/picked up in a more safer environment.

I have also copied in First Berkshire General Manager (Simon Goff) and First Berkshire Operations Manager (Simon Newport) into this email.

Many thanks

Mohammed Sarfraz

On Street Inspector
First Berkshire
07894588801

Local businesses

Two emails were received specifically on behalf of a business, they are noted below:

Sarah Jordan, Muttlines, 29/10/2015:

Hello

I thought I would share with you the fact that due to the increase in traffic since the road closure I now have clients looking for alternative creche/boarding facilities for their dogs. Some of these clients I have had for over 6 years but they are not prepared to sit in an hour of traffic when it used to take 5 minutes. The loss will start in 2 weeks time and will be, from

the 1st client, £500+ a month! This will have a HUGE impact on my business and expenditure to the extent that I may be forced to move - money that I just don't have.

The business has been running for over 12 years and due to the vast amount of people offering creche/boarding for dogs in a home environment the loss will not be gained overnight.

This loss is only due to the road closure as my clients now a minimum of 1.5 miles to get to me and both directions are at a standstill between 4-6.30pm.

Maybe you could advise as how I can claim from SBC for the loss(es) caused by shutting the only direct route to/from my home.

Regards

Sarah

Sarah Jordan

Jacqueline Slater, Vape Smart, 08/12/2015:

To whom it may concern,

The closure of the above road is causing us a great deal of concern as a relatively new business. We have seen a huge decrease in our sales here due to the road being closed as most of our customers used that road. We have seen drop in turnover of approximately £2000.00 per week which is not sustainable for any business, let alone a new one.

It is imperative that this road is re-opened as we believe that apart from damaging our business it has had a negative impact on others also and indeed on the surrounding area which has lost a huge sense of connection to Burnham as it now takes at least an additional 20 minutes to get there.

We look forward to your response at your earliest convenience regarding the above.

For and on behalf of

Vape Smart Ltd

Appendix 8 - Journey Time Survey Analysis

Journey time data was collected by identifying a number of key routes and destinations in the Burnham area and recording the time taken to travel between set points along this route and how long to complete the route as a whole. This was undertaken for a number of days both before and after the closure of Station Road, both for the AM peak (07.30-09.30) and the PM Peak (16.00-19.00). Some of the main journeys have been analysed below:

Station Road / A4 junction to Five Points Junction

Station Road / A4 to Five Points

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
10:06	13:03	12:07	14:39	02:01	01:36
				+20%	12%

Five Points to Station Rd / A4

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
09:20	10:59	14:57	15:21	05:37	04:22
				+60%	+40%

As can be seen from the above tables there has been an increase in journey times along this route. This varies from an additional 01:36 minutes in the PM peak travelling from the Station Road / A4 junction to Five points, to an additional 05:37 minutes in the AM peak when travelling from 5 points to the Station Road / A4 junction.

Huntercombe Roundabout to Burnham Station

After Route Via Dover Road
Burnham Station - Huntercombe Roundabout

Before		After		Difference	
AM	PM	AM	PM	AM	PM
07:38	08:28	14:50	15:09	07:11	06:41
				+94%	+79%

Huntercombe Roundabout - Burnham Station

Before		After		Difference	
AM	PM	AM	PM	AM	PM
05:38	06:04	12:12	11:06	06:33	05:02
				+116%	+83%

After Route Via Huntercombe Lane
Burnham Station - Huntercombe
Roundabout

Before		After		Difference	
AM	PM	AM	PM	AM	PM
07:38	08:28	10:36	10:53	02:58	02:25
				+39%	+29%

Huntercombe Roundabout - Burnham
Station

Before		After		Difference	
AM	PM	AM	PM	AM	PM
05:38	06:04	10:32	10:14	04:53	04:10
				+87%	+69%

For the Burnham Station to Huntercombe Roundabout route, there was only one possible route before the closure of Station Road, but two possible routes after the closure. One of these was via Dover Road and one was via Huntercombe Lane North. Therefore, journey times for both of these possible routes have been recorded and compared again the before route.

As can be seen from the above tables there has been an increase in journey times since the closure of Station Road in both the AM and PM peaks, in both directions and using both routes. The largest increase in journey times has occurred in the Station to roundabout direction, in the AM peak when using the after route via Dover Road- an additional 07.11 minutes has been recorded. The smallest increases were observed in the station to roundabout direction using the after route via Huntercombe Lane, here only an additional 2-3 minutes were observed.

Dover Road / A4 junction to Burnham Station

Burnham Station to Dover Road / A4

Before		After		Difference	
AM	PM	AM	PM	AM	PM
07:16	07:46	10:31	08:32	03:15	00:45
				+45%	+10%

Dover Road / A4 to Burnham Station

Before		After		Difference	
AM	PM	AM	PM	AM	PM
06:34	07:14	09:40	09:04	03:06	01:49
				+47%	+25%

There has been an increase in journey times between the Dover Road / A4 junction and Burnham Station since the closure of station Road. Increases vary from 03:15 minutes in the AM peak in the station to junction direction, to only 45 seconds in the PM in this direction. For this route the larger increases in journey time take place in the AM peak.

Slough Trading Estate to Burnham Station

Burnham Station to Trading Estate

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
03:36	08:33		06:04		-2.29
					-29%

Trading Estate to Burnham Station

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
08:10	10:30		06:15		-4.15
					-40%

A decrease in the journey times between the trading estate and the station has been observed. As just PM data was collected after the road closure only this time can be compared. A decrease of -2.29 minutes has been recorded in the station to trading estate direction, and a larger decrease of -4.15 minutes was recorded in the opposite direction.

Five Points Junction to O2 Building (A4 Bath Road)

Five Points to O2 building

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
08:40	11:51	10:00	12:52	01:19	01:00
				+15%	+9%

O2 building to Five Points

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
07:53	10:40	14:00	08:07	06:06	-2.33
				+77%	-24%

In general there has been an increase in journey times along this route since the closure of Station Road. This increase has occurred in the AM and PM peak in a Five Points to O2 direction and in the AM peak of the opposite direction, the largest increase (6.06 minutes)

occurred in the AM peak of the O2 to Five Points direction. However a decrease in journey time of -2.33 minutes has been recorded in the PM peak in the O2 to Five Points direction.

Huntercombe Spur to Dover Road / A4 Junction

Dover Road / A4 to Motorway Spur

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
07:22	06:22	08:35	10:24	01:12	04:02
				+16%	+63%

Motorway Spur to Dover Road / A4

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
07:26	06:05	09:03	07:24	01:37	01:18
				+22%	+22%

As can be seen from the above tables there has been a slight increase in journey times in both the AM and PM peaks, in both directions along this route since the closure of Station Road. Generally the increase is in the region of 1 minute, however, in the PM peak in the Dover Road / A4 to Motorway direction the increase reached 4.02 minutes.

Slough Trading Estate to Huntercombe Spur roundabout

Trading Estate to
Huntercombe Spur

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
13:52	13:48		13:08		-0.4
					-5%

Huntercombe Spur to
Trading Estate

Before		After		Difference (after-before)	
AM	PM	AM	PM	AM	PM
	18:54		13:20		-5.34
					-29%

As just PM data was collected for this route only this time can be analysed and compared. From the results a decrease in journey time can be seen. This is only very slight at 0.4

minutes in the trading estate to Motorway direction, however in the opposite direction it is more significant at 5.34 minutes.

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Appendix 9 – Automatic Traffic Counts (ATCs) analysis

Permanent ATCs - speed and volume data analysis

The speed and volume data from permanent ATCs located in the Burnham area has been analysed for the weeks preceding and following the closure of Station Road on 16th October 2015 (as part of the Burnham Station Traffic Scheme), in order to establish the impact the road closure has had on traffic volumes and speeds in the area. The weeks being studied are from 21/09/15 to 03/01/16.

1. Dover Road

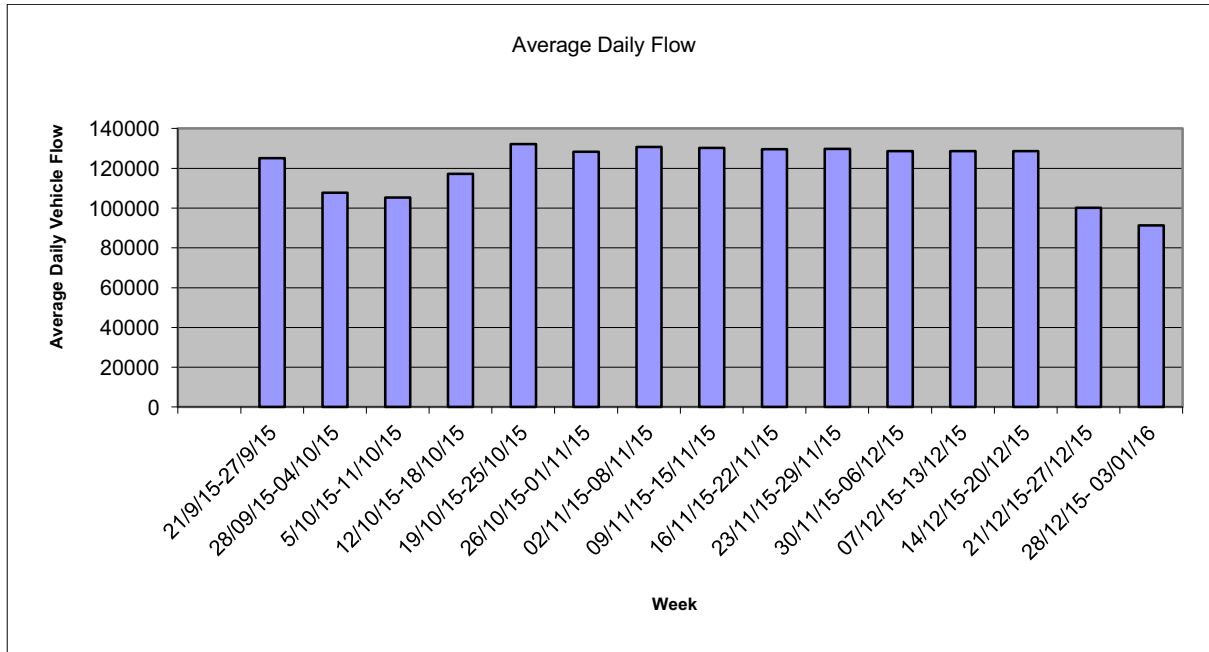


Figure 1: Average daily traffic flow data for Dover Road

The above graph shows that generally traffic volume levels have stayed at the same levels, although a small increase has been seen on the road since the week of the closure (12/10/15-18/10/15). This increase is in the region of 10%. At the end of December traffic levels are lower due to school and Christmas holidays etc.

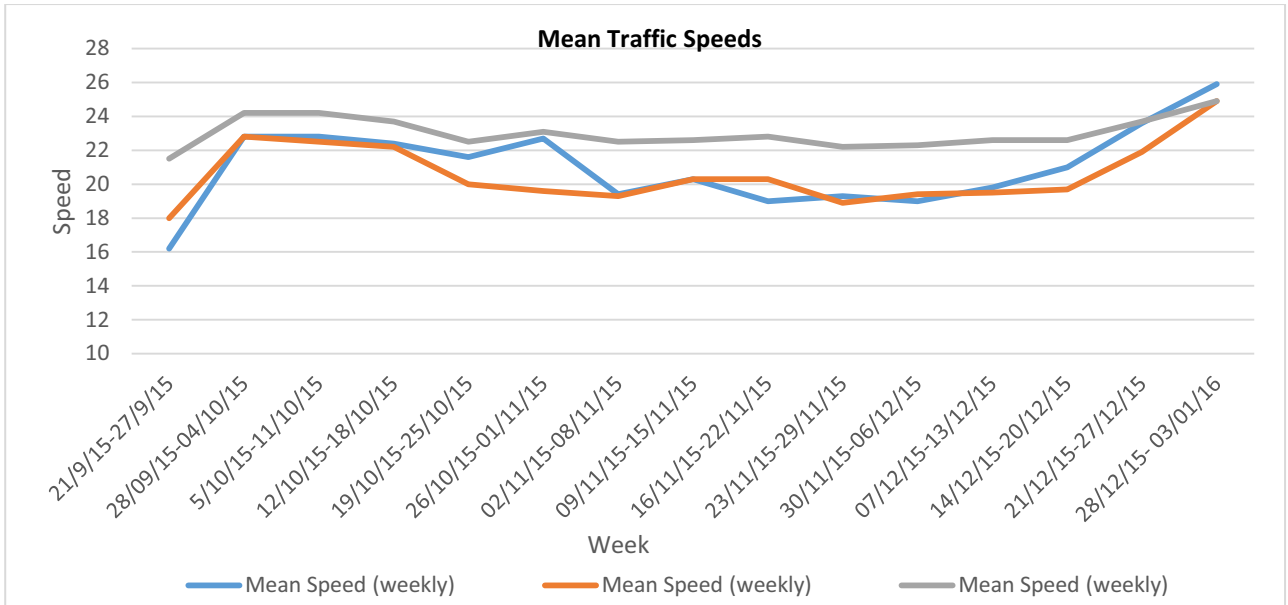


Figure 2: Mean traffic speed data for Dover Road

In the AM and PM peaks a small decrease in speeds has been observed since the scheme's introduction (increasing again towards the end of December due to the general drop in traffic volumes). The weekly mean speed has stayed approximately the same over the period.

2. A4 Bath Road (to the east of Huntercombe Spur roundabout)

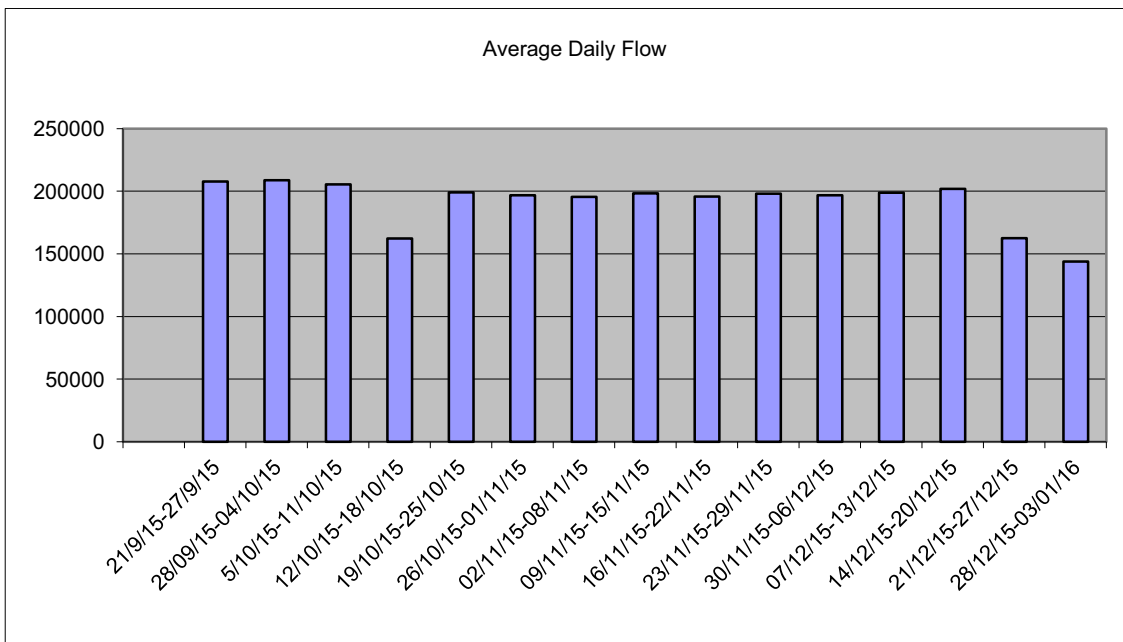


Figure 3: Average daily traffic flow data for A4 Bath Road (to the east of Huntercombe Spur roundabout)

The above graph shows relatively even levels of traffic over the period before and after the scheme introduction. There was a drop in the week that the closure was implemented but levels returned to almost the same levels as previously recorded. Again there has been a dip in traffic over the Christmas period. The average decrease in traffic since the scheme implementation is in the region of -8%.

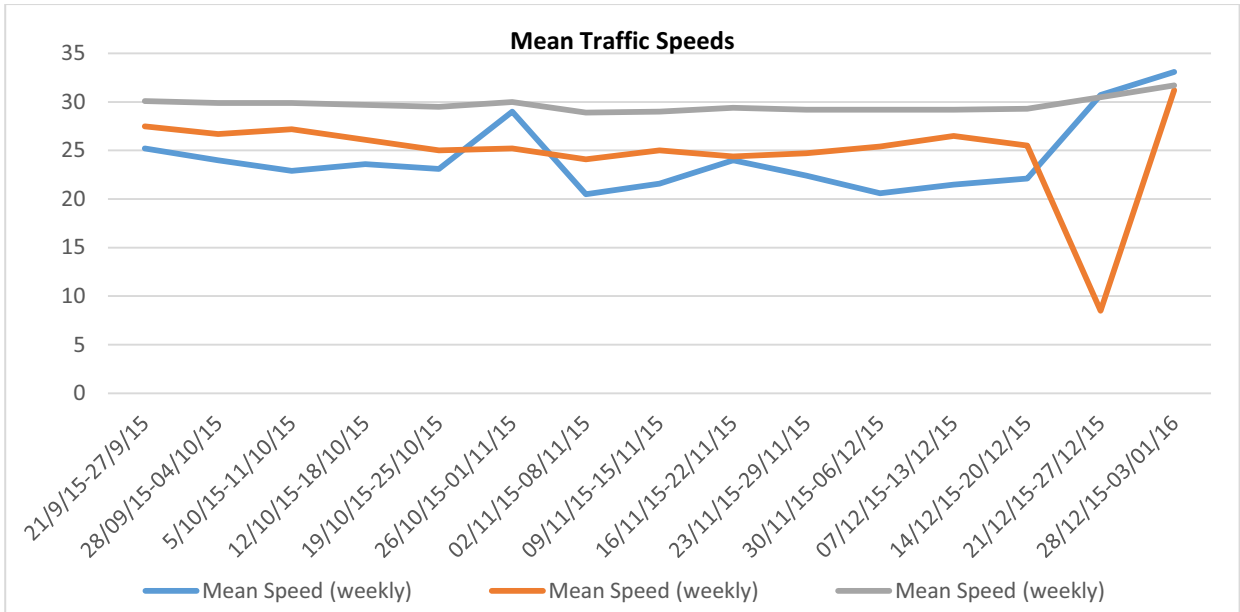


Figure 4: Mean traffic speed data for A4 Bath Road (to the east of Huntercombe Spur roundabout)

The mean weekly speed has stayed level through the recorded period. Speeds in the AM and PM peak have decreased only very slightly. There are some fluctuations in the most recent two weeks, again this is most likely due to the Christmas period.

3. A4 Bath Road (to the west of Stowe Road)

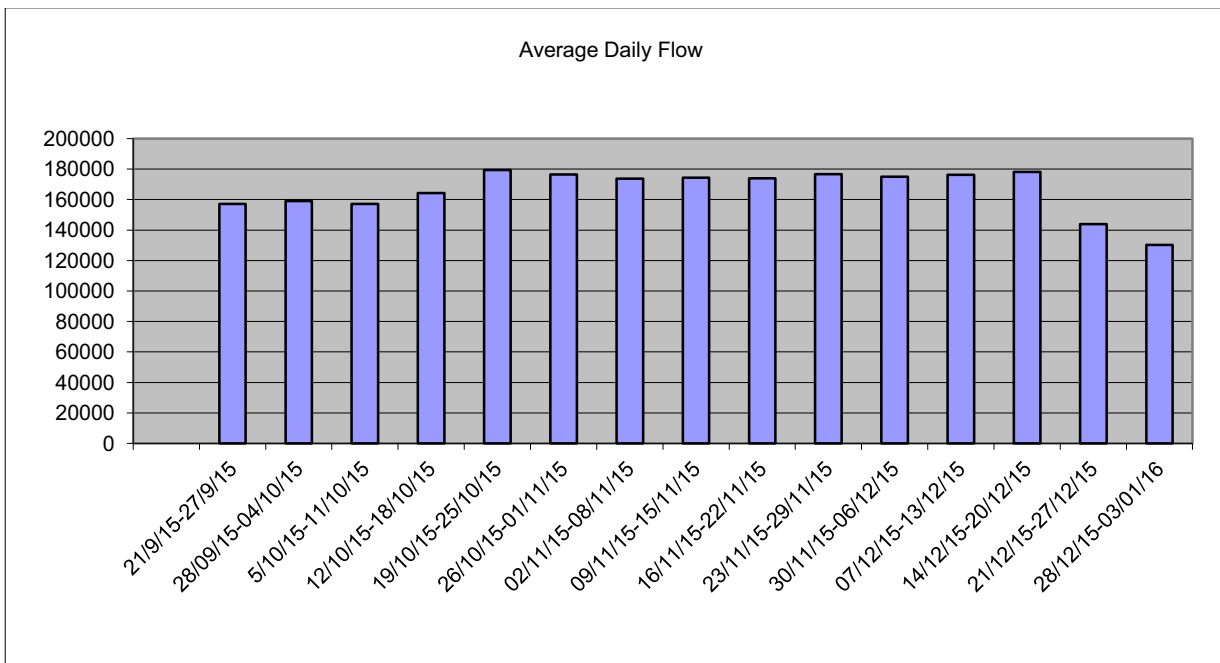


Figure 5: Average daily traffic flow data for A4 Bath Road (to the west of Stowe Road)

There has been an increase in traffic recorded along this section of the Bath Road since the week of the closure of Station Road. The volumes have fluctuated however the increase is in the region of 7% extra traffic.

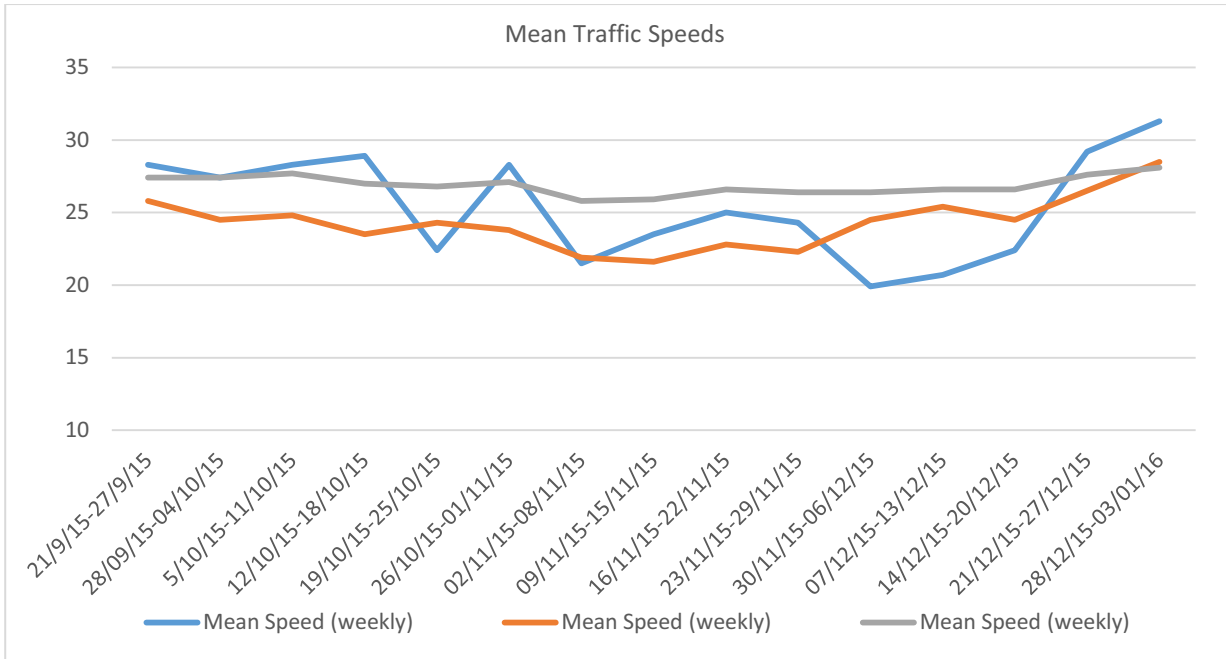


Figure 6: Mean traffic speed data for A4 Bath Road (to the west of Stowe Road)

There has been noticeable fluctuations in the mean speeds recorded along this section of the Bath Road. There has been a slight dip in the weekly mean speed and a noticeable dip in the AM and PM peak hour speeds. Speeds have increased in the most recent two weeks due to the drop in traffic as a result of Christmas holidays.

4. Burnham Lane (to the south of the Buckingham Avenue junction, near the railway bridge)

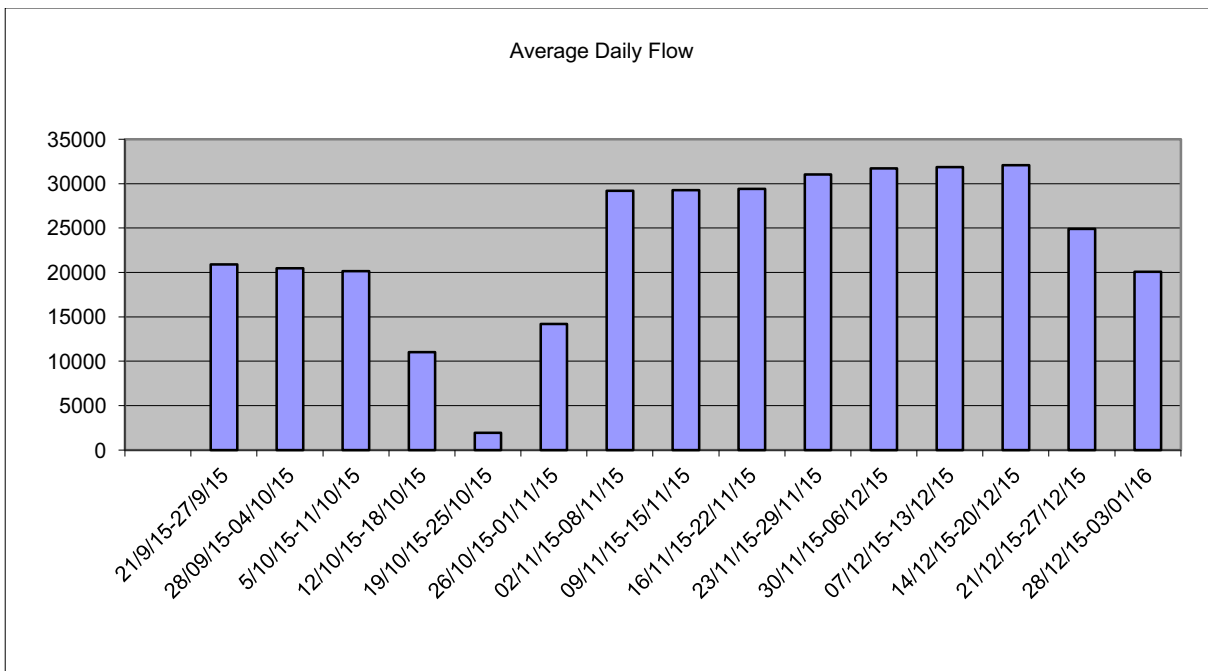


Figure 7: Average daily traffic flow data for Burnham Lane

As can be seen from the above graph, traffic volumes along Burnham Lane (under the railway bridge) have noticeably increased since the closure of Station Road. The week preceding the closure, the week of and the week after the closure saw a large decrease in traffic, however the following weeks have showed more traffic. The overall increase since the scheme is approximately 22%.

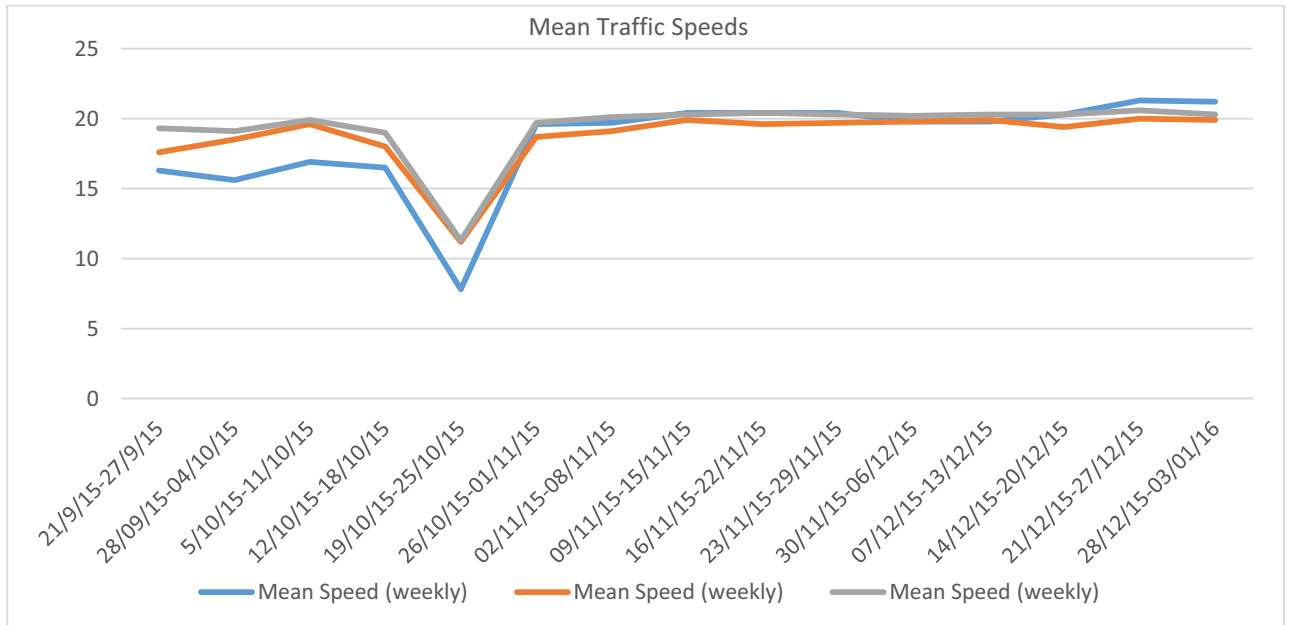


Figure 8: Average daily traffic flow data for Burnham Lane

Apart from the week immediately following the road closure (in which there was a large drop in speeds), the speeds along Burnham Lane have stayed approximately the same both before and after the scheme.

5. Buckingham Avenue (to the east of Henley Road)

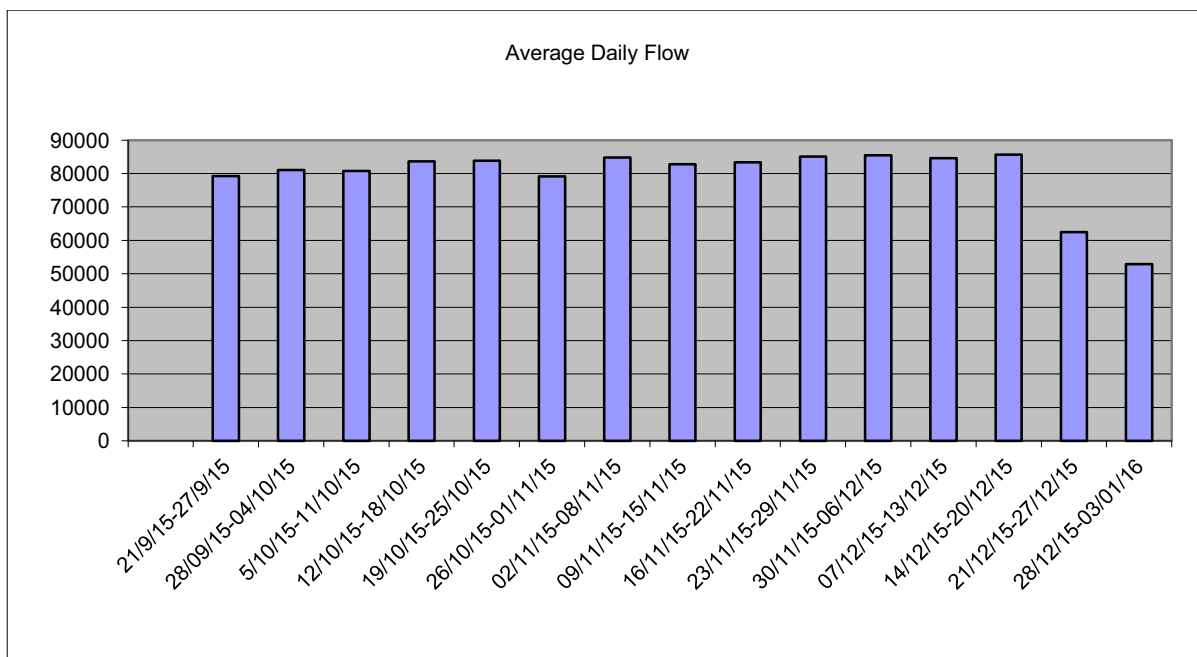


Figure 9: Average daily traffic flow data for Buckingham Avenue

Traffic volumes along Buckingham Avenue after the road closure have stayed very similar to those occurring before the closure. From the results a very slight decrease in traffic volume can be seen, around -2% if the flows for the most recent two weeks are discounted due to the effect of the Christmas break.

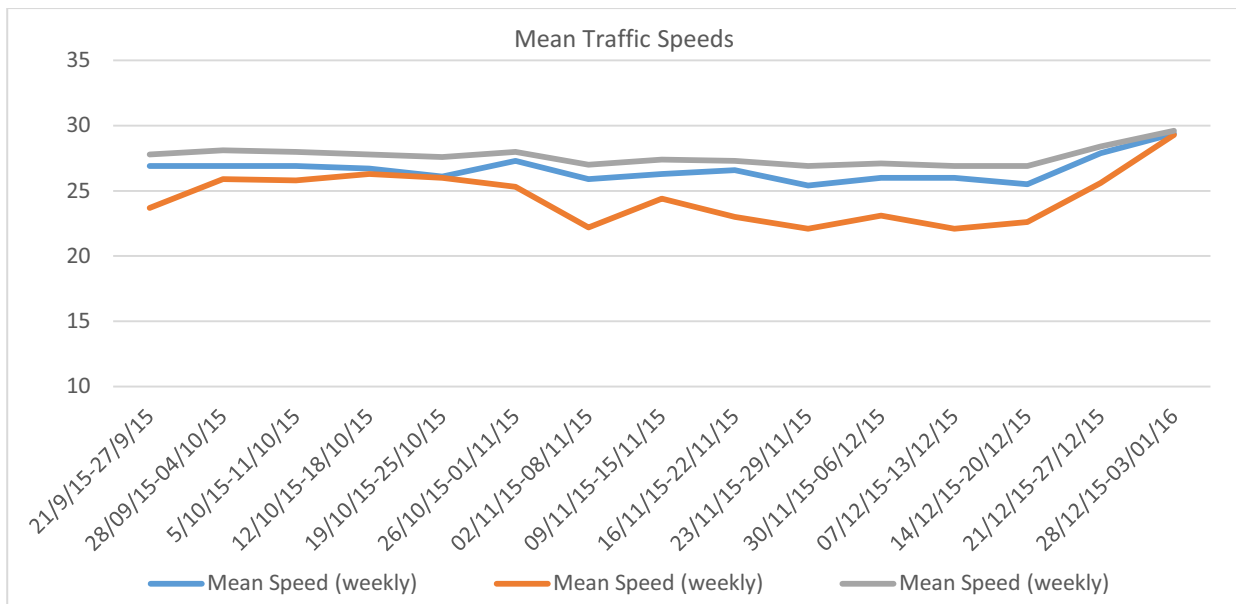


Figure 10: Average daily traffic flow data for Buckingham Avenue

Traffic speeds have seen a slight decrease since the closure of Station Road, apart from the most recent two weeks which due to the decrease in traffic because of Christmas have seen an increase in speeds. The decrease in traffic speed is most apparent in the PM peak hour, while the mean weekly speed and the AM peak hour have stayed more constant.

Temporary ATCs - speed and volume data analysis

As with the permanent ATCs, speed and volume data has also been taken from temporary ATCs located around the Burnham area. The two weeks before the closure (26/09/15 – 09/10/15) and three weeks after the closure (16/11/15 – 13/12/15) have been analysed.

6. Huntercombe Lane North (north of railway bridge)

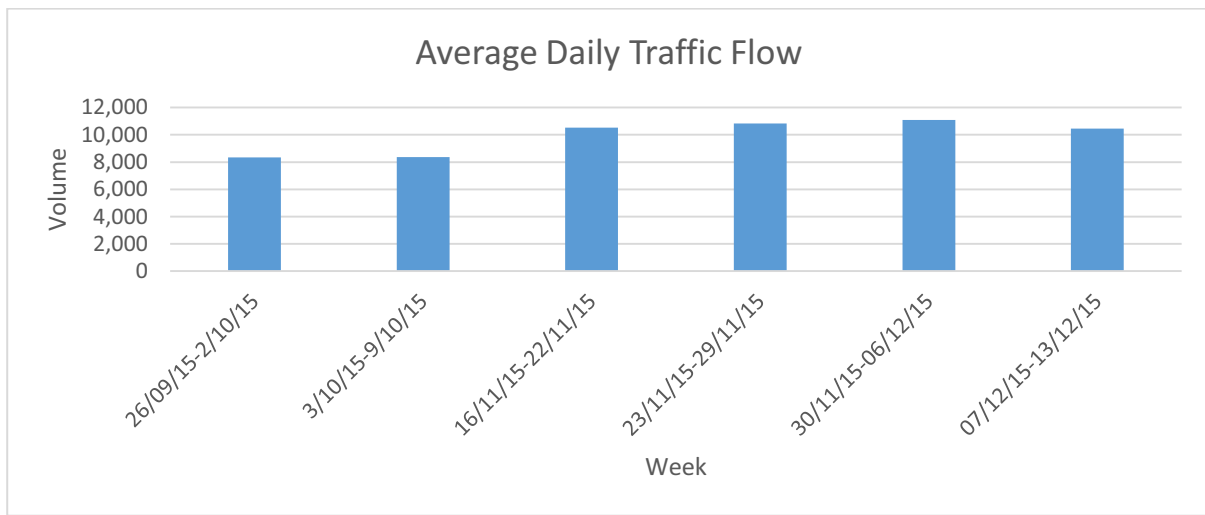


Figure 11: Average daily traffic flow data for Huntercombe Lane North

An increase in the average daily traffic flow along Huntercombe Lane North can be seen. The average increase since the scheme is approximately 29%.

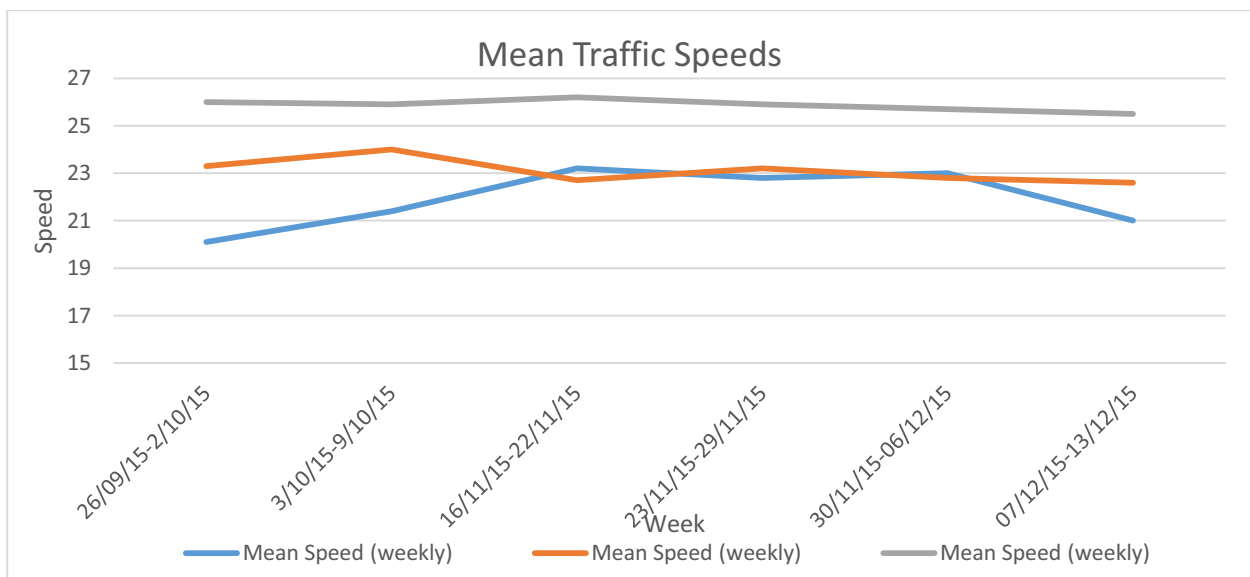


Figure 12: Mean speed data for Huntercombe Lane North

Mean weekly traffic speeds have stayed relatively constant over the surveyed period. Speeds in the AM peak hour have seen a slight decrease while speeds in the PM

peak hour increased in the two weeks following the closure and fell again during December.

7. Priory Road (east of Derwent Drive)

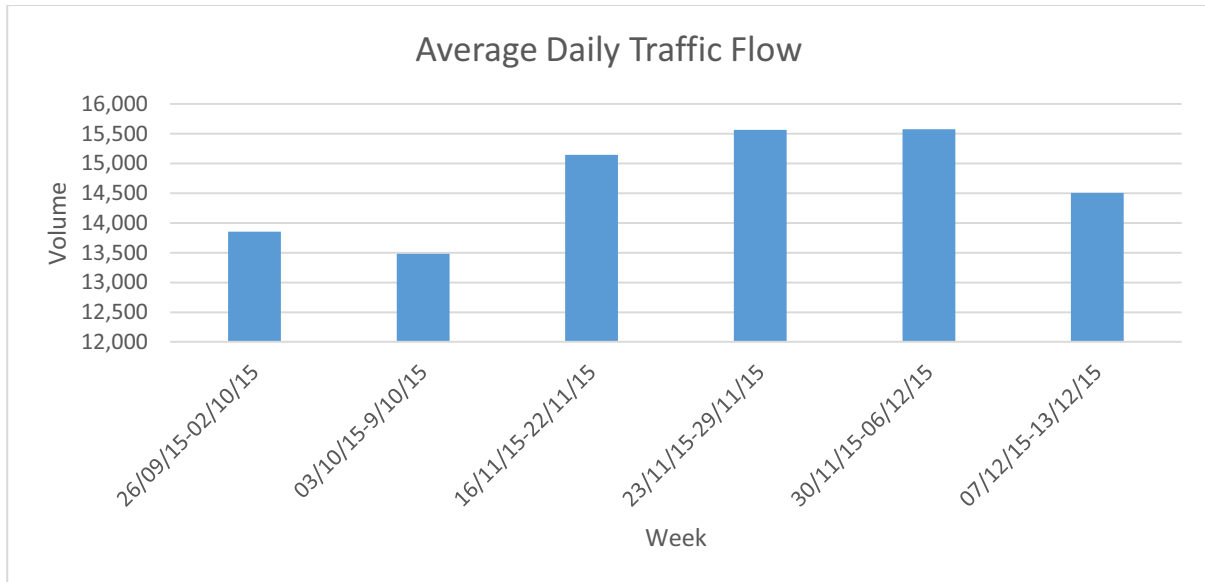


Figure 13: Average daily traffic flow for Priory Road

From the above table it can be seen that the average daily traffic flow along Priory Road has seen a noticeable increase since the closure of Station Road. This increase has been in the region of 11%.

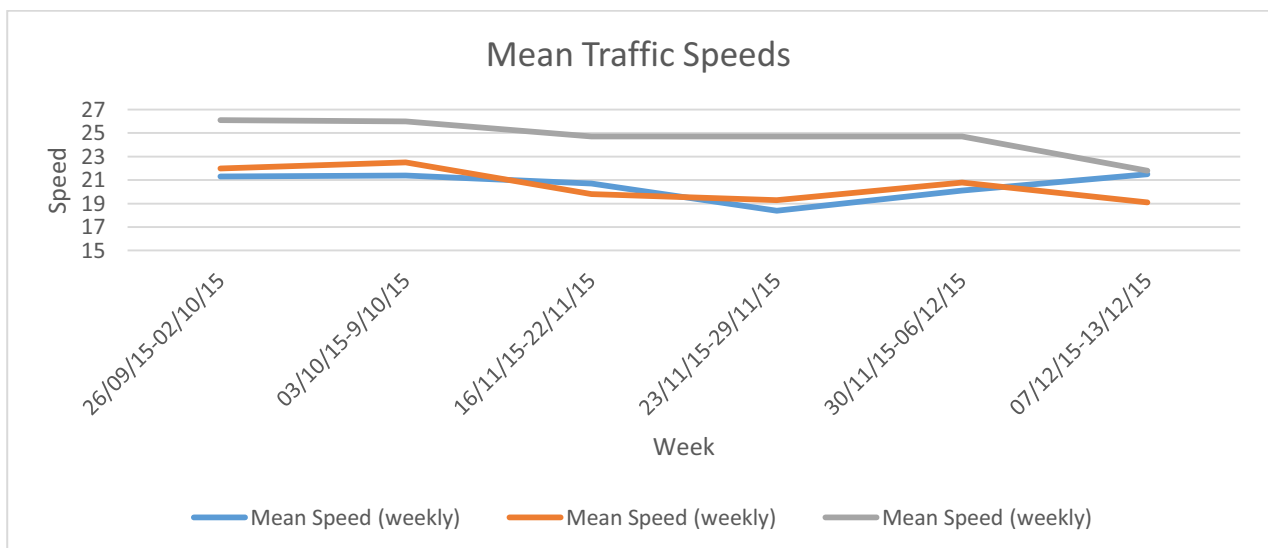


Figure 14: Mean traffic speeds along Priory Road

Since the closure of Station Road there has been a decrease in traffic speeds along Priory Road. This is particularly apparent in the PM peak hour and from the mean

weekly speed. In the AM peak hour speeds dropped just after the closure but rose again in the following weeks.

8. Whittaker Road (west of Littlebrook Avenue)

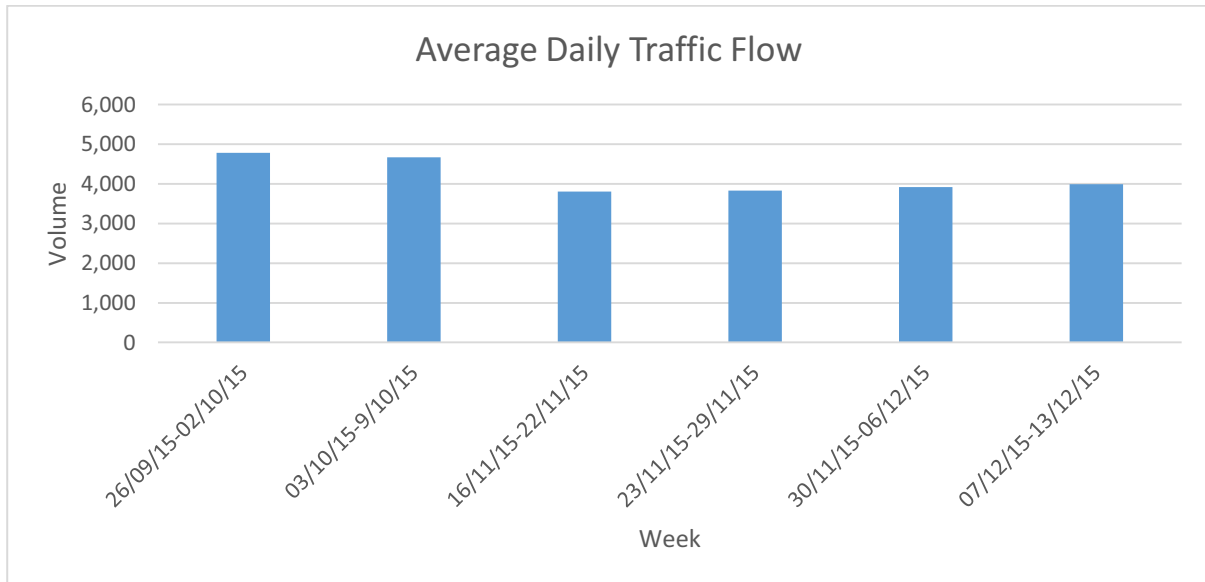


Figure 15: Average daily traffic flow for Whittaker Road

From the temporary ATC data it can be concluded that Whittaker Road has seen approximately a 17% decrease in average daily traffic flow since the introduction of the scheme.

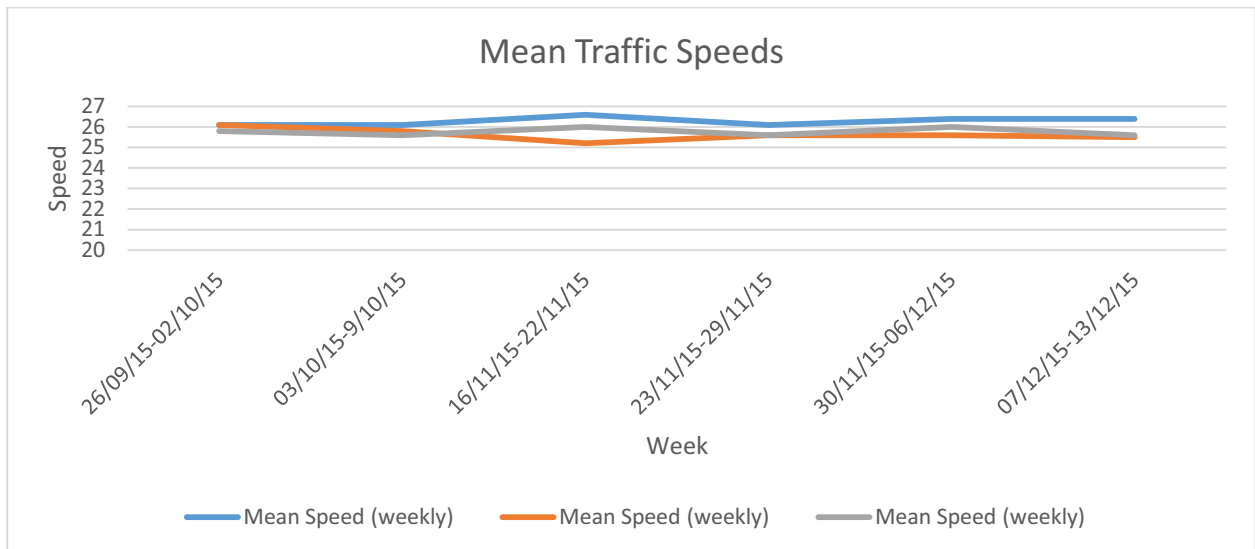


Figure 16: Mean traffic speeds along Whittaker Road

Mean traffic speeds have stayed very similar both before and after the closure of Station Road. During the week of the closure there was a small rise in speeds in the AM peak hour, but a decrease in the PM peak hour, since then they have returned to approximately the same levels.

9. Pevensey Road (east of Pennine Road)

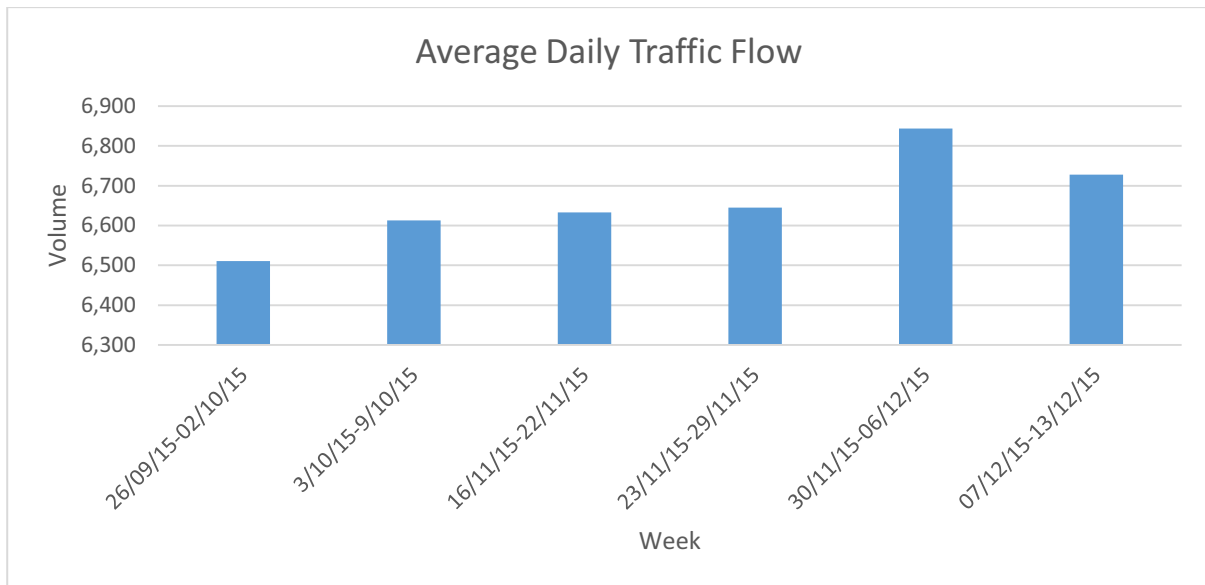


Figure 17: Average daily traffic flow for Pevensey Road

A small increase of approximately 3% in the average daily traffic flow along Pevensey Road has been recorded since the introduction of the scheme.

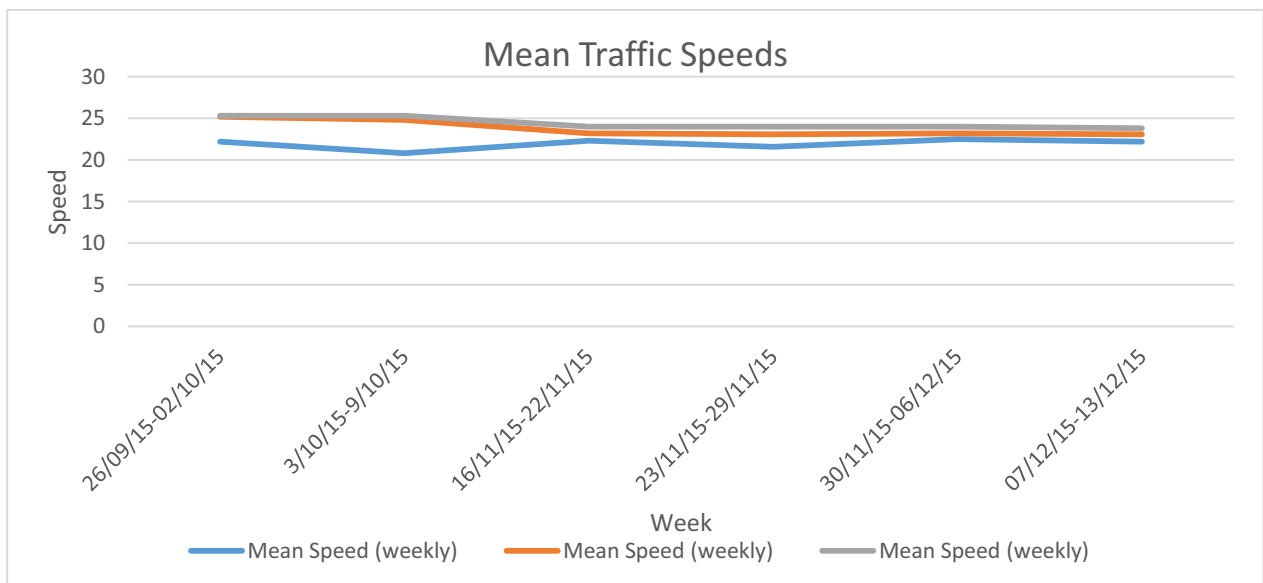


Figure 18: Mean traffic speeds along Pevensey Road

Traffic speeds in the PM peak hour, and the weekly mean speed have slightly decreased along Pevensey Road since the introduction of the scheme. Speeds in the AM peak hour however did dip slightly and fluctuate but have since returned to pre-closure levels.

10. Burnham Lane (north of Station Road)

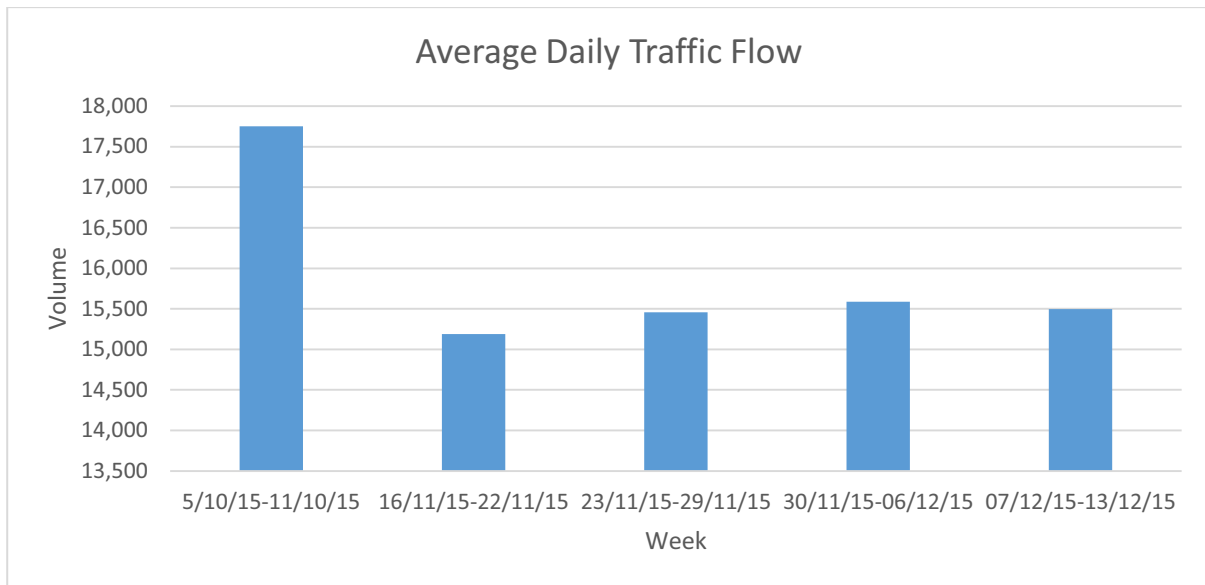


Figure 19: Average daily traffic flow for Burnham Lane

Burnham Lane north of Station Road has seen a reasonable large decrease in the average daily traffic flow since the closure of station road, as would be expected. The decrease in traffic is in the region of 13%.

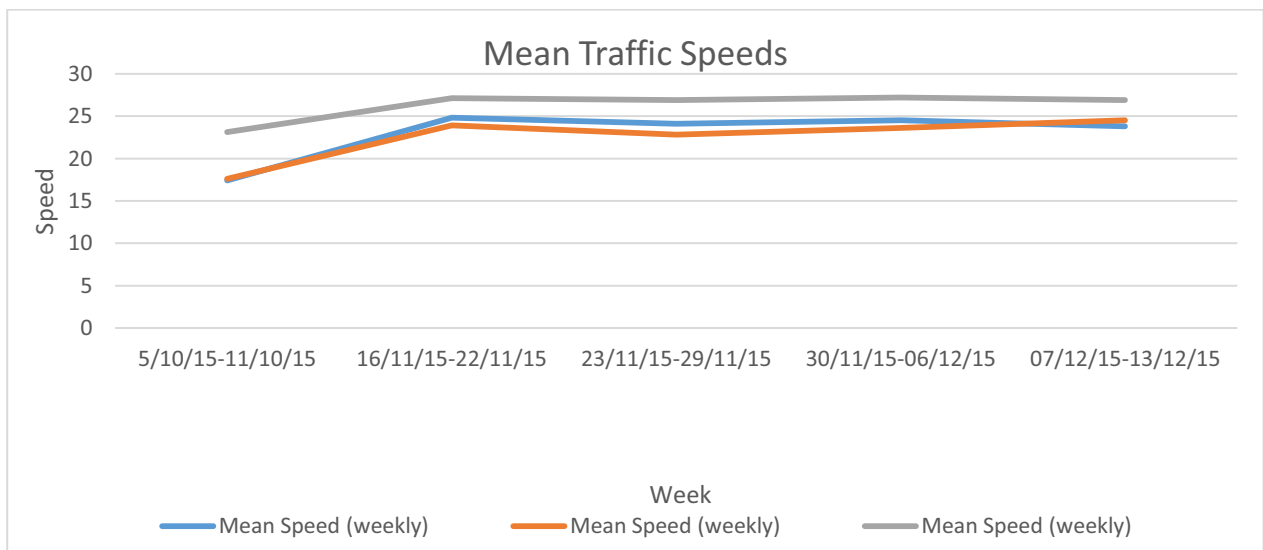


Figure 20: Mean traffic speeds along Burnham Lane

There was a rise in traffic speeds along Burnham Lane north up to and including the week of the closure of Station Road. Since then speeds have stayed relatively constant and above pre- closure levels as would be expected along this road.

11. Buckingham Avenue (west of junction with Farnham Road)

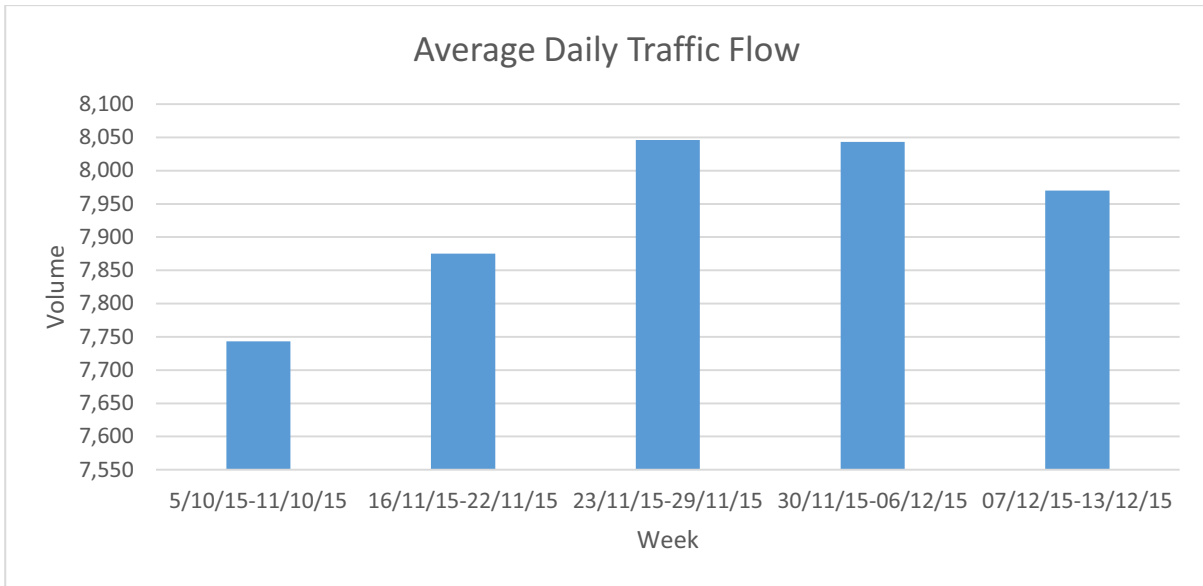


Figure 21: Average daily traffic flow for Buckingham Avenue

An increase in the average daily traffic flow along Buckingham Avenue of 4% has been recorded. This is particularly apparent in the two weeks that immediately followed the road closure.

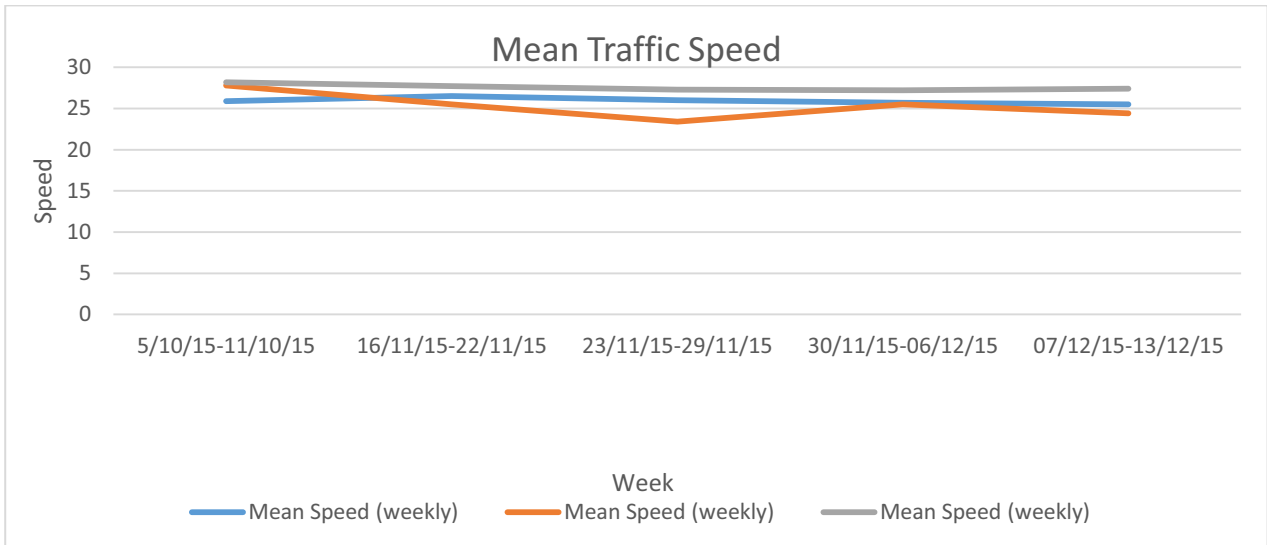


Figure 22: Mean traffic speeds along Buckingham Avenue

Speeds along Buckingham Avenue have stayed relatively consistent throughout the changes. In the PM peak hour there was a slight dip in speed in the week following the closure of Station Road and it remains just slightly lower than pre-closure levels. However, speeds in the AM peak hour and mean weekly speeds remain at approximately the same level.

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee
DATE: 20th January 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 – APRIL 2015 TO NOVEMBER 2015

1 **Purpose of Report**

The purpose of this report is to update Overview and Scrutiny Committee members on the progress of the Thames Valley Transactional Service Centre Partnership with arvato for the period of April 2015 to November 2015.

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

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

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

3a. **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

Civic responsibility

arvato remains committed to its Civic responsibilities and regularly participate in local initiatives to help support the borough and its residents. During the course of the contract term, arvato have been actively engaged in 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. arvato also continue to play an active role in the success of Slough Aspire having recently contributed a new finance package and will be attending the upcoming careers guidance event for young local people in February.

Five Year Plan

As part of the annual contract review, KPI's and service priorities have been realigned to ensure that outcomes identified in the 5 year plan relating to council tax and business rates income collection are on track to achieve agreed targets. Further outcomes identified by directorates are subject to a more detailed scoping exercise. Details of 5 year plan activities are identified in appendix 1 and 2 of this report.

4 Other Implications

(a) Financial

Annual increases to Council Tax and Business Rates collection performance measures compared to previous years, will undoubtedly boost the Council's overall collection rates and increase income for the Council to assist in bridging the funding gaps

(b) 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 and the risk has transferred to arvato	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	The Council has 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	arvato continue to support

	based in Slough	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	

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications.

(d) Equalities Impact Assessment

Equalities Impact Assessments are undertaken by the Client team as new legislation and policies emerge

(d) Workforce

Approximately 100 staff were TUPE'd successfully as part of the procurement process on existing terms for Phase 1 services. 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

See appendix 1 for detailed service summaries.

6 **Comments of Other Committees**

None.

7 **Conclusion**

For the reporting period of April - November 2015, performance for all services in scope for the first three quarters continues to be on track for a positive outturn, despite a weaker than expected start to the commencement of Contract year 4 in April 2015. Key collection targets are positively on track to exceed 14/15's record performance whilst significant investment has been made by the Council in the IT estate which will provide considerable benefits for both the staff and the residents in the coming years.

In addition to the Contract deliverables arvato have continued to support, lead and engage on a number of key strategic projects. Some of which have included the set up of Slough Children Services Trust, the implementation of the Council's new ERP platform coupled with the extensive Accommodation Strategy for the Council. Members are asked to refer to the appendices of this report for further details.

8 **Appendices Attached**

Appendix 1 – KPI Performance Report

9 **Background Papers**

None.

SLOUGH BOROUGH COUNCIL & ARVATO



Meeting: Scrutiny Committee - Period Apr 15 - Nov 15
Date and Venue: 20th January 2016

Agenda

- 1) Review Report of Performance for period
 - 1.1) Executive and Strategic summary
 - 1.2) Operational summary
 - 1.3) KPI Summary Report
- 2) Service Improvement Summary

Strategic Support

The first half of 2015/16 has seen some major challenges for the Council which have been actively supported by arvato.

The Children's Trust has successfully gone live with the initial tranche of services (such as payroll) in place to ensure that the organisation was able to operate effectively from September 30th 2015. Additional work is being undertaken by arvato behind the scenes to further support the Trust, which includes the development of their intranet solution, and supporting the Trusts objectives of implementing an agile working solution. Whilst some less critical projects associated with this have encountered delays due to competing Council priorities arvato was pleased to receive a note of thanks from the Trust for the work done in the initial phase, allowing for go live to be successfully achieved.

The Council's decision to replace its legacy financial system has seen an extensive programme commence to install the Unit 4 Business World solution. This combines finance, procurement, Human resource and payroll functions, by integrating business processes and utilising a single database for multiple purposes the Council. This offers a single 'view of the truth' of finances which enables a simple and accurate way of reporting across the whole organisation, bringing in efficiencies and serving as a platform for later transformation to drive further savings. The system also has a cheaper total cost of ownership than that which it replaces .

The contribution that arvato is making in the Council's programme is to design and install the solution onto the Council's chosen hosting provider as well as providing training. The Council is the first Local Authority to benefit from arvato's experience in developing and implementing the Unit 4 solution for central government. The new system will go live in a phased manner over the first quarter of the New Year.

1.1) Executive Summary and Strategic Priorities

Service Delivery

Service delivery remains positive across the operation, with exceptional work being undertaken by the teams to ensure that challenges are appropriately managed and overcome, particular at the beginning of Contract year 4. Our journey to improve customer services continues with improvements seen across recorded metrics year on year. Revenues and Benefits saw collections deliver virtually in line with profiles. The teams are currently working to leverage the benefits following the go live of the new self-serve system, as well as working on supplementary aged debt and business rates projects. With pre-2012 aged debt we have 4 officers reviewing 10 years of old accounts with credit balances to determine how to deal with them before being moved into the resolution phase. The team is well over halfway through this phase of the project and work has commenced to pass recommendations for some accounts for refund, write off or suppression in the case of vulnerable residents. Once the accounts are in order the project will progress further. The business rate project is proving particularly fruitful for the Council with a significant return on the original investment.

Logistics, Transactional Finance and Transactional HR all continue to demonstrate particularly strong performance with the consistently high levels of efficiency. They continue to work with ICT and our programme team to support the implementation of the agresso solution. Whilst continuing to support the agresso solution implementation, both Finance and payroll were also heavily engaged with the transitioning of Children's services to a private company.

ICT has worked hard to produce service delivery metrics with virtually KPI's exceeding contract targets already. The implementation of the Council infrastructure will free more time for the ICT team to support the Council to deliver business requirements. Delivery against the Council's key objective of investment in the ICT Infrastructure and to ensure that it is fit for purpose for the services continues to be addressed as a contract priority. The initial phases of this have progressed well allowing the roll out of new desktop devices to commence. arvato is now working on the next stage of this development to provide essential updates that will improve the speed and reliability of the infrastructure that supports Council systems.

1.1) Executive Summary and Strategic Priorities

Growth

The arvato's sales and business development team have been exceptionally busy for this reporting period. The company had strong representation at the annual LGA conference and had a number of meetings with Councils looking at outsourcing as part of their future delivery model. Local government remains at the heart of arvato's growth strategy and are currently engaged in the bidding process for a number of other local authority contracts. It is anticipated that the changes to the Local Authority funding mechanism will bring some certainty to the market, making it easier for councils to plan ahead, creating more opportunities in the future.

arvato's private sector business has been particularly active, looking at a number of opportunities in business verticals including automotive, fashion and telecoms. Work continues towards winning further significant private sector business following the acquisition of Telefonica as a new customer in Slough. Starting as a relatively small operation we will be providing the customer service support for the roll out of our Telecomms clients smart meters service offering which will grow into other devices as their service takes off, with the customer support requirement growing with it. At the time of preparing this report arvato is in advanced negotiations with a major brand and we will keep the Council informed as this progresses.

arvato is also investing in growing its Cyber Security capability in the UK, with a particular focus on growing their team of industry leading experts. Exciting new service models have been brought to the market, including Security as a Service (SECaaS), which is already attracting interest from existing and new clients.

Local Engagement

Supporting the community remains a key strategic goal for arvato. By being part of a Council-led working group and sponsoring the Slough Business Awards arvato continues to support the Council's campaign to improve Slough's reputation as a place to live and do business. arvato staff continue to participate in Slough's Smart Commute to promote green journeys and protect the environment. Staff have also supported the Sunflower Walk for Thames Valley Hospice and the local charity Khalsa Aid to help the Nepal Earthquake relief effort. Nationally we remain committed to the Prince's Trust with individuals and teams working to support the development of young people at a local level. Staff have also supported Marie Curie and Comic Relief. Further to that individual staff have carried out work to support local children and local homeless people.

Within our Slough Local Government operation we are proud once again to have recruited our latest intake of apprentices. Our original commitment was that by this stage in the Partnership we would have recruited a total of 27 apprentices. With 11 having just joined us in September our running total is 30, placing us ahead of what we originally promised, underpinning the shared importance we place on providing opportunities for young people in the area. Our commitment was to take on 117 apprentices during the life of the contract and we are on track to exceed this contractual deliverable.

1.1) Executive Summary and Strategic Priorities

Local Engagement

In the wider community arvato won the 2015 Slough Smart Commute Challenge demonstrating their commitment to the environment. arvato exhibited at The Job Show London West in September to showcase job vacancies in our Customer Service departments in Phoenix One. In addition to this, arvato continues to offer senior support to Slough Aspire as a permanent appointment to its board of directors.

arvato continues to support charity work:

- arvato's Customer Service Operations Manager visited Cluj Napoca in the Transylvania region of Romania, to support an orphanage and social project organised by a local church in Slough
- a member of the arvato Corporate HR team underwent a 13,000ft sky dive to raise money for the Aspiring Communities charity raising £1,320
- employees in Phoenix One participated in fundraising for a number of national events including Macmillan in The World's biggest coffee morning, Breast Cancer Care in its 'Wear it Pink' campaign, activities for Comic Relief and Marie Curie raising over £1,000
- three arvato employees took part in the Palace to Palace Bike ride from Buckingham Palace to Windsor Castle, supporting the arvato corporate charity The Prince's Trust

We look forward to quarter 4 of the 2015/16 year and the rest of 2016 to help the Council deliver services in new ways. We remain committed to helping the Council meet its ambitions to innovate and find more efficient ways of serving the residents of the borough.

Service Area Operational Summary:

- 1) Revenues & Benefits
- 2) THRP
- 3) Finance
- 4) Logistics
- 5) Customer Services
- 6) ICT

Slough Revenues & Benefits Apr-Nov 2015

KPI Performance

Council Tax collected for year to date	Business Rates collected for year to date	New Claim processing times YTD	Changes processing time YTD
£41.8m	£73.2m	22.78 days	15.51 days

KPIs Info

Five KPI's are currently ahead of target. Three KPI's, L13a, L16 and HB03 are behind target but performance for each has improved over the quarter.

Risks, Issues & Achievements

ACHIEVEMENTS

- The project in Business Rates to increase the collectable debit is almost complete with a few notifications still to come from the Valuation Office. To date ,additional debits totalling £2.05m has been raised in respect of new properties or rateable value increases totalling £7.07m.
- The review of Council Tax accounts that are identified as 'vulnerable' is also complete., with recovery holds removed where they are incorrect.
- The Council Tax credit balances project continues. To date, £333k of credits have been written off.
- Q1 saw an excellent annual billing process for Council Tax bills which saw Benefit documents included in the same mailing allowing for improved customer understanding.

RISKS & ISSUES

- Long term collection targets are likely to be put at risk by budget changes being introduced by the Government and changes to the Council Tax Support scheme suggested for 2016/17 which is out for consultation.
- Benefit random accuracy checking is being undertaken by the contractor and the client and results are due to be reviewed and considered in January 2016.

KPI Highlights

- Council Tax collection is on course at the end of Quarter 3 2015/16 to achieve the higher target of 96.6%. Business Rates collection also continues to perform ahead of target.
- The Benefits team made significant progress in quarter 3 and processed claims and changes well within the target timings in order to bring the cumulative performance in on target for the year. Extra resources have been deployed , including expertise from other arvato sites .
- LA Error overpayments are currently above target but are improving month on month in line with our action plan profile to deliver performance on target by 31st March 2016.

Service Improvements

- The recent months are always a critical period for the team, delivering core business to meet targets and intervening where necessary. The following improvements were initiated or are ongoing:
 - More use of the self-serve functionality for Revenues and Benefits
 - Increasing the use of direct debit by Council Tax payers, including a campaign with a prize draw on 23rd December
 - Fewer benefit awards paid by cheque
 - Successful implementation of Universal Credit by the Benefits team in November
 - All staff put through security and Data Protection training

Slough Transactional HR & Payroll Apr-Nov 2015

KPI Performance

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
THRP01	■	■	■	■	■	■	■	■
THRP02	■	■	■	■	■	■	■	■
THRP03	■	■	■	■	■	■	■	■
THRP04	■	■	■	■	■	■	■	■
THRP05	■	■	■	■	■	■	■	■
THRP06	■	■	■	■	■	■	■	■

Failed KPIs
N/A

Achieved 
Failed with Relief Event 
Failed without Penalty 
Failed with Penalty 
To be Confirmed 
Result Unavailable 

Risks, Issues & Achievements

ACHIEVEMENTS

- Ongoing support for the project to implement the council's new Finance & HR platform (Agresso).
- A new streamlined recruitment processes has been introduced with excellent feedback.
- Set up and running of payroll for the new Slough Children's Services Trust.
- Successful completion of National Minimum Dataset and School Workforce Census statutory returns.
- Providing payroll and recruitment service to Mott MacDonald (Cambridge Education).

RISKS & ISSUES

- The continued instability of CHRIS21. Due to be addressed with new system by start of 16/17 financial year.
- SBC Managers continue to submit high volumes of late paperwork/back-dating requests to reflect changes to salary, failing to follow agreed processes & deadlines. This is causing technical issues with the payroll system & takes considerable time to recalculate /update the payroll.

KPI Highlights

- All KPIs achieved for the period April to November.
- We have processed 21,000 pay slips and 45,655 additional transactions (encompassing year end activities e.g. P60s, P11ds, election payments, NJC and Teachers pay awards, pension's annual service returns etc).
- The Recruitment team have processed 1320 applications. We have issued 158 offer letters within the period and 165 variation letters.
- We have also processed 307 DBS clearances within the 8 month period.

Percentage of KPIs Achieved	100%
No of Applications managed	1320
No of payroll transactions	45,655

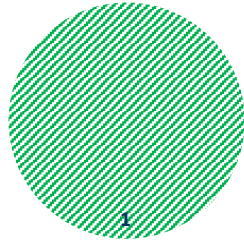
Service Improvements

- E-bulk (DBS on-line checking service) continues to radically reduce turnaround times.
- Aside from the above the major upcoming service improvement will be the launch of new Agresso payroll system scheduled for Q1 2016. This has the potential to make significant performance gains vs the more challenging system currently in use.

Slough Finance Apr-Nov 2015

KPI Performance

Annual KPIs - (only 1 annual)



Monthly KPIs

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
CA02	■	■	■	■	■	■	■	■
CA10	■	■	■	■	■	■	■	■
FP10	■	■	■	■	■	■	■	■
L28	■	■	■	■	■	■	■	■
L29	■	■	■	■	■	■	■	■
L29B	■	■	■	■	■	■	■	■

Failed KPIs
N/A

Achieved
Failed with Relief Event
Failed without Penalty
Failed with Penalty
Annual KPI's
Result Unavailable

Risks, Issues & Achievements

ACHIEVEMENTS

- Successful Go Live of the automated payment kiosks at Landmark Place and Local Access Points.
- Successful implementation of additional Direct Debit collection dates for council tenants.
- Ongoing support for project to implement the council's new Finance & HR platform (Agresso), with Go Live scheduled for January 2016.
- Removed 99% of payments by cheque to commercial suppliers.
- Full assistance to the client regarding its change of bank account during 2015.

RISKS & ISSUES

- Performance in payment of council suppliers within 30 day guideline remains below national recommended targets.
- High number of 'new' FTA accounts arising, where recovery of debt is difficult to achieve.
- Potential impact on services due to the planned roll out of the Agresso system in January 2016.

KPI Highlights

- All KPIs achieved in the period April - November 2015.
- Consistent high performance on AR debt collection rates (average overall rate of collection of 98%)
- Almost 23,500 creditor payments processed on behalf of the council; over £18m of debt collected, and over £130,000 of rent refunds issued.
- Approx 7,500 current tenants served (quarterly statements; Direct Debits; Housing Benefit changes), and over 1,000 former tenant cases managed.

Percentage of KPIs Achieved	100%
No of Creditor payments	23,500
Total A.R. Debt recovered	£18.4m

Service Improvements

- Meeting client's new statutory requirements under the Public Contracts Regulations 2015 (late payment charges).
- Significant contribution to the Agresso project (new financial system).
- Successful upgrade of the Cash Receiving system (Icon).
- Full assistance to the client regarding its change of bank account from Co-op to Lloyds.

KPI Performance

Monthly KPIs

	Apr	May	June	July	Aug	Sept	Oct	Nov
DIP Service	Green	Green	Green	Green	Green	Green	Green	Green
MH Courier 1	Green	Green	Green	Green	Green	Green	Green	Green
MH Courier 2	Green	Green	Green	Green	Green	Green	Green	Green
MH Courier 3	Green	Green	Green	Green	Green	Green	Green	Green
MH05	Green	Green	Green	Green	Green	Green	Green	Green
MH07	Green	Green	Green	Green	Green	Green	Green	Green
MH09	Green	Green	Green	Green	Green	Green	Green	Green
MH11	Green	Green	Green	Green	Green	Green	Green	Green

Failed KPIs
N/A

■ Achieved
■ Failed with Relief Event
■ Failed without Penalty
■ Failed with Penalty
■ To be Confirmed
■ Result Unavailable

Risks, Issues & Achievements

ACHIEVEMENTS

- Have kept abreast of changes brought about by the continuing accommodation strategy which impacts directly upon the provision of postal and courier services, and have provided one off bulk deliveries to 24 client buildings across the borough at no additional cost to the client.
- Completed a back scanning project of a high volume of confidential HR documents.

RISKS & ISSUES

- Historic archive knowledge within the Client organisation is limited and continues to diminish. The Council are aware and are looking at their archiving practices to ensure they remain both compliant to relevant legislation and efficient.
- Last minute changes in implementation of the Council's corporate accommodation strategy makes accurate and timely delivery of mail problematic although communication with the council is good to alleviate this.

KPI Highlights

100% of KPI's achieved in the period April - November 2015.

Archiving – collections and deliveries have continued in a timely fashion to the Reading Records Centre with Slough Children's Services Trust especially requiring swift, ongoing, collections of files. Priory School academy has also started to make use of the archiving service at Reading. Very considerable time has been spent addressing the issue with long over due archiving invoices and putting preventative measures in place to reduce the likelihood of this situation re-occurring in future years.

Percentage of KPIs Achieved	100%
Number of postage items processed	76,756
Number of Scanned Items	13,896

Service Improvements

The team has continued working in conjunction with the client's facilities team to ensure the accommodation strategy runs smoothly, and that a seamless service is maintained during the extended moves period. Every effort has been made to include more outbuildings in the postal courier routes while providing a considerable number of one off deliveries around the borough.

Work is progressing on the digital mailroom project. This will necessitate significant investment in equipment, accommodation and the supporting structure, but will benefit the client by moving towards a 'paperless' office environment with the consequent reduction in delivery times for 'hard' copy mail, the requirement for storage of 'hard' copies and will reduce the possibilities of hard copy loss. The project is also a major step towards meeting arvato's and the client's 'green' agenda.

Slough Customer Services Apr-Nov 2015

KPI Performance

No. Customer Contacts FoH	No. Customer Contacts - CC	% of Calls Answered and Customers Seen
38,856	154,208	87.3% - CC

KPIs Info

Contact volumes - we have seen a decrease in the number of contacts presenting to the FOH and an increase in the number of calls offered through the Contact Centre compared to the same period last year. This is as expected as we encourage and sign post customers to call rather than visit where possible.

Risks, Issues & Achievements

ACHIEVEMENTS

- Electoral Services- The first quarter of the year saw arvato become the First Point for Slough residents electoral service queries , supporting both the Local and General Elections.
- Children's Social Care- 1st October saw a change in the delivery of Children's Social Care as Slough Children's Services Trust became the new providers, arvato remain partners providing a first point of contact for calls relating to the service and are working closely with the Trust to look at service improvements.
- Customer Satisfaction- Excellent customer feedback received through Twitter

RISKS & ISSUES

- Social Care Adults and Children's- Ongoing issues in transferring calls to these services- continued impact on service delivery by restricting the flexibility of resource within the CC. This has been raised with both services, we are working with the Children's Trust to resolve and are waiting for Adult Social Care to confirm a new call flow process which has yet to be approved by the service.
- Late Notification of Events and Change- This continues to be a risk as resource is carefully planned around known events. Recent examples have included proofing errors from Electoral Services causing increased contact volumes. We also saw increased contact volumes for School Admissions

KPI Highlights

The Contact Centre has seen steady improvement in performance across the range of KPI's and are working to meet the annual targets. The FOH have consistently met and exceed the KPI's. It should be noted that year on year improvement is strong, with in year performance potentially being misleading when judging performance improvement against tough increased targets which also work on annual averages, not monthly targets.

Overall Contact Volumes and Performance - April to November

	2014	2015
Calls Offered	152,532	154,208
% of calls answered within SL30	55.2%	63.8%
% of calls answered	81.4%	87.3%
FOH - Overall		
Tickets issued	42,529	38,865
% of customer served within SL30	69.6%	81.2%
% of customers served	95.5%	98.5%

Service Improvements

- First Contact Resolution- Housing Benefit- All staff trained to take Benefit calls are now able to suspend accounts on confirmation of a change of circumstance. This has the potential to reduce the value of overpayments
- Error Feedback Loop- 360 error feedback log was introduced to a number of services supported by the CSC, this is showing signs of success as feedback is being given to staff and corrective action being taken with the aim to reduce the number of errors. This also identifies process failures providing the opportunity to amend and review current processes
- ATP- Improved utilisation of the IVR offering a payment option to customers removing the need to queue. The option went live mid October and has recorded 3432 customer interactions
- Direct Debit- Customer Service Staff across all sites are now able to set up direct debits through a paperless environment improving first contact resolution

KPI Performance

Heat Calls

Calls Opened: **23,272**
Calls Closed: **23,804**

Work Requests

Work Received: **605**
Work Completed: **658**

Staff Processed

New Starters: **512**

KPIs Info

The call volumes to the Service Desk remain high and have posed challenges for the Team in terms of capacity. Additional resource has been brought in on a temporary basis to deal with the uplifts in volumes. The volumes are expected to decrease over the next quarter as the iGel rollout progresses. Procurement volumes have been spiking in line with an influx of new requests to accommodate the Children's Trust. This has included a requirement for 200 new Blackberry handsets and in excess of 20 new laptops.

Risks, Issues & Achievements

ACHIEVEMENTS

- The IT Teams have supported the Council in all of the desk moves for staff required as part of the Accommodation Strategy. This has resulted in a total of 42 accommodation work requests being completed in 2015, with 10 of those being classed as major moves involving more than 100 staff and requiring weekend work.
- Significant work on IT configuration requirements to successfully deliver the formation of the Children's Trust as a new business unit.
- The Service Desk Team have been extremely diligent working to handle an uplift in call volumes (directly attributed to the aging desktop devices and backend infrastructure).
- The project to implement a new Citrix infrastructure is now at 90% completion. This work has not been visible to the staff until recently, late autumn, when the first of the new desktop devices, iGels, connecting to the new infrastructure, were deployed to the staff with just over 300 new units now available including the Marketing Team, Trading Standards and all of Adult Services.

RISKS & ISSUES

- Significant work is to be undertaken to replace the remainder of the Infrastructure following funding was released at the end of November . Adequately resourcing the Project and ensuring the timely deliver will provide an exciting challenge.
- Ongoing work to maintain PSN compliance. Completion of infrastructure upgrades will make a material improvement in baseline cyber security capabilities with up to date technologies.

KPI Highlights

- The performance of the team against the KPIs has been challenged but 93% of the targets have been achieved.
- KPI 01 remains as a relief event but the implementation of the replacement phone system for the Service Desk has now been approved and this will be reported against in the next quarter. This KPI measures response times to inbound telephone calls and is eagerly awaited as it will allow the staff level to accommodate peak call teams to be flexed, in turn providing a better end user experience.
- The response to the IT Survey a requirement for KPI 02 has been disappointing but none the less data will be available for publication for the next quarter.
- KPI 09, the ability to resolve a request within an SLA target time, still proves the most difficult to achieve and, despite numerous recovery measures, has continued to fail. A detailed proposal will be presented ahead of the annual KPI Review of upcoming targets as a realistic and attainable target, including some stretch, is required to be set for the new period.

Service Improvements

- In Revenues & Benefits the Academy database underwent a major upgrade from Ingres 9.2 to 10S. This will now enable processing of all the legislative changes due for 2016.
- iGels released for 300 staff including those identified as key approvers for Phase 1 of the Agresso Project.
- In Adults Social Care the Liquid Logic application has been upgraded to version 10.0.06 and had the new logos required for the Children's Trust incorporated into it.
- The Team have delivered a major upgrade to the Civica Housing System migrating it from Comino W1, a system technically out of support with the supplier, to Civica W2. This was done without incurring any major downtime for the business.
- A replacement BES server for the delivery of Blackberry services was configured in a short time frame to enable the rollout of 200 new handsets to the Children's Trust.

3.3 Annual Summary Report



KPI Achieved
 KPI Failure Level 1 & 2
 KPI Failure Level 3
 KPI On/Above Target
 KPI Below Target Level



KPI	KPI Description	Assessment Duration	Target	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Customer Services											
CS01A	% age of Council Tax Customers served < 30 minutes. Reported Monthly	Annual	60.00%	65.00%	77.60%	64.60%	68.30%	55.10%	83.70%	83.30%	87.40%
CS01B	% age of Housing Benefits Customers served < 30 minutes. Reported Monthly	Annual	60.00%	64.70%	77.00%	76.80%	79.50%	74.50%	88.60%	88.20%	89.60%
CS01C	%age of Housing Services (Homelessness) Customers Served < 30mins. Reported Monthly	Annual	55.00%	50.80%	65.30%	76.90%	68.10%	66.60%	68.60%	83.40%	94.60%
CS01D	%age of Housing Services (Non-Homelessness) Customers Served < 30mins. Reported Monthly	Annual	55.00%	68.80%	78.10%	82.00%	79.40%	76.40%	91.90%	93.60%	91.00%
CS01E	%age of Reception & General Enquiry Customers Served < 30 mins. Reported Monthly	Annual	85.00%	97.90%	99.20%	97.10%	98.00%	98.50%	99.30%	100.00%	93.00%
CS02	Service Provider shall be responsible for responding to all web contact either via e-mail or via e-forms as stated in the individual SLA's within the corporate timescales and to a standard defined by the Client. Where the service provider needs to refer web contact to the back office this should be done in no more than 24 hours from when the contact was made. Reported Monthly	Annual	60.00%	91.90%	72.10%	87.60%	67.50%	70.80%	62.10%	52.50%	58.20%
CS03A	%age of C.Tax & H Benefit Calls answered < 30 secs. Reported Monthly	Annual	45.00%	25.80%	23.20%	27.40%	37.20%	37.10%	30.40%	46.10%	58.10%
CS03B	%age of C.Tax & H Benefit Calls answered. Reported Monthly	Annual	75.00%	73.90%	74.60%	79.10%	82.00%	79.30%	73.50%	85.70%	89.70%
CS03C	%age of Housing Services (Non-Homelessness) Calls answered < 30 secs. Reported Monthly	Annual	40.00%	29.00%	29.60%	34.20%	37.60%	40.90%	35.40%	48.10%	56.40%
CS3CI	%age of Housing Services (Non-Homelessness) Calls answered	Annual	75.00%	68.00%	31.80%	76.70%	76.90%	77.30%	73.60%	50.00%	87.20%
CS03D	%age of Housing Services (Homelessness) Calls answered < 30 secs. Reported Monthly	Annual	40.00%		72.70%	33.30%	46.70%	48.30%	44.20%	83.40%	57.20%
CS3Di	%age of Housing Services (Homelessness) Calls answered. Reported Monthly	Annual	75.00%		68.80%	73.40%	79.10%	82.70%	78.50%	85.00%	87.70%
CS03E	% of Adult Social Care Calls Answered < 30 secs. Reported Monthly	Annual	75.00%	69.80%	65.40%	66.10%	69.10%	66.70%	72.30%	83.50%	80.30%
CS3EA	% of Adult Social Care Calls Answered. Reported Monthly	Annual	90.00%	89.40%	88.40%	88.20%	87.90%	85.40%	87.00%	92.10%	90.50%
CS03F	% of Children's Social Care Calls Answered < 30 secs. Reported Monthly	Annual	75.00%	74.80%	62.20%	67.80%	70.80%	65.50%	73.20%	85.50%	79.50%
CS3FA	% of Children's Social Care Calls Answered. Reported Monthly	Annual	90.00%	92.40%	87.90%	86.10%	88.70%	86.40%	88.50%	94.00%	94.10%
CS03G	%age of General Calls answered < 30 secs. Reported Monthly	Annual	60.00%	55.90%	52.90%	57.30%	56.60%	56.90%	45.40%	65.10%	67.10%
CS3GA	%age of General Calls answered. Reported Monthly	Annual	80.00%	75.80%	74.60%	76.40%	75.30%	77.50%	68.80%	81.80%	83.30%
CS05	% Blue Badges issued made which have all the supporting documentation supplied issued within 10 days of application. Reported Monthly	Annual	90.00%	82.50%	98.20%	96.50%	87.90%	97.70%	99.00%	99.20%	98.70%
CS06	% of Local Welfare Provision applications made which have all the relevant supporting information supplied which were issued within 24 hours of application. Reported Monthly	Annual	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
PI01A	Percentage (%) of the complaints received upheld or partially upheld.	Annual	25.00%								
PI01B	Percentage (%) of the complaints answered within 10 working days.	Annual	90.00%								

Slough - Annual KPI Summary											arvato BERTELSMANN
KPI	KPI Description	Assessment Duration	Target	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Transactional HR and Payroll Services											
THRP01	Input all Payroll transaction changes received by the deadline.	Monthly	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP02	Transmit BACS payments by required deadline.	Monthly	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP03	Transmit all submissions (electronic files and payment) to HMRC and other statutory bodies.	Monthly	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP04	All administration for new appointments specific to work permits and CRB checks are completed within 5 working days	Quarterly	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
THRP05	Payroll accuracy Errors with financial implications.	Monthly	99.80%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%
THRP06	Provide payslips to all SBC staff.	Monthly	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Transactional Financial Services											
CA02	Control all money / cash management.	Monthly	0.10%	0.03%	0.01%	0.05%	0.02%	0.01%	0.01%	0.00%	0.01%
CA10	Preparation of daily bulk cash banking.	Monthly	99.80%	99.98%	99.98%	99.99%	99.99%	99.97%	99.99%	99.99%	99.95%
FP10	Production of VAT reports / returns.	Monthly	95.00%	96.60%	97.20%	97.16%	97.85%	95.99%	96.89%	98.67%	98.65%
L28	% of Debt collected within 60 days of due date.	Monthly	96.50%	97.12%	98.15%	98.26%	97.64%	97.40%	98.09%	98.02%	98.06%
L29	Overall % rate of collection	Monthly	8.00%	6.94%	6.97%	6.24%	6.06%	7.43%	5.37%	7.85%	7.78%
L29B	% of unsecured debts which are more than 12 months old.	Monthly	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
RA07	Manage, control and reconcile year end process.	Annual	100.00%								
Revenues and Benefits											
BR30	Collection of Business Rates arrears.	Annual	98.00%	97.21%	97.20%	97.53%	97.49%	97.64%	97.64%	97.69%	97.69%
BR32	Valuation list updates completed within 14 days	Annual	97.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
HB01	Accuracy HB / Ctax Entitlement. Cumulative YTD	Annual	90.00%								
HB03	Review Benefits entitlement decisions. Cumulative YTD	Annual	10 Days	19.72	19.93	21.66	22.35	21.39	19.39	17.59	16.36
HB38	Proactively recover overpayments.	Annual	22.00%	2.24%	4.78%	7.46%	9.59%	11.32%	13.18%	15.35%	17.11%
L10	Council Tax in year Collection. Cumulative YTD	Annual	96.60%	12.40%	21.34%	30.60%	39.79%	48.29%	57.44%	66.50%	75.43%
L11	Council Tax arrears Collection. Cumulative YTD	Annual	98.20%	96.25%	96.45%	96.63%	96.75%	96.86%	96.96%	97.04%	97.03%
L12	NNDR in Year Collection. Cumulative YTD	Annual	96.70%	14.00%	21.85%	31.04%	40.08%	47.92%	56.86%	64.61%	73.35%
L13A	Average time to process a Benefits Claim. Cumulative YTD	Annual	20 Days	36.21	32.96	34.13	31.97	29.84	27.59	25.43	23.85
L16	Level of LA Errors. Cumulative YTD	Annual	0.48%	0.84%	0.72%	0.71%	0.84%	0.85%	0.71%	0.62%	0.59%
L17	User Satisfaction measurement. Once every 2 years	Bi-annual	85.00%								
SR01	Statutory Returns	Annual	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

KPI Achieved
 KPI Failure Level 1 & 2
 KPI Failure Level 3
 KPI On/Above Target
 KPI Below Target Level



Revenues and Benefits formatting reflects whether above or below profile for each result

Slough - Annual KPI Summary											arvato BERTELSMANN
KPI	KPI Description	Assessment Duration	Target	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
ICT											
ICT01	Service Desk Response (Abandoned Calls)	Annual	75.00%								
ICT02	User Satisfaction	Annual	80.00%								
ICT03	Service Desk Response (Incidents: First Line Support)	Annual	70.00%	76.77%	70.77%	71.73%	71.71%	73.78%	76.77%	77.62%	71.78%
ICT04	Desktop IT Facilities Installation	Annual	70.00%	68.75%	52.94%	60.00%	70.00%	96.15%	100.00%	100.00%	100.00%
ICT05	Network Infrastructure Availability voice and data comms	Annual	98.00%	99.51%	100.00%	98.50%	100.00%	99.17%	100.00%	100.00%	99.96%
ICT06	Voice Network Availability Split between VOIP and analogue	Annual	99.00%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
ICT07	Critical Application Availability	Annual	98.00%	99.93%	99.86%	99.98%	99.27%	99.60%	99.73%	99.51%	99.81%
ICT08	Non-Critical Application Availability	Annual	95.00%	100.00%	99.99%	99.99%	100.00%	100.00%	100.00%	99.99%	100.00%
ICT09	Non Service Desk Incident Resolution	Annual	95.00%	53.52%	78.24%	72.09%	78.32%	80.87%	71.59%	77.96%	76.67%
ICT10	Project Request Response (New Work)	Annual	80.00%	100.00%	100.00%	100.00%	87.50%	80.00%	100.00%	100.00%	100.00%
ICT11	Incidents Requiring a Visit by an IT Technician (< 4 wrk days)	Annual	75.00%	47.36%	67.50%	57.69%	92.86%	91.89%	95.40%	91.83%	94.87%
ICT12	Service Desk Response (Service Request: First Line Support)	Annual	70.00%	86.57%	78.23%	80.43%	86.87%	94.51%	83.54%	86.08%	77.13%
ICT13	Performance reporting	Annual	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
ICT14	Secure disposal of Equipment	Annual	70.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
ICT15	Resolution of reported incidents - Restoring services	Annual	80.00%	90.00%	100.00%	80.95%	89.47%	100.00%	87.09%	93.33%	97.87%
Logistics											
MH05	Collect and process post for dispatch (RM).	Monthly	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH07	Process PPI from Benefit.	Monthly	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH09	Process Benefit cheques within 24 hours of receipt.	Monthly	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH11	Collect and process post for dispatch (TNT).	Monthly	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH Courier 1	Deliver to all schools and libraries within the Borough on agreed schedule.	Monthly	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH Courier 2	Deliver to all corporate buildings on agreed schedule.	Monthly	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MH Courier 3	Collect from and deliver to, the DX courier office on agreed schedule.	Monthly	99.00%	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.	Monthly	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

KPI Achieved
 KPI Failure Level 1 & 2
 KPI Failure Level 3
 KPI On/Above Target
 KPI Below Target



2.1) Service Improvement Summary

W1 to W2 Upgrade -

Complete

Upgrade platform impacting Housing and scanning systems across the Council. Upgrade complete.

Payment Kiosks

Complete

Kiosks now in place and in active use in a number of locations across the area. Usage continues to increase

Revenues and Benefits Online Self Serve

Complete

The capita Self Serve portal has now been fully operational since the start of April 15.

Corporate EDM (Inc. Digital Mailroom)

Green - Amber

Scoping meeting held with SBC to understand how this fits with strategic directives. A0 scanning confirmed as out of scope, project brief in-progress.

Customer Services CRM update

Green - Amber

In last planning stages expecting to formally kick off work programme in the coming months. Scoping meeting due with SBC client team to understand interfaces with other Council services and ensure fit for purpose in light of digitalisation strategy.

Agresso Project -

Green

Unlike other many other projects noted here the overall ERP programme is directly project managed by the Council. arvato are responsible for majority of the template and system design is well as implementation testing and operational config, most of which is nearing completion. Final troubleshooting on the third party hosted technical build is due to be complete and allow for the planned go live over Q4 of 2015/16 .

2.1) Service Improvement Summary

The Curve Project

Green - Amber

Majority of equipment is ordered and delivered. Some low impact technical solutions are been finalised however we expect to have all scoped IT aspects to be complete on or before formal handover/go live of the building.

SMP and Curve Wifi -

Green

Wifi devices are now installed with go live expected by the end of January following final security testing in line with PSN requirements.

Compute, Storage and Backup project

Green

Capital funding is now released with much of the equipment delivered and currently in the process of been configured in the data centre environment. Once complete a renewed level of capacity and resilience will be in place for Council staff as well as additional system monitoring and information tools .

Thin Client t and Win 7 End User Device upgrades

Green

The new Citrix thin client environment is now built and operational following a period of testing. Circa 300 new end user devices have already been rolled out across various Council departments . Roll out continues on a priority basis with initial feedback on new devices being positive.

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview & Scrutiny **DATE:** 20th January 2016
CONTACT OFFICER: Joseph Holmes; Assistant Director, Finance & Audit, s151 officer
(For all enquiries) (01753) 875358
WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

2016/17 HOUSING RENTS AND SERVICE CHARGES

1 **Purpose of Report**

To present the changes in the Housing rents and service charges for 2016/17.

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

The Committee is requested to scrutinise and comment on the following aspects of the report which will be considered by the Council on 26th January 2016:-

- (a) Council house dwelling rents for 2016/17 to **decrease by 1%** over the 2015/16 rent with effect from Monday 4th April 2016. This is in line with current government guidelines and legislation.
- (b) Garage rents, heating, utility and ancillary charges to **increase by 0.8%** with effect from Monday 4th April 2016. This is based upon the September RPI figure.
- (c) Service charges to **increase by 0.8%** with effect from Monday 4th April 2016. This is based upon the September RPI figure.
- (d) 'Other committee' property rents to increase by an average of 0.8% from Monday 4th April 2016 in line with the September RPI figure.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

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

This report sets out the context and implications for the council over the setting of housing rents and service charges for the next four years and impact upon the local community.

3b **Five Year Plan Outcomes**

This report will primarily have implications for Outcomes 2 and 7 in the delivery of future social and affordable homes by the council, and the maximisation of the rental stream and asset value to the HRA.

4 **Other Implications**

(a) **Financial**

The financial implications are contained within this report.

(b) **Risk Management**

If the Council follows Government guidance and legislation in the setting of its dwelling rents, then the risk to the Council will be mitigated.

Risk	Mitigating action	Opportunities
Legal	n/a	
Property		
Human Rights		
Health and Safety		
Employment Issues	n/a	
Equalities Issues		
Community Support		
Communications		
Community Safety		
Financial	Ensure that the Council sets a balanced HRA annual budget and matches the capital programme to the available resources.	
Timetable for delivery		Approval in January of the new rents will enable tenants to receive notification well within the statutory timescales.
Project Capacity		
Other		

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

There are no Human Rights Act Implications.

(d) **Equalities Impact Assessment**

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

5 **Supporting Information**

Background

- 5.1 For the 10 years prior to 2015/16, the setting of council social rents has been guided by the government policy called rent convergence, the intention of which was to bring parity to council social rents across the country, and reduce the 'gap' between council social rents and Housing Association rents.

- 5.2 Driving these annual rent charges was a government prescribed formula which linked the following year's rent changes to the previous September's RPI and was weighted for regional differences e.g. salaries and house prices.
- 5.3 In May 2014, the Department for local Communities and Government issued a document "Guidance on Rents for Social Housing" which laid out the Government's policy on social rents for ten year period from 2015/16 for stock-owning local authorities. Under this changed rent policy, from the 1st April 2015, rent convergence was to be discontinued and rents were to increase by no more than CPI + 1% for 2015/16 to 2024/25.
- 5.4 However, in the summer budget on the 8th July 2015, the Chancellor announced that "rents paid in the social housing sector will not be frozen, but reduced by 1% a year for the next four years". In previous years, the Government has always allowed Councils 'discretion' in changing their rents but produced a rent policy to guide Councils in the setting of their rents. Slough Borough Council has followed Government 'rent policy' and set its rents in line with that policy.
- 5.5 The Government has now departed from the previous practice of issuing rent 'guidance' to setting social rents across the country through primary legislation. Currently working its way through the Parliamentary legislative process is the Welfare Reform and Work Bill which is in its committee stage in the House of Lords. Section 21 (1) proposes:-

In relation to each relevant year, registered providers of social housing must secure that the amount of rent payable in a relevant year by a tenant of their social housing in England is 1% less than the amount that was payable by the tenant in the preceding 12 months.

- 5.6 Section 21 (6) then goes on to define the relevant applicable years as a year beginning on the 1 April 2016, 1 April 2017, 1 April 2018 or 1 April 2019.
- 5.7 The draft legislation does allow exemptions from this rent reduction to be granted by the Secretary of State but these are very limited and clearly specified and cover properties such as specialist supported housing, temporary social housing, care homes and nursing homes. One of those exemptions (section 23(10)) is if the SoS considers that the local authority would be unable to avoid serious financial difficulties if it were to comply with the 1% rent reductions.

In effect, this means that for 2016/17, the Council will need to set its social rents (HRA) 1% lower than the rents current in this year with a base line date of 8 July 2015.

Impact

- 5.8 The HRA 30 Year financial Business plan was updated in January 2015 and made reference to the latest Government rent guidance in projecting future rental income. The assumption was made that for the years 2015/16 to 2024/25, annual social rents would increase by CPI plus 1%. For 2016/17, CPI was assumed to be 1% and rents to increase on average by 2%. This recent change in rent policy will turn a forecast 2% increase for 2016/17 into a 1% decrease and is estimated to reduce forecast HRA rental income in 2016/17 by £978k; the HRA 30 year financial Business plan will be updated to reflect these changes.

5.9 The estimated average weekly rent for the current year is £104.70 and the Government proposals will produce a total estimated loss in potential rental income of £9.7m and an average decrease of 3.9% in weekly rent over the next four years; this roughly equates to the loss of 60 new social properties. Over a ten year period, the cumulative estimated loss of rental income could be £30m. The year by year impact is shown in the table below:-

	2016/17	2017/18	2018/19	2019/20
Average weekly rent	£103.66	£102.62	£101.59	£100.57
Annual loss of Rent Income	£978k	£1.96m	£2.9m	£3.9m

Next Four Years

5.10 In addition to the rent decreases over the next four years, the HRA is also progressing with the reprocurement of its Repairs, Maintenance and Investment contract. This will continue to require investment until the new contract is in place but will result in a new contract that offers better value for money, focuses more effectively on meeting tenants' housing needs and aspirations, continues the building of new social housing, focuses investment in 'regenerating' existing estates, and better contributes to the Slough 'pound'.

5.11 Two further proposed changes are also likely to impact on the HRA and the Council's tenants in the new few years. These are:-

5.11.1 Pay to Stay

In the summer budget on the 8th July 2015, the Chancellor also went on to announce that "We are also going to require those on higher incomes living in social housing to pay rents at the market rate. It's not fair that families earning over £40,000 in London, or £30,000 elsewhere, should have their rents subsidised by other working people."

Details are still to emerge on how this might be applied but in October/November, the Government launched a consultation on this proposal in which they stated: "social housing tenants with household incomes of £40,000 and above in London, and £30,000 and above in the rest of England, will be required to pay an increased level of rent for their accommodation if their rent is currently being subsidised below market rent levels..... Money raised by local authorities through increased rents will need to be returned to the exchequer to contribute to deficit reduction. Housing Associations will be able to use the additional income to reinvest in new housing..... The Government will use primary legislation to bring forward powers to implement the policy and ensure it is in place from April 2017 onwards. We expect that the detail of the policy will be set out in regulations."

5.11.2 Sale of High Value Council Houses

This is linked to the proposed introduction of 'right to buy' for Housing Association tenants and is intended to 'compensate' Housing Associations for the loss of their stock through RTB. Again, details are still to emerge e.g. what is a high value home, exemptions, how the proceeds will be divided between Councils, Housing Associations and the Government, how this will be administered etc.

The Government has been gathering property data from Councils as to the value, occupation and type of their properties, and this information will help shape the details of this policy. Indicative analysis suggests that for Slough, around 82 properties will exceed a £300k market value threshold but the actual impact on the HRA will only become clear when the Government issues the actual guidance.

6 **Comments of Other Committees**

The Housing rents and service charges 2016/17 report was presented to Cabinet on the 18th January 2016.

7 **Conclusion**

The Committee is requested to scrutinise and comment on the housing rents and service charges for 2016/17 prior to submission to full Council on the 26th January 2016 for the ultimate decision.

8 **Background Papers**

- '1' Welfare and Reform Bill 2015
- '2' Housing and Planning Bill 2015-16
- '3' Summer Budget 2015

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee
DATE: 20th January 2016
CONTACT OFFICER: Savio DeCruz – Head of Transport
(For all enquiries) (01753) 875640
WARD(S): Central

PART I
FOR COMMENT AND CONSIDERATION

TOWN CENTRE CAR PARKING TASK & FINISH GROUP – UPDATE ON RECOMMENDATIONS

1. **Purpose of Report**

The purpose of this report is to update the Overview and Scrutiny Committee on the progress made regarding the recommendations of the Town Centre Car Parking Task & Finish Group. The Group's recommendations were approved by the Overview and Scrutiny Committee on 3rd March 2015, and discussed by Cabinet on 22nd June 2015.

2. **Recommendation**

That the update be noted.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

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

These recommendations relate to the following priority:

- Economy and Skills
- Regeneration and Environment

3b. **Five Year Plan Outcomes**

These recommendations relate to the following priority:

- The centre of Slough will be vibrant, providing business, living, and cultural opportunities

4 **Other Implications**

(a) **Financial**

The potential hire of external parking facilities may have financial consequences, as may any alterations to charging regimes. The overall parking strategy may have indirect impacts on the local economy and footfall in Slough town centre.

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

There are no human rights act or other legal implications arising as a direct result of this report.

5 Supporting Information

5.1 The recommendations adopted by the Overview and Scrutiny Committee were as follows, along with their current status:

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.
To be taken forward as part of the review of the Local Plan
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.
Officers reported final response to Overview and Scrutiny Committee on 9th July 2015
3. That the time restrictions on areas with single yellow lines be reduced to 6pm in suitable areas (subject to research by SBC).
Officers reported final response to Overview and Scrutiny Committee on 9th July 2015
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).
Recommendation approved by Cabinet
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.
To be taken forward as part of the review of the Local Plan
6. that the parking at Slough railway station be removed from SBC's allocation of parking spaces.
No further immediate action to be taken
7. that the potential expansion of car parking facilities at Slough railway station be investigated.
Officers reported final response to Overview and Scrutiny Committee on 9th July 2015
8. that the size of loading and unloading bays be reviewed to facilitate their use by larger vehicles.
Recommendation approved by Cabinet
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.
No further immediate action to be taken

5.2 As a result, this report will focus on the progress made on recommendations 1, 4, 5 and 8. The information in the following sections will provide the latest information on actions taken since the Cabinet meeting on 22nd June 2015.

- 5.3 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.
To be taken forward as part of the review of the Local Plan
- 5.4 That land adoption be used to increase SBC's control of parking (e.g. Kittiwake House, the area in Mill Street outside Foundry Court).
Consideration will only be given to adopting land if it is in the public interest and subject to going maintenance costs.
- 5.5 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.
To be taken forward as part of the review of the Local Plan
- 5.6 That the size of loading and unloading bays be reviewed to facilitate their use by larger vehicles.
A review to be undertaken in 2016/2017 for all loading bays.

6 **Conclusion**

The Committee is requested to decide on any future steps that need to be taken in enforcing or monitoring the recommendations.

7 **Appendices**

None.

8 **Background Papers**

'1' - Agenda papers and minutes, Cabinet (22nd June 2015)

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee
DATE: 20th January 2016
CONTACT OFFICER: Dave Gordon – Scrutiny Officer
(For all Enquiries) (01753) 875411
WARDS: All

PART I
FOR COMMENT & DECISION

CASEWORK 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 Casework Task and Finish Group.

2. **Recommendations**

2.1 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, namely.
 - 1) That the possibility of a system upgrade be investigated, with the system requiring the following elements to justify its procurement;
 - The ability to act as a central repository for casework, from submission to completion or final decision;
 - The ability to be interrogated by officers, allowing previous cases on the same policy matters to be found and used in decision making;
 - The ability to be accessed via Councillors' iPads; and
 - The ability to be accessed by residents via the Slough Borough Council (SBC) website to track the progress of their cases.
 - 2) For any such system to include automated escalation points, whereby inaction by an established deadline would cause responsible officers to receive an alert;
 - 3) SBC officers will be asked to establish previous decisions made in comparable cases where applicable, in order to avoid any inconsistencies in decisions made, actions taken or advice given to residents;
 - 4) SBC officers to ensure that final responses are sent to residents, with the relevant Councillor copied into the response. Councillors are to be

made aware that this is the standard procedure and should not act as spokespeople for decisions made by officers; and

- 5) In cases where the decision made or the action taken has an impact across their ward, Councillors are to inform other Councillors in that ward.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

- 3.1 Slough Borough Council (SBC) is responsible for the receipt of and response to casework raised by local residents. As such, this casework may relate to any of the priorities of the above policy documents depending on the issues involved.

4. **Supporting Information**

- 4.1 The Task and Finish Group was agreed, with its terms of reference, on 10th September 2015. 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 17th September 2015 for its main meeting. This meeting examined the areas outlined in the terms of reference, and the information gathered is included in the main body of the final report.
- 4.3 A major concern of the Members of the Task and Finish Group was the current system being used. This had not been upgraded for a significant period of time, and thus a) had limited functionality and b) could become obsolete relatively soon. In terms of the functionality, there were particular concerns over the degree to which the progress of cases could be tracked by Councillors and the amount of officer time spent on pursuing updates. As a result, it was concluded that improved efficiency could be generated through investment in an upgraded system. These matters are covered in recommendations 1 and 2 in the final report.
- 4.4 In addition, Members discussed the level of standardisation of responses given by SBC. This is both in terms of the policies involved in making the decision (covered by recommendation 3) and the process used to convey the decision (covered in recommendation 4). It is intended that, by adopting these recommendations, all parties involved will become clearer as to exactly what has been decided and the reasoning behind that decision. Further to this, the Task and Finish Group did discuss the potential need to be clearer with residents about the resources available to SBC, and therefore the possible need for some work to be undertaken as budgets allowed. At present, Members felt that residents were being informed that an action could be fulfilled, only to discover subsequently that SBC could not complete the work due to financial or workforce restraints.
- 4.5 Recommendation 5 has been made in an attempt to increase efficiency through improved communications. It is hoped that, by ensuring that all ward Councillors are aware of a decision which impacts on their ward, they can convey better quality information to local residents. As well as the improved relationships this should generate, it may also save on officer time as residents may already know the outcome of a case without the need to generate a new item of casework.

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.

5.2 Any resource implications of purchasing a new complaints management system would need to be considered by the relevant officers within existing resources.

6. **Conclusion**

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 Casework Task & Finish Group

8. **Background Papers**

None

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Casework Task & Finish Group

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

September – November 2015



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Preface

It gives me great pleasure to introduce the recommendations of the Casework Task and Finish Group. The review was commissioned by the Overview and Scrutiny Committee after several Councillors had raised concerns regarding issues such as:

- The tracking of casework, from initial submission to resolution;
- Standardisation of responses given, both in terms of substance of the response and the means used to convey the final decision to residents;
- The completion of casework involving externally contracted service providers; and
- The limitations of the existing information technology used for casework, and the potential to upgrade the system.

These are the central aspects addressed in the terms of reference which can be found at the start of the report. Our meetings also discussed the present system, its potential and limitations and the costs involved in any upgrade; our eventual recommendations have been made with this factor in mind, but are also requesting that the possibility of an improved system could be revisited on the basis that its benefits (in terms of improved services and saved officer time) could be justified by the benefits it would give. The further responses of Slough Borough Council officers to these matters has also been included in this report.

The swift, transparent and consistent resolution of casework is of vital importance to local residents, and a central commitment of Slough Borough Council towards the local population. By ensuring that clarity is given at all stages, even where the decision may not have been the one desired by the individual raising the case, we can ensure that the best possible local service is provided and that the Council's reputation is enhanced. Given the Five Year Plan's pledges to use technology to redefine the way customers contact the Council, streamline customer journeys and invest in technology to enable better working for staff, we would hope that the recommendations' potential to support these aims is clear.

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 Wal Chahal, Councillor Roger Davis, Councillor Fiza Matloob and Councillor Ted Plenty for all their work and support in completing this project.

Councillor Zaffar Ajaib
Chair of the Casework Task and Finish Group



Terms of reference

The following terms of reference were proposed by the Task & Finish Group following a meeting on 7th July 2015, and were agreed by the Overview & Scrutiny Committee on 10th September 2015.

1. To establish the potential for a more transparent and comprehensive system of tracking casework from initial receipt to completion, with specific reference to the following:
 - 1.1 The capability of the present casework logging system.
 - 1.2 The feasibility of creating a clear log of the progress of cases registered with Slough Borough Council (SBC) for each Councillor.
 - 1.3 Increasing the effectiveness and impact of SBC responses to casework.
 - 1.4 Ensuring that response deadlines (and subsequent undertakings) are adhered to.
 - 1.5 Creating a series of different categorisations to clarify the precise status of individual cases
 - 1.6 Monitoring the performance of different Departments in meeting key performance indicators for casework.
 - 1.7 Clarifying procedures for progressing casework with outsourced service providers.
 - 1.8 The process for escalating cases where the final response has not been to the satisfaction of Councillors.
 - 1.9 Standardised communications for the outcomes of casework to local residents.
2. To make recommendations on the above matters.

Summary of Recommendations

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

- 1) That the possibility of a system upgrade be investigated, with the system requiring the following elements to justify its procurement;
 - The ability to act as a central repository for casework, from submission to completion or final decision;
 - The ability to be interrogated by officers, allowing previous cases on the same policy matters to be found and used in decision making;
 - The ability to be accessed via Councillors' iPads; and
 - The ability to be accessed by residents via the Slough Borough Council (SBC) website to track the progress of their cases.

- 2) For any such system to include automated escalation points, whereby inaction by an established deadline would cause responsible officers to receive an alert;

- 3) SBC officers be asked to establish previous decisions made in comparable cases where applicable, in order to avoid any inconsistencies in decisions made, actions taken or advice given to residents;

- 4) SBC officers to ensure that final responses are sent to residents, with the relevant Councillor copied into the response. Councillors are to be made aware that this is the standard procedure and should not act as spokespeople for decisions made by officers; and

- 5) In cases where the decision made or the action taken has an impact across their ward, Councillors are to inform other Councillors in that ward.

1 Background to the Review

1.1 Introduction

The issue was first raised by the Overview and Scrutiny Committee on 17th June 2015. This was in response to concerns raised during the summer recess that casework could be hard to track, with Councillors and / or residents having been unaware of the progress, completion or final decision made in relation to casework raised with Slough Borough Council (SBC). This had caused concerns amongst both Councillors and residents, and was leading to a negative impact on both the service offered to the local community and the reputation of the Council. It had also led to Councillors having to fulfil the role of officers in some instances, informing residents of decisions in the absence of an official response.

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).

The Task and Finish Group was chaired by Councillor Zaffar Ajaib and membership comprised Councillor Wal Chahal, Councillor Roger Davis, Councillor Fiza Matloob and Councillor Ted Plenty.

1.2 The Approach

Once the terms of reference had been agreed, the Group held two meetings with SBC officers. The first of these was a demonstration of the existing IT system and its capabilities, provided by Finbar McSweeney (Corporate Complaints Manager). After this, a discussion was held around the questions raised by the terms of reference, with SBC represented by Finbar McSweeney and Tracy Luck (Assistant Director, Strategy and Engagement).

The information provided at that meeting is included in the report; these officers have also been asked to provide initial responses to the final recommendations made on 3rd November 2015. This has also been covered in the report to provide all parties making decisions on the recommendations to have the most accurate evidence to hand in their deliberations.

1.3 Potential financial implications

The Group is aware of the potential budgetary implications of its request, and also the need to apply the relevant procurement procedure for any acquisitions arising from the report. It has also consulted with SBC officers during the process of forming its recommendations,. An initial cost – benefit analysis was requested at the meeting on 3rd November 2015 with this in mind, and has been included in this report in section 2.

In terms of meeting the aims of the Five Year Plan, the following would seem to back the request for an improved casework management system:

- Outcome 8 key action 1: Use technology to redefine the way customers contact the Council.
- Outcome 8 key action 3: Invest in technology to enable staff to work smartly wherever they are located.

By creating a system where residents can access details of casework via the SBC website, pressure on officers would be reduced. Meanwhile, improvements to ‘smart working’ would accrue from a more centralised, accessible system and would assist with remote reporting of progress by officers working away from SBC offices.

2 Information gathered

2.1 Meetings - 10th and 17th September 2015

The following information was gathered by the Casework Task & Finish Group:

- A demonstration of the current system on 10th September 2015 showed that it could log core data. However, the system was also relatively old and had limitations in terms of user interaction which could restrict its potential to produce summary reports.
- In addition, whilst the process up to the point of referring a case to the relevant department was fairly clear, there were issues with the tracking of the response which had been given. Cases were noted as 'closed' on the system by the logging officer once the responsible officer had been allocated and they had replied to the Councillor and resident, rather than at the point at which the responsible officer had completed work or informed the resident of the final decision.
- The issue of undertakings given not being followed through remained a concern on a small number of cases. Members also reported that, in some cases, although acknowledgements and initial replies had been sent to residents, some Councillors believe it seemed to be left to them to notify residents, whilst this responsibility lay with the officer who had been allocated the case.
- In terms of capacity, the team dealing with casework was small (only one full time member) and had limited resources. They had not previously been asked to produce reports, and the understanding had been that Councillors were responsible for pursuing outstanding actions.
- Councillors had the option of reporting unsatisfactory actions (separate from the complaints process for residents); however, an exercise on such cases had been undertaken in late 2014. This had received only 10 such incidents.
- The recording of such cases was not the responsibility of the casework team; however, when these cases generated complaints from residents or Councillors, these would come through that team. Any trends emerging regarding Council departments or areas of Council work would be raised with the relevant team, but clear evidence was required to make any such observations.
- Quarterly reporting of casework on a Councillor-by-Councillor basis would be possible. This would take a similar format to a response given to a request under the Freedom of Information Act and would be liable to be fairly high level in its content.
- Web interface was also not possible under the present system.
- The system was sufficiently flexible to be amended in some respects; however, this would be highly limited and would also need a feasibility study to assess the potential for useful innovation.
- There was no external helpdesk or similar facility offered by the providers of the current software.
- Whilst it may be possible to highlight cases on the basis of the individual Councillor who had raised it, any further work undertaken on a case-by-case basis could be highly time consuming and impractical.
- The cost of an upgrade to the casework system was unknown, although it could be put forward as a bid against the IT capital programme for which a business case would need to be made.
- Beyond the casework team, only the Leader's office and the housing department had the ability to mark casework as 'closed'.
- Members raised some dissatisfaction with the responses offered to residents. Whilst residents and Councillors were interested in the outcome, sometimes the answers provided were based on policies and not as clear as desired. Members were aware that the answer could be 'no', but required clarity.
- In addition, there had been cases where the answer indicated that action would be taken; however, subsequently when the matter was chased up Councillors had been informed that the budget did not allow for action to be undertaken. Members felt that the public would understand

the budgetary pressures placed on SBC, but that clarity on this and the required prioritisation of services needed to be given at the start of the process.

- In addition, there had been concern over a small number of cases where one officer had been named at the start of the response as responsible, only to claim later that it was not part of their role.
- Reductions in budget were leading to SBC's ability to undertake work facing review. Communicating the reality of the situation, and the amount of work that SBC to commit to, would be vital in relationships with the public.
- Outsourced services were subject to the same key performance indicators as services run directly by SBC. Any records of complaints could be reported as part of any retendering processes and were shared with the service providers concerned. Meetings with account directors could be called.
- Residents had the power to raise level 1, 2 and 3 corporate complaints regarding responses to casework. Councillors did not have this, but could use a separate process where escalations could reach the Head of Service.
- Concerns regarding cases where Councillors received the officer response but residents did not were also raised. It was clarified that this should not be the case, with residents to be the first priority in terms of communicating outcomes.

On the basis of this information, the Task & Finish Group decided that the following matters would be the priorities:

1. Researching the possibility of upgrading the system to improve efficiency.
2. Ensuring that the process used to make decisions and inform residents was standardised and clarified with all parties responsible.
3. Ensuring that the messages conveyed to residents were clear, consistent and (where commitments were given) could be enacted.

As a result, these are the focus of the recommendations made on page 5 of this report.

2.2 Cost – benefit analysis

Should any alterations to the current system be recommended, then a formal procurement process will be required. This will involve the submission of at least three quotations and a full evaluation of their merits. However, to clarify the likely parameters of such systems, some preparation work was undertaken after the final recommendations of the Task & Finish Group were agreed.

The Task & Finish Group requested that some options for any potential upgrade should be researched. One example mentioned was the system used by Fiona Mactaggart MP; however, the current supplier of this does not offer their software to local organisations, and as a result this line of enquiry cannot be not taken any further.

The current supplier has significantly altered their system since SBC's last upgrade. The Respond system on offer is Respond 6.0.1 (SBC currently employs version 3.7) and offers levels of functionality, user interaction and sophisticated case management options which would not be required; either by the recommendations listed on page 5 of the report, or by local residents' inquiries and the processes used by SBC to resolve them. As a result, the costly nature of the product (the company estimated that an initial outlay of £44,720 plus an additional £6,320 per annum would be the price) would render it highly unlikely to be adopted by the Council, whilst in addition the Information Technology systems required to use the system would limit its accessibility for staff. This would run counter to many of the improved accessibility options it provides, further undermining any business case for its adoption.

As a result, should there be an available budget for a new system, the Task & Finish Group would recommend that the formal procurement process should investigate options more in line with the Council's requirements. One such system, researched in conjunction with the Corporate Complaints Team, would have the functionality required by the specifications in Recommendation 1 on page 5, allowing for greater tracking of progress on cases by SBC officers, Councillors and members of the public. In terms of delivering efficiencies beyond the improved service, any such system would need to justify its procurement by being more efficient as the public will be able to enter a reference number into a portal on the SBC website to track the progress of their case, rather than having to contact SBC directly.

The costs of the system outlined above are as follows:

- Initial cost of establishing system - £5,000 for 10 day consultancy session, to frame the system for SBC requirements.
- Annual licence of £8,995 per annum to cover 9 main users (responsible for entering details on to the system and updating on progress).

It should be noted that any new system would also require the approval of arvato both in terms of its purchase and any ongoing support required by arvato for which they may be a cost.

3 Attendance record

	7th July 15	17th Sept 15	3rd Nov 15
ClIr Ajaib	P	P	P
ClIr Chahal	P	P	Ap
ClIr Davis	P	Ap	Ap
ClIr Matloob	P	P	P
ClIr Plenty	P	P	P

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee

DATE: 20th January 2016

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

WARDS: All

PART I
FOR COMMENT & CONSIDERATION

OVERVIEW AND SCRUTINY COMMITTEE 2015/16 WORK PROGRAMME

1. **Purpose of Report**

For the Overview and Services Committee (OSC) to discuss its current work programme.

2. **Recommendations/Proposed Action**

That the Committee note details of the current work programme for the 2015/16 municipal year and make amendments as necessary..

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

3.1 The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Joint Slough Wellbeing Strategy priorities. The OSC, along with the four Scrutiny Panels combine to meet the local authority's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.

3.2 The work of the OSC also reflects the priorities of the Five Year Plan, as follows:

- Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay
- There will more homes in the borough, with quality improving across all tenures to support our ambition for Slough
- The centre of Slough will be vibrant, providing business, living, and cultural opportunities
- Slough will be one of the safest places in the Thames Valley
- More people will take responsibility and manage their own health, care and support needs
- Children and young people in Slough will be healthy, resilient and have positive life chances
- The Council's income and the value of its assets will be maximised
- The Council will be a leading digital transformation organisation

4. **Supporting Information**

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

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

5. **Conclusion**

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

6. **Appendices Attached**

A - Work Programme for 2015/16 Municipal Year

7. **Background Papers**

None.

OVERVIEW AND SCRUTINY COMMITTEE
WORK PROGRAMME 2015/2016

Meeting Date
Tuesday 12 January 2016 – Joint meeting with Education and Children’s Services Scrutiny Panel
<ul style="list-style-type: none"> • Children’s Services Trust
Wednesday 20 January 2016
<ul style="list-style-type: none"> • arvato – 6 month update • Town Centre Car Parking – update on Task & Finish Group recommendations • Council houses – rents and service charges • Analysis – 3 month review of Burnham Station road network alterations • Casework Task & Finish Group
Thursday 4 February 2016
<ul style="list-style-type: none"> • Financial and performance report – quarter 3 • Budget • Five Year Plan – theme 3 (Using Resources Wisely) • Environmental Services contract’ procurement and commissioning
Thursday 3 March 2016
<ul style="list-style-type: none"> • New Benefits System: Implications for local residents
Thursday 7 April 2016
<ul style="list-style-type: none"> • Thames Valley Police – Chief Constable • For approval – Scrutiny Annual Report • Analysis – final review of Burnham Station road network alterations • Petitions – annual summary

To be programmed – Leisure Strategy (decision made by Cabinet January 2016)

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MEMBERS' ATTENDANCE RECORD 2015/16
OVERVIEW AND SCRUTINY COMMITTEE

COUNCILLOR	17/06/15	09/07/15	10/09/15	12/11/15	12/01/16 (Joint meeting with ECS Panel)	20/01/16	04/02/16	03/03/16	07/04/16
Ajaib	P	P	P	P					
Bains	P	P	P	P* (from 6.35pm)					
Bal	P	P	Ap	P					
N Holledge	Ap	P	P	Ap					
Malik	P	Ap	P	P					
Nazir	P	P	P	P					
Rana	P	P	P	P					
Strutton	P	P* (from 7.22pm)	P	P					
Usmani	P	P	P	P					

P = Present for whole meeting
 Ap = Apologies given

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

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