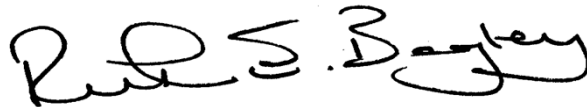


Date of issue: Friday, 8 July 2016

MEETING:	CABINET Councillor Munawar Councillor Hussain Councillor Ajaib Councillor Bal Councillor Matloob Councillor Sharif Councillor Sohal	Finance & Strategy Education & Children's Services / Health & Social Care Housing & Urban Renewal Environment & Leisure Transport & Highways Digital Transformation & Customer Care Regulation & Consumer Protection
DATE AND TIME:	MONDAY, 18TH JULY, 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)	NICHOLAS PONTONE 01753 875120	

NOTICE OF MEETING

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



RUTH BAGLEY
Chief Executive

AGENDA

PART I

Apologies for absence.

1. **Declarations of Interest**

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

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 Meeting held on 27th June 2016**

1 - 14

3. **Leisure Capital Programme – The refurbishment of Slough Ice Arena and the provision of a temporary ice provision**

To
Follow

[Report to follow the Overview & Scrutiny Committee meeting held on 14th July 2016]

4. **Reconfiguration of the Borough's Activities Offer for People with Learning Disabilities**

15 - 26

All

5. **Statutory Service Plans**

27 - 150

All

6. **Financial Planning Update 2016-21**

151 - 162

All

7. **Risk Based Verification Framework**

163 - 168

All

8. **Proposed Amendments to Home to School Transport Policy**

169 - 190

All

9. **Contracts in Excess of £250,000 in 2016/17**

191 - 194

All

10. **References from Overview & Scrutiny**

To
Follow

All

11. **Notification of Forthcoming Decisions**

195 - 206

All

12. **Exclusion of Press and Public**

It is recommended that the Press and Public be excluded from the meeting during consideration of the item in Part 2 of the Agenda, as it involves the likely disclosure of exempt information relating to an action

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

taken or to be taken in connection with the prevention, investigation or prosecution of crime and the disclosure would not be in the public interest as defined in Paragraph 7a of Part 1 of Schedule 12A of the Local Government Act 1972 (amended).

PART II

13. **Risk Based Verification Framework - Appendix A** 207 - 212

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.

Note:-

Bold = Key decision

Non-Bold = Non-key decision



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Cabinet – Meeting held on Monday, 27th June, 2016.

Present:- Councillors Munawar (Chair), Hussain (Vice-Chair), Ajaib, Bal, Matloob, Sharif (from 6.51pm) and Sohal

Also present under Rule 30:- Councillors Anderson, Brooker, Davis, Pantelic, Swindlehurst and Wright

Apologies for Absence:- None

PART 1

1. Declarations of Interest

Councillor Bal declared that his daughter worked for Slough Borough Council.

2. Minutes of the Meeting held on 11th April 2016

Resolved – That the minutes of the meeting of the Cabinet held on 11th April 2016 be approved as a correct record.

3. Cabinet portfolios and Commissioner Responsibilities

The Cabinet formally noted the portfolios and responsible Commissioners appointed by the Leader of the Council, as detailed in Appendix A to the report. It was also noted that the Leader had appointed Councillor Sabia Hussain as Deputy Leader of the Council in accordance with Part 2 Article 7 (10) of the Constitution.

Resolved –

(a) That the portfolios and responsible Commissioners as appointed by the Leader of the Council be noted.

(b) That the appointment of Councillor Sabia Hussain as Deputy Leader of the Council be noted.

4. Ruling Group Manifesto

The Cabinet received the Slough Labour Party Manifesto Commitments for the Borough elections held on Thursday 5th May 2016.

Commissioners formally agreed to adopt the Manifesto commitments as Council policy for delivery in the period up to the next Borough elections scheduled for May 2018. However, the Leader highlighted that the implications of the result of referendum to leave the European Union were likely to impact on the Council's financial position, the national policy context and other circumstances, which may result in the need to review some of the items in the Manifesto in the future.

Several questions were asked by others Members under Rule 30 which are summarised as follows:

- Councillor Pantelic asked the Commissioner for Education & Children's Services how she intended to take forward the commitment to work with and support Slough Children's Services Trust. The Commissioner stated that developing a better relationship with the Trust was a priority and was crucial to improving outcomes for children in Slough.
- Councillor Swindlehurst asked about the timescales for the delivery for the proposed community hubs. It was noted that progress was well advanced on the Trelawney Avenue Redevelopment Plan, which included the Langley hub, and the Cabinet would consider a further report in the near future.
- In view of the Manifesto commitment to upgrade the Ice Arena, Councillor Swindlehurst asked a number of questions about temporary provision during the nine month period of closure for refurbishment, including whether the impact of closure on current users such as Slough Jets would result in a potential loss of income for the new facility. The Strategic Director of Customer & Community Services responded that discussions had taken place with a range of users to try to find alternative provision or activities and it was hoped that the Jets would return to the newly refurbished arena. The full financial impacts of the specific usage of the refurbished arena were not quantified, however, the development included several new facilities which would help drive footfall. The revenue cost of temporary provision was in excess of £500,000 and the Council would continue to look at all viable options to support users through the period of closure.

At the conclusion of the discussion, it was agreed to adopt the Manifesto as Council policy, noting the review of any relevant items in light of the national economic situation and other circumstances.

Resolved – That the Slough Labour Party Manifesto 2016 be adopted as Council policy for the period to the next Borough Elections in May 2018.

5. Provisional Financial and Performance Outturn Report: 2015-16 Financial Year

The Assistant Director Finance & Audit introduced a report that provided the Cabinet with the provisional financial outturn information for 2015-16 and a summary of the Council's performance against balanced scorecard indicators, Five Year Plan outcomes and 'Gold' projects.

The provisional revenue outturn for the financial year was an overspend of £41k (revised from the £39k stated in the published report), maintaining the General Fund balances at £8.1m. This was a significant improvement on the

in year position reported previously to the Cabinet and reflected the significant work undertaken to contain the financial pressures and deliver the planned budget. The capital outturn was £44.7m against the programme of £76.9m with £22m agreed to be re-profiled into the 2016-17 financial year. The provisional outturn in terms of the Housing Revenue Account, savings and performance measures were noted.

The Cabinet welcomed the fact that the overall revenue outturn had been brought back into line with budget despite the challenging financial climate for the Council. Commissioners asked about the write offs totalling £1.6m; and the potential impact that Brexit could have on future Business Rates and the robustness of capital schemes. It was responded that provision had been made for write offs and there were therefore no wider budget impact in approving the write off requests in paragraph 11.1 of the report. The impact of Brexit on local businesses was uncertain and Business Rates revenues would be closely monitored and factored into future budget decisions. Business cases for capital projects took a long term view about the viability of investment and the strategy aimed to use capital to generate revenue and contribute to savings.

(Councillor Sharif joined the meeting)

Members speaking under Rule 30 raised a number of issues which are summarised as follows:

- In view of the 'red' status of Outcome 5 of the Five Year Plan relating children and young people's services, Councillor Pantelic asked about the position regarding the joint improvement plan between the Council and Trust. The Interim Director of Children's Services stated that the Ofsted deadline for agreeing the plan was 30th June and she was confident that this deadline would be met.
- Councillors Pantelic, Swindlehurst and Anderson asked a number of questions about the plans in place to address the overspend in Adult Social Care of £600k and the impact of overspends in the Wellbeing directorate on other areas of the Council. The Commissioner for Health & Social Care responded that an ambitious transformation programme was in place, the scale of which meant some slippage in delivering savings was likely, particularly as a cautious approach was being taken when reconfiguring services to ensure they met the needs of vulnerable people. The deliverability of savings elsewhere in the Wellbeing budget had been affected by the transfer of funding to Slough Children's Services Trust and, where appropriate, savings had been re-profiled into 2016-17.
- Councillor Anderson asked about the position regarding reserves. The General Fund reserve was £8.1m and the minimum level was £7.3m, noting that significant financial pressures and volatility meant it would be prudent to retain a reserve above the minimum level. Councillor Anderson asked why the Cabinet was not considering a report to utilise

a large proportion of these reserves for the provision of a temporary ice facility to accommodate users most affected by the nine-month closure for refurbishment. The background to this matter was discussed, and it was stated that there was no decision currently required to be taken by the Cabinet, however, the Council was still exploring the practical measures to support users during the period of closure and any proposals would be put to Members at the appropriate time.

The Cabinet noted the financial and performance outturn for 2015-16 and agreed the various recommendations relating to the capital programme, write offs, virements and fees and charges.

It was noted that this would be the last Cabinet meeting attended by the Assistant Director Finance & Audit. Members thanked Mr Holmes for his work for the Council and wished him well in his new role.

Resolved –

The Cabinet noted:

- (a) That the provisional revenue outturn for 2015-16 was an over spend of £41K, maintaining General Fund balances at £8.1M.
- (b) That the provisional capital outturn was expenditure of £44.70m against the capital programme of £76.90m, with £22.0m re-profiled into the 2016-17 financial year.
- (c) That within the Council's balanced scorecard, 42.9% of indicators were green, 15.4% were red and 17.6% were amber. The remaining 22 indicators were recorded either as
 - N/A 20.9% - not applicable because
 - It was a volume indicator only;
 - the indicator was to be updated later in the year
 - the value which SBC cannot seek to directly influence or because the issue is complex
 - Unassigned (3.3%) – this relates to the 3 children social care indicators where a RAG status was currently unassigned
- (d) That of the 8 Gold projects as of the end of March 2016; one had been assessed as "Green", six as "Amber" and one as "Red".
- (e) That of the eight highlight 5YP outcome reports which had been RAG-rated as at March 2016, the overall status of three had been assessed at 'Green', three at 'Amber', one at 'Amber/Green' and one unassigned.

The Cabinet agreed:

- (f) The revised 2015-16 capital programme to take account of re-profiling of previously approved 2015-16 projects into the 2016-17 programme.

- (g) That an increase of £700k in the ERP capital scheme be approved.
- (h) The revenue carry forwards included within the 2015/16 outturn.
- (i) The Virements and write-offs detailed within the report.
- (j) The introduction of a new £5000.00 fixed penalty charge in relation to the Smoke and Carbon Monoxide Alarm (England) Regulations 2015; and delegated authority was given to the Housing Regulation Team's Officers to enforce the policy under the powers of the 2015 Regulations in accordance with the Statement of Principles.

6. Burnham Station Experimental Scheme

The Commissioner for Highways & Transport introduced a report that sought approval to make permanent the experimental northbound option for Station Road, Burnham; and the implementation of a series of improvements to the road network in the surrounding area and in the immediate vicinity of Burnham Station.

The proposals sought to address the longstanding traffic problems in the area and improve access to the station ahead of the start of new Crossrail services. An experimental scheme had been in place since October 2015 and significant consultation, surveys and other engagement had taken place, the results of which were included in the report and supporting appendices. Phase 1 of the experiment involved the closure of a section of Station Road under the railway bridge and had resulted in an adverse effect on the surrounding road network and negative feedback from a majority of residents and road users. Phase 2 allowed northbound traffic only on a section Station Road and the overall feedback was more positive. 81% of survey respondents said that Phase 1 had made their journey worse, whereas 72% said Phase 2 had made their journey better. Officers highlighted that a number of other changes would be implemented to further improve the permanent scheme such as a 20mph zone and new pedestrian crossing points.

The Cabinet discussed a number of issues including the use of experimental orders in the future and local communication and engagement. It was responded that an experimental order allowed consultation and feedback on the operation of a scheme itself, rather than the perceptions of the impacts that a planned scheme may have. They were also designed to be flexible to be able to respond to the actual impacts a scheme had on the network during the experimental phase. Some lessons had been learnt for the future on the engagement of ward members and the communications plan with residents.

Speaking under Rule 30, Councillor Wright raised some perceived safety issues in the detailed design, including the risk to disabled people in particular of the new zebra crossing on Burnham Lane given the improved flow of traffic and problem of speeding. Officers confirmed that the new crossings would be Disability Discrimination Act compliant and would meet all of required safety

standards for disabled and partially sighted people. A number of other improvements were being taken forward in the detailed design and bus companies and other stakeholders were being engaged. In response to other questions raised, the Cabinet noted that the £2m funding contribution from the Berkshire Local Transport Body had been confirmed for delivery in 2016-17; that the transport impacts of major regeneration schemes would be built into the modelling for future schemes; and further comments and feedback from local residents would be taken into account in finalising the detailed design of the scheme.

At the conclusion of the discussion, the Cabinet agreed that the permanent scheme should be based on the northbound option for Station Road and incorporate a range of associated improvements around the station and on the surrounding road network.

Resolved –

- (a) That the offer of the Berkshire Local Transport Body to provide £2m towards the cost of the Burnham Station improvements be welcomed;
- (b) That the terms of the offer, including the need for the remainder of the scheme cost approximately £100K to be met by Section 106 contributions identified for the Burnham area be noted;
- (c) That the key elements of the permanent scheme, including the northbound option for Station Road and as set out in paragraph 5.8 of the report, be agreed in principle, subject to detailed design and the consideration of further feedback from the public consultation.

7. Old Library Site Development Options

The Cabinet considered a report that sought approval for the Council to provide funding for Slough Urban Renewal to develop two high quality hotels and a restaurant as part of the mixed use development of the Old Library Site. Commissioners considered the Part II Appendix 3 – Financial Options Appraisal, which contained exempt information, during Part I of the meeting without disclosing any exempt information.

The Old Library Site had been identified as a surplus asset in view of the impending transfer of library services to The Curve. The site was in Council ownership and occupied a prime location identified for hotel use within the Heart of Slough strategy. Five options had been evaluated and the preferred option was for two high standard hotels within a mixed use development. The financial implications and risks associated with the development of a 144 room short stay and 92 room long stay hotel were noted. The hotel scheme would deliver regeneration benefits to the town centre and would also generate an ongoing revenue stream. The Cabinet would receive a further report on the options for the remainder of the site at a future meeting.

The Cabinet considered the approach taken to manage the risks around such a major investment and discussed a number of other issues such as the provision of car parking and potential for the development to contribute to the wider regeneration of the town centre. The options for the remainder of the site, including residential or office space, were briefly discussed and this would be subject to further work on the options before the Cabinet received a report at a future meeting.

At the conclusion of the discussion it was agreed to recommend to full Council that funding be provided to take forward the recommended option for two hotels and a restaurant and to receive a report in due course on the development of the remainder of the site in September 2016.

Resolved –

- (a) That the Old Library Site was no longer required for the purposes for which it is presently held.
- (b) That the Old Library Site be appropriated for other purposes for the benefit, improvement or development of the Council's area.
- (c) That a recommendation be made to Full Council that the Council develop two hotels and a restaurant on the Old Library site, at an estimated cost of £30.5m (borrowing cost £55m) for the hotels and £1.7m (borrowing cost £3m) for the restaurant.
- (d) That the Council enter into an Agreement for Lease with Landlord's Works for a 25-year term with a hotel operator for part of the Old Library Site and note that this could be extended to 45 years to match the offer from the hotel operator.
- (e) That a follow-up report be presented to Cabinet in September 2016 to present complementary development options and recommendations for the remainder of the site.

8. Progress Report on the Review of the Local Plan for Slough

A report was received on the progress that had been made to date in reviewing the Local Plan, which would replace the Core Strategy (2008), Site Allocations Plan (2010) and the 'saved' parts of the Local Plan for Slough (2004).

The new plan would set out the planning policy framework until 2036 and would both shape decisions about the future growth of the town and affect the way the Council provided its services in the future. Its influence would extend well beyond planning and it was important therefore that the plan was 'mainstreamed' across the Council. The work completed to date had highlighted the severe shortage of land in Slough which would make it difficult to meet all of the identified needs for the town, including the projected 20,000 additional homes. The next stage was an 'Issues and Options' report which

would go out to public consultation by the end of the year. The Commissioner for Housing & Urban Renewal proposed, and it was agreed, that a workshop be held for Members to develop a new vision for Slough that would inform the 'Issues and Options' report.

The Cabinet discussed the range of options, some of which were radical, to address the key challenges and commented on the need to ensure the Member and public consultation was designed to engage them in the reality of the choices facing Slough. Following a number of questions from Councillors Davis, Anderson and Swindlehurst under Rule 30, it was clarified that the release of Green Belt land in Slough was one of the options for consideration and any decisions would be informed by the Green Belt Study, consultation and discussions with neighbouring authorities.

Resolved –

- (a) That the update on the review of the Local Plan be noted.
- (b) That a workshop for Members be held in July to develop a new vision for Slough to set the strategic objectives against which options can be assessed.
- (c) That it be noted that the release of Green Belt land was one of a number of options that would be considered to address the severe shortage of land in Slough and these options would be included in the 'Issues and Options' report for public consultation.

9. Revised Corporate Parenting Strategy 2016-18

The Interim Director of Children's Services introduced a report which sought approval of the revised Corporate Parenting Strategy for 2016-18. The priorities were based on the six themes of 'Our Pledge: our promises to our looked after children' that had been agreed by the Cabinet and full Council in April 2016.

The new strategy had been produced in close consultation with Slough Children's Services Trust and it included new terms of reference for the Corporate Parenting Panel. The Panel had met on 23rd June and discussed the strategy and agreed that a joint action plan between the Council and Trust be developed as well as a scorecard to monitor performance. Taken together, this suite of documents were key deliverables for the Council from the Delivery Plan submitted to Ofsted in response to the inspection report published in February 2016.

The Commissioner for Education & Children's Services explained the rationale for the changes to the terms of reference to the Corporate Parenting Panel which would make it more inclusive and crucially more child centric to hear the voice of looked after children. The membership of the Panel would be finalised following a further review to minimise the risks of any potential conflicts of interest between Members involved in the Panel, scrutiny or other

roles with responsibilities for children's services. The Leader asked for assurance that the new strategy and supporting documents would deliver service improvements and it was responded that there was now a clear path flowing from the Pledge, strategy, action plan and scorecard, with a refreshed Corporate Parenting Panel to provide partnership oversight. The Cabinet welcomed the work that had been done and approved the strategy.

A number of questions were raised by Members under Rule 30. Councillor Brooker highlighted that there had been a significant change in Member representation on the Corporate Parenting Panel and suggested that non-Panel members be able to attend meetings. He also raised the issue of Members attendance at the Panel and the Cabinet agreed that Panel Members should commit to playing a full and active role, noting that all Members had clear responsibilities as corporate parents. Councillor Pantelic asked what different approach would be taken to deliver success. The Commissioner for Education & Children's Services highlighted that the aspirational promises made in the Pledge were clearly supported by the strategy, action plan and scorecard to measure progress. A strong working relationship between the Council, Trust and other partners would also be a priority to improve services and outcomes for children.

Resolved – That the Corporate Parenting Strategy 2016-18 be agreed as at Appendix A to the report, subject to the finalisation of the review of Member representation on the Corporate Parenting Panel.

10. Future Arrangements for Cambridge Education Contract and Related Services

The Interim Director of Children's Services introduced a report which set out proposals for the future delivery of services and functions within the Mott MacDonald Ltd (Cambridge Education) contract, including an extension to the existing contract to deliver some specified services on behalf of the Council. An update was also provided on the implementation of Schedule 2 of the Second Direction issued by the Secretary of State for Education on 30th September 2015.

The background to the these matters was explained and the Cabinet was advised that extending the Cambridge Education by two years for school improvement and integrated support services was considered to be the best way for the Council to meet its service challenges most effectively. It was also proposed that support services to schools, including fair access, home to school transport and admissions be brought back in house from 1 October 2016; and to conduct further work on the transfer of children centres and early years provision to Slough Children's Services Trust with a view to bringing a further to Cabinet in September on the financial and contractual issues.

Councillors Brooker and Pantelic raised several issues under Rule 30 including the financial details of the Cambridge Education contract extension and the timescales for transferring services to the Trust by October 2016. It was noted that negotiations with Cambridge Education were ongoing and the

Council was seeking to make savings through this process. It was recognised that the timescale for transfer of services to the Trust was tight but that the Council had been working hard for many months to fulfil its obligations to prepare for the transfer on the timescale set out the 2nd Direction. A series of Key Performance Indicators (KPIs) and operational targets would need to be agreed with the Trust. Concerns were raised by some Members about the time taken to agree such measures for the services that transferred to the Trust in October 2015. It was clarified that the KPIs were in place but some target were yet to be fully agreed and were subject of ongoing discussion between the Trust, Department for Education and the Council.

After due consideration, the recommendations were agreed and a further report would be received by Cabinet in September 2016 on the transfer of responsibility for children's centres and early years services to the Trust.

Resolved –

- (a) That the contract period for school improvement services and the integrated support services in the Council's contract with Mott MacDonald Ltd (Cambridge Education) be extended by two years to achieve a five-year contract period overall for these services.
- (b) That the progress and conclusions of the negotiations of the Deed of Variation with Mott MacDonald Limited (Cambridge Education) be delegated to the Director, Children's Services following consultation with the Chief Executive and the Council's Commissioner for Education and Children.
- (c) That support services to schools within the Council's current contract with Mott MacDonald Ltd (Cambridge Education) are brought in-house and managed directly by the Council from 1 October 2016.
- (d) That a Deed of Variation to the Services Contract between the Council and Slough Children's Services Trust Limited (SCST) be drawn up to reflect the transfer of responsibility for children's centres and early years services to the Trust, in order to clarify operational, financial and performance management arrangements subject to Cabinet agreement in September 2016.
- (e) That the Council and the Commissioner for Children's Services appointed by the Secretary of State for Education requests the Secretary of State for Education to update Schedule 2 of the Second Direction to reflect the Council's ongoing responsibility for the delivery of some of the education services currently listed therein, as agreed with Slough Children's Services Trust Limited.

11. Transfer of Special Education Needs Funding to Slough Children's Services Trust

A report was received on proposals to transfer funding from the Council to Slough Children's Services Trust for services to children assessed as having a Special Educational Need (SEN). The services were transferred to the Trust in October 2015, however, both parties agreed that the formal transfer of funding should be delayed due to the complex financial issues involved. Both parties now agreed the funding with a total value of £14.298m could be transferred. The Cabinet considered the report and agreed the recommendations.

Resolved –

- (a) That the transfer of services and budgets of £14.298m as detailed in paragraph 5.5 of the report be approved;
- (b) That the timescale for the transfers, set out in paragraph 5.6 of the report, be agreed; and
- (c) That the total amount being transferred to SCST including decisions previously made, as at paragraph 5.7 of the report, be noted.

12. Refugee Dispersal, Resettlement of Syrian Refugees and Unaccompanied Asylum Seeking Children

The Commissioner for Regulation & Consumer Protection introduced a report that sought approval on the activities proposed in response to the Governments request on refugee dispersal; Syrian Vulnerable Persons Relocation Scheme (SVPRS) and Unaccompanied Asylum Seeking Children (UASC) scheme. The proposal was to permit the Governments contractor to source and operate a single dwelling in Slough to support asylum seekers dispersal and that up to five small families (with up to two children) be supported under the SVPRS over the next four or five years. It was proposed that no offer be made to accept any children under the UASC scheme until services for the most vulnerable children in Slough were more stable. It was considered that the overall package was reasonable and proportionate for Slough.

The Cabinet discussed the report and a number of questions were asked by Councillors Wright and Swindlehurst under Rule 30. It was clarified that the single dwelling under the dispersal programme would be sourced by the Government's contractor and would not be a Council owned property. Experience from other authorities suggested that faith groups or altruistic landlords may provide assistance in identifying or providing a suitable property. The Council would have a veto on the location if it did not consider it to be suitable. Community cohesion issues were raised and the Head of Consumer Protection & Business Compliance explained that a steering group of partners had considered this and other operational matters in detail and

were satisfied that any risks were minimal and could be managed. After due consideration, the recommendations were agreed.

Resolved –

- (a) That a specific and limited offer is made to support asylum seekers dispersal by permitting the Governments contractor to source and operate a single dwelling in Slough.
- (b) That a specific offer be made to support for the SVPR scheme by accepting up to 5 small families (with up to 2 children) over the next 4/5 years and that an Operational Group be established to facilitate the support.
- (c) That no offer be made to accept any children from the UASC scheme at this stage, until services for the most vulnerable children in the borough were in a more stable position. That delegated power be given to the Interim Director of Children's Services to agree in consultation with the Slough Children's Services Trust Ltd and others the extent of the councils future involvement in the UASC scheme.

13. References from Overview & Scrutiny

There were no references from the Overview & Scrutiny Committee or scrutiny panels.

14. Notification of Forthcoming Decisions

Resolved – That the published Notification of Decisions for period between June to September 2016, published on 20th May 2016, be endorsed.

15. Exclusion of Press and Public

Resolved – That the press and public be excluded from the meeting during the consideration of the item in Part II of the agenda as it involved the likely disclosure of exempt information relating to the financial and business affairs of any particular person (including the authority holding that information) as defined in paragraph 3 of Part 1 the Schedule 12A the Local Government Act 1972.

16. Part II Minutes - 11th April 2016

Resolved – That the Part II minutes of the Cabinet meeting held on 11th April 2016 be approved as a correct record.

17. Old Library Site Development Options - Appendix 3

The Cabinet had considered Appendix 3 to the report on the Old Library Site Development Options in resolving matters in Part I of the agenda without disclosing any exempt information.

Resolved – That Appendix 3 to the Old Library Site Development Options report be noted.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.19 pm)

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SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 18 July 2016

CONTACT OFFICER: Simon Broad, Head of Adult Safeguarding and Learning
Disabilities
(For all enquiries) (01753) 87 5202

WARD(S): All

PORTFOLIO: Councillor Hussain, Commissioner for Health & Social Care

PART I
KEY DECISION**RECONFIGURATION OF THE BOROUGH'S ACTIVITIES OFFER FOR PEOPLE WITH LEARNING DISABILITIES****1 Purpose of Report**

The Learning Disabilities Change Programme is at the next stage of its implementation in supporting people with learning disabilities to have more control over their lives and to live independently as part of our community. This phase has been looking at what people do during the day and the future use of the borough's learning disabilities day centres. The day centres in scope for the review include the borough's three in-house day centres of Elliman, Phoenix and Priors and one other day centre managed by an external provider. Though the majority of people who use these services have a learning disability there are also a small proportion of people with physical disabilities. The review has been examining how the borough's activities offer can be reconfigured in order:

- To improve the personal outcomes for people with disabilities
- To increase peoples choice and control over the support and services they receive to meet their needs
- To enable people to be supported by and be part of their local communities
- Ensure the Council complies with the requirements of the Care Act 2014

2 Recommendation(s)/Proposed Action

The Cabinet is requested to resolve:

- a) That the Councils activities offer for people with learning disabilities be reconfigured. People with less complex needs will be supported to access community based activities. People will be able to exercise their right to choose and control which community based activities meet their individual needs through the use of direct payments. People with more complex care needs who require specialist support will continue to be supported by the Councils day centres.
- b) That the reconfiguration of the existing council's day centres include the retention of the Priors and Phoenix services and the closure of the Elliman centre.

- c) The decision of when to reconfigure the services be delegated to the Director of Adult Social Care following consultation with the Commissioner for Health and Social Care.

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

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

The services will support priority 6.1 Enhancing positive health and wellbeing throughout life.

Key Needs Assessment Data:

The number of adults with learning disabilities known to Slough's Adult Social Care service is 356. The numbers of people with learning disabilities are projected to increase. In Slough, there were 2,153 adults with learning disabilities in 2007. This number is predicted to increase to 2,644 in 2017 and to 2943 by 2027.

The predicted rises in the number of people with learning disabilities mean that more Carers will need breaks from their caring role. Carers are an integral part of the Borough's Prevention strategy as they care for family members within the home who may otherwise need to enter residential, nursing or hospital care.

The key areas of inequalities for people with Learning Disabilities are in housing, health and employment. There is a need to develop with people, Carers and partners an activities offer that:

- Promotes social inclusion, supports involvement in community activities and improves access to universal services
- Develops independent living skills and job related skills creating locally based work experience and job opportunities
- Improves health and life expectancy and addresses health inequalities
- Maintains the health and wellbeing of people thereby preventing or delaying their need to access hospital or residential care
- Safeguards people- raising awareness about keeping safe whilst promoting positive risk taking and encouraging involvement in community activities

3b **Five Year Plan Outcomes**

Services delivered will support the following outcome in the Five Year Plan

- *More people will take responsibility and manage their own health, care and support needs*

4. **Other Implications**

(a) Financial

In 2015/2016 £650,000 savings were achieved through the first phase of the transformation programme by supporting people with a learning disability based in out of borough residential care back to supported living accommodation in Slough. As part of the next phases of the programme an estimated £300,000 savings will be delivered by the reconfiguration of the councils in house residential and respite units and a further £350,000 a year by people being supported by a range community services and therefore reducing the need for the number of building based day centres.

This report also recommends the retention of the Priors and Phoenix services. The buildings will require capital investment of approximately £660,000 to ensure they are improved and fit for purpose for future use. This capital funding will be provided by the Council as part of its capital strategy. The Council is already investing £500,000 capital funding to improve the services provided at the reconfigured residential and respite services at Priors Close.

(b) Risk Management

Risk	Mitigating action	Opportunities
Legal- challenges have been issued to some local authorities when reconfiguring their day activities offer which has then delayed the implementation of services.	Reassessments of all people currently attending day centres will be completed and support plans produced. This will determine the people that will continue to need a building based day centre and those people that can be supported to access mainstream or community based activities. Families and advocates will be involved in the reassessments. Families were advised in September 2015 that a review of day centres will be taking place. Officers met with families and service users on the 30 th of June 2016 to advise them of the recommendations of this cabinet report.	Ongoing communications and engagement with staff, service users and families
Property-minimal risk	None	If cabinet agree with the recommendation to close the Elliman Centre, there would be an opportunity for the Council to redevelop the site.
Human Rights-minimal risk	None	
Health and Safety-minimal risk	None	
Employment Issues- Staff could leave whilst uncertainty remains about the future of in-house services. Vacancies would need to be filled by agency staff which	Staff will be kept informed about the review of in-house services, its recommendations and the potential implications for them.	There will be opportunities for staff to change their role to become Activities Co-ordinators using their skills to develop activities in partnership with other Council directorates, Health and local

would increase the staffing costs.		community services. Staff remaining in the day centres will be trained to support people with complex and challenging needs.
Equalities Issues- minimal risk	None	
Community Support- minimal risk	None	
Communications- The need to reconfigure the activities offer is not understood/ not accepted by staff, people and families	Day centre managers will continue to keep their staff informed about the review. Engagement with people and families has included letters, presentations and meetings. Staff were briefed about the recommendations in this report on the 29 th of June 2016. Briefings for families and service users took place on the 30 th of June 2016.	Ongoing communications and engagement with staff, service users and families
Community Safety- minimal risk	None	
Financial – As part of the borough’s work to remodel its activities offer, opportunities may be given at a later date to the market to tender for the delivery of activities. The costs may be higher than the current cost to the Council.	The Local Authority will continue to deliver activities. If an external provider is appointed to deliver day activities, the Council will work closely with the provider to monitor and assess the impact.	To reconfigure the borough’s activities offer into one that supports people to become involved with the community, reduces social isolation, develops independent living and job related skills whilst still safeguarding people and supporting Carers.
Timetable for delivery- New models of activities may not be in place in time to meet the changed ways of working.	A project group has been set up to complete the tasks by the dates outlined in the project plan. The work will be overseen by the Programme Board.	
Project Capacity- Staff allocated to the project will face the challenge of competing priorities whilst delivering this project	Additional staffing resources will have to be identified to ensure that the work to complete the project continues.	Work in partnership with supported living providers to assess which people, currently attending a day centre, could be supported to access activities within the community.

(c) Human Rights Act and Other Legal Implications

It is not envisaged that the recommendations of this report will infringe either Article 3 or Article 8 of the Human Rights Act as this work is promoting the rights of people with learning disabilities.

(d) Equalities Impact Assessment

The intention of this change programme is to reconfigure the activities offer but still meet the needs of families and service users whilst supporting people to reach their full potential as individuals. Overall, this will not have a detrimental impact on the protected characteristics. It is recognised that Carers and service users may be anxious at the prospect of changes to their services and every effort will be made to support them. The Council will prioritise service users with high needs living at home and their Carers. Families and advocates will be involved with the reassessments and support plans with service users. Full regard will be paid to the communication and language needs of service users and Carers. Every effort will be made to maintain friendship groups that have developed between service users. In order to reduce any potential impacts of change, support will be given to service users and their families.

(e) Workforce

This report details the preferred option is to reduce the number of building based services from three to two day centres.

The preferred option represents workforce implications which will affect all staff currently employed within the current in house day centres (Elliman, Priors and Phoenix).

If this option is agreed, a restructure of the service would be required which will result in delivering the service in a different way under a different staffing structure which could result in redundancies. Any potential redundancies will be based on Slough Borough Council's redundancy scheme.

Any restructure of the service will require a full consultation process with staff and recognised Trade Unions. As part of the consultation process, suitable alternative work will be considered and redeployment opportunities sought based on individual skills, knowledge and experience.

Informal and formal staff briefings will continue to be undertaken to advise all employees of the current status of the review.

(f) Property

If cabinet agrees with the recommendation to close the Elliman Centre, there will be an opportunity for the Council to consider the potential future use of the site.

(g) Carbon Emissions and Energy Costs

The energy cost for the Priors, Elliman and Phoenix day centres for the period May 2015 to December 2015 was £14,387.00. The Priors Day service is one of four buildings located at Priors Close. The total emissions for all four buildings are 55.259 tonnes of CO₂. Upgrading the metering system for all four buildings would allow for accurate figures to be given for each building. The carbon emissions for the Phoenix day centre (based on 14/15 energy consumption figures) were 18.045 tonnes of CO₂. The estimated carbon emissions for the Elliman centre (based on energy

figures from May 2015 to December 2015) is 22.319 tonnes of CO2. Upgrading the meters to smart meters would allow for more accurate energy consumption readings.

5 Supporting Information

The learning disability change programme is in year three of a four year programme. Two phases have been successfully completed with improved outcomes for people with a learning disability and their family carers.

This next phase supports our ambitions for people with learning disabilities that they, like their fellow residents in Slough, are able to access support and activities that take place during the day, evening and weekends. Activities delivered will:

- Promote peoples independence
- Prevent or delay access to hospitals or residential care
- Empower individuals to choose and control how they wish to meet their individual goals, support needs and aspirations
- Support family carers

As part of this work the programme has been reviewing the borough's day activities offer currently provided by day centres three of which are managed in-house and one other which is managed by an external provider.

The in-house day centres Elliman, Phoenix and Priors support approximately fifty two, twenty and forty-seven service users respectively. The Phoenix day centre in addition also supported people from Windsor and Maidenhead and South Bucks. A notice has been issued to both boroughs to end these placements. Approximately, a further twenty one people are accessing a day centre managed by an external provider.

The programme has considered the following options in respect of how the borough's day time activities offer could be delivered in the future:

5.1 No change to the current in-house day centres

The current services are highly thought of by people and families. The Care Act 2014 requires local authorities to support people to have choice and control over the support services that they receive. Building based day services offer traditional methods of support which though suitable for the needs of some service users and families are not necessarily suitable for all. This model of working will not support people to successfully access the wider range of activities offered by community and mainstream provision so that they can have the same opportunities as their fellow residents to meet their individual goals and become more integrated into the local community.

This is not the preferred option.

5.2 Close all building based day centres:

The needs of people currently accessing building based day centres range from the very complex to those who with support would be able to access more community based activities. An initial analysis of people has indicated that a proportion of people with very complex needs will continue to need, for some time, a building

based service. These needs include people with physical and medical conditions which cause them to tire easily, personal care needs where assistance is required with toileting and washing, challenging behaviour which could pose a risk to the person or members of the public, mobility issues or those people with autistic traits where a structured routine promotes the person's health and wellbeing.

The programme has been working with partners within the Council, local providers and services to enable access to activities delivered within the community by people with complex needs and consequently increasing the opportunities for greater inclusiveness of people with learning disabilities in the community. Development work has begun but more needs to be done with partners to develop community based activities that can be accessed by people with complex needs. This means that the borough is not, at this current time, in a position to close all of its building based day centres.

This is not the preferred option.

5.3 Develop an offer which includes building based services and supports more independent citizens to access community based activities

It is recognised that people with high needs that are living at home with their families will continue to need building based services at this current time. Families caring for individuals with high needs will require breaks from their caring role in order to sustain their caring responsibilities.

At the same time, an analysis of people using building based day centres has revealed that there are people who are attending building based day centres and accessing services within the community. For example, some of the service users attending the Elliman Centre are also doing work experience, have the support of a personal assistant, have support services in the family home and also have a direct payment or a personal budget.

There are a significant number of people attending the current services who are already accessing community based activities and services. It is planned to support these existing users to establish their support from the community services rather than the day centre and support others where appropriate to start using community facilities. By doing this the programme has concluded that we can rationalise the usage of the current centres from three to two.

This option recommends retaining the Priors and Phoenix services for people with high needs enabling their Carers to have breaks from their caring roles and to close the Elliman Centre. Service users with less complex needs will be supported to access activities within the community.

The rationale for this option is that the Elliman centre is located in a residential area and has limited parking facilities. Unfortunately, the centre has, for several years, been a target for anti-social behaviour and criminal damage. These problems continue to cause concern. Though it should be noted that the safety of service users attending the Elliman Centre has remained of paramount concern to the staff, the location of the centre is not ideal in terms of supporting vulnerable adults. The centre is smaller in size in comparison to the Priors service; service users from the Elliman centre needing a building based service will have the option of attending either the Priors or Phoenix services. The Phoenix service though slightly smaller in

size in comparison to Elliman is located near other services such as Slough Mencap and other community services that could be accessed by service users.

This is the preferred option.

6. Next steps

The Community Team for People with Learning Disability service has been working with service users, families and the day centre staff to analyse the needs of service users attending the in-house building based day centres. This work has identified that approximately ninety service users will need a building based day service and approximately thirty people could access activities in the community. In time, it is anticipated that the number of service users accessing community based activities will increase as partners like SPACE continue their work to develop more activities in the community that can be accessed by people with learning disabilities. It is also planned that young people who are in transition into adult services will not require the day centre model of support and are not choosing this option now. Service users who it is felt would benefit from community based activities may be eligible for a personal budget and direct payment and will be supported to use these to purchase their own support services.

A number of people accessing building based day centres are living within supported living services. Supported living placements have proven to be value for money and flexible as they are able to respond to the current and future accommodation needs of the borough and to the changing levels of need of people. Supported living providers have indicated their willingness to deliver activities to the residents within their schemes and have already put into place gardening clubs and evening and weekend social activities. Residents would have the additional advantage of not having to spend several hours on transport in order to travel to a building based day centre. Though there will be a small cost implication to the Council from supported living providers delivering additional hours of support, there is the potential of reducing this cost by friendship groups accessing shared interest activities and sharing the cost of a personal assistant.

Residential care providers are contracted to deliver twenty-four/ seven care to their residents. Negotiations will take place with these providers to deliver activities to the residents living within their care homes but who are also currently attending a building based day centre.

It is anticipated that the activities offer from supported living and residential care providers will free up vacancies in the in-house building based day centres. This is a further reason to rationalise the use of these buildings hence the recommendation to close the Elliman Centre.

Assessment processes and demands of young people transitioning from Children's Social Care and new referrals into Adult Social Care are changing with less young adults using traditional day centres to meet their day time needs. The asset based conversations approach is part of the transformation of Adult Social Care's operational practices and seeks to determine what support may already exist within a person's network that could be built on. This is a departure from current needs assessment processes which adopt a deficit based approach and determines which Council service is needed to meet a gap in support provision.

In addition the Community Team for People with Learning Disabilities service is aiming to deliver the following activities:

- Use information from reviews/ asset based conversations to support service users according to level of need, interests and friendship groups
- Increase the number of service users and families that could benefit from a direct payment and personal budget.
- Design travel plans with the person/ family to access activities. Develop travel training schemes.
- Develop a travel buddy's scheme where regular travellers are matched with a person with learning disabilities for the journey as a volunteer. There may be opportunities for employees of the Council who live within Slough to become a travel buddy.
- Conduct risk assessments of travel plans and activities.
- Promote the use of assistive technology.
- Refer more family Carers to the training/ peer support groups which are being set up through the borough's SPACE contract to alleviate the stress and anxiety brought on by their caring responsibilities. The SPACE contract also requires the provider to develop activities for people with learning disabilities.
- Support people with learning disabilities to learn independent living skills.
- Work with the voluntary sector, local businesses for e.g. café's, restaurants and the community to support access to their services by people with learning disabilities.

The intention is to develop **Activity Co-ordinators** within the day services who would:

- Work with social workers and people to source/ create activities that support people's health and wellbeing; work in partnership with the Council's Community Development team to develop community activities accessible to people with learning disabilities
- Pull together the information from asset based conversations/ reviews to source/ create a programme of activities that could be delivered by local community services.
- Organise activities from community spaces including community centres, places of worship, schools, and leisure facilities. These activities could be available not only to people with learning disabilities but also to the local community.
- Arrange taster sessions of different activities to enable people who may not be able to articulate a wish to try a new activity, as they may have done the same activity in a day centre for several years.
- Support Slough's business partners to demonstrate their social value and develop apprenticeship programmes or act as mentors to people with learning disabilities who wish to develop innovative business ideas.

The service will seek to reduce its use of the externally provided day service thus further contributing to the meeting of efficiency targets. Staff within the Phoenix and Priors services will be trained to support service users with challenging behaviour and very complex needs. Service users attending the external service will have the opportunity to have their needs met by the in-house services.

Transport:

The review into day activities has also revealed that there are people using local authority provided transport that are in receipt of the higher rate of the mobility component of the Personal Independence Payment (formerly Disability Living Allowance). The person has the choice of either receiving the payment or exchange the payment for access to a mobility car suitable for their needs. The learning disability team will be seeking to remove access to council provided transport for those using a mobility car. People in receipt of the higher mobility component rate will be required to contribute to the cost of their transport. The level of their contribution will be determined through their financial assessment.

Further development work:

To make better use of building based services, one option may be to avoid segregating buildings used for in-house services for the sole use of people with learning disabilities and to open the space to the local community. Community activities could be delivered from these buildings that could be accessed by all residents during the day, evenings and weekends both with and without a learning disability. This would allow these assets to be flexibly used to meet the current and future needs of the community. There would be opportunities for these services to be run in a variety of ways in the future such as a community interest company to deliver activities from these building based services that would support the community's health and wellbeing.

In summary the recommendations of the learning disability change programme are:

- To support people to access more activities that are based within the community to promote their independence, wellbeing and inclusion.
- People with more complex needs will continue to access activities within a building based service.
- To retain the Phoenix and Priors services and close the Elliman centre.
- To restructure to a more cost effective staffing model.
- To continue working with the community and voluntary sector to develop activities that can be accessed by people with learning disabilities.
- To move towards a model where people have choice and control over their own support through the use of personal budgets and personal assistants.
- To improve the confidence and independent living skills of people through the development of safe and appropriate travel plans.
- To prioritise access to Council transport to service users and families who either have reduced access or no access to mobility benefits.
- To deliver activities that promote social inclusion and develop independent living and job related skills.
- To reduce health inequalities and promote health and wellbeing.
- To develop building based day centres into community facilities which allow people with and without a learning disability to participate in activities, act as a meeting point before going out into the community and facilitate access to advice and information including housing, health and employment services.

7 Conclusion

The recommendations in this report will provide opportunities and improve outcomes for people with learning disabilities to choose how best to meet their own support needs and also ensuring that the Council is complying with the requirements of the Care Act 2014.

The community development work put forward in this paper is one which could also potentially generate savings and income to Slough through people with learning disabilities commissioning the support that they need to meet their aspirations.

Cabinet is therefore requested to approve a reconfiguration of the borough's activities offer to people with learning disabilities, the retention of the Priors and Phoenix services and the closure of the Elliman centre and delegation of the decision as to the date of the reconfiguration to the Director of Adult Social Care following consultation with the Commissioner for Health and Social Care.

8 Background Papers

None

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Examples of where the plans contribute to Slough's priorities include:

- **Economy and Skills**

- Supporting & enabling local businesses in meeting their legal requirements ' through low cost training; intelligence lead enforcement; 'Assured Trader Scheme(s)' and Food Hygiene courses; recognising good standards in food businesses with the Food Hygiene Rating Scheme
- Partnerships with businesses in the Primary Authority Scheme, providing regulatory compliance advice for businesses trading beyond the boundaries of Slough, reducing the regulatory burden upon those businesses and contributing to the prosperity of the town and Slough as a brand.
- Developing with other Council teams an 'Open for Business' approach.

- **Health**

- Supporting and encouraging all the cuisines in Slough to provide safe food through inspections and interventions and the Food Hygiene Rating Scheme (FHRS)
- Catering for Health award supporting businesses to provide choices, including the safe importation of ethnic foods.
- Reducing risks in the work place with investigations, interventions and specific projects based upon Sloughs needs such as Legionella control,
- Increasing awareness of food labelling, allergens and healthy eating, and in doing so contribute to reducing obesity rates in Slough.
- Forthcoming partnership with Support with Confidence to help SBC meet its obligations under the Care Act with regards to direct payments and signposting users to appropriate care and service providers in particular areas.

- **Regeneration and Environment**

- Advice for Slough businesses on waste and pest control; animal by-products waste disposal; safe asbestos disposal

- **Safer Slough**

- Underage sales education and enforcement; projects in partnership with other stakeholders to reduce the incidence of violence in retail and licensed premises eg, Community Alcohol Partnership (CAP) and supporting outcomes from the Local Alcohol Action Area (LAAA).
- Safeguarding migrant and other vulnerable workers, including Modern Slavery issues and CSE awareness.
- Working in conjunction and in support of Adult Social Care when our Services come across vulnerable people, particularly where they are victims of rogue traders, scams and financial fraud. e.g. Loan Shark project and Operation Rogue Trader/Liberal.

- **Housing**

- Enforcing the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014 which requires all lettings agents and property managers in England to belong to a Government approved redress scheme from 1 October 2014

3b. Slough Wellbeing Strategy: Cross-Cutting themes –

Civic responsibility

The majority of businesses in Slough want to be able to comply with legal requirements concerning food safety, fair trading and health & safety. The Service Delivery Plans are designed to help support businesses towards compliance with an enabling and graduated enforcement approach commencing with advice and sign posting to detailed information. A proposed new Assured Trader Scheme and the Food Hygiene Rating Scheme recognise and reward businesses that do well; encouraging residents to use their local services and shops and giving them an informed choice.

Improving the image of the town

The Plans set out how the Council will meet its statutory obligations to maintain the pre-requisites that residents and visitors expect in a town like Slough; to be able to eat out without becoming ill, go to work without being injured, buy safe goods in the town's shops. The plans detail essential work that will both protect the reputation of Slough and improve its image.

A core part of the Plans is the provision of assured regulatory advice to 39 national and international businesses and trade associations via the Primary Authority scheme. Slough has become a leader in the provision of Primary Authority advice contributing to the prosperity of the town and identifying Slough as a town that aims to proactively reduce the regulatory burden for businesses, encouraging growth.

Joint Strategic Needs Assessment (JSNA)

Key objectives are informed by evidence from the JSNA and aim to deliver positive outcomes via both legislative action and behaviour approaches to improve public and workplace health for example:

- **Reduce Inequalities in health.** Smoke free enforcement, tobacco control, underage sales test purchasing and counterfeit or illegally imported tobacco products investigations in partnership with SBC Licensing, Thames Valley Police and Immigration Enforcement.
- **Increase skills and employment opportunities.** Provide assured advice for businesses in Slough and specialist training for food handlers. Supporting legitimate businesses to prosper.
- **Reduce violent crime, domestic abuse and sexual abuse.** Advice and support in relation to control of underage sales of alcohol and knives, provision of proof of age cards. Working in partnership to reduce the negative impact of alcohol

3b **Five Year Plan Outcomes**

These statutory service plans identify positive impacts towards all the 5 year Plan Outcomes, which is detailed in the individual action plans, and in particular:

Outcome 1 - Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay. For example, supporting businesses with regulatory advice and ensuring a level playing field for business growth.

Outcome 2 - The centre of Slough will be vibrant, providing business, living, and cultural opportunities. For example, promoting businesses through the Food Hygiene Rating Scheme

Outcome 4 - Slough will be one of the safest places in the Thames Valley. For example, investigating scams and other fraud

The statutory plans also focus on developing entrepreneurial skills in the teams and commercialisation as a tool to maximise income whilst also support the council's digital development by promoting agile front line working and channel shift to encourage better use of the council's website.

4 **Other Implications**

(a) Financial

It is anticipated that the plans will be implemented within existing resources. However, the situation will be closely monitored as unplanned reactive pressures, such as major investigations, will have resourcing implications which will be reported to members for their consideration.

Costs recovered from Primary Authority and other chargeable work will be used to help off set the cost of service delivery and contribute to the council's savings targets as appropriate.

(b) Risk Management

Risk	Mitigating action	Opportunities
Legal	None	
Property	None	
Human Rights	None	Protection of worker and consumer rights in Slough
Health and Safety	None for SBC workforce. Risk Assessments are in place for all officer activities	Supporting businesses in Slough toward sensible risk management, enhancing health & safety conditions in Slough.
Employment Issues	None	Costs recovered from Primary Authority can offset service delivery costs helping to maintain a flexible and resilient workforce to meet Sloughs needs
Equalities Issues	None. Equality Impact Assessments have been completed	The work of the teams actively supports equality in the work place for example, with disability access and awareness issues.
Community Support	None	The teams engage in neighbourhood and Community action events
Communications	None	The Teams engage with

		businesses and residents on a daily basis Regular press releases and newsletters are issued, we sometimes undertake interviews on local Radio stations
Community Safety	None	Underage sales, rogue traders, loan sharks activities support the Safer Slough Partnership priorities.
Financial	Risk from complex criminal investigations or disease outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work within timescales set by national enforcement bodies. Increased costs from legal fees not fully recovered. Mitigated by the re-prioritisation of resources where possible.	The income from Primary Authority work and further commercialisation of services can be used to offset cost of service delivery
Timetable for delivery	Risk from complex criminal investigations or disease outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work. Mitigated by the re-prioritisation of resources where possible.	
Project Capacity	Risk from complex criminal investigations that demand considerable officer time resulting in pressure upon resources to complete statutory work. Mitigated by the re-prioritisation of resources where possible.	
Other Failure to endorse the SDPs	Serious risk to delivery of statutory obligations, failure to delivery on projects that impact positively on health & well being issues in Slough. Potential risk to Slough Borough Council reputation.	

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms Human Rights Act Implications

(i) Equalities Impact Assessment

Equalities Impact assessments have been completed on key policies contained within the Plans. However, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms of Equality Impact Assessment.

5 Supporting Information

5.1 National guidance on the delivery of the Authority's enforcement activities is issued by The Food Standards Agency, the Health and Safety Executive and the Department for Businesses, Innovation and Skills; setting out standards for service provision, monitoring and auditing arrangements, in order to ensure that local enforcement activities are undertaken in a robust, fair and consistent manner in line with the Regulators Code and our Enforcement Policy.

5.2 The Plans are an important part of the process to ensure national priorities and standards are addressed and delivered to meet local needs effectively; they will be reported to and scrutinised by the national agencies. These Plans, which are required to be reviewed and updated annually, will

- focus on local priorities and the needs of our local community
- provide an essential link with financial planning
- set objectives for the future, and identify major issues that cross service boundaries;
- and provide a means of managing performance and making performance comparisons

5.3 Local authorities are required to include in their Statutory Service Plans

- Information about the services they provide
- the means by which they will provide those services
- the means by which they will set/monitor performance targets and standards
- a review of performance against proposed targets

5.4 Commercialisation of the services has allowed for increased cost recovery activities which have helped to off set the cost of service delivery particularly with Primary Authority (PA) work. PA is a statutory scheme which enables contractual partnerships to be formed between business and local authorities. The aim being to streamline and simplify the national regulatory compliance demands on local businesses in relation to trading standards, food and health & safety matters. We have now secured 39 successful contracts with national and international businesses such as; Reckitt Benkiser, Mars, Telefonica (o2), Superdrug, Wyvale Garden Centres, Furniture Village and Burger King. It is our intention to enhance

the entrepreneurial skills of the teams and further develop commercialisation of the services over the next year.

5.5 For the future Statutory Service Delivery will continue to focus very specifically upon areas of high risk whilst aiming to reduce the regulatory burden on compliant business: continuing to make the best use of the resources we have available and ensuring positive outcomes and value for money, whilst supporting business growth.

5.6 However at the beginning of 2015/16 the team had a significant proportion of lower risk food hygiene interventions outstanding. During an external audit by the FSA in December 2015 this shortfall in lower risk inspections was identified as a non-compliance with the national standard. As a result, an action plan was drawn up and a business case was put forward for a temporary injection of additional resources to ensure that the identified shortfall was dealt with promptly. The action plan was completed in Spring 2016. Last year the team completed approximately 91% of interventions, including those which were overdue from previous years. Again resources were focussed on the highest risk areas the majority of the remaining 9% of interventions due are in relation to low risk premises such as newsagents that sell wrapped food only. This year the team are on target to complete all due interventions.

6 **Comments of Other Committees**

Not applicable.

7 **Conclusion**

The proposed Plans illustrate our commitment to continuous improvement and accountability, whilst responding flexibly to ongoing changes in both the regulatory and consumer landscapes nationally and locally. They also show how the Council has successfully adopted a balance of techniques and approaches to support local businesses, drive up compliance by enabling businesses to access information & advice more effectively, enhance consumer protection and promote, with our partners, safety and wellbeing in the workplace and our communities, whilst off-setting the cost of delivery by developing further the commercialisation of services where appropriate

It is clearly illustrated within the Plans how our work contributes significantly towards supporting all of the outcomes of the 5 Year Plan and the Slough Joint Wellbeing Strategy and the Council's operating model

8 **Appendices Attached (if any)**

- A. Food Safety & Standards Service Delivery Plan 2016/17
- B. Health & Safety Service Delivery Plan 2016/17
- C. Trading Standards Service Delivery Plan 2016/17

9 **Background Papers**

- '1' Food Standards Agency Code of Practice (Revised April 2015)
- '2' National Local Authority Code, Health & Safety at Work. (2013)
- '3' Primary Authority Handbook. Local Better Regulation Office (2016)
- '4' The Consumer Protection & Business Compliance Enforcement Policy

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Food safety and food standards

Service delivery plan 2016/17



Consumer protection and business compliance group

Consumer protection and business compliance is an outward facing service group made up from:

- **Food and safety**
- **Licensing**
- **Community safety**
- **CCTV and Careline**
- **Trading standards**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Here are some facts about Slough Borough Council's food safety and standards service:

- We are responsible for assessing compliance with food safety and food standards legislation at all food businesses within Slough. This role is shared between the food and safety team and the trading standards team. The teams are **also** responsible for:
 - Health and safety enforcement
 - Infectious disease control
 - Consumer protection
 - Animal health
 - Imported food and products control
 - Primary Authority partnerships
 - Smoke free enforcement
- We provide a responsive service that aims to achieve a balance between enforcement and advice, taking a minimum tolerance approach on issues of serious concern in line with our enforcement policy while supporting compliant businesses.
- We work closely with businesses and key stakeholders like the Food Standards Agency, Public Health England and other partners within the council such as public health, neighbourhood enforcement, licensing, building control and planning
- We have the equivalent of 4.8 officers dealing with food hygiene and one dealing with food standards issues (this includes the food and safety manager, who is not operational).



Food Service Delivery Plan 2016/17

The purpose of this plan is to inform you about how we are achieving our aims and of the work we are doing, in conjunction with our partners and agencies, to enhance public health and wellbeing. We do this by:

- Completing risk based interventions, focusing on the highest risk businesses and the poorest performers
- Using a range of interventions to support business in Slough while protecting customers to increase the percentage of broadly compliant food businesses
- Promoting well performing businesses through the **Food Hygiene Rating Scheme** and also identifying those businesses which seek an economic advantage from non-compliance and so put Slough residents and visitors at risk
- Promoting food businesses that offer a healthier choice with our **Catering For Health (CFH) Award** and increasing awareness nutrition as part of a healthy lifestyle
- Food quality and composition sampling
- Investigating food complaints
- Acting as **Primary Authority** for large businesses and manufacturers both inside Slough and nationwide, which involves formal liaison with other local authorities, giving advice and support to the business in the Primary Authority partnership. Primary Authority is a cost recovered charged service.
- Investigating food poisoning outbreaks and infectious diseases, taking action to prevent infection and spread
- Inspecting imported food, food products and the verification of imported organic food arriving via Heathrow airport
- Training food handlers to a level two qualification in food safety in catering and a wide range of promotional activities

This plan will be reviewed annually and we welcome your views, comments and suggestions on how it could be improved. Please forward your views to:

Levine Whitham, food and safety manager

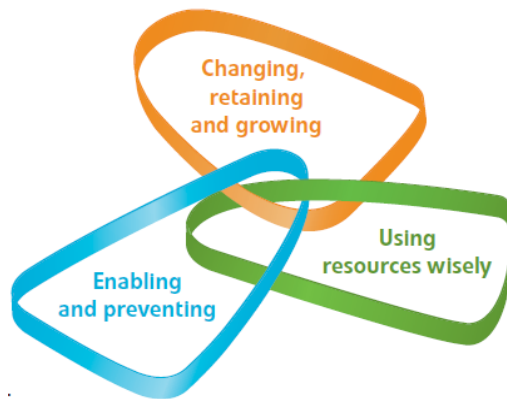
Tel: 01753 875255 or e-mail: levine.whitham@slough.gov.uk

or

Ginny de Haan, head of consumer protection and business compliance

Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk

Growing a place of opportunity and ambition



Our vision

The focus of work within the food and safety service is to ensure the council is able to fulfil its statutory obligations under the relevant legislation. All the work we do is geared specifically towards Slough's community and business needs, based on local intelligence and our work with partners.

The Council's 5 Year Plan and the Joint Wellbeing Strategy set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. The themes incorporated into the corporate plan are:

- Changing, retaining and growing
- Enabling and preventing
- Using resources wisely

Our work underpins these objectives and also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment; civic responsibility and promoting the image of the town.

One of our key aims is to protect and enhance public health and wellbeing while supporting local businesses. The action plan at the rear of this service delivery plan shows, in detail, how we are going to achieve this. It demonstrates the golden thread and how the team's work directly links with the 5 year plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our enforcement policy.

The enforcement policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. We recognise most people want to comply with the law. Therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Firm action, however, will be taken, including prosecution where appropriate. The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough

How did we perform during 2015/16?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

Primary Authority scheme

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships. This has brought many advantages to businesses in Slough.



Primary Authority partnerships comprises a legally binding contract between the authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health and safety.

Our officers are able to provide companies which trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011 we have already secured 39 successful Primary Authority partnership agreements. These services are uniquely provided by in house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships, with an hourly charge for any work undertaken. We have set an annual income target of £110k, which covers all income from partnerships, covering the whole range of Primary Authority categories. Food hygiene and health and safety are just two of the possible 23 categories. In 2014/15 cost recovery was £104,000k, and in 2015/16 it was £94,000k. Although we did not meet our income target, we have increased our income target for 2016/17 by 5k to £115K. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers, who are funded from Primary Authority at no extra cost to the council. Last year more than 1,460 hours of advice interactions with our Primary Authority companies was given - a high proportion of this was advice and support requests from our partners.

As a Primary Authority we have had communication with many other councils to ensure inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

The number of businesses joining and leaving Primary Authority partnerships with the council remains changeable. However, the demand on Primary Authority has remained relatively constant over the past year. Three new partnerships were

set up last year. However, five partnerships ceased due to two stopping trading and three being taken over by other businesses.

More information on Primary Authority partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can email primary.authority@slough.gov.uk

High risk food premises inspections and interventions

Slough Borough Council is a competent authority and is responsible for ensuring official food controls are undertaken on behalf of the European Commission. The team aspires to undertake all of the interventions it is required to by the FSA's Food Law Code of Practice (FLCoP) (which is a statutory code of practice). This includes 100 percent of all due food hygiene interventions. However, if there is a gap between the resources available to deliver these interventions and the demands on the service, then our focus will be on due interventions to food businesses that present the highest risk. In order to maximise the effective use of resources full advantage will be taken of Alternative Enforcement Strategies (AES) for low risk category E premises and other flexibilities in the code such as alternating between official interventions and non official controls to medium risk category D premises.

At the beginning of 2015/16 the team had a significant proportion of due food hygiene interventions outstanding, this was reported in the 2014/2015 statutory LAEMS return. The overdue interventions had built up as a result of a combination of factors, including several years of being understaffed and the need for intensive health and safety investigations into two serious workplace accidents and one workplace fatality, which took a significant amount of officer time. This pressure was compounded by an extended unplanned officer absence.

At the beginning of 2015/16 53 percent of interventions from the previous year were outstanding, all of these were to broadly compliant premises. As a result the team received a focused audit by the FSA in December 2015, to verify the figures submitted on the 2014/2015 LAEMS (Local Authority Enforcement Monitoring System) return. Following the audit, an action plan was drawn up and a business case was put forward for a temporary injection of resources to address the high number of medium and low risk overdue interventions. This intensive work (including the use of a number of contractors) was completed in Spring 2016.

The intervention figures for 2015/16 show that approximately 91 percent of all due interventions were undertaken, including those which were overdue from previous years. As with previous years the focus continued to be on premises which present the highest potential risk to the public. 100 percent of our 'A' and 'B' rated premises were inspected and 99 percent of our medium risk 'C' rated premises were also inspected. We inspected 100 percent of all non-broadly compliant premises that were due at the beginning of the year.

At the beginning of 2015/16 the proportion of premises in the borough that were broadly compliant with food safety legislation was 88.8 percent. At the end of 2015/16 this had dropped to 84.1 percent. We attribute this reduction to two main factors: firstly a number of premises had not had a food hygiene intervention for a considerable period of time and when officers visited they found standards in a number of premises had considerably deteriorated. Secondly, we have had a large number of new premises register with us this year. In order to manage the workload we have introduced a risk based assessment of these businesses and have inspected those considered to present the highest risk. We have been sending start-up advice to other lower risk businesses but until a business has been formally inspected it is considered to be non-broadly compliant. This year we aim to secure an improvement in the proportion of businesses that are broadly compliant with food safety legislation. We will be doing this by using a range of enforcement and advice tools and improving our messaging using social marketing techniques.

There are currently 886 registered food premises within the borough, ranging from large manufacturing premises to small corner shops. This number is a considerable reduction from last year, predominantly due to the fact that we have identified that a number of the premises overdue for interventions had in fact ceased trading. This year we have planned to do some work to identify what might have replaced the closed businesses. If they are new food businesses then we will need to ensure we carry out interventions at these premises.

The table below shows the risk profile of Slough food businesses at the beginning of April 2016, with 'A' rated premises assessed as posing the highest risk. The table also shows the number of interventions due in 2016-17 within each risk band.

Risk Rating	Frequency of intervention	Number of food premises	Number of interventions due in 2016-17
Premise Rating - A	6 months	8	16
Premise Rating - B	12 months	57	57
Premise Rating - C	18 months	187	99
Premise Rating - D	24 months	314	114
Premise Rating - E	Alternative Intervention	265	33
Premise Rating – Unrated at Apr 16	Awaiting initial inspection.	44	44

Outside programme	N/A	11	11
TOTAL		886	363

Food Hygiene Rating Scheme

FOOD HYGIENE RATING

We have now been operating the National Food Hygiene Rating Scheme for a number of years. The scheme helps consumers to choose where to eat out or buy their food by giving them information about the hygiene standards in food businesses. The scheme also encourages businesses to improve standards.

There are six levels of rating- zero to five. Assessments for a food hygiene rating are carried out during routine inspections, when inspecting officers look at:

- How hygienically food is handled- including preparation, storage and temperature control.
- The condition of the structure of the building- including cleanliness, layout, facilities and maintenance.
- How the business manages and records what it does to make the food it sells safe.

We increased the number of premises with published ratings by 2 percent last year but did not meet our target of having 640 businesses with published ratings. This is most likely because our intensive work with overdue businesses this year has resulted in a reduction in the total number of registered premises we have on our database. At the end of 2015/16 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	4
1	50
2	30
3	114
4	127
5	308
Total	633

All food hygiene inspection results are published at <http://ratings.food.gov.uk/authority-search/slough>

In the coming year we plan to increase the proportion of businesses with published FHRS ratings from 71 percent to 73 percent. We will also continue to publicise the scheme using social media, encouraging consumers to check the rating before they buy food from businesses within the borough.

Catering for Health Award



The Catering for Health (CFH) Award is a voluntary extension of the Food Hygiene Rating Scheme. It has been developed to recognise premises that make it easier for clients to make healthier choices. It is based on a scoring system that considers cooking methods, recipe adaptation, service style and the types of foods on offer. To achieve the award, businesses must commit to the following:

- To modify the fat, salt, sugar and fibre content positively at every opportunity without compromising on quality and flavour.
- To increase fruit and/or vegetable consumption at every opportunity.
- To offer customers real choice by making the healthy choice the easy choice.

There are different award criteria for specific premises to ensure the dietary requirements of their population groups are met e.g. workplaces, nurseries, schools and care homes. The awards can be applied for online at <http://www.slough.gov.uk/business/environmental-health/catering-for-health.aspx>. There are currently 50 award winners in the borough. In the coming year, we aim to increase the number of award winners.

Slough school meals survey

This country faces a serious health crisis caused by bad diet. Almost 20 percent of children are already obese by the time they leave primary school at eleven. Diet-related illnesses are putting a huge strain on the nation – costing the NHS £10 billion every year.

As meals at school provide up to a third of a child's daily intake of energy and nutrients, school food matters. Thankfully, the quality of food in England's schools has improved enormously since 2005, when Jamie Oliver alerted the nation to the horrors of the turkey twizzler. There has been a clear, measurable improvement in the nutritional quality of most school food, and a reduction in junk foods. Packed lunches, however, are not regulated and are therefore an area of concern.

The purpose of the school food survey is to produce an operational document for use by Slough Borough Council, Cambridge Education and its partners. The report provides an important insight into what children eat, which can then be compared with levels of obesity within each school. In addition, the report reveals how the borough is coping with Government Food Based Standards and Universal Infant Free School Meals. The survey data allows centralised projects/sessions to be tailored to each setting, making the best use of local

resources. At school level, staff can use the information as evidence for Ofsted.

In 2015/16, across Slough, 7,164 school meals and 4,534 packed lunches were recorded. In total the team observed 11,698 meals, covering 78 percent of the primary and special school population (within schools visited).

The survey showed the following 'headlines':

- School meals are again better balanced than packed lunches.
- the proportion of school meals containing healthy, balanced food has increased since last year
- the proportion of pack lunches containing healthy, balanced meals is the highest it has ever been.
- Total fruit consumption has increased.
- The total number of children having a balanced meal has increased from just 6,268 in 2013 to 8,013 in 2014. In 2015, 8,400 had a balanced meal.
- More than half of packed lunch children are having only one fatty/sugary item.
- Areas to improve include:
 - Fruit uptake in school meals
 - Balance in packed lunches
 - Actual food provision in school meals (ensuring schools serve what is listed on their menus).

Healthy eating events

An event linked to World Heart Day in partnership with the SBC wellbeing group was undertaken in September. It was a successful event, which was repeated on a smaller scale in Landmark Place by a volunteer. The event saw more than 50 people take part in a healthy eating quiz aimed at increasing knowledge about fruit and vegetable intakes, salt, fat and sugar. Fifty-four people completed the quiz, but despite having the answers available in the resources in front of them, only 27 people answered the questions correctly. David Gilbert from the housing team won the £15 voucher.

Information for parents

As school meals are known to be healthier than packed lunches, all parents of new reception children were targeted with information about their entitlement to a free universal infant school meal. Leaflets went out with the school admission letters to reduce cost.

Parents of Year 6 children transferring to secondary were also given information about free school meals. This information was printed on the back of the admissions letter, which again saved money.

Support for schools

Two assemblies were held at Willow Primary to educate the children about balanced meals. Following these, a parents' session on packed lunches was held. Fifteen parents attended.

Funding has been sought from the DfE to provide additional support and marketing material to a target group of schools who had low Universal Infant Free School Meal take-up in last year's census day.

Targeted support will be offered to schools in the Spring/Summer term following the results of the school food survey.

Food alerts and incidents

All food alerts and incidents are dealt with in line with the Food Standards Agency's (FSA) code of practice and protocols, based upon risk.

During 2015/16 we were notified by the FSA of 77 food alerts for information and product withdrawals. Two of the food businesses based in Slough last year had issues that were considered to have a wider implication. Officers from the food and safety team liaised with the businesses and the Food Standards Agency's incidents team, and in total three product recalls were instigated.

Food complaints and enquires

We dealt with **520** complaints and enquiries from or about food businesses in Slough during 2015/16 This is an increase of **11 percent** on food complaints and enquires from last year. A range of enquiries were responded to. In particular:

- **264** regarding poor safety or hygiene
- **122** request for food advice
- **134** notifications of imported food

Of these

- **66** were for new business start-up advice
- **13** complaints of a foreign body or extraneous matter in food
- **23** complaints of food poisoning and suspected illness
- **27** requests about food hygiene training
- **3** food hazard warnings
- **11** complaints about pest within premises.

We follow a procedure in relation to complaints and aim to keep the customer informed of our progress and outcome. The reasons for investigating food complaints include:

- Providing a service to the public
- Resolving problems that may pose a risk to public health
- Providing information to the food industry to raise their standards
- Comply with our statutory requirements
- Prevent similar complaints from happening again.

The higher levels of complaints from last year indicate that demand for the service is remaining high. Although it is difficult to predict trends, it is possible that demand continues due to the economic climate and a reflection of the reduced resources available to food businesses to invest in good hygiene standards, plus the desire for people to set up small food businesses. This is likely to continue through the coming year.

Imported food control

We check and either authorise or reject all consignments of imported food notified to us as entering the borough from outside the EU. We also check, and either authorise or reject all consignments of organic produce entering the borough. In addition, we also check any imported food found inland, within food premises, such as corner shops and supermarkets, to ensure it has been imported correctly and does not pose a health risk.

On a daily basis we check many consignments of imported food entering the EU via Heathrow. We stop and undertake detailed documentary checks on consignments of imported food based on risk and intelligence. **This year we stopped and checked 17 consignments of food.** Some consignments contain many different food items - each individual item must be checked for composition and restrictions. Advice is given to the importer or agent on how to correctly import the consignment, of any controls that may exist and if it has been imported illegally and subject to detention and destruction. This has resulted in visits to physically check the consignment at the custom bonded warehouse. Some of the food checked includes:

- Supplements from USA
- Sweets from USA
- Tea from Sri Lanka
- Insects from Singapore
- Melon seeds from Nigeria
- Wheat seeds from Israel
- Herbs from China
- Peppers from Egypt

Of the food checked, seven consignments of illegal Non Product of Animal Origin (NPOAO) were detained and destroyed, and five consignments of

illegal POAO were detained and handed to Her Majesty's Revenue and Customs (HMRC).

Food poisoning and infectious disease investigations

Last year, the food and safety team were notified of 326 infectious diseases and food poisoning related illnesses. This figure shows an **8 percent** increase in reported infectious diseases from the previous year. This increase may be due to a drop in food hygiene standards in homes and businesses in the borough or an increase in the reporting of diseases.

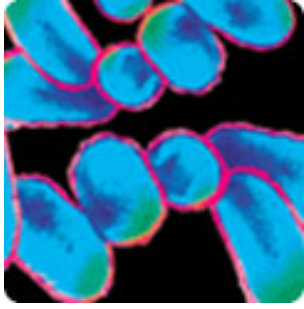


Public Health
England

Many of the infectious diseases reported to us require investigation and the completion of a food history. We co-ordinate investigations with Thames Valley Public Health England on the basis of a regionally agreed protocol, and sometimes visit and inspect implicated food premises.

The most common food poisoning reported in Slough is **Campylobacter**, which made up 58 percent of the reported illnesses. This corresponds with national trends, as campylobacter is the most common type of food poisoning in the UK. Last year campylobacter made up 62 percent of the reported illnesses and there has been a national campaign to reduce the incidence of it over the past few years. Perhaps this small reduction is a reflection of this.

Some food poisoning related illnesses affect more than one person. In these cases the possibility of an outbreak is considered and, depending on the circumstances, the team may be required to assist Public Health England with their investigation. In June 2015 the team worked with Thames Valley Public Health England and the Food Standards Agency to carry out investigations into a cluster of cases of Listeriosis within the Slough area. Members of the team attended all of the multi agency conference calls to discuss the cluster and assisted locally in speaking to the people affected, investigating common food sources and taking a large number of surveillance samples.



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Training and promotions

We operate an accredited food hygiene training course on a monthly basis, which is open to all members of the public. This is an important service, and ensures all food handlers can attend essential and required food hygiene training, resulting in better educated and trained personnel, preparing safer food for consumers. In addition, registered officers from the team also provide food hygiene training for individual businesses, often on weekends.



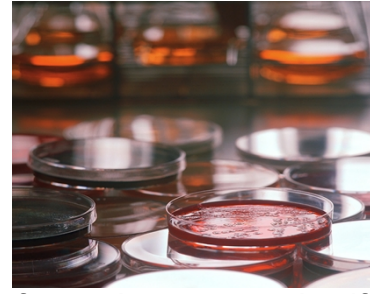
This year, food hygiene courses have continued to be a success, albeit that demand for this service has reduced (possibly due to the up-take of on-line training courses). The team has provided **10** courses. **102** candidates have been trained, with an increased average pass rate of **97 percent**. This will contribute towards an improvement in the food safety standards within Slough, due to better trained and educated food handlers. This will ultimately contribute to a reduction in food poisoning cases within Slough and to people who use the borough's facilities when they pass through.

On an ad-hoc basis we also operate an accredited level two nutrition training course, which is primarily open to caterers, although any member of the public can attend. This course is an important step in improving the knowledge among caterers and other professionals about their responsibility for public health and making the healthy options the easy options. Courses have been well attended in the past, with participants coming from a range of settings including supported living homes, nurseries, children's centres, schools, takeaways, workplaces and local authorities.

We produced a newsletter for food businesses focusing on how to get a better food hygiene rating, including a self-audit checklist and information on the Food Information Regulations 2014 EC 1169/2011. 500 newsletters were sent to business that prepared food. We aim to distribute food safety information to businesses in a similar manner twice this year. We also issue press releases to highlight food issues of importance to local businesses and residents, and support the national Food Safety and Awareness Week.

Sampling

The team took 123 microbiological samples last year (consisting of both swabs and food samples), which was a 19 percent increase on the previous year's sampling activity. Our emphasis again was on participation in both national and regional sampling surveys, which this year included: salads from takeaways and self-serve counters; sandwich and jacket potato fillings; slicers and complex equipment; and continuation of the high-risk cream based cakes at retail outlets study.

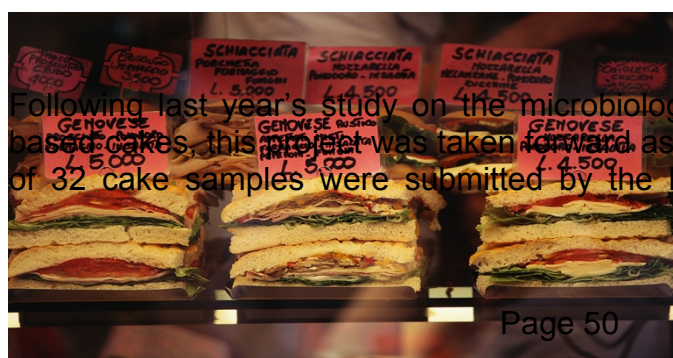


However, we have also taken microbiological samples to verify the effectiveness of cleaning programs at an approved local yoghurt manufacturer, in response to a suspected outbreak of food poisoning that affected three people.

For the salad from takeaways survey, which looked at the microbiological quality of ready-to-eat fresh salads, we took seven samples from seven catering premises in Slough. These produced three borderline results, detecting species of pathogenic bacteria, namely *Listeria* and staphylococci, but at very low levels. Being fresh crop products, the presence of *Listeria* species bacteria was not unsurprising, as the products are susceptible to potential environmental and waterborne contamination. After giving advice to all affected food business operators, 10 follow up samples taken from the same premises just one month later returned all satisfactory and clear results.

For the national study involving sandwich and jacket potato fillings, six out of seven food samples taken from premises in Slough returned satisfactory results. The one unsatisfactory sample showed high levels of Enterobacteriaceae, which is an indicator of poor hygiene.

The study looking at the hygiene of slicers and complex equipment that is difficult to clean was a Berkshire-wide initiative. Swab samples were taken in situations where both raw and cooked products were handled, to see how well equipment was being cleaned and whether there was any evidence of cross contamination as a result of equipment being used for both raw and ready-to-eat foods. Our findings showed that overall standards of cleanliness were very good, with 16 out of 18 samples returning satisfactory results. The two failed samples (both on the same piece of equipment at one premises) were indicative of poor or infrequent cleaning, but did not detect any pathogens.



Following last year's study on the microbiological quality of high-risk cream based cakes, this project was taken forward as a Berkshire-wide study. A total of 32 cake samples were submitted by the Berkshire local authorities and

while the final report has yet to be published, there have been some interesting results. In Slough, 13 samples were taken from seven retail premises, with 31 percent (four samples) returning unsatisfactory results and a further 46% (six samples) giving borderline results. However, no pathogens were found. The results are indicative of poor handling practices, possible temperature abuse and poor shelf life controls. However, there was no risk of illness to consumers.

Food standards

Trading standards carried out 100 percent of their high risk routine food standards inspections in 2015//2016, in addition to other food standards enforcement visits.

- A total of 114 food standards visits were carried out last year.

Further work in food standards includes:

- Labelling advice to new food businesses
- Detailed food standards advice is given to the relevant Primary Authority partners
- We took part in the following food sampling and food related projects:

Imported food sampling - total = 28

DNA sampling - total = 12

TSSE foreign food project - total = 10

This sampling was in conjunction with the Food Standards Agency (FSA), Trading Standards South East (TSSE) and the Public Analyst.

We also assisted our 'in-house' nutritional advisor to compile further data on primary and secondary school children's lunchbox foods.

New food legislation:

The food information regulations came into force on 13 December 2015. Particular focus was given to new rules on allergens in food.

- We informed all catering establishments in Slough by writing to them and providing tables of the 14 known allergens, plus advice they could use to ensure compliance with the regulations.
- Catering establishments in Slough included, takeaways, restaurants, importers, and mobile vans. A total of 946 businesses received this information.
- We e-mailed the same advice to all schools in Slough via the "Gateway"
- We e-mailed all known nurseries in Slough.

This advice will ensure that people suffering from a food allergy will find Slough a safe place to eat out.

A separate food standards plan has been produced for trading standards for 2015/16. **Targets for 2015/16 include:**

- Complete 100 percent of high risk food inspections
- Complete 50 percent of medium risk food inspections
- 100 percent of unrated food premises to be inspected.
- Complete 100 percent Food Standards Agency (FSA) funded imported food samples
- Complete regional food sampling programmes as required
- Further DNA samples on behalf of the FSA, in response to the horsemeat scandal
- Slough trading standards also participates in the regional food focus group.

Enforcement action

We use a comprehensive set of measures to protect residents of Slough, people who work here and visitors, and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals. Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy. A full copy of the policy can be found on our website:

<http://www.slough.gov.uk/council/strategies-plans-and-policies/consumer-protection-and-business-compliance-enforcement-policy.aspx>

The following enforcement action was taken by the food team in 2015/16:

Hygiene emergency prohibition notices – 0

Hygiene improvement notices – 23

Written warnings/letters sent – 381

Prosecutions completed -1

Simple caution- 0

Seizure and destruction of food- 0

Detention of food- 0

Voluntary closure- 1

As a team we have also been trialling an alternative approach to business with a history of poor compliance. We have been looking carefully at the language and messages we are using with businesses to maximise the impact of what we are saying. In certain cases we are seeking a more direct intervention with the businesses, effectively a last chance to improve. We are hopeful this will secure improvements in some cases without the need to pursue formal court proceedings.

Variation from service plan

Departures from this service will be exceptional, capable of justification and be fully considered by the head of consumer protection and business

compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

The action plan for 2016/17, which outlines our planned work for the year, is in Appendix B.

Areas for development

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year:

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- Looking at ways to increase our engagement with businesses, supporting the council's 'open for business' approach
- Developing new income generating streams
- Increasing the number of businesses within Slough that adopt the FSA's Food Hygiene Rating Scheme (FHRS)
- Increasing the number of businesses within Slough achieving a 3, 4 and 5 score in the FHRS
- Reviewing and updating the information we have on our data base about local food businesses, including childminders.
- Working across the food safety and food standards teams to identify and assess food brokers in line with new guidance from the Food Standards Agency
- Completing the actions identified following the internal service review that we undertook in 2015/16, including updating our general procedures.

Striving for excellence

Service standards

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect.



Customer pledge

We aim to provide every customer with a high quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target / Response Times
Respond to customer complaints and enquiries	Within five working days
Provide a full response	Within 10 working days



Customer feedback

We do not have customer feedback data from 2015/16, as we have reviewed the way in which we collect this data. New feedback questionnaires have been trailed and implemented from April 2016 to be included within next year's service plan. No complaints regarding the service have been received, either formally or informally. The team is committed to working with local businesses and the local community to ensure high levels of satisfaction. We aim to enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

Our quality assurance procedures assess the work of our officers to ensure it meets the high standard expected by the service.

Members of the team represent the authority in a number of regional bodies, with the aim of sharing good practice and achieving value for money, including the Berkshire Food Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease group.

Resourcing

The Full Time Equivalent (FTE) staff allocated to food safety and standards work is **6.37 FTE**. This includes the food and safety manager (0.75 FTE) and a business support officer (0.75 FTE). The figures also include time spent on Primary Authority work, which equates to 0.50 FTE. One FTE officer is also allocated to trading standards work (included in this figure of 6.37 FTE)

The cost of the service during 2016/17 to meet the Food Standards Agency (FSA) Food Law Code of Practice obligations will be approximately **£350,000**, for both food safety and trading standards. A breakdown of the resources committed to food safety and standards work is contained in Appendix A.

There is an estimated shortfall of **0.5 FTE, or £20k**, based on the FTE required to complete all of the Food Law Code of Practice obligations. We will

look to make efficiencies and create income to offset this shortfall. Where possible we will make use of flexibilities within the code of practice and other smarter, agile and mobile working initiatives, all of which are detailed in the action plan attached as **appendix A**.

Quarterly monitoring of team performance will be undertaken, and any significant shortfalls or non compliance will be raised with head of service and members, along with the associated risks. Where necessary a request for additional resources will be submitted.

Staff development

On-going development of the work force is paramount to ensure a comprehensive service is provided to the customer, while maintaining continuous improvement and providing value for money.

The Food Standards Agency requires that the council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically. The town's close location to Heathrow airport places additional training requirements upon the team in relation to complex imported food legislation.

This year staff have attended courses covering, among other things, enforcement sanctions, root cause analysis, risk rating and Food Hygiene Rating Scheme consistency, authorisation and competency of officers, E.Coli 0157, vac packing and modified atmosphere packing, Sous Vide, and Listeriosis in hospitals.

APPENDIX A

Resource Requirements for Food Service Delivery 2016/17

Calculations

Service Provision	Expected output	FTE required	Resource
Food Hygiene Interventions to all premises due, including revisits	Cat A 16 Cat B 57 Cat C 99 Cat D 114 Cat E 33 Unrated 44 Total due 363	2.5	S/EHO
Primary Food Standards Inspections	10 High Risk 40 Medium Risk	1.0	EHO/TSO
Imported Food Control		0.10	EHO/TSO
Complaints & Service Requests	400	0.50	EHO/TSO
Sampling	100	0.12	EHO/TSO
Primary Authority Food Related Work	Difficult to estimate demand	0.50 (self funding)	EHO
Enforcement Action – emergency procedures, case files, simple cautions & prosecutions	May vary	0.50	EHO/TSO
Food Hygiene Training	Minimum of 16 courses Undertaken in officers own time	0.0	EHO/TSO
Catering for Health and other food awareness work		0.05	EHO
QA and updating of procedures		0.10	Manager
Day to day management of service delivery		0.75	Manager
Administration		0.75	Business Support Officer
Total (including admin & management of service)		6.87	

EHO = Environmental Health Officer officer

TSO = Trading Standards

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Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham
Division: Consumer Protection & Business Compliance	Budget: £350,000 (including Food Standards) £315k food & £35k Trading Standards, excluding on costs.
Team: FOOD SAFETY & TRADING STANDARDS	Number of staff employed: 6.37 FTE Dealing with Food Safety and Hygiene, and Standards (including Food & Safety Manager (0.75 FTE) and Business Support Officer 0.75 FTE)
<p>Service Objectives:</p> <p>Protecting Food Safety; Income generation via the Primary Authority Scheme and commercialisation; Encouraging healthy eating and Supporting local businesses in Slough.</p> <p>Provide a value for money food safety service within the Food & Safety and Trading Standards Teams with excellent customer focus and well motivated competent staff to deliver our statutory obligations and the specific needs and priorities of Slough.</p> <p>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and enterprise.</p> <p>The Joint Strategic Needs Assessment (JSNA) for Slough identifies the need to encourage health eating and improve levels of hygiene through the Food Hygiene Ratings Scheme, Catering for Health Awards and related projects with partners.</p> <p>We have strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>Food Safety & Standards teams is essential in securing safe building blocks from which the council can deliver its plan. Without the basics, such as safe places to eat and protection against disease and food related illness, it would be impossible to build a safe, healthy and vibrant place to live work or visit. We are the prerequisite for a fit and resilient Borough</p> <p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p>	<p>Designated officers to work closely with PA businesses to:</p> <ul style="list-style-type: none"> Develop open and close partnerships with EA clients 	<p>Generate income</p> <p>Improved standards, enforcement and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p>	<p>Food & Safety Manager</p>	<p>March 2017</p>
		<p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p>	<p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p>	<p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p>	<p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p>
		<p>Increase PA revenue in line with increased income targets %.</p>	<p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p>	<p>Reduced regulatory burden on PA businesses.</p>		<p>Number of PA's in Portfolio</p>
		<p>Carry our PA Service Review</p>				<p>Virtual PA</p>

FOOD SAFETY & STANDARDS ACTION PLAN 2016/17 - DRAFT

	<p>income and value of its assets will be maximised</p> <p>Economy and Skills</p> <p>Health</p>		<p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p> <p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.</p> <p>implement action plan following service review</p>			<p>management team</p>
<p>Income Generation and Commercialisation</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p>	<p>Develop commercialisation opportunities to generate income, in line with projected income target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Target: Incorporate requirement of</p>	<p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Grow our offer of chargeable business support options for all types of businesses, both inside and outside Slough, including, but no limited to:</p> <ul style="list-style-type: none"> • Primary Authority • Tailored business advice • Assessment of labelling/brochures/website • Pre-start up advice • Regulatory Health Check • Training & Talks • Training needs assessment 	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within businesses.</p> <p>Reduced regulation by the council and other EA's.</p> <p>Developed skilled workforce, with a range of business support abilities.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews of progress with support options available.</p>

	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>8. The Council will be a leading digital transformation organisation</p> <p>Economy and Skills</p> <p>Health</p>	<p>commercial and financial skills as part of officers professional development.</p> <p>Target: TS Manager to attend training specific to commercialisation/innovation within regulatory role.</p> <p>Target: Root and branch analysis of legal costs structure, and how best to identify our costs, trace their movement through court and SBC financial system, and recoup them.</p>	<ul style="list-style-type: none"> • Analysis of statutory defence • Review of policy & procedures • Audit of systems • Support in achieving 5 FHR5 • Supply of SFBB material • Buy with Confidence • Support in achieving catering for health award • Alternative Enforcement resolutions • Assured Trader Schemes • Funded projects from regional or national groups (TSSE/NTS) <p>Explore whole package offers, including licensing and planning teams.</p> <p>Explore partnership arrangements with other authorities.</p> <p>Develop easy to access payment services, including;</p> <ul style="list-style-type: none"> - Telephone and online payments - Chip & Pin HHD <p>Develop marketing strategy to promote and advertise services, including working with other council departments, producing brochures, website, and case studies.</p> <p>Support officers to develop their soft skills and become business and commercially minded.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Benchmark where possible with other local authorities who have embarked on commercial enterprises to</p>		<p>Number of businesses given chargeable business support.</p> <p>Number of hits on our website.</p>
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			highlight best practice.			
Interventions with food premises in Slough	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>8. The Council will be a leading digital transformation organisation.</p>	<p>100% of due food interventions, including approved premises in line with FSA CoP.</p> <p>All approvals to be issued within time limits as defines in FSA CoP.</p> <p>Deal with complaints and service requests in line with Customer Service Charter and Pledge</p> <p>Explore focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p>Ensure all new food business registrations are risk assessed & inspected in line with risk and FSA CoP</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Forecast due interventions and demands on service over a rolling 3 year cycle. Stagger interventions & AES to support the service in achieving statutory requirements in FSA CoP.</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's Enforcement Policy and business growth agenda.</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Offer chargeable business support options as detailed above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Publicise non compliant businesses who put public health at risk by tweeting 0 FHRS</p> <p>Publicise and award those businesses that do well, but tweeting 5 FHRS and participating in suitable award schemes,</p>	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Reduced incidence of food poisoning</p> <p>Increase in proportion of premises achieving 3, 4 & 5 stars in the Food Hygiene Rating Scheme (FHRS)</p> <p>Increase in proportion of businesses included in the FHRS.</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food.</p>	<p>Food & Safety Manager</p> <p>Food Safety Team Leader</p> <p>All Food Safety Officers</p> <p>TS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	<p>Ongoing until March 2016</p> <p>Monthly and Quarterly review</p>

	<p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Offer business support options as detailed above.</p>	<p>Enhance advice and signposting for businesses on SBC web site.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with Smoke Free requirements</i> - <i>Identify H&S matters of concern and take appropriate action where necessary</i> - <i>Assess pest activity and waste issues external to food premises and share intel with NET team</i> 			
<p>Reactive Investigations, response to intelligence from other areas of work, Food Complaints & response to service requests</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Respond to 100% of service request within 5 days and in line with customer charter.</p> <p>Target: 100% of investigations proceeding to formal action to be reviewed by Team Leader/Manager at monthly 121's and with a view to processing at ½ way point of statutory time limit</p>	<p>Investigate service requests and where issues are identified use a full range of enforcement options to ensure compliance and safety.</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter.</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p> <p>Explore alternative enforcement opportunities on a case by case basis.</p>	<p>Safer food businesses in Slough.</p> <p>Reduced incidence of food poisoning.</p> <p>Consumers feel able to eat out and purchase food safely in businesses within Slough.</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>	<p>All officer</p>	<p>Ongoing until March 2016</p> <p>Assess during 1:1 meetings and Case Reviews</p> <p>Number of businesses and customers provided with regulatory support</p>

			<p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Work to support % increase in BC businesses</i> 			
<p>Food Hygiene Rating Scheme</p>	<p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. More people will take responsibility & manage their own health, care and support</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Continue to implement FHRS in Slough food businesses in line with FSA Brand Standard</p> <p>Increase in premises achieving 2, 3, 4 and 5 score in the FHRS</p> <p>Improved customer awareness of the Scheme, and better informed choices when eating out</p>	<p>Risk based interventions focusing on 0 & 1 FHRS scoring premises, to increase scores and hygiene standards, and their business potential</p> <p>Publicise the scheme monthly via tweeting 0 & 5 FHRS businesses, to increase peer pressure on low performing businesses to achieve higher scores.</p> <p>Provide free guidance to businesses on the scheme and how to achieve 5 FHRS.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Work to support % increase in BC businesses</i> - <i>Support compliance businesses and target those seeking financial gain from non-compliance</i> - <i>Peer pressure to improve ratings and threat of adverse publicity</i> 	<p>Measurable improvement on risk ratings</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food.</p>	<p>Food Safety Team Leader</p> <p>All Officers to support</p>	<p>March 2017</p> <p>Monthly review</p>

<p>Level 2 Food Hygiene Training Programme</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Health</p> <p>Economy and Skills</p>	<p>Offer food hygiene courses, minimum of 6 courses a year, to members of the public both inside and outside Slough.</p> <p>Offer courses to other service uses, such as Sure Start, the Councils Training & Development Team, and other private businesses.</p> <p>Maintain procedures required for accredited Chartered Institute of Environmental health (CIEH) training centre</p> <p>Maintain the high standard of course delivery currently achieved.</p> <p>Provide quick and easy payment methods.</p>	<p>Develop a publicity campaign to advertise course, and where appropriate discounts to attract bookings.</p> <p>Undertake annual internal audit of course procedures to ensure in line with CIEH requirements.</p> <p>Evaluate course feedback and where necessary take appropriate action to ensure course delivery to high standard.</p> <p><i>Added Value:</i> - self funding training reducing delivery costs to SBC - Positive impact on BC %</p>	<p>Improve food safety knowledge amongst food handlers, in turn improving food safety standards within businesses & increase in % of broadly compliant premises</p> <p>Supports businesses in regulatory compliance, including those with enforcement notices served.</p>	<p>Sandi Johal</p> <p>Support from all food officers</p> <p>Support material from CIEH</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Feedback from candidates</p> <p>Number of candidates taught and pass rates</p>
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<p>Catering for health (CFH), healthy eating initiatives & public health interventions</p>	<p>6. More people will take responsibility & manage their own health, care & Support needs</p> <p>5. Children & young people in Slough will be healthy, resilient & have positive life chances</p> <p>Health</p>	<p>Continue to promote and deliver the Catering for Health Award Scheme – linking with other work on obesity in Slough and it's health impacts (CHD, Diabetes)</p>	<p>Officers to promote and provide information, the award at 100% of eligible businesses during interventions.</p> <p>Officers promote online award application</p> <p>Applications assess and determined in a timely manner, in line with customer charter.</p> <p>Officer offer chargeable business support in achieving an award where appropriate.</p> <p>Publicise those business achieving an award via monthly tweets and other relevant campaigns.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Support for the Councils performance in relation to Department of Health Public Health Indicator Outcomes</i> 	<p>Consumers choose healthier food options more often.</p> <p>Consumers have greater information on local business healthy eating offers, so they can make informed choices on where to eat and purchase food.</p>	<p>Ann Stewart</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review of Number of CFH awards maintained & issued</p>
<p>Imported Food Controls</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p>	<p>Intelligence and risk lead checks on 100% of imported food notifications.</p> <p>Continue to support and facilitate Onward Transmission (OT) arrangements with clearing agents in Slough, regarding high risk food imported and subject to BIP testing.</p>	<p>Duty officer to monitor and respond to all notifications of imported food on a risk based approach, taking appropriate enforcement action where necessary.</p> <p>Maintain close working arrangements with both MHMRC, Hillingdon, Stanstead and Felixstowe BIP, regarding the sharing of intel, OT's and location of ETSF's.</p> <p>Undertake verification of organic imported food</p> <p>Control of onward Transmission referrals and notifications of Personal Imports</p> <p>Investigations into illegally imported Products of Animal Origin (POAO) and other restricted foods (NPOAO), both at ETSF's and inland.</p>	<p>Safe and complaint food imported into the EU via Slough.</p> <p>Food businesses in Slough, offering safe and complaint imported food.</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly Review</p> <p>Number of imported food consignments checked and notices serviced.</p> <p>Number of inland food investigations undertaken & notices</p>

	<p>Health</p> <p>Economy and Skills</p>		<p>Work with clearing agents and importers regarding the safe and legal import of non EU foods, including signposting to information and advice on our website and elsewhere.</p> <p>Issue of export certificates to businesses inside and outside Slough, regarding the export of foods outside the EU.</p> <p>Annual review of internal procedures, including keeping abreast of know and emerging issues and rapid changes in import controls.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Slough community, the rest of the UK and other EU countries are protected against illegal and hazardous imports from third countries</i> 			<p>serviced.</p>
<p>Sampling</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and</p>	<p>Explore funding avenues from external organisations e.g. Food Standards Agency</p> <p>Undertake appropriate APT (adenosine triphosphate) testing in local businesses on cleaning practices, giving immediate results during interventions and projects to increase awareness of effective cleaning.</p> <p>Timely follow up on 100% of sampling results, including investigation into unsatisfactory results where necessary.</p> <p>Explore joint sampling initiatives with Food Standards Officers where appropriate</p> <p>Undertake imported food sampling where intelligence</p>	<p>Contribute to local and national sampling intelligence, which will support improved both hygiene and food standards levels in Slough and nation wide.</p> <p>Safer food locally and nation wide.</p>	<p>Julie Snelling</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Number of samples taken</p>

		focus on high risk and local needs	suggests necessary			
Infectious Disease Notifications & Control	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	Investigation of Infectious Notifications including suspected food poisoning outbreaks in line with Public Health England (PHE) protocols	<p>100% of notified infectious disease cases investigated in line with PHE Protocols. Appropriate action taken where food handlers, or high risk groups are involved, including exclusion from work until clear of infection.</p> <p>Where source can be identified, take appropriate action to prevent reoccurrence, including enforcement.</p>	<p>Reduced incidents of infectious disease.</p> <p>Increased intelligence on sources of infectious disease, locally and nation wide</p>	<p>Food Safety Team Leader</p> <p>All Officers to support</p>	<p>March 2017</p> <p>Quarterly reviews</p>
Food Standards Inspections and work.	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living</p>	<p>Target: 100% of high risk businesses 50% of Medium Risk Premises to be inspected. To be monitored monthly</p> <p>Target: 100% of unrated premises to be inspected and rated.</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Inspections based on risk;</p> <ul style="list-style-type: none"> - 100% inspection of A, B and all other non complaint food businesses - 100% inspection of approved premises - Identified poor performing businesses targeted with appropriate interventions 	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Increased awareness among traders of their legal responsibilities in respect of Food Standards.</p> <p>Working alongside our colleagues in Food</p>	<p>Trading Standards Manager/ Food Standards Lead Officer</p> <p>Food Safety Team Leader</p>	<p>Ongoing until March 2016</p> <p>Monthly and Quarterly review</p>

<p>and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>8. The Council will be a leading digital transformation organisation.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Carry out Intel led meat traceability project to establish which food operators are gathering the appropriate documentation to verify the authenticity of their food products. Calculate amount of traders brought into compliance.</p> <p>Target: Participation in national/regional sampling programmes as directed by Food Standards Agency.</p> <p>To work collaboratively with TSSE to undertake the Food Standards Agency imported food sampling based on local priorities</p> <p>Ensure all new food business</p>	<p>To tackle Food Fraud</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing 'incubation periods' where suitable.</p> <p>Provide free regulatory advice for new businesses starting up.</p> <p>Alternative interventions to low risk premises, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice for businesses on SBC web site</p> <p>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, nutritional information, additives, allergens, etc.), with further follow up enforcement as required.</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p> <p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Offer chargeable business support options as detailed</p>	<p>Safety the aim will be to provide consumers with greater information on food standards and local business hygiene standards in order that they can make informed choices on where to eat and purchase food.</p> <p>Working in partnership on local, regional and national basis.</p> <p>Better understanding of compliance levels in take away sector in relation to food standards.</p>	<p>All TS Food Officers</p> <p>FS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	
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		<p>registrations are risk assessed & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p>	<p>above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice and signposting for businesses on SBC web site.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with all consumer protection legislation</i> - <i>Identify matters which may be relevant to other services</i> 			
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of Food Hygiene issues and involvement in joint projects with other partners</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and</p>	<p>Publicise and direct users to councils website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible.</p> <p>Work with the Town centre manager to support local shops</p> <p>Undertake monthly tweets of businesses with 0 & % FHRS.</p> <p>Participate in the FSA national food safety week campaign.</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of food hygiene and standards</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2016</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

<p>Community engagement</p>	<p>organisation.</p> <p>Health</p> <p>Economy and Skills</p>	<p>guidance to new business start ups and existing SME's in Slough.</p> <p>Increase awareness of food hygiene issues via local press and the Council's website</p> <p>Increased community engagement initiatives</p> <p>Promote channel shift via all communications with stakeholders, to the trading standards dedicated council website, whilst being sensitive to the needs of 'at risk' persons and isolated stakeholders. All press releases and forms to direct readers to website. Aim is to reduce avoidable contact whilst promoting existing digital</p>	<p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as product recalls, local enforcement against poor performing premises, local food hygiene award winners.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p> <p>Monitor website hits and advice requests received, for decide in requests, and increase in website hits.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Improve awareness and compliance of food safety and standards issues</i> - <i>Supports Income generation</i> 			
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		options.				
Mobile and Agile Working	<p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p> <p>Economy and Skills</p>	<p>Set up a feasibility study and trail into mobile working options, to reduce the time taken to complete and administer all types of inspections</p> <p>Conduct Lean review of current food hygiene inspection, including administration of.</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Try to source, or assist in the</p>	<p>Explore business support completing administration of inspections for premises issued with ROV's.</p> <p>Review current inspection aid memoir to ensure lean and fit for purpose administration of process. .</p> <p>Triall a shortened inspection aid memoir for low risk premises</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Prepare business case to director of service, for funds to support mobile working, including purchase of software & equipment.</p>	<p>Create efficiencies and savings.</p> <p>Performance results in respect of mobile/agile working fed into Outcome 8 lead where appropriate.</p> <p>Take an enterprise approach to mobilizing staff</p> <p>Ultimate vision is that staff working within CP&BC can access all relevant information, including regulations and legislation, and complete all job related forms via their allocated tablet or smartphone, whilst the information captured automatically updates back office records, removing the need to return to the office.</p>	<p>Food & Safety Manager,</p> <p>Trading Standards Manage</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly meetings to assess progress</p> <p>Any Forms and procedure change addressed at team meetings/121's</p> <p>Any developments fed back to Outcome 8 lead.</p>

		<p>procurement of a secure workflow solution that allows departments to enter, schedule and manage work.</p> <p>Engage with TS and try to source, or assist in the procurement of a secure workflow solution that allows departments to enter, schedule and manage work remotely.</p> <p>Monitor performance of work through pilot period and establish the business case and the objectives of introducing such a scheme.</p> <p>Communicate the concept to staff at an early stage to realise the positive impact on the Service. Survey all employees to find</p>		<p>Customer interaction with the organisation should improve.</p> <p>Any IT support via mobile device should have the following capability:</p> <ul style="list-style-type: none"> • Visibility of a full day / week schedule • Required job details are available of the mobile device • All relevant forms are prepopulated and ready to be completed • Receive any special instructions or notifications • Refer to previous notes and correspondence • Consult standards and regulations • Record time it takes to undertake job • Capture images if required and attach them to case record • Record signatures staff in real time 		
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		what they would appreciate and value. Ensure this works both for the individual and the business.				
Safeguarding & intelligence sharing	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. Children & young people in Slough will be healthy, resilient and have positive life chances</p> <p>Health</p>	<p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely manner, 100% of the time.</p> <p>Ensure all staff are trained in safeguarding and following the SBC safeguarding principles.</p> <p>Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration & RBFRS</p>	<p>Pilot the 'Corner Card', and assess effectiveness of this avenue to rapid reporting</p> <p>All staff to undertaken SBC online training for safeguarding adults and children on a annual basis</p> <p>Safeguarding to be on the agenda and discussed at team meetings, 121's, and appraisals.</p> <p>All officers to be vigilant and aware of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised.</p> <p>Holistic approach to all operations which involve potential victims with safeguarding issues.</p>	<p>Improve the safety of children and vulnerable people in Slough.</p> <p>Improved life's of people in Slough</p>	<p>Food & Safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service in CP&BC monthly meetings</p>

<p>Looking Ahead</p>		<p>Horizon scanning; providing a forward thinking service and fulfilling statutory obligations</p>	<p>Food Brokers- Work across the Food Safety and Trading Standards Teams to identify Food Brokers in the Slough area and carry out interventions in line with the FSA's recent guidance document.</p> <p>Keep abreast of developments from the Food Standards Agency on the future of the Delivery of Official Food Controls and align our service provision accordingly.</p> <p>Building links with other teams within the Council to ensure that changes in business ownership and nature are identified and acted upon in a timely fashion.</p>		<p>Food & Safety Manager, Food team Leader and Enforcement Team Leader</p>	<p>Ongoing</p>

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Service delivery plan 2016/17



Health, safety and wellbeing in Slough

Consumer protection and business compliance group

Consumer protection and business compliance is an outward facing service group made up from:

- **Trading standards**
- **Food and safety**
- **Licensing teams**
- **Community safety**
- **CCTV and Careline**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Health and safety service

Slough Borough Council is responsible for health and safety regulation under The Health and Safety at Work etc Act 1974, and associated regulations. We provide advice and enforce health and safety within approximately 1,600 commercial premises in the borough, including warehouses, residential care homes, leisure centres, shops, pubs and restaurants. Health and safety enforcement is divided between the Health and Safety Executive (HSE) and local authority under The Health and Safety (Enforcement Authority) Regulations 1998.

Our approach to health and safety regulation is largely reactive and follows formal guidance issued by HSE, namely the National Local Authority Enforcement Code, introduced in 2013. The aim of this code is to ensure a consistent and sensible approach to health and safety regulation, which since its introduction has significantly changed the direction of health and safety enforcement nationally. The code targets resources on risks, and aims to reduce the regulatory burden on compliant businesses, which is the direction Slough has been heading for several years. As a result, our intervention strategy is targeted on local and national priorities, where evidence suggests risks are not being controlled. Proactive inspections preserved only for premises who do not manage their own risks or premises on the HSE's list of high risk sectors. This means few proactive inspections are undertaken, which releases capacity for more effective outcome-focused interventions and thorough reactive work.

Greater emphasis is placed on dealing with complaints, accidents and incidents in accordance with government directive to target those businesses that are poor performers and not meeting the requirements under health and safety legislation.

The aim of this service delivery plan is to provide a graduated enforcement approach based on risk to public health, show our commitment to carrying out our work in an open, transparent and fair manner, and protecting employees and the wider public from risk, while supporting business and economic growth. We recognise that most business want to comply with the law. Therefore, we will support those businesses to meet their legal duties and be safe.

Slough Borough Council plays a major role in protecting the health, safety and welfare of employees and members of the public in Slough.

We achieve this by targeted projects, interventions and investigating accidents and complaints, to help reduce accidents and ill health in the work place and to protect others from risks.



We have adopted a sensible risk management approach in line with the HSE national Local Authority Enforcement Code. This also supports the strong drive from central government on reducing the regulatory burden on businesses not to undertake inspection or enforcement upon a business without good reason. This also links to the council's Primary Authority scheme, where our work on improving safety standards is on a national scale. Further information on Primary Authority is below.

The HSE and local authorities, as co-regulators for health and safety legislation, have a vital role to play in ensuring the regulatory system:

- is enforced in a manner which is proportionate to risk
- is focused on better health and safety outcomes and not purely technical breaches of the law
- makes it as straightforward as possible for business, and in particular small businesses, to deliver a healthy and safe working environment
- avoids placing unnecessary burdens on businesses that manage health and safety effectively
- maintains a strong deterrent against those who fail to meet their health safety obligations and put their employees at material risk, thereby also deriving an unfair competitive advantage.

The health and safety service is delivered via the food and safety team. A relatively small amount of officer time is dedicated to health and safety work, due to the direction of the National Local Authority Enforcement Code. However, allocation of officer time is fluid and reactive to service need, thus officers will spend a significant amount of time investigating serious workplace accident when necessary. However, this does of course mean other work has to be re-prioritised.

We support and work with businesses by providing advice when issues are noted during other work, such as food visits, helping businesses to comply with requirements and good practice. We also undertake local focused

projects such as legionella control in hot and cold water systems within care homes.

We work to help safeguard vulnerable workers, linking in with the licensing team, police and Home Office immigration enforcement.

The purpose of this plan is to let you know how we are going to achieve the various measures we will be taking in conjunction with our partners and other agencies to enhance public health, safety and wellbeing.

We will do this by:

- Providing advice and information to Slough businesses and residents
- Visiting businesses on the basis of risk, so reducing the burden on compliant businesses while targeting those that seek to gain an advantage from non-compliance
- Investigating complaints and listening and responding to concerns
- Investigating accidents, giving priority to those involving major injury or death in the workplace
- Developing safety and health promotion initiatives
- Consulting our customers on the quality of our service
- Working in partnership with others to improve our outcomes for Slough. For example -HSE, Thames Valley Health and Safety Group, Home Office immigration enforcement, Thames Valley Police, Royal Berkshire Fire and Rescue Service and other council teams.

We are committed to helping change the health and safety culture in Britain and retain common sense in the approach we take to ensuring the protection of employees and the public.

Good health and safety, good for everyone

We continue to work in partnership with the other enforcing authorities and stakeholders to reduce the inspection burden on business, alongside focusing on better outcomes.

This plan is reviewed annually and we welcome your views, comments and suggestions on how it can be improved.

Levine Whitham, food and safety manager

Tel: 01753 875255 or e-mail: levine.whitham@slough.gov.uk

Or

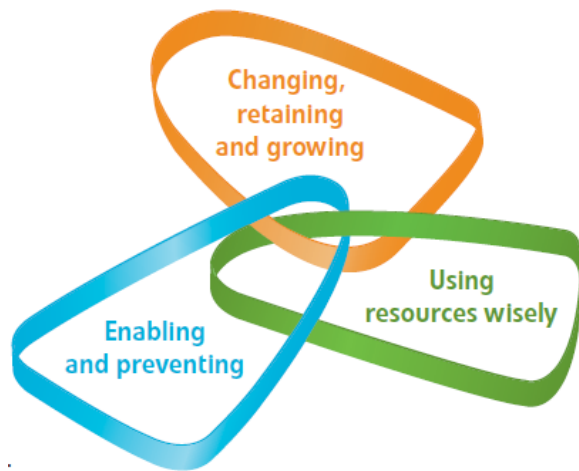
Ginny de Haan, head of consumer protection and business compliance,
Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk Or

To find out more about our service and initiatives we are planning this year,
please read on or visit our website at:

<http://www.slough.gov.uk/business/health-and-safety/>

Growing a place of opportunity and ambition

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Our vision

The focus of work within the health and safety service is to ensure the council is able to fulfil its statutory obligations under the relevant legislation and that this is geared towards Slough's specific community and business needs, based on local intelligence and our work with partners.

The council's 5 Year Plan and the Joint Wellbeing Strategy set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Businesses and other partners within Slough are already working together to improve life in the borough.

The themes incorporated into the corporate plan are:

- Changing, retaining and growing
- Enabling and preventing
- Using resources wisely

Our work also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment: civic responsibility and promoting the image of the town.

One of our key aims is to protect and enhance public health and wellbeing while supporting local businesses. The action plan at the back of this service delivery plan shows how we are going to achieve this, and demonstrates the golden thread in how we directly link with the 5 year plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our enforcement policy.

The enforcement policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. We recognise that most people want to comply with the law. Therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. However, firm action will be taken, including prosecution, where appropriate.

The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough.

How did we perform during 2015/16?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

The health and safety service can be divided into key activities and projects, namely:

- Primary Authority advice
- Interventions and projects based on national and local priority where evidence suggest risks are not managed
- Promotion of health, safety and wellbeing awareness including, supporting business start-up, education campaigns, newsletters
- Accident investigations
- Proactive inspections to high risk businesses or those on HSE list of high risk sectors
- Legionella controls - assessments, registration and inspection of cooling towers. Advising on the safe maintenance of showers, spa baths and other potential sources of harmful Legionella bacteria in commercial premises
- Listening to and responding to complaints from the public, employees and businesses
- Protection of vulnerable workers
- Working in partnerships, such as advice to the Slough Safety Advisory Group, and Thames Valley Health & Safety Group

During 2015/16 our key achievements included:

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships. This has brought many advantages to businesses in Slough.



Primary Authority partnerships comprises a legally binding contract between the authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health and safety.

Our officers are able to provide companies that trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011, we have already secured 39 successful Primary Authority partnership agreements. These services are uniquely provided by in-house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships, with an hourly charge for any work undertaken. We have set an annual income target of £110k, which covers all income from partnerships. It covers the whole range of primary authority categories -food hygiene and health and safety are just two of the possible 23 categories. In 2014/15 cost recovery was £104,000k, and in 2015/16 it was £94,000k. Although we did not meet our income target, we have increased our income target for 2016/17 by £5k to £115K. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers who are funded from Primary Authority at no extra cost to the council. Last year more than 1,460 hours of advice interactions with our Primary Authority companies was given, a high proportion of which were advice and support requests from our partners.

As a Primary Authority we have had communication with many other councils to ensure inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

The number of businesses joining and leaving Primary Authority partnerships with the council remains changeable. However, the demand on Primary Authority has remained relatively constant over the past year. Three new partnerships were set up last year. However, five partnerships ceased, due to two stopping trading and three being taken over by other businesses.

More information on Primary Authority partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can email primary.authority@slough.gov.uk

Accident investigations

The team received **132** accident notifications, a 34 percent increase from the previous year. This could be an indication that premises are not being visited regularly, meaning compliance and standards have slipped. It also could be because we have a new indoor trampoline park in Slough, which results in a significant amount of accident notifications.



Unfortunately, we are still investigating a serious workplace transport accident, which occurred in January 2015. A young employee was crushed by a reversing vehicle, leaving him with serious and long term injuries. This has taken a significant amount of officer time and resource.

In previous years accidents have happened from the misuse of fork lift trucks, movement of delivery vehicles, and from unsafe practices performed while loading and unloading at retail and warehouse premises within the borough. Workplace transport safety has been a major consideration for officers in the team and will remain so.



The need for businesses to report accidents, to examine why the accident has happened and deal with potential risks continues to be a high priority and is included in our advice and support.

Complaints about health and safety in Slough

Employees and members of the public made 87 complaints and enquires about health and safety last year, which included:

- Faulty lifting equipment
- Fumes from nail salons
- Hijama treatment, and home beauty treatment including Botox
- Unsafe electrics and gas supplied within food premises
- Unsafe legionella controls
- Defective passenger lifts and other lifting equipment.

- Loose handrails on a staircase
- Requests for advice about asbestos risks, removal and disposal, including dumped asbestos
- Complaints about smoking in enclosed places.

Health and safety inspections

In accordance with the HSE National Code, we target our resources on outcome-focused interventions and reactive work, rather than proactive inspections. Proactive Inspections are a good tool used in the right circumstances. However, they are the most resource intensive for both the council and the business, and therefore not always appropriate for low risk businesses.

As a result we undertook **35** health and safety visits to premises in Slough, of which **13** were reactive following complaints or accident notification. We also undertook eight revisits to ensure standards had improved. This is an increase of 59 percent on last year, which is due to the fact that we undertook increased gas safety checks within food businesses, and undertook two small projects, detailed below.

Management of pool water quality project

As part of a Berkshire-wide initiative, we undertook a project looking at the management of water quality in swimming pools. Since 2001, swimming pools have been the most common setting for outbreaks of waterborne infectious intestinal disease in England and Wales, with *Cryptosporidium* as the leading cause. Previous studies have identified that the risks to public health can be minimised by ensuring swimming pool management, procedures and pool water treatment and disinfection are optimal and in accordance with current guidelines.

The aim of the project was to increase awareness to pool operators of the procedural controls required to minimise risks of microbial infection. This should help play a part in reducing the incidents of swimming pool related *Cryptosporidium* outbreaks in future. The project also allowed us to collect information about swimming pool facilities which can be utilised in the event of an outbreak of infectious disease. Previously we have undertaken minimal work within this sector - hence one of the main aims of the project was to assess current standards to determine if issues existed and to offer advice and support on compliance.

In total, six premises were included in the project (all were run by private operators). They were all found to be well run, with up-to-date procedures. We found that staff were knowledgeable and trained in how to operate emergency procedures. No issues of concern were identified at any premises and we are

confident we now have a greater and more up-to-date overview of these premises, the water systems and the management controls.

Legionella in hot and cold water systems in care homes

As part of a Berkshire-wide initiative, we undertook a project looking at the management of the risk from Legionella in water systems at care homes.

Legionella bacteria are widespread in the environment. They may also contaminate and grow in hot and cold water systems and whirlpool spas. Legionnaires' disease is a potentially fatal form of pneumonia, with elderly people at higher risk. The main control is to ensure water is kept between 20–60°C. This requires care homes to have a thorough knowledge of their water systems and to carry out routine monitoring of the temperatures at various points throughout the system. This control is complicated by the need to control the risk of scalding to residents in the case of water being delivered in excess of 45°C.

The aim of the project was to make businesses aware about the hazards legionella bacteria, and assess whether management of water systems was in compliance with legal requirements and current guidance. We hoped our interventions would improve standards, thereby improving safeguarding to all service users, employees, contractors and families who access the facilities /buildings.

Six premises were identified for inclusion in the project. These were all visited and four were identified for revisits. In these cases all had carried out risk assessments and had an action plan drafted within the previous five years. However, it was clear the documentation was not up-to-date or valid. There were also concerns about monitoring for the appropriate temperatures and lack of management knowledge and involvement in implementing the controls.

A period of time was allowed for these four premises to update their monitoring procedures and related documentation. Once revisits were carried out, clear improvements had been made and all duty holders felt they had benefited enormously, having had their attention brought to this matter, particularly considering the potential seriousness of an incident. Training has now been undertaken by both maintenance staff and managers. It was clear that staff have a much clearer understanding of the systems, how the controls are being monitored and why.

Cooling tower registration

It is a legal requirement to register wet cooling towers with the local authority.

We have 17 premises registered, with a total of 31 cooling towers or evaporative condensers. This is a significant reduction from 2008, when 63 cooling towers were registered. This is a result of several water-based cooling systems being decommissioned due to the high cost of maintenance and water treatment involved and



also as a result of the continuing development of quieter, more energy efficient, dry systems.

An important part of the registration and monitoring process is the assessment of stringent controls to prevent multiplication and possible infection with Legionella, together with scrutiny of businesses' own sampling procedures and results. On-site inspections are also carried out for those systems where the council is the enforcing authority for health and safety.

Working with partners

We recognise that working with partners can increase our capacity to deliver health and safety solutions for businesses in Slough. During 2015/16 we worked to develop the following important projects.

- **Thames Valley Health and Safety Group**

We continue as advisors and partners in the continually growing Thames Valley Health and Safety Group. With The Mayor of Slough as its honorary president, the group celebrated its 50th Anniversary in May 2014, having been originally set up, jointly, by Slough Borough Council and the business health and safety community. The group is part of Safety Groups UK, is affiliated to RoSPA (Royal Society for the Prevention of Accidents) and provides a forum and a focus for safety professionals in the Thames Valley. Many major businesses in Slough are active members of the group, as are those in the smaller and medium categories. The group meets, monthly, at different company venues in the Thames Valley region, but most often in Slough.

- **SAG (Safety Advisory Group)**

We are members of the Slough Borough Council SAG. SAG's role is to advise the council on the suitability of applications to hold events safely, in the borough's parks, open spaces and premises and on the borough's roads. Our role is to consider health and safety issues in the planning, organising, setting up and holding of events and to recommend approval or rejection of applications. We also advise SAG and applicants on legal and technical standards in relation to health and safety at events.

Enforcement action

We have a comprehensive set of measures to protect residents of Slough and the people who work here, as well as visitors, and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals.



Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy.

Enforcement action was taken by the health and safety team in 2015/16 in the form of:

Four improvement notices relating to:

- Unsafe forklift trucks
- Unsafe gas equipment within a food business

Finding these dangerous situations reinforces the necessity for safeguards to be in place to prevent dangerous occurrences and reduce risk of injury. They also reinforce the importance of verification checks by both employers and enforcing authorities. By maintaining a competent trained inspectorate, Slough Borough Council fulfils its obligations under the Health & Safety at Work, etc., Act 1974

Prosecutions

We not completed any prosecutions this year. However, we have spent a significant amount of officer time and resources investigating a serious work place accident whereby a young employee was crushed by a reversing lorry, causing serous facial and upper body injuries. The on-going investigation is near completion and could result in formal action being taken against the company.



Although the time and resources taken to investigate serious cases often outweighs the fines and penalties awarded, such enforcement action is necessary to morally seek justice against those who put others at risk, and ensure duty holders and managers who fail to meet their responsibilities are held accountable for their actions. It also sends a strong deterrent to other businesses that Slough Borough Council will not tolerate poor performing businesses that take an unfair advantage and put people's lives at risk.

Variation from service plan

Departures from this service plan will be exceptional, capable of justification and fully considered by the head of consumer protection and business compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

Areas for development

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year. We are

considering joint projects with other Berkshire authorities on: workplace transport; infectious disease control in licensed premises providing tattooing, piercing and semi-permanent make up; and violence and aggression within late-night food premises. We will also continue to check the safety of gas equipment within catering establishments. We are also planning an inter-authority peer review exercise to gain independent assurance, identify any areas of improvement and share best working practices.

Service standards

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect



Customer pledge

We aim to provide every customer with a high quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service standard	Target / response times
Respond to customer complaints and enquiries	Within five working days
Provide a full response	Within 10 working days

Customer feedback

We do not have customer feedback data from 2015/16, as we have reviewed the way in which we collect this data. New feedback questionnaires have been trialled and implemented from April 2016 to be included within next year's service plan. No complaints regarding the service have been received, either formally or informally. The team is committed to working with local businesses and the local community to ensure high levels of satisfaction. We aim to

enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

Our quality assurance procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

Members of the team represent the authority in a number of regional bodies with the aim of sharing good practice and achieving value for money, including the Berkshire Food Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease Group.

Resourcing

The food team employ **5.37 FTE** (full time equivalent). This includes the food and safety manager (one FTE). The FTE available for health and safety work is **approximately 0.5 FTE**. We also employ a business support officer (0.25 FTE allocated to health and safety work). At present our team is fully staffed.

Staff development

On going personal development of the work force is paramount to ensure a comprehensive service is provided to the customer, while maintaining continuous improvement and providing value for money.

The HSE requires that the council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically.

This year staff have attended, among other things, training on Legionella control in hot and cold water systems, laser safety with regards to beauty treatments, micro safety in swimming pools, working on fragile roofs and advanced investigative practice.

The health and safety action plan for 2015/16, which outlines our planned work for the year, is detailed in Appendix A.

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Appendix A - Health & Safety Action Plan 2016/17

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham, Food & Safety Manager
Division: Enforcement & Regulatory Services Consumer Protection & Business Compliance	Budget: £30,000
	Number of staff employed: 0.5 FTE, plus 0.25 Business Support Officer and 0.25 FTE food & safety manager
<p>Service Objectives: The timely delivery of this work plan, which focuses on sensible health & safety regulation, based on risk. Implementation of evidence based initiatives focused upon national and local priorities; joint working with partners both within and beyond the Council to improving the quality of life for Slough residents, visitors and those that work in Slough.</p> <p>We have strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the Food and Safety team is essential in securing safe building blocks from which the council can deliver its plan. Without the basics, such as safe places to work and visit, it would be impossible to build a safe, healthy and vibrant Slough. We are the prerequisite for a fit and resilient Borough.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>Economy and Skills</p> <p>Health</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Increase PA revenue in line with increased income targets %.</p> <p>Carry our PA Service Review</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Number of PA's in Portfolio</p>

			<p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model. where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p> <p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.</p> <p>implement action plan following service review</p>			
Risk based interventions within business in Slough	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be</p>	<p>Undertake targeted risk based interventions to businesses in line with HSE LAC 67/2 rev 5 – Guidance to Local Authorities on Targeting Interventions</p> <p>Compliance with National Code for Local Authority Enforcement</p>	<p>Undertake proactive interventions to premises where local intelligence suggests controls are not being managed or where an investigation is warranted following complaint or report of accident</p> <p>Assess the need for interventions and projects based on:</p> <ul style="list-style-type: none"> - HSE high risk list of activities suitable for inspections - HSE national priority list and sector strategies - Local priorities and needs of slough - Berkshire wide priorities <p>Possible Berkshire joint projects identified</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p>	All officers	<p>March 2017, Monthly monitoring</p>

	<p>one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>		<p>include:</p> <ul style="list-style-type: none"> - Vehicle transport safety, with particular focus on shared yards - Violence and Aggression to employees, with focus on late night catering establishments - Tattooist, piercers and premises requiring special treatment license <p>Officers to be vigilant when visiting businesses for other reasons in order to identify and deal with Matters of Evident Concern (MEC) or Matters of Potential Major Concern (MPMC).</p> <p>Monitor MEC & MPMC to identify trends and local issues.</p>			
<p>Ongoing investigations and prosecutions</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p>	<p>Undertake investigations into work related accidents, MEC, MPMC, or concerns raised about a business, to determine if serious and public safety at risk.</p> <p>Where necessary take action to secure sensible health and safety regulation,</p>	<p>Support and advice given to businesses appropriate to the risk presented, in order to allow businesses to manage their own risks safely.</p> <p>Officers to used HSE Enforcement Management Model (EMM) and work in line with department enforcement policy when considering enforcement action.</p> <p>Where enforcement is deemed appropriate, adhere to timescales for prosecutions file submission.</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p> <p>Explore alternative enforcement opportunities on a case by case basis.</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p> <p>Justice taken against those business who fail to meet their health safety obligations and put peoples health at</p>	<p>All officers</p>	<p>March 2017</p>

	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	proportionate to risk.		<p>risk</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>		
<p>Reactive investigations in response to intelligence or reported incidents</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	Assess and respond to accident notifications, complaints and service requests relating to workplace health and safety, wellbeing, including referrals via the HSE	<p>Respond to all notifications in line with customer charter and pledge including timescales</p> <p>Determine if investigation is appropriate using the HSE incident selection criteria, and recording decision</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p>	All officers	<p>March 2017</p> <p>Quarterly monitoring</p>
<p>Legionella Controls and registration of Cooling Towers</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p>	Maintain and update registration of all cooling towers in Slough and monitor risk of legionella infection in conjunction with HSE	<p>Assess cooling tower controls and risk assessments, to ensure we hold up to date information on controls.</p> <p>Where necessary inspect cooling towers, specifically where change in management, change of process, alteration, replacement or water treatment.</p>	<p>Ensure the risk of legionella infection from cooling towers in Slough is controlled.</p>	Ann Stewart	March 2017

	Health					
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of Health and Safety issues and involvement in joint projects with other partners</p> <p>Community engagement</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p> <p>Health</p> <p>Economy and Skills</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Increase awareness of health and safety issues via local press and the Council's website</p> <p>Increased community engagement initiatives</p>	<p>Publicise and direct users to council's website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible. Council website to have clear links to HSE website.</p> <p>Provide business start up support and signposting to free guidance and information.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as supporting national campaigns or local enforcement against poor performing premises.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of health and safety.</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

Smoke free enforcement and advice	4. Slough will be one of the safest places in the Thames Valley Statutory Requirement Health	Ensure all premises offering smoking facilities, including Shisha's are complaint with smoke free requirements	Provide start up advice to new shisha's or premises offering smoking facilities on smoke free compliance Assess premises offering smoking facilities to ensure compliant with smoke free requirements, give advice and take necessary enforcement where appropriate in line with council's enforcement policy and wider growth agenda. Link with other stakeholders, such as planning, BRFRS, NET, police and licensing at soonest opportunity to ensure joint up simple enforcement. Undertake surveillance to facilities allowing smoking to ensure compliance.	Reduce risk to health to employees of shisha's and premises offering a smoking facility, from second hand smoke	Levine Whitham All officers to support	March 2017 Quarterly review
Asbestos – Duty to Manage	4. Slough will be one of the safest places in the Thames Valley Statutory Requirement Health	Assessment of all ASB5 notifications, and notifications of notifiable non licences work via HSE website. Respond to enquires regarding asbestos	Assess all ASB5 notifications, and notifications of notifiable non licences work to determine if controls suitable, and where necessary visit site to ensure controls in place to minimise risk from exposure to asbestos fibres. Give accuracy advice on control of asbestos, including duty to manage. Signpost to HSE website for information and guidance.	Reduced risk of health from exposure to asbestos fibres. Increased awareness of asbestos	Sandeep Johal All officers	March 2017
Private water supplies and private water distribution systems	4. Slough will be one of the safest places in the Thames Valley Statutory Requirement	Complete Risk Assessments for Private Water Suppliers and implement Action Plans to ensure safe water supplies	Complete Risk Assessments and implement Action Plans for Private Water Suppliers Assessment of Private Water Supplies information and collation for return to the Drinking Water Inspectorate	Safe water from private water supplies and distribution centres in Slough, with reduced risk of illness.	Sarah Hill	March 2017 Quarterly review

	Health	<p>Review PWS Sampling Programmes in line with statutory guidance.</p> <p>Complete annual DWI return.</p> <p>Identify Private Distribution Systems and verify with Thames Water Authority.</p> <p>Risk Assess Private Distribution Systems and set up water sampling programme in line with statutory guidance.</p>	<p>Confirm locations of Private Distribution Systems, verify, Risk Assess, implement Action Plans and set up sampling programme</p>			
<p>Slough Specific:</p> <p>Safety Advisory Group (SAG)</p> <p>Thames Valley Health and Safety Group (TVHSG)</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	<p>Attend meetings, give advice on enforcement issues, changes in standards and guidance, support and take necessary follow up actions</p>	<p>Supports partnership working with local businesses and stakeholders.</p> <p>Give advice to SAG to ensure events are operated safely.</p> <p>Benchmark, share intel and information, and support to and from other Berkshire authorities</p> <p>Participate in discussions on health and safety issues regionally, cascading to county groups and the team.</p>	<p>Ensure consistent and proportionate health and safety regulation.</p>	<p>Levine Whitham</p> <p>Other officers to support</p>	<p>March 2017</p> <p>Ongoing monthly and quarterly meeting attendance</p>

**County liaison
group and
Regional
strategy group**

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SLOUGH TRADING STANDARDS



Service Delivery
Plan 2016/2017

The Consumer Protection and Business Compliance Group

Consumer protection and business compliance is an outward facing service group made up from:

- **Trading standards,**
- **Food and safety**
- **Licensing**
- **Community safety**
- **CCTV and Careline**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and is fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Trading standards

Slough Borough Council's trading standards service has responsibility for the vast majority of consumer protection issues that arise in Slough.

As part of our duties we provide the following to the Slough community:

- Advice and guidance to consumers and businesses based within the borough, in conjunction with Citizens Advice Consumer Service.
- Playing a major role in residents' health, safety and economic wellbeing.

This service delivery plan is provided as a means of keeping you informed of our achievements and future plans and how we intend to deliver them, with the continued cooperation of our internal and external partners and stakeholders.

The work we have carried out and continue to carry out is achieved with the use of the following:

- Prompt response to intelligence/complaints, triggering detailed investigations into consumer protection offences.
- Targeted project work.
- Participation in regional and national liaison groups.
- Risk based inspection programmes.
- Training and advice, provided to both consumers and traders.
- Working with other organisations with similar priorities.
- Proportionate enforcement – with prosecution of offenders as a last resort (in line with our enforcement policy).

This plan is reviewed annually and we welcome your views, comments and suggestions on how it could be improved.

Please forward your views to:

Ginny de Haan, head of consumer protection and business compliance

Tel: 01753 475111 or e-mail : ginny.dehaan@slough.gov.uk

or

Andrew Clooney, trading standards manager (trading standards)

Tel: 01753 475111 or email: andrew.clooney@slough.gov.uk

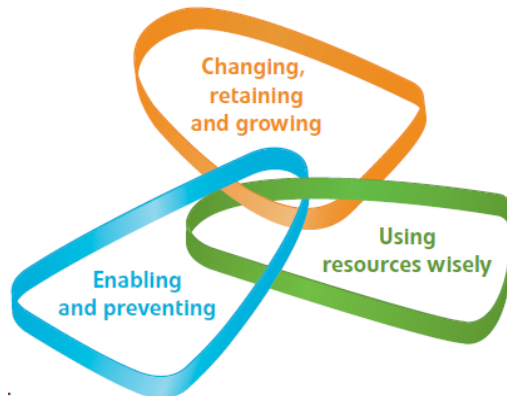
Address:

**Slough Trading Standards, St Martin's Place,
51 Bath Road, Slough, SL1 3UF.**

Or visit our website at: <http://www.slough.gov.uk/tradingstandards>

The following pages provide more information on our performance last year and our plans for the year ahead.

Growing a place of opportunity and ambition



Our vision

The joint wellbeing strategy and the council's 5 year plan set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Businesses and other partners within Slough are already working together to improve life in the borough.

The focus of work within the trading standards service is to ensure that the council is able to fulfil its **statutory obligations** under the relevant legislation and that this is geared towards Slough's specific community and business needs, based on local intelligence and the 5 year plan outcomes. More detail on the 5 year plan can be accessed at:

<http://www.slough.gov.uk/council/strategies-plans-and-policies/five-year-plan.aspx>

Our work underpins these objectives and also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment; civic responsibility and promoting the image of the town.

One aim is to protect and enhance public health and wellbeing while supporting local businesses.

We will achieve this through the attached action plan, (Appendix B); this should be read in conjunction with our enforcement policy which aims to ensure a graduated approach to enforcement based on risk. The action plan shows how we are going to achieve this and demonstrates the golden thread in how we directly link with the 5 year plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our enforcement policy.

The enforcement policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner. We recognise most people want to comply with

the law; therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. However, firm action will be taken, including prosecution, where appropriate. The full enforcement policy can be accessed at;

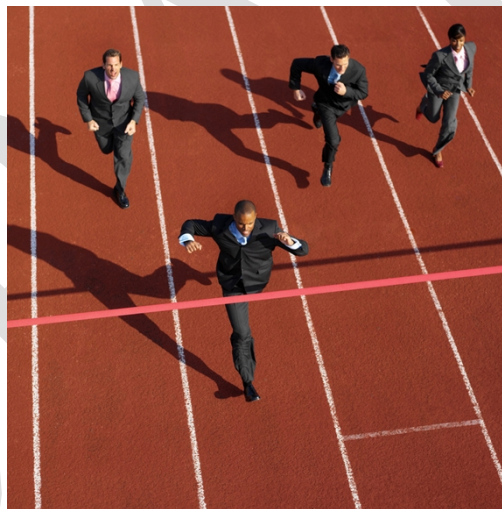
<http://www.slough.gov.uk/council/strategies-plans-and-policies/consumer-protection-and-business-compliance-enforcement-policy.aspx>

The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough, while ensuring a fair, safe and equitable trading environment.

How did we perform during 2015/16?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

The following pages illustrate our performance and achievements over the past year.



Primary Authority Scheme



Primary Authority partnerships comprise a legally binding contract between the authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health and safety.

Our officers are able to provide companies that trade across council boundaries robust and reliable advice, through the creation of these legal partnerships. The scheme also provides a safety net to ensure local authorities are consistent in the way they regulate businesses.

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships; this has brought many advantages to businesses in Slough.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011, we have already secured 38 successful Primary Authority partnership agreements. These services are uniquely provided by in-house specialist officers.

Cost recovery is an essential element of the contracts and applicable to Primary Authority partnerships with an hourly charge for any work undertaken. In 2015/2016, along with our colleagues in Food Safety, we obtained cost recovery of circa £94,000. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers who are funded from Primary Authority at no extra cost to the council. Last year we received 85 direct requests for advice from our Primary Authority portfolio of companies, and a large number of other interactions with all our Primary Authority companies were successfully completed; a high proportion of these were satisfied consumer complainants. We also liaised daily with other local authorities and act as a single point of contact for any enquiries concerned with our portfolio of Primary Authority companies, so reducing burdens on business and any unnecessary duplication. We also liaise with other local authorities to ensure any inspection and enforcement action reflects the advice we have already given, and is proportionate.

In the past year we received a total of 580 enquiries for companies for whom we act as Primary Authority. The number of businesses joining Primary Authority partnerships with the council continues to grow and this will have a profound impact upon how we deliver the service, requiring a flexible approach to our management of resources. Maintaining and promoting the Primary Authority scheme within Slough contributes to the council's overall aim of Slough being the premier location in the South East for businesses of all sizes to locate, start, grow, and stay.

More information on Primary Authority partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can either contact 01753 475111 (option 5) or e-mail primary.authority@slough.gov.uk

Age restricted sales

“Among 35 European countries, the UK has the third-highest proportion of 15-year-olds who report having been drunk 10 times or more in the past year.”
(Drinkaware statistics 2012)



- **Underage sales enforcement**, protects children from harmful items and substances and is a vital feed into the health and wellbeing and ‘safer communities’ priorities of the SCS.
- **FREE Proof of Age Cards** were provided to 16-year-olds at 10 of Slough’s 11 schools – last year 1,236 cards were processed. This figure is testament to the success of the scheme. Analysis of whether to continue with this work will be carried out in 2016/2017, as we assess whether resources could be invested better elsewhere (new schemes taking advantage of new technology are imminent).
- **Trader information packs** were distributed to local businesses, providing information on the law on age restricted products, along with advice on due diligence and further information/documents to assist staff training on underage sales matters. Many of these were distributed on Crime Reduction and Enforcement Days (CRED), which trading standards participated in throughout the year.
- **Licensing reviews** have been used for all traders failing a test purchase. This can result in conditions on the trader’s licence or even a complete revocation. Three traders are currently in the process of having their premises licence reviewed following sales of age restricted goods or other trading standards intervention. Trading standards supports licensing by preparing evidence packs to support the licensing review.
- **Testing purchasing** is essential and establishes whether local businesses are complying with the law and not selling restricted goods to children.

Underage sales operations -figures for 2014/2015

- **Tobacco** - attempted purchases = 0 - sales = 0
- **Alcohol** - attempted purchases = 19 - sales = 0
- **Fireworks** - attempted purchases = 8 - sales = 0
- **e-cigarette (e-Cigs)** - attempted purchases = 19 - 2 sales



Total sales = 2 out of 48 attempted purchases.

In 2016/17 trading standards will continue to provide trader information packs and advice to local businesses and conduct a programme of age related test purchasing to ensure businesses are compliant and underage young people are protected from alcohol, cigarettes and the dangers of fireworks and other age restricted items. This work is hugely important in protecting children and restricting their access to unhealthy and dangerous products. The

accessibility of such products to young children can manifest itself in numerous ways, including early exposure to harmful products, early criminality and anti-social behaviour.

Legal highs (new psychoactive substances)

Throughout the year trading standards received worrying reports about the supply of 'legal highs' from traders in and around the town centre. The ramifications were tragic for those people taking the substances, with reports of near fatalities and hospital A&E admissions.

Unfortunately, the law in regards to legal highs was not fit for purpose and trading standards and the police faced an uphill struggle to rid our streets of their threat. However, with joint action, along with colleagues from the resilience and enforcement team, we managed to target the main source of legal highs in the town centre and disclaim all the substances found on site.

As of 26 May 2016, a new act - the New Psychoactive Substances Act - will come into force, which hopes to tackle the problem and give more clarity to the enforcement roles which local authority officers should assume alongside partners the police, and Home Office immigration enforcement.



Serious organised crime

From late 2014 and throughout 2015 trading standards received a huge number of complaints about a local trader. The trader was involved in reconditioning and servicing engines. The service was inundated with so many complaints that we needed to seek the assistance of Thames Valley Police and our trading standards tri regional scambusters team of investigators to assist with the investigation. This culminated in Thames Valley Police leading on the case, with support from ourselves and our colleagues in tri regional scambusters. Four principles of the company were later charged with conspiracy to defraud and a trial is due at Reading Crown Court in January 2017.

Tobacco control work

Slough trading standards is represented at the National Tobacco Focus Group meetings, to share regional best practice with colleagues from around the UK.

We are always looking to build partnerships with other agencies, to combat illegal tobacco supply. This year we have worked closely with Thames Valley Police, Her Majesty's Revenue and Customs, neighbouring local authorities, Slough licensing team, Slough neighbourhood enforcement team and Slough public health.



- During 2015/2016, trading standards carried out 11 inspections, with the assistance of tobacco detection dogs.
- Seizures of 201 packs of cigarettes, 40 packs of tobacco and 54 pouches of chewing tobacco. These products are calculated to have a retail value of more than £2,000.
- The products seized all had non-English health warnings, no pictorial health warnings or non-statutory warnings present.
- Most importantly, these seizures help to support those local businesses that are continuing to trade legitimately, and in doing so seeks to eliminate unfair competition and thus create a more level playing field for trading in the borough.
- 20 advisory visits were carried out, to ensure that businesses were compliant with the tobacco display ban (that came into effect for all traders on 6 April 2015).
- The department has also been involved in legal consultations and preparation for the introduction of the Tobacco Products Directive, which came into force on 20 May 2016.
- This legislation introduces the following requirements :
 - (i) Introduction of plain packaging for cigarettes and hand rolling tobacco
 - (ii) Minimum pack sizes for cigarettes (20 sticks minimum) and hand rolling tobacco (30g minimum)
 - (iii) A ban on flavoured tobacco (with the exception of menthol – which is allowed until 2020).
- Total plain packaging in the market will not take place until the transition period closes in May 2017.
- Enforcement action in this area has resulted in one prosecution, two simple cautions and one written warning.

In the coming months, we will be investigating other avenues of enforcement, with the assistance of other partner agencies, in order to combat what is still a growing problem in the borough.

In respect of Nicotine Inhalation Products (more commonly known as e-Cigs), the department has carried out test purchasing exercises, to determine compliance of local businesses supplying these products. Out of 19 businesses visited, two traders sold an e-Cigarette to a volunteer aged under 18. No formal action was taken against the traders as the legislation was new. A less lenient approach will be taken should those traders sell again.

In the forthcoming year the service, along with our partners in environmental health, trading standards intends to monitor compliance among shisha establishments in Slough.

Illegal money lending and credit

Loan sharks and illegal money lending can devastate communities and the lives of individuals.

Working with Slough trading standards, the national England Illegal Money Lending Team – based at Birmingham City Council – gave free training to staff at the council, care workers, police officers, youth workers and many more who come into contact with the community on a daily basis. It gave an insight into the key signs to look out for when dealing with people at risk who may engage with these unscrupulous individuals.

This training detailed the impact that illegal lenders have on our service users and community. It also gave practical information on how we can work together to stop people being ripped off and make Slough an even safer place to live.

Activities took place during October 2015, where trading standard officers and the illegal money lending team were out and about in Chalvey, knocking on doors and asking residents if they were aware of any illegal lending money from loan sharks.

A quiz completed on the doorstep indicated that few residents were aware of the implications, and possible repercussions of taking out these illegal loans.

People who lend money illegally, operating without a licence:

- Are dangerous & predatory
- Suck money out of communities
- Often force victims to pay huge rates of interest and threaten violence if victims cannot repay

Money lending advice was given by the Credit Union - a legal and safer way to borrow money.



Food standards

Trading standards carried out 100 percent of their high risk routine food standards inspections in 2015/2016, in addition to other food standards enforcement visits.

- A total of 114 food standards visits were carried out last year.

Further work included:

- Giving labelling advice to new food businesses
- Providing detailed food standards advice to the relevant Primary Authority partners
- We took part in the following food sampling and food related projects:

Imported food sampling - Total = 28

DNA sampling - Total = 12

Trading Standards South East (TSSE) foreign food project - Total = 10

This sampling was in conjunction with the Food Standards Agency (FSA), TSSE and the Public Analyst.

We also assisted our in-house nutritional advisor to compile further data on primary and secondary school children's lunchbox foods.



A separate food standards plan has been produced for trading standards for 2016/17. **Targets for 2015/16 include:**

- Complete 100 percent high risk food inspections.
- Complete 50 percent medium risk food inspections.
- Complete 40 percent of low risk food inspections.
- 100 percent of unrated food premises to be inspected.
- Complete 100 percent Food Standards Agency funded imported food samples.
- Complete regional food sampling programmes as required.

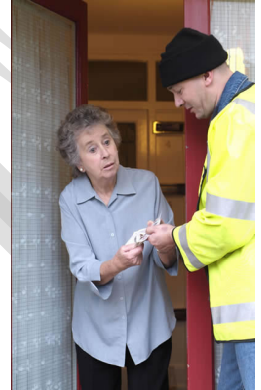
Slough trading standards also participates in the TSSE regional food focus group.

A total of 299 food standards inspections are allocated to be completed in the forthcoming year. The inspections are necessary to keep on track with the risk rating system of inspections, as detailed within the Food Law Code of Practice.

Rogue traders, mass marketing scams and doorstep crime

The trading standards doorstep sales response team is constantly on hand to assist residents with any issues they have with rogue traders who carry out work and then charge extortionate amounts for their services.

- Residents can be quoted one price and then the cost increases as the job progresses.
- Rogue traders tend to target elderly or vulnerable people, who may be easier to manipulate or intimidate.
- Some cases have reported victims being driven to banks/building societies to draw out large sums of cash to pay these traders.
- The team carried didn't need to carry out any response visits, indicating we don't have a major problem with rogue traders in the borough. This is good news and shows our work in this area is having an impact.



- The team works closely with the social services safeguarding team, providing advice and guidance to vulnerable adults. 45 scam cases that involved making a referral to the safeguarding team were handled during 2015/2016.. As a result of visiting the victims, eight people consented in being referred to the telephone preference service and 18 to the mail preference service. In the forthcoming year, officers will also be the eyes and ears of Royal Berkshire Fire and Rescue Service and report on 'at risk' people who have no, or faulty, fire alarms in their homes.

- A "rogue trader day" was carried out in April 2014, with the assistance of Thames Valley Police and the council's community wardens. This resulted in 55 visits to householders who were having maintenance work on their property. The visits were also carried out in partnership with Home Office immigration enforcement and HMRC. Visits were made to premises where building work was being carried out, to establish that these traders were providing proper paperwork and good quality work.



- As a result of the visits various levels of preventative advice was given out. Our colleagues from the Home Office also apprehended three illegal workers and processed 13 more.
- Colleagues from HMRC initiated a total of 34 investigations.
- Further presentations to elderly and vulnerable groups were made this year to the Older people's forum senior tenants association group.

Effectively dealing with rogue traders and preventing and detecting doorstep crime remains a high priority for 2016/2017, and trading standards will continue to provide a rapid response team and share intelligence with neighboring authorities and Thames Valley Police to protect vulnerable consumers from becoming victims of doorstep crime.

Education

Education is vital for consumers, in order for them to make informed choices when purchasing and to prevent them being ripped off.

During 2014/15, Slough trading standards participated in the schools lunch box survey at the:

- **Holy Family School, High Street, Langley;** This survey involved joint working with the School Nutrition Network Team, who carry out yearly surveys at nearly all of Slough's primary schools to collate data and provide feedback to schools as to whether children's school meals and packed lunches are balance and healthy.
- **Trader packs and newsletters** are also provided to local businesses, to give advice on compliance with the law.
- **Slough trading standards website provides** a host of advice to both business and consumers on trading standards legislation and matters.

In 2016/2017 trading standards will be providing a range of educational services to both businesses and consumers.

Specifically, we will be encouraging both traders and consumers alike to use our self help guidance sheets listed on our website. The promotion of our website as a first point of call is an important action as it will hopefully relieve the pressure on front line officers who would usually have to respond to enquiries that can be dealt with by simple signposting to our website.

We will be monitoring website footfall throughout the year to measure how many people are going to our website compared to the previous year. We aim to increase website footfall and encourage further channel shift. This will be achieved by better communication and promotion of the website, as well as utilising our website and social media in new and novel ways.

Publicity

With the varied remit of enforcement that trading standards covers, it is essential that this is publicised to inform people of the work we do.



- Press releases are published to advise of results that we have achieved or to provide warnings to the public of issues that have arisen. They are vitally important in raising the profile of the service.
- Examples of press releases this year include:
 - Bogus callers / doorstep sellers,
 - Raising awareness of loan sharks
 - Advice on the purchase and safe use of fireworks
- Advice on avoiding counterfeit and unsafe toys in the lead up to Christmas.
- Advice on scams and educating consumers of tell-tale signs and how to avoid them.
- Warning of the issues of buying products from Gumtree.
- Naming and shaming of offenders, along with results on legal cases.
- A total of 15 press releases were issued in 2015/16.
- More than 50 'tweets' were issued on a wide variety of trading standards and consumer issues.

- The department also gave interviews to local radio stations. This year interviews were given on BBC Radio Berkshire about avoiding rogue travel companies - with respect to Hajj holidays - and the steps people should take to avoid being scammed when buying goods on websites like Gumtree.
- Over the Christmas period, we again conducted a campaign called '12 days of Christmas' along with daily Tweets with top tips, which were sent to ensure residents enjoyed a safe Christmas.

In the year ahead we aim to maintain a high media profile and use the media wherever possible to promote the work of the service, including social media. We also aim to ensure we promote the work of the service using social media in innovative ways, and in doing so, hopefully promote the work of the service to an audience never reached before.

Product safety

The trading standards team enforces a wide variety of legislation from the EU and UK. These pieces of law affect all consumer non food products. As well as generic safety laws, there are also sector specific areas of product safety which include toys, plugs and sockets, electrical appliances and furniture.



Trading standards is responsible for checks on non food items at the border points. In Slough we have 37 custom bonded warehouses which are subject to product safety controls, and also the National Royal Mail distribution hub. This work is part of a national trading standards and TSSE project.

Highlights from 2015/2016 include:

- Advising multi national companies of their labelling of paint and cosmetic products.
- Conducting product recalls.
- Checks carried out at the border points, resulting in 199 consignment being stopped from entering the UK and EU, involving more than 69,000 goods with an estimated retail value of £410,000
- Over the Christmas period, like all trading standards services, we were inundated with issues concerning 'hoverboards'. During that period the service suspended more than 3,000 boards until the majority were brought back into compliance through our discussions with the importers. The influx of boards across the nation brought huge pressures on trading standards services including ours. We have since lobbied both regionally and nationally for trading standards to be better equipped and resourced to deal with such incidents.
- The service dealt with 114 enquiries relating to product safety.
- Active participation on the national and regional groups of which Slough is a member and chair.

Animal health



Trading standards carries out inspections for animal health, animal welfare and animal by products, including:

- **Inspections on livestock** to provide advice on transportation and welfare enforcement. This is achieved with our partners at the Royal Borough of Windsor and Maidenhead and Bracknell Forest Council.
- **Animal by-products** to ensure that certain raw meat waste is disposed of correctly and doesn't go to landfill sites.
- Animal diseases are always a threat. The **Slough Notifiable Animal Disease Contingency Plan** was updated last year, and was necessary to be reviewed again due to several outbreaks of avian flu around the country, and is compiled with regular liaison with our emergency planning team.
- **Inspections of the Langley Horse Fair** – monitoring welfare issues and educating on legal requirements. This is achieved with the City of London Animal Health Team.

Trading standards has regular liaison and enforcement work with the council's dog warden in order to address problems with the supply of puppies, particularly incorrect descriptions of medical history, parentage and health. Further liaison with the dog warden will continue this year.

Counterfeit goods

The fake goods market – where people copy work and goods that have a good reputation has been going on for years. To combat this, legislation was passed in the 1990s which made it an offence to use a legitimate and registered trademark without permission by the trademark owner.



The illegal use of trademarks gives the counterfeiter an advantage. The goods are not made by the owner, are not subject to the same quality control and safety checks and ride upon the back of the legitimate owner, who will have made a considerable investment in research and development, pays taxes and business rates and pays their workers a decent wage. In addition, the sale of counterfeit goods disadvantages the honest retailer and may put consumers at risk of consuming a poor quality product.

The concentration of activities in this area during 2015/6 has been on tobacco products, alcohol and camera accessories. Where we have found illegal spirits and tobacco in local shops, they have been seized and the shop subject to legal proceedings.

We have also had cause to investigate the sale of counterfeit camera accessories throughout the year. Some of those accessories have been shown to be dangerous, such as battery chargers that can explode, catch fire or electrocute because they are so badly made. As a result of those investigations, trading standards has seized several thousand fake items with a street value of more than £100,000. This came from only two operations! This is in addition to three ongoing investigations and a pending court case. We also send 'cease and desist' warnings where the amount of goods for sale is small.

Control of explosives

Fireworks



Trading standards has a responsibility to licence retailers of fireworks. The 2015/16 licensing period was our first run of licensing under the Explosives Regulations 2014. Only 16 businesses are now licensed within the borough - two of which are licensed to sell all year round. These new regulations also allow for businesses to be licensed to store fireworks for more than a year - several



businesses took advantage of this and are licensed to store them for up to five years.

We also conducted underage test purchase checks and none of the businesses sold fireworks to our volunteers.

Weights and measures

Trading standards is responsible for checking the accuracy of any weighing and measuring equipment in use for trade. This is in addition to ensuring that goods are of the correct weight or measure. The jurisdiction here could range from a small shop, pub or petrol station through to a large factory.

- 41 visits were carried out, checking a range of things from spirit measures, traders weighing scales and checkweighers to packaged goods and weighbridges.
- Inspectors of weights and measures provide advice to local businesses that pack by weight or volume, to make sure their systems are robust and durable; ensuring consumers can have confidence in the purchases that they make.
- This year, inspectors dealt with a number of enquiries relating to weights and measures, including petrol pumps, cash for gold premises, short weights on food products, etc.
- The department also provides weights and measures advice and assistance to our Primary Authority companies in the borough.

In the forthcoming year we plan to complete a project into public weighbridges. This project is part of a national audit of weighbridges that are used either to sell goods by weight or calculate a charge such as landfill tax. The aim is to ensure their accuracy and to ensure the companies responsible for maintaining the equipment are fulfilling their legal obligations. It is being overseen by the National Measurement Regulation Office, a division of the Department of Business, Innovation and Skills.

Slough has 13 weighbridges in use for trade. Considerable amounts of goods are weighed every day and the amount of money assessed is of a correspondingly high value. The previous year has been taken up with ascertaining the various maintenance companies for each weighbridge and obtaining the dates of the next scheduled visit. This will enable officers to attend, check the legality of the work and ensure the weighbridge is accurate. This is scheduled for the period from June to November, with a report anticipated in December 2017.

Road traffic checks

Trading standards carries out checks (with Thames Valley Police) on the weight of commercial vehicles, from small transit vans to large articulated vehicles.



Overloaded road vehicles can contribute to:

- Excessive noise.
- Increased air pollution.
- Road damage.
- Vehicle accidents.
- Steering and braking problems.

An overloaded vehicle could potentially endanger other road users and constitutes as 'dangerous driving'.

During the past year trading standards has participated in several joint operations with Thames Valley Police, Home Office immigration enforcement and other council departments. This gives the opportunity to examine vehicles and their loads and, if suspected of being overloaded, take them to a suitable weighbridge. If they are confirmed overloaded, then the driver and operator may be subject to legal proceedings. In addition, the vehicle can be prohibited from continuing until the load is reduced to legal limits.

Buy with Confidence

Following the decision taken by other local authorities to enter into a partnership with a large commercial assured trader scheme, we are conducting a review of our Buy With Confidence scheme here in Slough to determine if the models adopted by other local authorities would bring greater benefits to our loyal members and local residents..

No decisions have yet been taken as to whether we will enter into a similar sort of arrangement with another provider, but we will keep our members informed throughout, and any agreement will have to support local business and be done in the best interest of both residents and traders.

In the interim the Buy with Confidence Scheme has been effectively suspended.

Additional targeted project work

Food traceability project work. This project (project B) was a continuation of similar work carried out in early 2015 (carried out, in conjunction with the National Trading Standards Board). The aim was to find out how much waste food is currently being recycled. A lot of waste food is recycled and eventually used to produce animal feed. Officers investigated the traceability of surplus food locally, in order to ensure its composition when it enters the supply chain to be used as animal feed. The Horse meat scandal exposed a void in such traceability and this national project was aimed to monitor this aspect of traceability.

- This project also focused on the traceability of food stuffs i.e. out of date food taken back from retailers and disposed of by suppliers.
- "Project B on Surplus Food", focused on 15 local medium/large manufacturers (including caterers and butchers).
- Out of the businesses surveyed, 40 percent were found to be disposing of their food to the animal feed industry.

- Of the remainder, 40 percent disposed to landfill, 13 percent sent their waste to incineration and 7 percent of them re-worked their food waste.
- The most common types of food going to animal feed was bakery waste, eggs, spent grain and fruit/veg.
- All the local businesses investigated and disposing of their waste food to the feed industry, were registered with ourselves, a requirement under under EC Regulation 183/2005. Therefore all our local traders were deemed to be in compliance which is encouraging.

Lettings agent project:

This project was commissioned as a result of new legislation which came into force regulating letting and property agents. The legislation was twofold, that being: The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014 and the Consumer Rights Act 2015. The legislation imposes new requirements for letting agents to display their prices and to be a member of a recognised ombudsmen scheme to assist with any dispute resolution. The letting agents industry has featured highly on research into scales of consumer detriment and this new legislation is welcome. It also closely supports Outcome 2 of Slough Councils 5 Year Plan: *There will be more homes, with quality improving across all tenures to support our ambition for Slough with the necessary infrastructure to support and sustain the community.*

- All agents on our records were advised of the new legislation and their responsibilities to both be a member of a property ombudsman scheme and to list all their prices.
- Following the advice, letting agents were monitored and the vast majority were found to be compliant. Some were found to be falsely claiming to be member of other trade associations and are being investigated.
- Nationally there has been a 14% increase in lettings membership of an recognised ombudsmen scheme since the new legislation was introduced on 1 October 2014.

Complaints and enquiries

Throughout 2015/16 we have continued to work with our partners for the Citizen's Advice Consumer Service (CitA). Citizen's Advice Consumer Service (CitA) are funded by government to offer civil advice nationally through their contact centres and website. Any enquiries they receive which concern either Slough residents or traders and then referred to Slough trading standards and where we can identify a criminal breach, are investigated accordingly. During the last year, CitA updated their case management system, which in turn has led to our system of recording referrals and notifications to also change. This has meant we cannot provide comparable figures to those in previous service delivery plans.



Based on the figures we are able to obtain from CitA, our enquiries and complaints have decreased by 11 percent and complaints which require a follow up have decreased by 9 percent. We surmise this is due to better and more reliable information available to consumers via the web, coupled with our efforts to signpost people to our self help guidance sheets. Also, our increased use of

social media and other information sources have been exploited to encourage channel shift and to minimise avoidable contacts to the service, where other agencies are better placed to respond.

We also carried out a comprehensive review of our customer contacts process. In doing so we introduced a new system of risk rating enquiries, in accordance with the national intelligence operating model. This has assisted officers in grading enquiries according to risk and the process enables them to better assess which contacts are worthy of follow up, which in turn has reduced the number of complaints deemed necessary to follow up. This in turn has released capacity for officers to concentrate on those issues and enquiries which are more serious and which fit into both local, regional and national priorities.

- Last year we set ourselves a target of increasing hits on our consumer and business advice webpage by 5 per cent. We set out to achieve this by consistently profiling our web page on all correspondence, within any press release and also internally among partners and stakeholders. During 2014/2015 there were 1032 unique page views of our website advice pages. During 2015/2016 there were 3587 unique page views of the same pages, an increase of 247 per cent.
- We also received a total of 580 enquiries for companies for whom we act as Primary Authority, (38 companies in total).

Enforcement action and policy

Trading standards has a comprehensive set of measures in place to protect consumers and promote business in the area.

- Any enforcement action taken will be graduated and proportionate; in line with Slough Borough Council's enforcement policy. A full copy of the policy can be found on our website:- <http://static.slough.gov.uk/downloads/public-protection-enforcement-policy.pdf>



A summary of our enforcement work for the year can be found in **Appendix A**.

Striving for excellence

Service standards

Providing excellent customer service is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service.
- Take time to listen and explain things.
- Provide accurate information and advice in a clear straightforward way.



- Deal with enquiries immediately, but if this is not possible, explain why.
- Provide you with any other contact details that you may need.
- Keep you informed of the progress and outcome of any investigations.
- Treat you fairly and with respect.

Customer pledge

- We aim to provide every customer with a high quality service and will seek feedback from you to help further improve the quality of the services we provide.
- The trading standards manager will contact you personally if you are unhappy with the service received.
- In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Customer feedback

- Our quality assurance procedures assess the work of our officers to ensure the service meets the high standards expected.
- Our commitment to working with local businesses and the local community enables us to improve levels of satisfaction.
- We will support economic growth and continually strive to provide a fair, consistent and high quality service.
- We aim to enhance the quality of life of residents within the borough, making Slough a safer environment to live, where service users can access advice and make healthy and informed choices.



- During 2015/2016 customer satisfaction levels remained at 100 percent, although surveys were not carried out throughout the year as the survey forms were amended to better reflect our activity and the expectations of stakeholders.
- Likewise, we also achieved 100 percent satisfaction with our business contacts.
- All feedback received is used to enhance and improve our service and to prioritise our resources in the most effective way.

Resourcing

Slough trading standards employs eight staff, two of whom are part time staff (effectively seven full time employees).

The allocated budget for 2016/2017 is £268,180.

We aim to increase the commercialisation of the service to maximise our cost recovery activities and further offset the cost of service delivery, while maintaining resilience and our ability to delivery our core statutory work.

Staff development

The on-going development of the work force is paramount to ensure a comprehensive service is provided to the customer, while maintaining continuous improvement and providing value for money.

The Regulators Code requires that the council's regulatory services maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically.

Looking to the future and the challenges ahead

There will also be major changes in the respect of new regulations which will affect consumers, businesses and enforcers alike. These regulations are:

- **Psychoactive Substances Act 2016**
- **Standardised Packaging of Tobacco Regulations 2016**
- **Tobacco and Related Products Regulations 2016**

We will monitor the impact these new pieces of legislation have on the work we do. The implementation of the Psychoactive Substances Act 2016 will require a strategic assessment to be carried out by police and the council. There will also need to be a memorandum of understanding, or similar policy document, detailing how the different enforcement authorities should engage with suppliers. The trading standards manager will seek to get clarification from police at a regional level on this in the near future.

The trading standards service will also have to enforce the new tobacco regulations. A lot of our enforcement work involves the supply of illicit tobacco, so these pieces of legislation will have an impact on how we carry out our duties. The legislation has also been drafted poorly and a question over whether trading standards officers have any powers has been identified. Trading standards officers have already been trained on this anomaly to protect themselves going forward.

The trading standards service plan for 2015/2016, which outlines our planned work for the year, is detailed in **Appendix B**.

Variation from the service plan

Departures from this service plan will be exceptional, capable of justification and be fully considered by the trading standards manager before varying action is taken. Reasons for any departure will be fully documented in the action plan and reflected upon in the next service plan.

APPENDIX A – PROSECUTION RESULTS 2015/2016

Defendant details and outline of offences	Outcome
Case: SBC v Timothy Gokool and Elite Home Services Limited Offences: Fraud offences and no provision of cancellation notices concerning building work.	21 months custody, suspended for 18 months. 200 hours of unpaid work completed within 12 months, and a victim surcharge of £100. £12K compensation to the victim). No order as to costs due to the defendant's lack of means and his ill health.
Case: SBC v Cherrydale Ltd (t/a Harman Autos) and Ajay Kara Offences: Selling a clocked motor vehicle.	Cherrydale Ltd - fine £2500. Victim surcharge £250. Mr K - 12 month Community Order. 100 hours of unpaid work. £60.00 victim surcharge. £2,500.00 in costs. Compensation to Mr H of £627.20.
Case: SBC v Paul Singh Khangura, Kulwinder Singh and Apna Punjab Ltd Offences: Possession of illicit tobacco not having statutory health warnings.	Mr K and Mr G (each): £1,375 fine; costs of £283; and victim surcharge of £120. AP Ltd fined £750; costs of £283 and victim surcharge of £120.
Case: SBC v Saroop Singh, Avtar Singh and S&G Trading Limited Offences: Possession of illicit tobacco not having statutory health warnings	Cumulative = £1,200 fine; £600 costs; and £120 victim surcharge.
Case :SBC v Mr Manmeet Singh Kalra (Owner) Indeeep Singh Limited (Owner) Offences: Illicit tobacco not having statutory health warnings.	Cumulative = £14K fine; £3K costs; and £120 victim surcharge.
Case: SBC v Manjit Sahota Offences: Falsely claiming to be a member of various trade associations.	£3K fine; £1,751.27 costs; £100 victim surcharge and disqualification as company director for 2 years.

SBC Prosecution - High Street Food & Wine

Offences: Sale of alcohol to a person under 18.

Mr S fined £235; £194 costs; £20 victim surcharge. The company was fined £50; £191 costs; and £20 victim surcharge.

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TRADING STANDARDS ACTION PLAN 2016/17

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Andrew Clooney
Division: Consumer Protection & Business Compliance	Budget: £268,180
	Number of staff employed: 7 FTE Dealing with all Trading Standards matters, Food Standards and Animal Health. Quota includes 1 full time Business Support post.
Team: TRADING STANDARDS	
<p>Trading Standards Service Objectives:</p> <p>To promote a safe fair and equitable trading environment and to support and help legitimate business prosper and grow within Slough.</p> <p>Provide a value for money service within the Consumer Protection and Business Compliance division, with excellent customer focus and well motivated competent staff, to deliver our statutory obligations and the specific needs and priorities of Slough. Where at all possible, all outcomes will fit directly into a five year plan outcome area.</p> <p>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and enterprise.</p> <p>The outcomes from all our work has strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the Trading Standards team is essential in securing safe building blocks from which the council can deliver its plan. Trading Standards promote and support legitimate business, whilst taking strong action against traders who persistently flout the law, and in doing so we help build a safe, healthy and vibrant place to live, work or visit. If legitimate business is to prosper and new inward investment is to thrive, then Trading Standards is an essential service to support such aims.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>Economy and Skills</p> <p>Health</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Target: Increase PA revenue in line with increased income targets.</p> <p>Target: Carry our PA Service Review and implement changes / areas for improvement as highlighted from review process.</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant.</p> <p>Issue best practice advice</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans, where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p> <p>Net financial savings for businesses through the Primary Authority Scheme</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Virtual PA Management Team.</p>

			Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.			
Income Generation and Commercialisation	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>7. The Councils income and value of its assets will be maximised</p>	<p>Target: Incorporate requirement of commercial and financial skills as part of officers professional development.</p> <p>Target: TS Manager to attend training specific to commercialisation/innovation within regulatory role.</p> <p>Target: Partner with at least one assured trader scheme, support that scheme through in house Intel checks, supporting administration and data retrieval and processing, including invoicing and financial management.</p> <p>Target: As and when partnership</p>	<p>Develop commercialisation opportunities to generate income, in line with projected income target.</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Grow our offer of chargeable business support options for all types of businesses, both inside and outside Slough, including but not limited too:</p> <ul style="list-style-type: none"> • Primary Authority • Tailored business advice • Assessment of labelling/brochures/website • Pre-start up advice • Regulatory Health Check • Training & Talks • Training needs assessment • Analysis of statutory defence • Review of policy & procedures • Audit of systems • Support in achieving 5 FHRS • Supply of SFBB material • Buy with Confidence • Support in achieving catering for health award • Alternative Enforcement resolutions • Assured Trader Schemes • Funded projects from regional or national groups (TSSE/NTS) <p>Explore whole package offers, including licensing and</p>	<p>Generate income</p> <p>Develop more resilient service.</p> <p>Improved standards, efficiencies and compliance within businesses.</p> <p>Reduced regulation by the council and other EA's.</p> <p>Developed skilled workforce, with a range of commercial , enterprise and business support abilities.</p> <p>Evaluate possibility of alternative enforcement options as an alternative to formal action, such as mandatory training, workshops, conditional cautions etc. thus reducing legal costs and potentially bringing in revenue</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews of progress with support options available.</p> <p>Number of businesses given chargeable business support.</p> <p>Number of hits on our website.</p>

	<p>8. The Council will be a leading digital transformation organisation</p> <p>Economy and Skills</p> <p>Health</p>	<p>formed with commercial assured trader scheme provider, support, promote and market such scheme.</p> <p>Target: Root and branch analysis of legal costs structure, and how best to identify our costs, trace their movement through court and SBC financial system, and recoup them.</p>	<p>planning teams.</p> <p>Explore partnership arrangements with other authorities.</p> <p>Develop easy to access payment services, including;</p> <ul style="list-style-type: none"> - Telephone and online payments - Chip & Pin HDD <p>Develop marketing strategy to promote and advertise services, including working with other council departments, producing brochures, website, and case studies.</p> <p>Support officers to develop their soft skills and become business and commercially minded.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Benchmark where possible with other local authorities who have embarked on commercial enterprises to highlight best practice.</p>	<p>Ensure an outcomes based approach to budget management.</p> <p>Increased % of court costs recouped.</p>		
<p>Food Standards Inspections and work.</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural</p>	<p>Target: 100% of high risk businesses 50% of medium risk and 40% of low risk premises to be inspected. To be monitored monthly</p> <p>Target: 100% of unrated premises to be inspected and rated.</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Inspections based on risk and where poor performing businesses identified, they are targeted with appropriate interventions</p> <p>To tackle Food Fraud</p>	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Increased awareness among traders of their legal responsibilities in respect of Food Standards.</p> <p>Working alongside</p>	<p>Trading Standards Manager/ Food Standards Lead Officer</p> <p>Food Safety Team Leader</p> <p>All TS Food Officers</p> <p>FS/NET/ Licensing acting</p>	<p>Ongoing until March 2016</p> <p>Monthly and Quarterly review</p>

<p>opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>8. The Council will be a leading digital transformation organisation.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Carry out Intel led meat traceability project to establish which food operators are gathering the appropriate documentation to verify the authenticity of their food products. Calculate amount of traders brought into compliance.</p> <p>Target: Participation in national/regional sampling programmes as and when directed by Food Standards Agency.</p>	<p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing 'incubation periods' where suitable.</p> <p>Provide free regulatory advice for new businesses starting up.</p> <p>Alternative interventions to low risk premises, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice for businesses on SBC web site</p> <p>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, nutritional information, additives, allergens, etc.), with further follow up enforcement as required.</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p> <p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Offer chargeable business support options as detailed above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p>	<p>our colleagues in Food Safety the aim will be to provide consumers with greater information on food standards and local business hygiene standards in order that they can make informed choices on where to eat and purchase food.</p> <p>Working in partnership on local, regional and national basis.</p> <p>Better understanding of compliance levels in take away sector in relation to food standards.</p>	<p>as 'eyes and ears'</p> <p>Support material from the FSA</p>	
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			<p>Enhance advice and signposting for businesses on SBC web site.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with all consumer protection legislation</i> - <i>Identify matters which may be relevant to other services</i> 			
<p>Reactive Investigations, response to intelligence from other areas of work, consumer complaints, walk ins & response to service requests</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>8. The Council will be a leading digital transformation organisation.</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Respond to 100% of service request within 5 days and in line with customer charter.</p> <p>Target: Ensure all enquiries from Citizens Advice are captured via the xml data from the internet portal directly into our case management system. Ensure 90 day processing change is managed</p> <p>Target: 100% of investigations proceeding to formal action to be reviewed by Team</p>	<p>Investigate service requests and where issues are identified use a full range of enforcement options to ensure compliance and safety.</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter.</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter, Enforcement Policy and Regulators Code.</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p>	<p>Better support for businesses and stakeholders in Slough.</p> <p>Reduced incidence of food poisoning.</p> <p>Consumers and business perceptions of standards in Slough will rise, in doing so, promoting other outcomes.</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p> <p>Streamline flare database</p>	<p>Trading Standards Manager</p> <p>All officers</p>	<p>Ongoing until March 2016</p> <p>Assess during 1:1 meetings and Case Reviews</p> <p>Number of businesses and customers provided with regulatory support</p>

		<p>Leader/Manager at monthly 121's and with a view to processing at ½ way point of statutory time limit</p> <p>Target: All intelligence which will add value to enforcement process, be that local or further afield, be placed onto IDB. Inputting to be monitored during 121's.</p> <p>Target: Flare User group to be set up, attended and areas for improvement identified and acted upon.</p>	<p>Explore the potential to use conditional cautions in cases where consumer detriment is established or where compulsory training is available to remedy the non compliance.</p> <p>Explore alternative enforcement opportunities on a case by case basis.</p> <p>Agree areas of APP Flare database which can be improved, and action those improvements where resources allow and authority given</p> <p>Agree data retention policy within CPBC for Flare records and durable format records.</p> <p>Agree list of action codes to be used within flare and construct a list of codes deemed 'obsolete'. Delete those codes as appropriate with consent of HoS/Director(s)</p> <p>Engage with APP Civica to attend APP User Group and seek to endorse findings and support outcomes/actions.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Work to support % increase in compliant businesses</i> 	<p>Consolidate flare database, improve user experience.</p> <p>Improve ability and speed by which flare database can be navigated and interrogated.</p>		
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<p>Product Safety & Counterfeit Goods</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: All detections at Ports authorities for unsafe/illicit goods to be followed up according to Port Project Protocol.</p> <p>Target: Maintain position of chair on the regional and national product safety groups.</p> <p>Target: Participate in National / Regional projects which also reflect a local priority.</p> <p>Target: Safety project to be conducted into sunglasses, to include the purchase and testing of >10 sunglasses and follow up advice/guidance/action where necessary.</p> <p>Target: Ensure complaints where risk assessment indicates a high risk are pursued with respect to Safety</p>	<p>Inspections at designated ports and ERTS.]</p> <p>Safety testing</p> <p>Product profiling.</p> <p>Feeding into intelligence database.</p> <p>Maintain detection rates within scope of National ports /ERTS Project</p> <p>Ongoing visits to ERTS distribution centres in Slough.</p> <p>Monitor a specific product and ensure its safety following Intel to suggest there may be a problem – sunglasses.</p> <p>Support PA companies and other legitimate trade within the borough and protect their intellectual property where appropriate and where duty to do so.</p> <p>Appropriate enforcement action taken if necessary.</p> <p>To share intelligence and best practice with external agencies and other partners.</p> <p>Collaborative working with TSSE regional focus groups and other partners and sharing data to build regional and national statistics.</p>	<p>Ongoing participation in the national “Ports project” and taking samples of suspicious products.</p> <p>Measurable improvement in consumer and business confidence.</p> <p>Resources are focussed in the right areas, where risk is highest and actions are intelligence led.</p> <p>Diminished potential for harmful accidents because unsafe and counterfeit products have been prevented from reaching the marketplace.</p> <p>Enhanced public confidence that goods available for purchase can be relied upon to meet approved standards of safety.</p> <p>Reduction in harmful accidents to consumers through less availability of unsafe and dangerous products.</p>	<p>Trading Standards Manager</p> <p>Russell Clarke</p> <p>Peter Adshead</p> <p>All Officers to support</p>	<p>March 2017</p> <p>Monthly review</p>
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		and Counterfeiting and all enforcement option considered.		<p>Better functioning of market mechanisms through better-informed consumers and business.</p> <p>Promotes a fair, safe and equitable local, regional and national trading environment.</p> <p>Savings from accidents as a direct result of dangerous product being removed from the market place.</p> <p>Increased confidence that the goods offered for sale meet the appropriate safety standards.</p>		
Under Age Sales	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p>	<p>Target: At least 4 under age sales operations will take place throughout the year. They will be Intel lead or provoked by national or regional remit into specific areas.</p> <p>Target: Proactively advise Primary Authority companies with</p>	<p>Develop a publicity campaign to advertise course, and where appropriate discounts to attract bookings.</p> <p>Evaluate course feedback and where necessary take appropriate action to ensure course delivery to high standard.</p> <p>Partnership working with all partners, but in particular SBC licensing and Thames Valley police in order to support a consensus approach to enforcement and follow up actions.</p> <p>All information on under age sales to be shared with SBC licensing.</p>	<p>Improved health and wellbeing for young people through reduced access to potentially harmful products.</p> <p>Supports businesses in regulatory compliance and reduce risk of reputational harm following media profile of under age</p>	<p>Trading Standards Manager</p> <p>Russell Clarke/Lina Johnson</p> <p>FS/NET/ Licensing/Thames Valley police acting as 'eyes and ears'</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Feedback from candidates</p> <p>Number of candidates taught and pass rates</p>

	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. Children & young people in Slough will be healthy, resilient & have positive life chances</p> <p>Health</p> <p>Economy and Skills</p>	<p>retail outlets, where applicable, on their responsibilities on Age Restricted Products and due diligence defence.</p> <p>Target: Develop and promote under age sales 'alternative resolutions' package', which gives sellers option to attend and complete BTEC training and in doing so no legal proceedings will be taken.</p>	<p>Support, with provision of evidence packs, any request from SBC licensing to instigate a licensing review following an under age test purchase operation which resulted in a sale and therefore identified a traders inability to comply with the licensing objective: protection of children from harm.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>self funding training reducing delivery costs to SBC</i> - <i>Positive impact on business compliance and awareness of legal responsibilities.</i> 	<p>sales.</p> <p>Reduction in incidence of under-age young people purchasing alcohol, tobacco, fireworks and other dangerous and health-damaging items.</p> <p>Increase in retailers' compliance rates regarding the display of warning notices about tobacco and alcohol sales.</p> <p>Alleviation of pressures on hospital A&E departments through reduction in excess alcohol cases among under 18 year olds.</p> <p>Improved health and wellbeing for young people through reduced access to potentially harmful products.</p> <p>Reduced pressure on health services from long-term effects of smoking and alcohol consumption.</p>		
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				<p>Enhanced confidence among parents and others in positions of responsibility (e.g. teachers), that those from who they are responsible cannot easily obtain health-damaging products. A 'level playing field' for legitimate businesses selling age-restricted items.</p> <p>Ensure children and young people are emotionally and physically healthy Better health and improved life expectancy in respect of reduced access to illicit product.</p> <p>Fairer competition for all businesses.</p> <p>Enhanced parental confidence and those in positions of confidence.</p>		
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<p>Regional and National Projects</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Participate in any regional or national projects where intelligence supports our involvement and also, where the problem also fits into a priority outcome area within SBC 5YP or strategic plans.</p>	<p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Explore funding avenues from external organisations e.g. Food Standards Agency</p> <p>Timely follow up on 100% of sampling results, including investigation into unsatisfactory results where necessary.</p> <p>Explore joint sampling initiatives with Food Safety Officers where appropriate</p> <p>Undertake imported food sampling where intelligence suggests necessary</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p>	<p>Contribute to local and national intelligence, which will support improved both hygiene and food standards levels in Slough and nation wide.</p> <p>Safer food locally and nation wide.</p> <p>Maintain participation on TSSE focus Groups and other associated supporting functions.</p>	<p>Trading Standards Manager / Lead Food Standards Officer.</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Number of samples taken</p>
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Community Engagement</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p>	<p>Target: Promote channel shift via all communications with stakeholders, to the trading standards dedicated council website, whilst being sensitive to the needs of ‘at risk’ persons and isolated stakeholders. All press releases and forms to direct readers to website. Aim is to reduce avoidable contact</p>	<p>Publicise and direct users to councils website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible.</p> <p>Work with the Town centre manager to support local shops</p> <p>Undertake monthly tweets of businesses with 0 & % FHRS.</p> <p>Participate in the FSA national food safety week campaign.</p> <p>Publicise enforcement action taken against non</p>	<p>Increasing the number of users accessing the trading standards council website for information and self help</p> <p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of Trading Standards Issues.</p>	<p>Trading Standards Manager</p> <p>All officers to support</p>	<p>March 2016</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

	<p>Health</p> <p>Economy and Skills</p>	<p>whilst promoting existing digital options.</p> <p>Target: Disseminate guidance document, and provide training, to encourage trading Standards and Adult Social Care / Safeguarding to work better together and promote collaborative working around scams and at risk persons.</p> <p>Target: No 'Walk in' appointments to take place without prior appointment. Advice cards to be distributed at council interface points. Provision will be given to the 'at risk' persons.</p>	<p>compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as product recalls, local enforcement against poor performing premises, local food hygiene award winners.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Further develop Trading Standards website to be more user friendly and sensitive to consumer and business expectations.</p> <p>Explore opportunities to engage with the community, such as campaigns at focus groups, schools, and libraries etc.</p> <p>Further engage with 'at risk' persons people by maintaining our partnership working with Adult Social Care, involvement with Safer Slough Partnership and community groups such as Elder care Forum etc.</p> <p>Added Value:</p> <ul style="list-style-type: none"> - <i>Improve awareness and compliance of food safety and standards issues</i> - <i>Supports Income generation</i> 	<p>Quicker response times to enquires made to the service via tradingstandards@slough.gov.uk</p> <p>Promote channel Shift & Avoidable Contact In accordance with the Varney Report (2006) on public sector delivery</p> <p>Choose channels which best suit customers needs.</p> <p>Increase awareness of trading standards and general consumer protection issues via local press, social media and the Council's website</p> <p>Increased community engagement initiatives and maintain our community engagement by highlighting Trading Standards outcomes via different sources and provide advice</p>	
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				and signposting to consumers.		
Mobile and Agile Working	<p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p> <p>Economy and Skills</p>	<p>Set up a feasibility study and trial into mobile working options, to reduce the time taken to complete and administer all types of inspections</p> <p>Conduct lean review of current inspections, including their administration of.</p> <p>Engage with FS and try to source, or assist in the procurement of a secure workflow solution that allows departments to enter, schedule and manage work.</p> <p>Target: Monitor performance of work through pilot period and establish the</p>	<p>Explore business support completing administration of inspections for premises issued with ROV's.</p> <p>Review current inspection aid memoir to ensure lean and fit for purpose administration of process. .</p> <p>Trial a shortened inspection aid memoir for low risk premises</p> <p>Monitor performance, across range of activities, to ensure outcome are being addressed and performance in any particular area is being maintained or increasing.</p> <p>Keeping remote or home workers 'visible' with support and resources.</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Ensure a risk assessment is/has been carried out to establish:</p> <ul style="list-style-type: none"> • Eligibility criteria and authorisation • Health and Safety (including risk associated with the home environment) • Data Protection, Security and the confidentiality of materials • Flexible working arrangements and performance management 	<p>Personal flexibility will build a strong and loyal workforce.</p> <p>Reduce costs, create efficiencies and savings.</p> <p>Increase availability of limited expertise or resources</p> <p>Staff use of satellite offices to facilitate mobile working hubs (eg community centres).</p> <p>Enable learning and development activity to be undertaken remotely, including e-learning</p> <p>Enable them to work more effectively on a particular piece of work, where concentration is important, by avoiding the interruptions that are part of the office</p>	<p>Trading Standards Manager</p> <p>Food & Safety Manager,</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly meetings to assess progress.</p> <p>Any Forms and procedure change addressed at team meetings/121's</p> <p>Any developments fed back to Outcome 8 lead.</p>

		<p>business case and the objectives of introducing such a scheme.</p> <p>Target: Communicate the concept to staff at an early stage to realise the positive impact on the Service. Survey all employees to find what they would appreciate and value. Ensure this works both for the individual and the business.</p> <p>Target: Agree with fellow CPBC managers and HoS what jobs can be flexible within the organisation.</p> <p>Target: Review the plan to monitor the effectiveness and productivity of flexible / agile working..</p> <p>Target: Manager(s) to ensure that they have systems in</p>	<ul style="list-style-type: none"> • Allocation of equipment and financial support • Insurance arrangements • Council Tax/Business Rates <p>Managers and staff must ensure that appropriate performance management arrangements are in place</p>	<p>environment</p> <p>Performance results in respect of mobile/agile working fed into Outcome 8 lead where appropriate.</p> <p>Take an enterprise approach to mobilizing staff</p> <p>Ultimate vision is that staff working within CP&BC can access all relevant information, including regulations and legislation, and complete all job related forms via their allocated tablet or smartphone, whilst the information captured automatically updates back office records, removing the need to return to the office.</p> <p>Customer interaction with the organisation should improve.</p> <p>Any IT support via</p>		
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		place to maintain suitable office presence, as required and to monitor the level of available front line staff on duty at any one time		mobile device should have the following capability: <ul style="list-style-type: none"> • Visibility of a full day / week schedule • Required job details are available of the mobile device • All relevant forms are prepopulated and ready to be completed • Receive any special instructions or notifications • Refer to previous notes and correspondence • Consult standards and regulations • Record time it takes to undertake job(s) • Capture images if required and attach them to case record • Record signatures staff in real time 		
Safeguarding	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. Children & young people in Slough will be</p>	<p>Target: To participate in national Rogue Trader Day/Operation Liberal.</p> <p>Target: To</p>	<p>Pilot the 'Concern Card', and assess effectiveness of this avenue to reporting of safeguarding issues.</p> <p>All staff to undertake required SBC training for safeguarding adults and children on a annual basis</p> <p>Safeguarding to be on the agenda and discussed at team meetings, 121's, and appraisals.</p>	<p>Improve the safety of children and 'at risk' persons people in Slough.</p> <p>Increase officer's awareness of safeguarding issues.</p>	<p>Trading Standards Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service during</p>

<p>healthy, resilient and have positive life chances</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>Health</p>	<p>maintain and appropriately resource Rogue Trader Rapid Response Unit/Team.</p> <p>Target: Ensure all staff are trained in safeguarding and follow the SBC safeguarding principles.</p> <p>Target: Engage with Thames Valley police and pilot 'Adopt a Post Office' scheme from Langley.</p> <p>Target: Engage with Thames Valley Police on pilot 'no cold calling zone'.</p> <p>Target: All scams hub victims to be assessed to see if safeguarding are aware of them and after visit assed to see whether the victim should be assessed by safeguarding.</p> <p>Target: All scams victims to be asked</p>	<p>All officers to be vigilant and aware and express their 'professional curiosity' of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised.</p> <p>Partners such as Adult Social Care, Thames Valley Police, HM Revenue and Customs (Hidden Economy unit), Home Office Immigration and Community Wardens to be further engaged and encouraged to support trading Standards activity where safeguarding issues are prevalent, in particular Scams visits and Rogue Trader Day.</p> <p>Holistic approach to all operations which involve potential victims with safeguarding issues.</p> <p>Continue to participate in national Rogue Trader Day and engage with partners to ensure that the activity is both intelligence led and safeguards the most 'at risk' persons in the community whilst supporting legitimate trade.</p> <p>Continue to participate in the national scams campaign and identify local residents who have been targeted by mass media scams.</p> <p>Service Level Agreement with NTS Scams Hub to be reviewed.</p> <p>Talks and leaflets to elderly forums.</p> <p>Rapid response to complaints regarding doorstep sales/bogus callers.</p> <p>Liaise with Action Fraud when necessary.</p> <p>Promote fee counselling services such as Silver line,</p>	<p>Increase officer's interaction with Safeguarding services within Slough and beyond.</p> <p>Increased profile for the service amongst all stakeholders.</p> <p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely manner, 100% of the time.</p> <p>Increased community engagement.</p> <p>Service delivery and resources will be better targeted towards 'at risk' persons people.</p> <p>Increased number of reporting incidents concerning cold calling</p> <p>Stronger sense of public safety.</p> <p>Greater public</p>	<p>CPBC managers meeting.</p>
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		<p>for consent to register them with the Mail preference service and Telephone preference service.</p> <p>Target: All scams victims to be asked if they should require a call blocker and where funding availability allows, for that call blocker to be installed.</p> <p>Target: All scams victims to be assessed to see whether they have installed and working fire alarms in their homes/residence. Where not, Berkshire Fire Service to be informed.</p> <p>Target: Engage with Thames Valley police Fraud Prevention officer to coordinate partnership visits to scams/fraud victims</p> <p>Target: All Scams</p>	<p>Age Concern etc.</p> <p>Maintain presence on Outcome 6 group</p>	<p>confidence to resist cold callers and mass marketing scams.</p> <p>Increased reporting of cold calling and scams to the police and or Trading Standards</p> <p>Enhanced community safety and the promotion of a stronger sense of public safety, alertness to the problem and how to minimise risks. Promotion of a stronger sense of neighbourness and responsibility to protect the 'at risk' persons by galvanising the power of community.</p> <p>Reduction in loneliness.</p> <p>Reduction in premature death among elderly people.</p> <p>Sustainment of independent living for elderly and other 'at risk' persons people</p>		
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		<p>victims to be signposted to free resources such as Silverline, little book of scams etc.</p> <p>Target: Disseminate guidance document, and provide training, to encourage trading Standards and Adult Social Care / Safeguarding to work better together and promote collaborative working around scams and at risk persons.</p>		for longer durations (with consequent saving on adult social care budget)		
<p>Road Traffic checks & Weights and Measures</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Health & Wellbeing</p> <p>Economy & Skills</p>	<p>Target: Two enforcement days working alongside Thames Valley Police and/or other partners to be conducted during the year.</p> <p>Target: Testing and monitoring the</p>	<p>Working in partnership with Thames Valley Police based upon local evidence to tackle the number of over weight vehicles.</p> <p>Work with National Measurement Office to conduct verifier checks in accordance with National Project Brief</p>	Positive effects on competitiveness, especially for small businesses, as fraudulent competition through misleading weights and measures is removed from the market.	<p>Trading Standards Manager</p> <p>Peter Adshead / Lina Johnson</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service during CPBC managers meeting.</p>

		<p>accuracy of local weighbridges to ensure that vehicles are being weighed accurately and the staff and verifiers who use those weighbridges are competent.</p> <p>Positive effects on competitiveness, especially for small businesses, as fraudulent competition through misleading weights and measures is removed from the market.</p>		<p>More business and consumers get supplied the measures they are contractually entitled to.</p> <p>Business receive fair payment for the quantity they have served.</p> <p>More accurate tax payments and yields. Excessively calibrated weighing equipment at landfill sites, transfer stations and recycling centres means local authorities pay more than they should, thus wasting public money.</p>		
<p>Lettings and Property Management Redress Scheme</p>	<p>2. There will be more homes in the borough, with quality improving across all tenures to support our ambition for Slough</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Continue project into compliance of local traders with the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014</p>	<p>Liaise and meet with SBC housing on best approach.</p> <p>Take enforcement action where necessary.</p> <p>Benchmark with other authorities who have carried out similar work, (Reading, LB Newark etc)</p> <p>Impose where appropriate, a fine of up to £5,000 where an agent or property manager who should have joined a scheme has not done so.</p> <p>To share intelligence and best practice with external agencies and other partners.</p>	<p>Tenants and landlords with agents in the private rented sector and leaseholders and freeholders dealing with property managers in the residential sector will be able to complain to an independent person about the service they have received.</p>	<p>Trading Standards Manager</p> <p>Lina Johnson</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service during CPBC managers meeting.</p>

		<p>Target: Liaise with Reading Council and other LA's to adopt best practice in this area.</p> <p>Target: Monitor compliance with those business's we have interface with on their compliance with the Chapter 3, part 3 of the Consumer Rights Act 2015 (the Chapter)</p>	Collaborative working with TSSE regional focus groups and member LA's as well as other partners and facilitate sharing of data.	<p>Ultimately the requirement to belong to a redress scheme will help weed out bad agents and property managers and drive up standards.</p> <p>Act imposes a duty on letting agents in England and Wales to publicise a list of their relevant fees. In England lettings agents are also required to publicise statements regarding their membership of redress and client money protection schemes, thus empowering consumers to make informed choices.</p>		
<p>Animal Health -Contingency Plans and Inspect horse/livestock dealers to bring into compliance.</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>4. Slough will be</p>	<p>To ensure that all relevant Contingency plans & procedures are up to date.</p> <p>Target: Set up MOU with West Berkshire Trading Standards to</p>	<p>Maintain all Animal Disease Contingency plans as directed by DEFRA, in partnership with Royal Borough of Windsor & Maidenhead and Bracknell Forest Trading Standards.</p> <p>To carry out a monitoring programme at the Langley Horse Fair, to ensure compliance.</p> <p>Inspection of local animal keepers and quarterly monitoring to ensure that all AMLS and AMES data</p>	<p>Enhanced public confidence in standards of animal health and welfare and in the provenance and quality of meat products.</p> <p>A healthier and better</p>	<p>Trading Standards Manager</p> <p>West Berkshire Trading Standards Service</p> <p>Dean Cooke</p>	<p>Ongoing</p> <p>Quarterly review</p>

	<p>one of the safest places in the Thames Valley</p> <p>Health</p> <p>Economy and Skills</p>	<p>formerly recognise provision of this commissioned service.</p> <p>Target: Inspect Langley Horse Fair and advise traders to bring them into compliance.</p> <p>Target: Inspect local livestock dealers at medium risk premises.</p>	<p>inputting are completed within set targets.</p> <p>To share intelligence and best practice with external agencies and other partners.</p> <p>Collaborative working with TSSE regional focus groups and other partners and sharing data to build regional and national statistics.</p>	<p>cared for livestock.</p> <p>Better animal health</p> <p>Disease prevention</p> <p>A healthier and better cared for livestock.</p> <p>Prevention of and reduction of livestock disease</p>		
<p>Tobacco Control / Tobacco Alliance work/Legal Highs</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. More people will take responsibility & manage their own health, care & Support needs</p> <p>6. Children & young people in Slough will be healthy, resilient & have positive life chances</p> <p>Health</p>	<p>To carry out a project into the compliance of retailers with the new Advertising Display Regulations.</p> <p>Target: To carry out 2 illicit tobacco enforcement days along with sniffer dogs and or other partner agencies including Police, HMRC, Licensing, NET Team, Border Agency etc, if available to support.</p>	<p>Joint intelligence led interventions to promote tobacco awareness and close working with the Smoking Cessation provider and other partners.</p> <p>Build upon links with Licensing and Food & Safety Teams to deliver joint initiatives on Shisha and illicit tobacco sales and explore the proportionality of reviewing licenses where appropriate.</p> <p>Involve partners such as HMRC and Thames Valley Police on shisha operations.</p> <p>Continue to contribute to the National drug and alcohol strategy at a local level to prevent individuals engaging in illicit and harmful drug use and support individuals to become drug and alcohol free.</p> <p>To share intelligence and best practice with external agencies and other partners.</p> <p>Collaborative working with TSSE regional focus groups</p>	<p>Licensing reviews considered for any business being found to not be operating in compliance with licensing objectives.</p> <p>Positive impact on personal health and the economy through less sickness and time off work with respect to smoking related illness.</p> <p>Better health and improved life expectancy in respect of reduced access to illicit product.</p>	<p>Trading Standards Manager</p> <p>Dean Cooke</p> <p>All Officers to support</p>	<p>March 2017</p>

		<p>Target: React to any intelligence of 'legal highs' being sold locally and consider joint action approach with Police and resilience team where appropriate.</p> <p>Target: Produce SBC guidance leaflet for traders to illustrate changes in the law as a result of Tobacco and Related Products Regulations 2016 and Standardised Packaging of Tobacco Products Regulations 2015</p>	<p>and other partners and sharing data to build regional and national statistics.</p> <p>Collaborative working with Solutions4Health on aspects of tobacco control.</p> <p>To work in collaboration with our Environmental health colleagues on enforcement of legislation around Shisha Cafes</p> <p>Guidance leaflet to be distributed to all in the supply change, informing of changes and consequences of non compliance.</p>	<p>Fairer competition for all businesses.</p>		
Looking Ahead		<p>Psychoactive Substances Act 2016</p> <p>The Standardised Packaging of Tobacco Regulations</p>	<p>Engage with the local police to ensure a consensus on enforcement is agreed going forward. The New Psychoactive Substances Act commences on the 26th May 2016</p> <p>Additional pressure on resources, which have not been budgeted for, and could affect our ability to deliver the service in other areas.</p> <p>All these Regulations come into force during May 2016.</p> <p>No funding has been made available to Trading Standards to enforce these Regulations and their impact will have to be monitored closely to ensure we</p>	<p>Explore ways in which holistic multi disciplinary approach to enforcement of New Psychoactive Substances Act would be beneficial.</p> <p>Benchmark with other LA's on the adoption of enforcement protocol with the police and other partners concerning remit and roles with respect to</p>	Andrew Clooney	Ongoing

		Tobacco and Related Products Regulations 2016	<p>can satisfy our 'duty to enforce' the Regulations</p> <p>Home Office Guidance Leaflet on 'Legal Highs' to be distributed to retail premises</p>	<p>New Psychoactive Substances Act 2016.</p> <p>All 'suppliers' (252) of tobacco products to be sent a guidance document to the new Regulations, informing of requirements and associated fines for non compliance.</p>		
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DRAFT

SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 18th July 2016

CONTACT OFFICER: Joseph Holmes, AD Finance & Audit (s151 officer)
(For all enquiries) (01753) 875358

WARD(S): All

PORTFOLIO: Cllr Munawar (Commissioner for Finance & Strategy)

PART I
KEY DECISION**FINANCIAL PLANNING UPDATE: 2016-21****1 Purpose of Report**

The report sets out the latest financial planning assumptions for future years as well as highlighting the risks associated with the 2016-17 budget proposals.

2 Recommendation(s)/Proposed Action

The Cabinet is requested to resolve:

- (a) That the latest financial planning assumptions contained within the Medium Term Financial Strategy be noted.
- (b) That the creation of an efficiency statement be noted, with final sign off to approve delegated to the Section 151 Officer following consultation with the Commissioner for Finance & Strategy before the 14th October following a further cabinet update.

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

The Slough Joint Wellbeing Strategy (SJWS) is the document that details the priorities agreed for Slough with partner organisations. The SJWS has been developed using a comprehensive evidence base that includes the Joint Strategic Needs Assessment (JSNA). Both are clearly linked and must be used in conjunction when preparing your report. They have been combined in the Slough Wellbeing Board report template to enable you to provide supporting information highlighting the link between the SJWS and JSNA priorities.

3a. Slough Joint Wellbeing Strategy Priorities

This is a for information report so the contribution to the priorities is not explicit

3b Five Year Plan Outcomes

- All

4 **Other Implications**

(a) Financial

These are all detailed in the report as this is a purely financial report.

(b) Risk Management

Risk	Mitigating action	Opportunities
Legal	None	None
Property	None	None
Human Rights	None	None
Health and Safety	None	None
Employment Issues	None	None
Equalities Issues	None	None
Community Support	None	None
Communications	None	None
Community Safety	None	None
Financial – income pressure of £150k plus	Regularly monitoring Items to be reviewed once the financial statements are completed at the end of June 2016.	Any upturn in business rates income against the estimate will improve the overall financial position
Financial - savings delivery	Monthly monitoring of the financial position and savings proposals	Potential for over-delivery on a small number of savings items
Timetable for delivery Agreement by October 2016	This paper to cabinet; allows future decision either tonight or at September cabinet and potential recommendation to full Council	None
Project Capacity	None	None
Other	None	None

(c) Human Rights Act and Other Legal Implications

There are no legal or Human Rights implications through this paper as it is a 'for information' report on items already agreed by full Council.

(d) Equalities Impact Assessment

There is no identified need for the completion of an EIA as this is a 'for information' report on items already agreed by full Council.

5 Supporting Information

5.1 The Council approved the Medium Term Financial Strategy: 2016-20 (MTFS) at the Full Council meeting in February 2016. This document set out the financial planning assumptions for the four years ahead.

5.2 This paper sets out the latest financial planning assumptions contained within the MTFS and adjusts for any one-off nature of budget savings applied for the 2016-17 financial year.

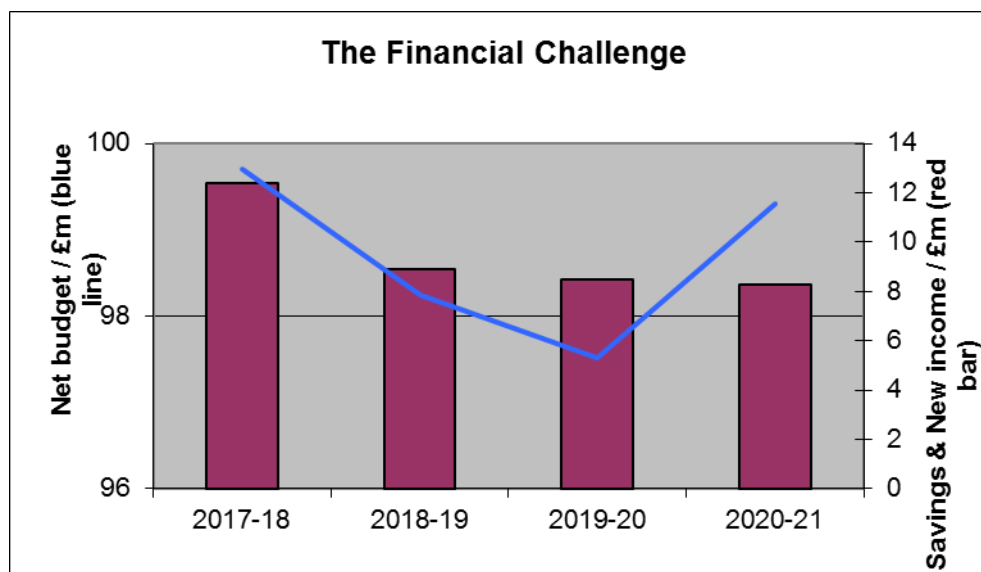
Table 1.1: Medium Term Financial Strategy Summary: 2017-21

No.	2016-17 <i>adj</i>	Funding	2017-18	2018-19	2019-20	2020-21
1	48.7	Council Tax	52.29	53.87	55.49	57.17
2	30.0	Retained Business Rates	30.30	30.60	30.91	31.22
3	18.5	Revenue Support Grant	13.18	9.68	6.12	6.12
4	1.4	Education Services Grant	0.00	0.00	0.00	0
5		NHS monies through BCF		1.40	2.60	2.6
6	3.6	New Homes Bonus	3.64	2.30	2.20	2.2
7	0.8	Other non-ringfenced grants	0.60	0.40	0.20	0
8	0.8	Collection Fund	-0.30			
9	103.9	Total Budgeted income	99.71	98.25	97.52	99.31
10	106.6	Prior year baseline (adj.)	107.36	102.01	100.35	101.92
11	2.3	Base budget changes	2.90	2.90	2.90	2.90
12	5.8	Directorate Pressures	2.00	2.00	2.00	2.00
13	0.3	Revenue impact of Capital investment	0.33	0.25	0.75	0.75
14	-1.1	Other adjustments	-0.50			
15	-10.0	Savings required	-12.38	-8.91	-8.48	-8.26
16	103.9	Net Expenditure	99.71	98.25	97.52	99.31

5.3 The table above sets out the financial planning assumptions for the years ahead. Council Tax levels are for members to decide upon annually. For the purpose of this paper, Council Tax for the next financial year has assumed to be the same for 2016-17 (a 3.75% rise) and then reverts to the previous modelling assumption of 1%. A summary chart has also been included in the chart below setting out that the level of savings is expected to decrease over the MTFS as income starts to decline at a slower rate and eventually rise. There are some major risks facing the Council including:

- Lack of clarity over the future of business rate income due to Government proposals on its future for Local Government
- The Government's proposals to look at overall Government funding to Local Government and changes to Revenue Support Grant and New Homes Bonus and how these will interact with Business Rates
- Risks around Business Rate income and especially the conversion of offices to flats
- The performance of the macro-economy
- The impact of welfare reforms and any additional costs through this to the Council

Chart 2.1: Income and Savings – 2017-21



5.4 The key items included within the above summary include:

- That the Maximum Council Tax can increase is 4%; 2% for the general fund and 2% for an Adult Social Care precept
- The Council Tax base grows by 3.5% then drops to a growth of 2% for the rest of the MTFS
- Business Rates growth is constrained to inflation
- That the Council accepts the Revenue Support Grant figures as set out by the Government as part of the Final Local Government Settlement in February 2016
- That New Homes Bonus drops in 2018-19 in line with the Government's intention at the Local Government Finance Settlement
- That directorate pressures are constrained to £2m per annum
- That savings of over £12m are required for next year. Officers are reviewing proposals and have identified circa £7.5m and these proposals will be worked upon and presented to members for consideration later in the financial year. There is a gap of at least £4m for the next financial year where further savings or income generation are required to prepare a balanced budget

Efficiency Statement

5.5 As part of the Local Government Finance Settlement, the Government established a new financial offer to Local Government. The Government will set out the minimum levels of Revenue Support Grant (RSG), subject to the caveat below, for Councils for the four years ahead. For Slough Borough Council these are the figures in the MTFS above, and for clarity these are:

Year	2016-17	2017-18	2018-19	2019-20
Amount	18.48	13.18	9.68	6.12

For those Councils who do not accept this offer, the level of RSG will fluctuate year on year.

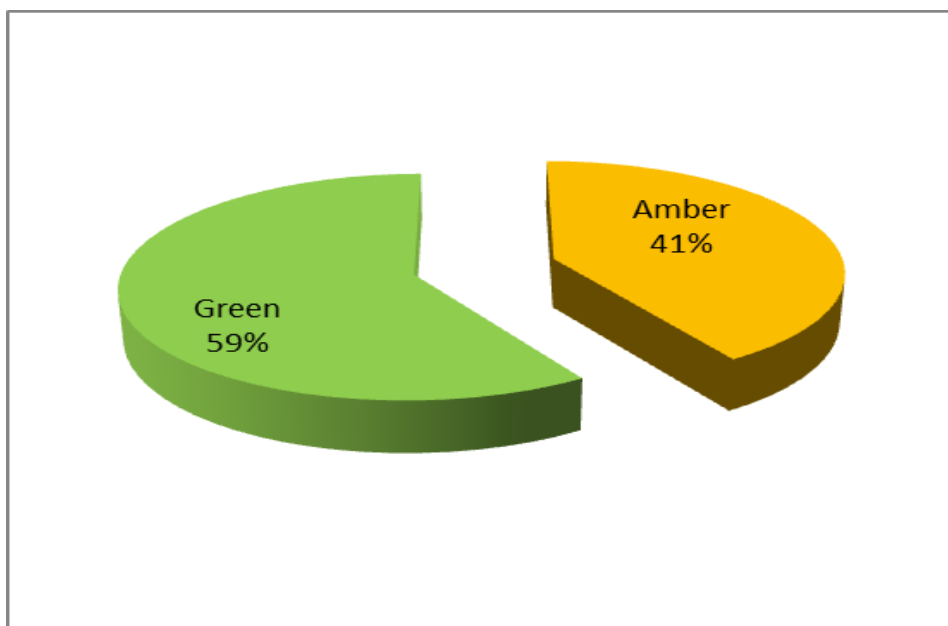
In practice, the final determination of the local government finance settlement for any given year cannot be made until calculations are completed taking account of the business rates multiplier, which is based on the Retail Price Index in September each year. The Government will also need to take account of future events such as the transfer of functions to local government, transfers of responsibility for functions between local authorities, mergers between authorities and any other unforeseen events. However, barring exceptional circumstances and subject to the normal statutory consultation process for the local government finance settlement, the Government expects these to be the amounts presented to Parliament each year

- 5.6 The offer is related only to RSG for the Council. For other Councils it does include Transitional Grant (of which Slough receives £0; Bracknell Forest received £0.93m, Reading £0.41m, RBWM £1.28m, West Berkshire £1.39m and Wokingham £2.11m) and Rural Services Delivery Grant (of which Slough receives £0). To approve the offer, the Council needs to complete an efficiency statement and return this to the Department for Communities and Local Government (DCLG) by the 14th October. This document for Slough Borough Council will be formed by the Medium Term Financial Strategy, Revenue Budget and supporting appendices, Treasury Management Strategy (all approved at Full Council in February 2016) and the Five Year Plan. This report recommends that the final document is delegated to the s151 officer and lead commissioner to review and that this is based on previous information presented to members setting out the Council's financial plan.
- 5.7 The Government expects that by providing clarity over future funding, this will enable Councils to plan their finances better which lead to improved long term financial planning. Though having this stability should be welcomed, it is important to note that the Council's RSG will drop from £40m in 2013-14 to £6m by 2019-20, and that in the coming months, the Government will be consulting to fundamentally change the system of Local Government finance through business rates retention and a review of the Local Government finance methodology and allocations.
- 5.8 In light of the Chancellor of Exchequer's announcement to relax the requirement for a budget surplus by 2020, there could be a change to Local Government finance in the coming weeks. Therefore, Cabinet are advised to make a decision on the acceptance of the 'offer' until closer to the October deadline.

2016-17 savings update

- 5.8 A summary of the 2016-17 savings that have been approved and are being monitored is included in appendix A, with a summary below. These savings have been reviewed to consider the likelihood of them being delivered in the current financial year.

Chart 2.2: Summary of 2016-17 savings proposals¹



5.9 Some of the key areas of savings risk include:

- Delivery of the Adult Social Transformation programme – some savings that were expected in 2015-16 were not delivered in full and expect to be in 2016-17
- Ensuring a full year effect of the Strategic Asset Purchase scheme

5.10 It is also important to note risks to the sources of income per the below:

Table 1.2: Income projections

Item	Budget income	Expected income	Comments
Council Tax	48.7	48.7	Income notionally fixed; any surplus or deficit moves into the following year's collection fund
Retained Business Rates	30.0	30	This is a key risk area. Business Rates income has been very volatile in the past two years.
Revenue Support Grant	18.5	18.5	Confirmed at the LG finance settlement
Education Services Grant	1.4	1.4	Dependent upon the number of schools that convert to Academy status during the year
New Homes Bonus	3.6	3.6	Confirmed at the LG finance settlement
Other non-ringfenced grants	0.8	0.8	Based on s31 refunds from Government in respect of Business Rates exemptions
Collection Fund	0.8	0.65	Draft outturn indicates a reduced Council Tax collection Fund surplus; the financial statements have not been closed yet though and there are further adjustments to occur
Transfer from Reserves	1	1	
Flexible Use of Capital Receipts	0.3	0.3	

¹ Green = project on track for full delivery

Amber = project in place but risks to full delivery

Red = project has major risks that mean savings delivery is highly unlikely

5.11 There are some risks in the above; the three main areas being Business Rates income, Education Services Grant and the Collection Fund. These will need to be closely monitored during the financial year.

6 **Comments of Other Committees**

This report has not been considered by any other committees.

7 **Conclusion**

For members to note the latest financial planning assumptions and the risks contained within the current budget.

For members to approve the acceptance of the Government's offer of funding stability in respect of Revenue Support Grant over the period 2016-20.

8 **Appendices Attached**

'A' - Summary of 2016-17 savings proposals

9 **Background Papers**

'1' - Budget papers to full Council – February 2016

'2' - Local Government finance settlement (DCLG) – February 2016

Appendix A – 2016-2017

No.	Service	Directorate	Value 2016-17	Item	Risk Rating	Comments
1	Highways	RHR	104	Transformation programme to deliver greater efficiencies through the redesign of the highways and transport service. Highways proportion of £1m savings in 16/17, remainder of £2.5m savings in 17/18	Green	
2	Transport	RHR	69	Transformation programme to deliver greater efficiencies through the redesign of the highways and transport service. Transport proportion of £1m savings in 16/17, remainder of £2.5m savings in 17/18	Green	
3	Learning & Communities	CCS	11	Work based learning (apprenticeship scheme) to reduce	Green	
4	Learning & Communities	CCS	7	Adult learning and skills - reduction in data and performance information	Green	
5	Public Protection	CCS	10	Additional income from TVP for CCTV - part of a funding package for the borough wide provision	Green	
6	Public Protection	CCS	5	Cost Recovery of Regulatory Advice with extension of Primary Authority partnerships(PA)	Amber	
7	Transport	RHR	524	Transport - 2016/17 Pause.	Green	
8	Housing	RHR	19	HRA/GF split on OT post	Green	
9	Housing	RHR	13	HRA/GF split on Home Improvement Officers	Green	
10	Housing	RHR	37	Reduction in support for RSLs and shared equity schemes	Amber	
11	Asset Management	RHR	150	Increased recharges to capital/income from strategic acquisitions	Amber	Depends upon suitable sites and ability to charge full costs vs the 4% cap on charges
12	Highways (RHR)	RHR	165	Transformation programme to deliver greater efficiencies through the redesign of the highways and transport service. Highways proportion of £1m savings in 16/17,	Green	
13	Transport (RHR)	RHR	85	Transformation programme to deliver greater efficiencies through the redesign of the highways and transport service. Transport proportion of £1m savings in 16/17,	Green	

14	Wellbeing and Community Services	CCS	17	Increased income + service efficiencies (@10%)	Green	
15	Public Protection	CCS	25	Additional income from TVP for CCTV as part of a funding package for the borough wide provision and in recognition of the support provided to TVP by CCTV	Green	
16	Transport	RHR	10	Reduction in revenue budget for ETP in 2016/17 and £13 income from charging for VAS use and providing service to schools	Green	
17	Neighbourhood Services	RHR	50	Reshaped provision of community warden service	Amber	
18	Young People's Service (W&C)	CCS	300	Reduce commission of locality based youth provision & Reduce staffing within Young People's Service	Amber	Consultation started; some delay in achieving the full amount for 2016-17
19	Leisure (W&C)	CCS	5	TVAC management fee	Green	
20	L&CS	CCS	6	Reduction in purchasing children's books for Slough's 4 main libraries & 3 satellite libraries	Green	
21	L&CS	CCS	4	Phased reduction in support to a series of activities that include summer and half term activities for all ages in targeted neighbourhoods delivered through a number of community centres.	Green	
22	Other Education	Wellbeing	16	Various small savings totalling £16k from a review of cost centres and includes school audit fees, school library recharge, and a small amount from a staff restructure	Green	
23	Cambridge Education Contract	Wellbeing	300	tbc	Amber	Part of the re-commissioning of the contract
24	ASC	Wellbeing	300	Service reform of internal LD services	Amber	
25	ASC	Wellbeing	1,800	Reform of social care 1 - Redesign of models of support	Amber	
26	L&CS	CCS	9	Library - Reduction in purchasing of adult stock, spoken word and large print resources.	Green	
27	Finance & Audit	RHR	10	Increased recharges to the SRP	Green	
28	AIR	RHR	1,250	Asset Purchase Strategy - assume a maximum of £25m investment portfolio with net 5%	Green	
29	AIR	RHR	15	SRP commercial and small sites	Green	

30	AIR	RHR	150	Asset Challenge - more effective utilisation of Council assets	Amber	
31	Finance & Audit	RHR	100	Increased treasury mngt. Returns & repayment of £4m loan in 2016-17.	Green	
32	Finance & Audit	RHR	60	Mortgages deposits being offered with rental (@4%). Assumed 20, then 75 then 133.	Amber	Scheme due to launch in June - timing of scheme completions might mean non delivery of full savings in this year
33	Finance & Audit	RHR	1,818	One-off interest on loan notes from existing SRP schemes	Green	
34	Building Control	CCS	8	At least a 35% reduction in subsidy through additional income from discretionary work, expected increase in application numbers off the back of local plan review/growth agenda and review of fees and charges.	Amber	Requires some enablement through outcome 8 - the Council will be a leading digital transformation organisation
35	Development Management	CCS	11	Reduction in subsidy through additional income from pre-application and increased planning application numbers off the back of the local plan review/growth agenda.	Amber	Some linkage to local plan review under Outcome 1
36	Environmental Quality	CCS	4	Savings from reducing specialist consultancy support by training existing staff to undertake both petroleum licensing and environmental permitting.	Amber	Phased training programme and some reallocation of work within the team
37	Finance & Audit	RHR	300	Moving MRP (Minimum Revenue Payments) to a long asset life period (60 years as opposed to 40 years)	Green	
38	Facilities	RHR	100	Additional income - Maximise Use of Office Space	Green	
39	Facilities	RHR	100	Additional Income - Corporate Landlord & Accommodation Strategy Initiatives	Green	
40	Facilities	RHR	20	FM Contracts Review	Green	
41	Public Protection Trading Standards	CCS	5	TS consultancy service with Slough based traders who are regarded as being Importers into the EU	Amber	Identify these traders via tradeinfo website, visit and offer paid for consultancy service to assess 'sample'/prototype products before order to ensure compliance with various TS Regulations. Will require some training of officers

						prior to ensure consistency of advice.
42	Public Protection Trading Standards	CCS	3	Additional Income through commercial advertising on TS website. TS as a brand is very valuable and sort after for businesses and we could encourage advertising through our specific site. Nevertheless this model should be explored for the council as a whole.	Amber	
43	Public Protection Trading Standards	CCS	1	Restorative justice training. Where non compliance can be evidenced via Test Purchase/Inspection and the gravity of that contravention is serious we could insist on training (for a fee) taking place to ensure knowledge and skills are at a level to accommodate future compliance.	Amber	In house via established TS team. Rooms to be booked at council offices for training to take place. Leicestershire TS have adopted this model already. Will require benchmarking with existing models.
44	Public Protection Trading Standards	CCS	5	The Redress Schemes for Letting Agency Work and Property Management Work(Requirement to Belong to a Scheme etc(England) Order 2014	Amber	Development scheduled for Q3 and delivery anticipated within Q4'
45	Public Protection	CCS	5	SBC Legal to not have only delegation of authority on all court cases. Allow individual business units to either take the cases to magistrates themselves under S222 and S223 of the Local Government Act or allow them to instruct their own counsel/solicitors as the case befits.	Amber	Low-Medium. The actual preparation of legal docs, although prescriptive is time consuming and needs specialist in house legal knowledge.
46	Public Protection Trading Standards	CCS	2	Via SBC Business Engagement Strategy TS should be introduced to new and emerging SME who have IP. We could advise and support the expansion of their IP including protecting it and further ensuring registration of designs and patents in the appropriate manner.	Amber	
47	Finance & Audit	RHR	280	Savings through the Agresso system and more effective external audit / internal audit procurement	Green	
48	Finance & Audit	RHR	10	Internal audit savings - current contract	Green	
49	Corporate Procurement	CCS	10	Reduced involvement in tender evaluations	Amber	

50	Corporate Procurement	CCS	10	Additional income through HRA cross charges for major projects e.g. RM&I	Green	
51	Corporate Procurement	CCS	10	Additional income for HRA cross charges for BAU projects	Green	
52	Corporate Procurement	CCS	5	Additional income through providing procurement support to other LAs e.g tendering for Frameworks	Amber	
53	Corporate Procurement	CCS	5	Reviewing compliant tender processes for schools	Amber	
54	Environmental Quality	CCS	2	Re-negotiate landfill monitoring contract and reduce scope to statutory minimum for Kennedy Park.	Green	
55	Transactional Services	CCS	114	Arvato savings due to implementation of Agresso	Amber	Service realignment discussions not concluded / later roll out of HR/Payroll element
56	strategy and Engagement	CE	3	Removal of media support at council meetings	Green	
57	strategy and Engagement	CE	15	Interim restructure of Democratic Services	Green	
58	strategy and Engagement	CE	6	Democratic Services housekeeping, delete unused budgets	Green	
59	L&CS	CCS	111	By bringing the library service "in house" from 1st July 2016 there will be a saving in management fees charged by Essex County Council.	Green	
60	L&CS	CCS	29	Essex County Council currently charge for payroll and HR, legal, finance support.	Green	
61	L&CS	CCS	10	Through the library service coming back in house the service will no longer be required to fund any content insurance (assuming the council's own insurance arrangements will cover the library service contents cover.	Green	
62	L&CS	CCS	8	Ceasing buying in the libraries Plus survey.	Green	
63	Transport	RHR	50	Potential surplus budget following change to concessionary fare start times	Green	
64	Trust	Trust	635	Reduced spending in line with contract and negotiations on the budget - per the Cabinet and Council paper in September.	Green	
65	All	All	812	Savings allocated across all directorates	Amber	
Total			10,133			

SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 18th July 2016

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

WARD(S): All

PORTFOLIO: Councillor Munawar; Commissioner for Finance & Strategy

PART I
KEY DECISION**RISK BASED VERIFICATION FRAMEWORK****1 Purpose of Report**

- 1.1 To seek approval for the introduction of a Risk Based Verification Policy (RBV) for benefit claims.
- 1.2. Risk Based Verification (RBV) is an approach to evidence gathering, which local authorities can use for Housing Benefit (HB) [per DWP Circular S11/2011] and Council Tax Support (CTS). Its use however is entirely voluntary. It is a method of applying different levels of evidence verification to claims and reported changes of circumstances according to the potential risk associated with those claims.
- 1.3. DWP circular HB/CTB S11/2011 states ‘We consider it to be good practice for the Policy to be examined by the authority’s members. This report explains the regime in place to minimize the risk of fraud and error in the Housing Benefit and Council Tax Support caseloads.

2 Recommendation(s)/Proposed Action

The Cabinet is requested to resolve:

- (a) That the use of a Risk Based Verification Policy for benefit claims and the policy at Appendix 1 be noted and agreed.
- (b) That it be agreed that if the policy is approved all new claims will be assessed using Risk Based Verification with effect from 1 October 2016.

3 Slough Joint Wellbeing Strategy Priorities

This report supports the 5 Year Plan through using resources wisely by ensuring that Housing benefit claims can be assessed quickly and accurately giving time and resources to the high risk claims and ensuring that those claiming benefit are entitled making accurate and supported claims.

4 Other Implications

(a) Financial

- 4.1 Robust compliance procedures are in place to ensure that there is no financial risk to the Council resulting from the use of RBV to determine the level of evidence required to support claims and changes in circumstances.
- 4.2 Local authorities receive full grant subsidy from Government for the Housing Benefit paid out and benefit claims are audited on an annual basis by external auditors. Where official error overpayments are made as a result of errors in calculation or failing to act on information received from customers in a timely manner, authorities incur subsidy penalties if the value of those overpayments exceeds 0.48% of their total benefit expenditure. Applying a risk approach to evidence gathering speeds up claims processing and reduces risks associated with delayed processing. As additional checks are carried out at the point at which claims are made or changes report it also reduces the risk of fraud and error occurring.

(b) Legal

- 4.3 The risk based verification policy we are proposing to adopt complies with the recommendations from the Department of Work & Pensions (DWP) outlined in Housing Benefit and Council Tax Benefit Circular HB/CTB S11/2011. This Circular can be found at Appendix B. It should be noted that this policy will be the basis on which we are audited in the future. Providing we comply with this policy, we will be deemed to be verifying claims in the correct way. For this reason, the policy must be approved by the Council's Section 151 Officer. In the Circular, the DWP also require this policy to be approved by Elected Members.
- 4.4 The use of a risk based verification policy is discretionary. The risk based verification policy assists in the Council's compliance with its duties to assess benefit claims and its fiduciary duty to tax payers by identifying fraudulent claims. Government guidance is that the Council's policy should be reviewed by members.
- 4.5 Housing Benefit Regulation 86 states (CTB equivalent is 72);
"a person who makes a claim, or a person to whom housing benefit has been awarded, shall furnish such certificates, documents, information and evidence in connection with the claim or the award, or any question arising out of the claim or the award, as may reasonably be required by the relevant authority in order to determine that person's entitlement to, or continuing entitlement to housing benefit and shall do so within one month of being required to do so or such longer period as the relevant authority may consider reasonable."
- 4.6 Furthermore; Section 1 of the Social Security (Administration) Act 1992 dictates a National Insurance number must either be stated or enough information provided to trace or allocate one. This legislation applies to both customers and their partners.

(1A) No person whose entitlement to any benefit depends on his making a claim shall be entitled to the benefit unless subsection (1B) below is satisfied in relation both to the person making the claim and to any other person in respect of whom he is claiming benefit.

(1B) this subsection is satisfied in relation to a person if–

(a) The claim is accompanied by–

(i) a statement of the person's national insurance number and information or evidence establishing that that number has been allocated to the person; or

(ii) information or evidence enabling the national insurance number that has been allocated to the person to be ascertained; or

(b) the person makes an application for a national insurance number to be allocated to him which is accompanied by information or evidence enabling such a number to be so allocated.

Risk Management

Risk	Mitigating action	Opportunities
Legal – that the implementation of the RBV is not in line with the legislation	The arvato implementation team will monitor the implementation and the allocation of risk groups to ensure that this is not the case. The implementation will be overseen by the Partnership Development and Client monitoring team, and milestones will be reported to the arvato Operational Board.	
Property	None	
Human Rights	None	
Health and Safety	None	
Employment Issues	None	
Equalities Issues- as detailed in the report	This will be monitored once the process is live	
Community Support	None	
Communications	None	
Community Safety	None	
Financial – the major financial risk is a poor implementation which will affect the benefits subsidy claim	The External auditors as detailed in the report will be kept informed of the implementation and asked to ensure that the authority is not placed at risk.	
Timetable for delivery- The project plan sets an implementation date of 1 st October 2016. There are a number of organisations involved	The Project will be carefully managed by the arvato service delivery team, the Partnership Development and Client monitoring team, and milestones will be reported to the arvato	

in the implementation of arvato service delivery, arvato IT and the external software provider, which increases the risk of slippage.	Operational Board.	
Project Capacity – that sufficient resources are not available to ensure that the project is implemented to deadline.	The arvato implementation team has committed to the implementation date as has the external software provider.	
Other	None	

(c) Human Rights Act and Other Legal Implications

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

(d) Equalities Impact Assessment

Risk Based Verification will apply to all New Claims for Housing Benefit and Council Tax Support. A mathematical model is used to determine the Risk score for any claim. This model does not take into account any of the protected characteristics dealt with by the Equalities Act.

The course of action to be taken in respect of the risk score is governed by this policy. As such there should not be any equalities impact.

It is possible that people with certain protected characteristics, may be over represented or under represented in any of the risk groups. As such monitoring will be carried out to ascertain whether this is the case.

Where it is intended to carry out visits as outlined in the policy these will be undertaken by trained visiting officers. These officers are used to carrying out visits to the vulnerable, elderly and disabled, as these groups of claimants are often unable to access Council Services in any other way. They are also able to carry out visits to people whose first language is not English, by making use of Language Line and Google Translate services. Interpreters are also available to use in the case of deaf customers.

5 Supporting Information

- 5.1 Until 2006 the standards by which local authorities' verified evidence gathered to support new benefit claims and reported changes were covered by the Department for Work and Pensions (DWP) guidance called 'the Verification Framework'. Whilst there is no longer a requirement to adhere to these standards there is a responsibility incumbent on authorities to ensure that they have sufficient information to determine initial and continuing entitlement to benefit. This requirement is also extended to the Council's Local Council Tax Support scheme.

- 5.2 Local authorities must also comply with Section 1 of the Social Security Administration Act 1992, which specifies that claimants must supply a national insurance number for themselves and any partner, or provide enough information for one to be traced or allocated.
- 5.3 These requirements are fundamental to the proper administration of Housing Benefit and Council Tax Support and shall be adhered to at all times. The Benefits Service has robust systems and procedure in place to ensure compliance with the regulations and will continue to meet legislative requirements while making maximum use of intelligence to target more extensive verification activity on those claims that the Risk Based Verification process highlights as being potentially at greater risk of fraud or error.
- 5.4 Risk Based Verification is technology that changes the evidence requirements as it risk assesses new claims at the point of claiming. Claims will be categorised as low, medium or high. Levels of verification against each risk category are detailed in the restricted Risk Based Verification Policy at Appendix A. Classification of claims allows resources from low risk cases to be channelled towards high risk cases and reduce fraud and error from entering the system at the gateway.
- 5.5 In adopting RBV there is still the obligation to obtain all the facts and make an accurate assessment but there is not the need to gather full documentary evidence in all cases.
- 5.6 RBV in respect of new claim processing was first introduced by the council in July 2011 as a pilot site testing the approach. The council did not continue with this verification after the pilot as the service was outsourced to arvato and it was not specified as a requirement.
- 5.7 The RBV Software that arvato will implement on behalf of Slough Borough Council is integrated with the benefit processing software and an online electronic claim form. When a customer submits an online claim / application it is risk scored and an email issued confirming the level of evidence required.
- 5.8 The DWP has confirmed that RBV, properly applied will meet audit requirements. We shall maintain dialogue with the external auditors to ensure that we are not placing the Council at risk through the adoption of this policy. Internal Audit processes will be amended to incorporate the application of RBV.
- 5.9 The RBV policy will be reviewed annually and any changes will be referred to Cabinet for approval. In accordance with DWP guidance changes to the policy will not be made in-year as this would complicate the audit process.
- 5.10 In order to support the policy a Trust ID scanner has been implemented in Landmark Place for the use of MyCouncil staff who receive the evidence of customers identity. Identity documents will be scanned and verified. In addition a National Fraud Initiative(NFI) search checker facility is being evaluated at present with a view to implementation.

6 **Comments of Other Committees**

This report and documents have not been considered by any other Committees.

7 **Conclusion**

The Cabinet is requested to consider and agree the following

- (a) note and agree the use of a Risk Based Verification Policy for benefit claims and the policy at Appendix 1.
- (b) agree that if the policy is approved all new claims will be assessed using Risk Based Verification with effect from 1 October 2016.

8 **Appendices Attached**

'A' Risk Based Verification Policy (contains exempt information, Part II)

9 **Background Papers**

DWP Circular S11/2011

SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 18 July 2016

CONTACT OFFICER: Krutika Pau Interim Director of Children's Services
Sharon Scott Interim head of Education services

(For all Enquiries) (01753) 877672

WARD(S): All wards

PORTFOLIO: Councillor Hussain, Commissioner for Education & Children's Services

PART I
KEY DECISION**PROPOSED AMENDMENTS TO THE HOME TO SCHOOL TRANSPORT POLICY****1. Purpose of Report**

The purpose of this report is to set out the revised proposals for the Council's home to school transport policy and to seek cabinet's approval to the proposed changes. The Council's Home to School Transport Policy has not been reviewed for some time and therefore a review has recently been undertaken. The main strands within the review are;

- To promote independent travel,
- To review transport arrangements for children on an annual basis,
- To increase the mileage allowance for parents and carers,
- To clarify the provision of transport for young people between the ages of 16 – 25
- To remove the discretionary element for transport in future cases,

2. Recommendation(s)/Proposed Action

The Cabinet is requested to resolve:

- a) That the mileage allowance be increased from 15p per mile to 45p per mile payable to parents who are able to transport their children to school when their child meets the eligibility criteria for home to school transport. This would bring the mileage allowance into line with the local authority rate and be reviewed annually. This would be introduced with effect from 1 September 2016.
- b) That the discretionary element of the home to school transport policy be removed, which provides transport for children under statutory school age who are in receipt of a statement for Special Educational Needs or an Education, Health and Care Plan or undergoing an assessment of their educational needs where they meet the criteria for transport. Given the notice period required to publicise this change the implementation date for this change would be 1 September 2017.

- c) That the emphasis to promote independent travel for children and young people wherever possible be endorsed.

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

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

The revised Home to School transport policy will continue to support children and young people to access education and thereby help to meet the key educational priorities for Slough children and young people, with a focus on raising aspirations, protecting vulnerable groups, and promoting the employability and skills agenda. The key areas of inequality for children and young people with special educational needs are health and employment. Therefore there is a need to develop a home to school transport policy that will help to:

- Promote social inclusion, supports involvement in school and community activities and improves access to universal services
- Develop independent living skills and job related skills creating locally based work experience and job opportunities
- Improves health and life expectancy and addresses health inequalities
- Safeguards children and young people - raising awareness about keeping safe whilst promoting positive risk taking and encouraging involvement in school and community activities.
- It will directly link to the following priorities and cross-cutting themes in the Slough Joint Wellbeing Strategy (SJWS) as set out below:

Health and well-being

By promoting independent travel, wherever it is appropriate to do so, it is helping to raise self esteem and well being in children and young people. In helping children to be self confident about their travel arrangements it will also help them to feel more confident about learning and improve their life chances. Research indicates a strong inter-relationship between educational achievement and children's well-being.

Economy and Skills

The achievements of children and young people have a direct bearing on their adult lives and prospects in the workplace. The success of Slough pupils also has a significant bearing upon the success and prosperity of the community in which they live.

Civic responsibility

Successful young people will be in a stronger position to contribute to and gain from the community in which they live. Promoting success and leadership in young people can lead to residents who can play a dynamic role in implementing the Strategy and being champions in improving Slough for themselves and for the benefit of everyone.

3b Five Year Plan Outcomes

The proposals in this report relating to the provision of home to school transport will help to support Outcome 5 of the Council's Five Year Plan: 'children and young people in Slough will be healthy, resilient and have positive life chances'. Re-contracting some services will also support the wider objective of using resources wisely (Outcome 7), by contributing future savings from commissioning and contract management.

4. Other Implications

(a) Financial

The local authority currently provides transport for pupils below statutory school age if they have a statement of special needs and they are attending the nearest suitable school, providing this is a special school or a resource base and it is more than two miles from their home. Some children without statements below statutory school age also receive transport to Chalvey Assessment Centre.

In total there are usually 25-30 pupils below statutory school age at the beginning of each academic year who receive transport. The local authority is not required to provide transport for pupils below statutory school age and it is proposed that this should no longer be offered from 1 September 2017. Children who are currently in receipt of such transport will retain it until their assessment is completed or they start school when their needs will be reviewed against a different section of the home to school transport policy. The money saved from withdrawing this discretionary area will help to offset the rising costs of home to school transport for children of statutory school age. Based on the expenditure incurred in the current school year ((September 2015 – August 2016) the anticipated savings would be £55959 per annum based on current costs

To increase the current mileage allowances from 15 pence per mile to 45 pence per mile if parents of children who meet the criteria for home to school transport are able to transport their own children to and from school. This will bring the mileage allowance into line with the Council's mileage allowance and will be reviewed annually. The current annual costs for mileage at 15p per mile are £1253. The new annual costs for mileage at 45p per mile would be £3759 with no increase in parental uptake. However, if the parental uptake were to increase by 50% this would take the costs to £5638 per annum and if they were to increase by 100% this would take the costs to £7518 per annum.

The savings will depend on whether any contractor's routes can be terminated as a result of a parent taking the mileage option and the type of route. For example if a taxi carrying one pupil was no longer required the annual cost saving would be around £9500.

It is hoped that this increase will encourage more parents to transport their children to and from school and reduce their child's journey time. It is proposed that this new mileage allowance will come into effect from September 2016.

(b) Risk Management

<i>Recommendation</i>	<i>Risk/Threat/Opportunity</i>	<i>Mitigation(s)</i>
<p>Agree to the removal of the discretionary element of the home to school transport policy, which provides transport for children under statutory school age who are in receipt of a statement for Special Educational Needs or an Education, Health and Care Plan or undergoing an assessment of their educational needs where they meet the criteria for transport</p>	<p>This will provide an opportunity to offset some of the rising costs of home to school transport for statutory age children.</p>	<p>Parents who are currently in receipt of this transport would continue to receive transport until their child's assessment has been completed or until they reach statutory school age when they are assessed under a different section of the home to school transport policy.</p>
<p>Agree to the increase in the mileage allowance from 15p per mile to 45p per mile payable to parents who are able to transport their children to school when their child meets the eligibility criteria for home to school transport. This would bring the mileage allowance into line with the local authority rate and be reviewed annually</p>	<p>This will provide an opportunity to offset some of the rising costs of home to school transport and would be introduced with effect from 1 September 2016</p>	<p>Given the notice period required to publish this change the removal of this discretionary area of home to school transport would not take effect until 1 September 2017</p> <p>Should the take up off the increased mileage allowance be low the transport costs for these children will not increase as they are already in receipt of transport.</p>

(c) Human Rights Act and Other Legal Implications

It is not envisaged that the recommendations of this report will infringe either Article 3 or Article 8 of the Human Rights Act.

(d) Equalities Impact Assessment

The intention of the review of home to school transport is to promote independent travel and offer an increased mile age rate to encourage parents to take their children to school where they meet the criteria for home to school transport. The change in emphasis in the home to school transport policy will still meet the needs of children who are of statutory school age whilst supporting children to reach their

full potential as individuals. There may be a short term impact on service users if a review of a child's transport arrangements determines that their transport arrangements could be reduced or changed. In order to reduce the impact of any change six weeks notice will be given to children and their families.

5. **Supporting Information**

5.1 Promoting independent travel

5.1.1 By promoting independent travel, wherever it is appropriate to do so, it is helping to raise self esteem and well being in children and young people. In helping children to be self confident about their travel arrangements it will also help them to feel more confident about learning and improve their life chances. Research indicates a strong inter-relationship between educational achievement and children's well-being.

5.1.2 Where it is deemed appropriate for children to travel to school independently a programme for independent travel training will be provided for these children and they will not be allowed to travel independently until they are assessed as being confident and safe to do so.

5.1.3 This proposal will bring the council's home to school transport policy into line with all other local authorities' home to school transport policies.

5.2 Reviewing transport arrangements on an annual basis

5.2.1 Children with special educational needs have their educational needs reviewed on an annual basis in order to assess their progress and review how their needs may have changed and make adjustments to their education, health and care plan. Given children's needs change it is therefore important to review their transport arrangements on an annual basis after the annual review of their education, health and care plan.

5.2.2 If following the review of a child's transport arrangements it is felt they need to be amended parents/carers would be given six weeks notice before any adjustments are made.

5.3 Increasing the mileage allowance for parents and carers

5.3.1 The current mileage allowance, 15p per mile, is not very conducive to parents transporting their children to school when they meet the criteria for home to school transport. By increasing the mileage to 45p per mile it is hoped that this will encourage parents to transport their children to school. 5.3.2 in doing so this will reduce a child's journey time to and from school and any stress that may be caused for a child in having a long journey to school in a minibus with other children.

5.3.3. It is proposed to review this allowance annually and to introduce the increase with effect from 1 September 2016

5.4 Clarifying the provision of transport for young people between the ages of 16 – 25

5.4.1 Most young people in this age group will be expected to travel independently using public transport in view of the benefit in developing their life skills.

However, where this is not possible the home to school transport policy now sets out clearly the criteria and circumstances in which transport will be provided.

5.4.2 All applicants for travel assistance in the 16 - 25 age group will be assessed on their own merits.

5.5 Removing the discretionary element for transport on future cases

5.5.1 As a result of the growing school population within Slough and the increasing number of children with special educational needs there has been an increase on the pressure on the home to school transport budget.

5.5.2 In order to address the pressure on the budget a review of Slough's home to school transport policy was undertaken to see if there were any areas within the policy that could be amended or withdrawn.

5.5.3 The local authority currently provides transport for pupils below statutory school age if they have a statement of special needs and they are attending the nearest suitable school, providing this is a special school or a resource base and it is more than two miles from their home. Some children without statements below statutory school age also receive transport to Chalvey Assessment Centre.

5.5.4 In total there are usually 25-30 pupils below statutory school age at the beginning of each academic year who receive transport. The local authority is not required to provide transport for pupils below statutory school age and it is proposed that this should no longer be offered from 1 September 2017.

5.5.5 The Council cannot introduce this change any earlier because it is required to publish any changes to the home to school transport policy in their admissions booklet in the October of the year before any change is introduced for the start of the next school year. (The change, if agreed, will need to be published in the local authority's Admissions booklet in October 2016 to be implemented in September 2017)

5.5.6 Under Department of Education's guidance on home to school transport the local authority is required to consult widely on any proposed changes to the local authority's transport policy. In order to meet this requirement the local authority wrote to all schools, early years providers and children centres in Slough to seek their comments. It also wrote to the parents and carers of children who are currently in receipt of this discretionary element of home to school transport to seek their views and to give them the opportunity to participate in an electronic survey.

5.5.7 In response to the consultation process three responses were received. All three were from headteachers. One response supported the proposal, the second response had misunderstood the proposal believing it to affect children of statutory school age and the third response did not support the proposal believing it to be disadvantageous to parents who had more than one child to get to school. There were no responses from parents currently in receipt of this transport provision.

5.5.8 Children who are currently in receipt of such transport will retain it until their assessment is completed or they start school when their needs will be reviewed against a different section of the home to school transport policy.

5.5.9 The money saved from withdrawing this discretionary area will help to off set the rising costs of home to school transport for children of statutory school age.

5.6 Exploring alternative travel arrangements

5.6.1 The Council is also proposing to explore other alternatives for home to school transport for example an offer could include a personalised mobility budget for a pupil in order to purchase some mobility equipment. This would be in the form of a capital allocation for equipment. Alternatively a personalised mobility budget for a parent and pupil (allocation for vehicle purchase) If this were to be the case then parents would not be eligible for mileage rate. A further report will be brought back to cabinet once these options have been explored further.

6. **Conclusion**

This paper proposes to remove the remaining discretionary element of the home to school transport policy. The local authority currently provides transport for pupils below statutory school age if they have a statement of special needs and they are attending the nearest suitable school, providing this is a special school or a resource base and it is more than two miles from their home. Some children without statements below statutory school age also receive transport to Chalvey Assessment Centre.

In total there are usually 25-30 pupils below statutory school age at the beginning of each academic year who receive transport. The local authority is not required to provide transport for pupils below statutory school age and it is proposed that this should no longer be offered from 1 September 2017.

The report is also proposing to increase the mileage allowance currently 15p per mile to 45p per mile for parents who are able to transport their children to school when their child meets the eligibility criteria for home to school transport. It is hoped that this increase will encourage more parents to transport their children to and from school and reduce their child's journey time. It is proposed that this new mileage allowance will come into effect from September 2016.

7. **Appendices Attached**

Slough Borough Council's home to school transport policy

8. **Background Papers**

None

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APPENDIX A

Draft

Home to school transport policy 2017 -2018

The sections highlighted yellow have been revised and the section highlighted red will be removed.

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1. Introduction

The purpose of this document is to explain the support available for pupils travelling to and from school. The aim is to encourage and enable independent travel for pupils whenever possible. For this reason all transport requests are reviewed at least once a year or as pupils' circumstances change.

2. General Policy

Pupils of statutory school age attending maintained schools are provided with a free travel pass or equivalent if:

they live in the Borough of Slough **and**
they attend their catchment school or nearest school **and**
they live more than 2 miles from school if they are aged under 8 (Reception and years 1 to 3) **or** more than 3 miles if they are aged between 8 and 16 (years 4 to 11)

The distance will be calculated by the Local Authority (LA) using the shortest available walking route from the child's home to the school. Catchment schools are those that serve the catchment areas as defined by the LA.

If the catchment school or nearest school is full, transport will be provided to the nearest school with a place available as determined by the LA. Parents may be asked to provide evidence that they have been unsuccessful in applying for a place at their catchment school or nearest school and any other schools.

Parents with children eligible for transport will be required to re-apply for transport if they choose to move house or their child (ren) change(s) school. Where the Council moves the home of the parents with children eligible for transport this will not be the case.

Children under the age of five travel free on public transport buses therefore under this policy transport provision is not made for pupils in this age group.

(a) Pupils from Low Income Families

Primary Pupils:

Pupils aged eight to eleven years (years 4 to 6) who live more than 2 miles from their nearest qualifying school are provided with a free travel pass or equivalent if they are:

- entitled to Free School Meals **OR**
- their parents are in receipt of their maximum level of Working Tax Credit.

The 2 mile limit is measured as the shortest available walking route.

Secondary Pupils:

Pupils aged eleven to sixteen years (years 7 to 11) who live between 2 and 6 miles from one of 3 “nearest qualifying schools” are provided with a free travel pass or equivalent if they are:

- entitled to Free School Meals **OR**
- their parents are in receipt of their maximum level of Working Tax Credit.

The 2 mile limit is measured as the shortest available walking route.

Pupils aged eleven to sixteen years (years 7 to 11) who live more than 2 miles but less than fifteen miles from the nearest suitable school preferred on grounds of religious belief, are provided with a free pass or equivalent if they are:

- entitled to Free School Meals **OR**
- their parents are in receipt of their maximum level of Working Tax Credit.

The 2 mile limit is measured as the shortest available walking route.

Publicly-funded Local Authority Maintained Schools and Academies are deemed to be suitable qualifying schools, but not independent schools.

Parents applying under this criterion - a new application needs to be submitted every school year.

(b) Mileage Reimbursement for Parental Transport

In some cases, where children are eligible for free transport, parents may wish to provide transport to and from school themselves. The Council **will** reimburse mileage at a rate to be considered annually for the home to school journeys only, i.e. when the pupil is receiving transport. If there is a change of circumstances and parents wish to change this arrangement they must give two weeks notice to allow time for the Council to arrange appropriate transport. **The current mileage rate is 45 pence per mile.**

(c) Parental Duties and Responsibilities

Even though the Council offers transport assistance, it is still the responsibility of parents in all circumstances to ensure their children get to school. Even where transport is provided they still have a responsibility for the behaviour of their child when traveling to and from school.

(d) Parental Preference

It is a requirement that parental preference is considered wherever possible in allocating school places, but this requirement does not extend to the provision of transport. If parents choose to send their child to a school which is not the catchment school or nearest school, free transport will not be provided by the Council, even if the school is beyond statutory walking distance. Parents will be responsible for all arrangements and costs.

If parents later experience a change of circumstances, which prevent them from meeting their responsibility for transport, the Local Authority would expect the child to transfer to the nearest school or catchment school. The Local Authority will not assume responsibility for transport to the preferred school.

If parents request free transport to a preferred school at any time on the grounds that the nearest school or catchment area school is full, the Council will not consider the request unless parents had applied for the nearest school or catchment school during the normal admission round. This also applies to parents of children with a Statement of SEN (Special Educational Needs) or an Education Health Care Plan (EHC Plan).

(e) Alternative schools when preferences cannot be met

Where parents have made an application for a place at their catchment school or nearest school but the Local Authority has been unable to offer a place, the Local Authority will offer the next nearest school with places. In such cases the school will be treated as a qualifying school for transport assistance, providing it is beyond the statutory walking distance.

(f) Transport Provided in Error

Where free transport has been provided in error or where there have been material changes to the route to school, transport will be withdrawn. However, transport will continue until the end of the term in which the error was notified, in order to allow parents to make alternative arrangements.

(g) Change of Home Address

Where a pupil is receiving **free** transport and parents change address, so that their school is no longer the catchment school or nearest school or, 'qualifying school' under the definitions set out within this policy, transport will cease and responsibility for the child's transport arrangements becomes the responsibility of the parents.

Where a pupil is not receiving transport and parents change address, they will be required to meet any transport costs arising from the decision to change address, even in cases where the new catchment school is full.

3. Exceptions to the General Policy

Slough residents may also be provided with transport to maintained schools as below.

(a) Medical Needs

If a child has a medical need which prevents them making their own way to school, when accompanied if appropriate, transport will be provided to their catchment school or nearest school providing their application is supported by both their GP and Consultant. All applications made on medical grounds will be considered by the transport medical panel. The medical panel will examine each case individually. The distance criteria in the general policy above do not apply. Appropriate transport will be provided for a limited period based on the medical information available, and then reviewed taking account of any new medical information and with a view to promoting independent travel.

If the child attends a school which is not their catchment school or nearest school, parents will be responsible for transport arrangements and costs.

(b) Pupils with a statement of SEN (Statement of Educational Needs) or an Education Health Care Plan (EHC Plan)

There is no automatic entitlement to free school transport on the grounds that a pupil has a statement of SEN or an EHC Plan. It is important to bear in mind that the decision to provide transport will be based on the needs of the pupil and NOT the parents/carer's needs. The local authority will seek to promote independent travel wherever possible in order to develop independence in children and young people. Therefore some children may be offered independent travel training rather than transport.

Appropriate transport will be provided for pupils attending the nearest suitable school.

To be eligible for transport the pupil must attend the nearest suitable special school or resource base attached to a mainstream school and either:

- (i) meet the distance criteria in the general policy **or**
- (ii) have a medical or physical condition that prevents them walking or using public transport

Pupils with a statement of SEN or an EHC Plan attending a mainstream school, not as a pupil of a special resource base, will not be eligible for free transport unless they meet the criteria in the General Policy.

PARENTAL PREFERENCE, statement of SEN or an EHC PLAN

A parent who has exercised their preference for their child to attend a school that is further away from the child's home than another school that, in the authority's view, would be suitable to meet the child's statement of SEN or an EHC Plan, is responsible for arranging and funding the transport to that school. Where the local authority agrees to meet parental preference in naming such a school on a child's statement of SEN or an EHC Plan, it may do so on condition that the parent takes responsibility for any transport arrangements.

The Special Educational Needs and Disabilities team (SEND) will consider whether transport is necessary using the criteria above and allocate transport from the categories below, using the highest appropriate category on the list, taking into account the needs of the pupil. Generally the cost of transport increases from 1 to 8 below.

1. Provision of independent travel training
2. Provision of a travel pass for the pupil
3. Payment of car mileage for the pupil's parent(s)
4. Provision of a travel pass for pupil and parent
5. Provision of a shared vehicle without escort
6. Provision of a shared vehicle with escort
7. Provision of an individual vehicle without escort
8. Provision of an individual vehicle with escort

All transport provision will be reviewed as part of the annual review of needs and if appropriate as part of an early review. Transport provision may be withdrawn or amended if circumstances have changed or the Special Educational Needs and Disabilities (SEND) Panel considers the withdrawal appropriate as an encouragement to independence.

(c) Transport for Statutory Aged Pupils on Assessment Places

In exceptional cases pupils who are at a school on assessment, may be offered transport on a temporary basis. Parents should note that once the statement has been finalised, transport will be reviewed and only continue if the pupil meets the criteria in the transport policy.

(d) Transport for Pre-school pupils with a statement of SEN or EHC Plan.

Transport will be provided for pupils below statutory school age if they have a statement of special needs and they are attending the nearest suitable school, providing this is a special school or resource base and it is more than 2 miles from their home. In addition, transport will be provided for children attending an Assessment Centre, providing it is the nearest suitable school and more than 2 miles from home.

(d) Safety of the Route

A travel pass will be provided if the route is considered to be unsafe in terms of traffic and highway conditions. Routes where there is a footpath of reasonable width and condition are considered to be safe. It is assumed that pupils are accompanied to and from school as appropriate. The safety of a route where there are no footpaths will be assessed by a Road Safety Officer.

(e) Post 16 Transport

Pupils and students without a statement of SEN or an EHC Plan, aged between 16 and 19 and attending a full-time course at a maintained school or college may be entitled to apply for assistance for travel. For further information pupils and students should contact Transport on 01753 875729.

Students aged between 16 and 25 with a statement of SEN or an EHC Plan continuing in education will be considered under (ii) above.

Young People Aged 16-25 with Special Educational Needs and Disability

Most pupils of this age would be expected to use public transport and travel independently in view of the beneficial effects of developing their life skills. The council accepts that for a small minority this may not be possible. Applications will be considered against the following criteria:

The student is aged between 16-25 and is on a course of further education at a school or designated further education college recognised by the Department for Education.

The course is deemed to be suitable and will provide an educational benefit to the student as assessed by the student's Education Health and Care Plan.

Where the need and reasons for specific travel assistance has been identified / evidenced in the student's statement of special Educational Needs or transition plan.

Students must live more than 3 miles from school or college and be unable to undertake the journey on their own.

Applications for students who have a disability or learning difficulty that would make it not reasonable, practicable or introduce unreasonable levels of risk for them to undertake a journey to school or college of less than 3 miles will also be considered. Applications will be assessed on their own merits.

If a student has been provided with the highest rate of mobility allowance or the family has access to a mobility vehicle, then additional travel assistance will not be provided.

(f) Respite Care

For pupils attending Slough special schools, transport will be provided to respite care at the end of the school day and from respite care at the beginning of the school day where there are no additional transport costs. If there are additional transport costs parents or the organisations providing respite care will be required to meet these costs.

(g) Part Time Provision

Haybrook College will manage all their pupils transport needs and transport will be provided by the College. Pupils will still need to apply in the normal way to ensure they meet the eligibility criteria.

(h) Appeals

Parents who are unsuccessful in applying for transport can appeal if they consider there are exceptional circumstances. This includes parents of pupils with a statement of SEN or an EHC Plan. The appeal panel will consider each case on its merits.

Appeals are arranged by Democratic Services who can be contacted on 01753 875317.

4. Procedures

All applications for transport, other than for children with a statement of SEN or an EHC Plan, will be considered by the Transport Team (School Services) following receipt of the appropriate application form. For children with a statement of SEN or an EHC Plan the provision of transport will be considered by the SEND Team. If the SEND Team consider transport should be provided a request will be forwarded to the Transport Team. Transport will be arranged in all cases by the Transport Team in conjunction with transport contractors.

(a) Replacement Travel Passes

If pupils lose their travel passes, a replacement pass will be provided by the LA at a cost of £15 plus an additional photo. Parents should contact the Home to School Transport Team on 01753 477240 for more information.

NB. A replacement travel pass will only be issued twice in any academic year.

(b) Damaged Bus Passes

If a pass is damaged and becomes difficult to read the bus company may refuse travel. In this case the normal fare will be required until a replacement

pass is issued. There is no charge for replacement of a defaced bus pass providing the old pass is returned with the application for replacement and an additional photograph. Parents should contact the Home to School Transport Team on 01753 477240 for more information.

5. GUIDANCE NOTES FOR PARENTS

These notes should be read in conjunction with the policy above.

(a) Applications

All applications for transport, **other** than for children with a statement of SEN or an EHC Plan will be considered by the Transport Team (School Services). Parents who need an application form or have any queries about transport should contact 01753 875729. The Transport Team will aim to notify parents of the outcome of their application within 10 working days of receiving a correctly completed form.

Applications from parents of children with a statement of SEN or EHC Plan will be considered by a transport panel. Parents will receive a letter notifying them of the outcome.

(b) General Policy

Pupils without a statement of SEN or an EHC Plan, who are eligible under the general policy, will be provided with either a train or bus pass or there equivalent, not both. Pupils will be offered the most appropriate according to their home address and the location of their school.

Information on the catchment areas of schools in Slough is available from the Admissions Team and Slough Borough Council website. The Admissions helpline is contactable on 01753 875728 and is open Wednesday & Friday between 10am - 5.30pm. You can also visit on Tuesday and Thursday at My Council, High Street, Slough. If the school attended is closer than the catchment school but more than the qualifying distance in the general policy, transport will be provided.

(c) Pupils with a Statement of SEN or an Education Health Care Plan (EHCP)

The Local Authority (LA) recognises the responsibility of all parents to ensure their child attends school regularly. The policy of Slough Borough Council LA is that, wherever possible, children with a statement of SEN or an EHC Plan should be treated no differently from children who do not have a statement. This includes the provision of transport. ***It is important to bear in mind that the decision to provide transport will be based on the needs of the pupil and NOT the parent / carer's needs.***

If transport is necessary, the LA will arrange transport in the most cost effective way bearing in mind the reasonable needs of the child. **This may be**

by paying parents a mileage allowance to transport their child(ren) to school, or by issuing a bus pass or its equivalent, or by minibus or taxi.

If transport is agreed but the school place is available before transport can be arranged parents/guardians may be asked to provide transport on a temporary basis.

It is recognised that transport requirements may vary as a child develops and a review of transport requirements forms part of the annual review of a pupil's EHC Plan and this will always seek to encourage a pupil's ability to travel independently.

Transport will be provided for children with a statement of SEN or an EHC Plan when the school recommended by the LA is beyond the statutory distance of the LA policy (See General Policy).

Transport will be provided in the following circumstances:

- If the pupil fulfils the eligibility criteria irrespective of the statutory mileage condition. (**See general policy section (ii)**)
- Pupils who are in care and have been accommodated by the Local Authority outside the borough, and attend special school.
- Where pupils are placed in residential schools, term placements and weekly placements outside the Local Authority. However parents are encouraged to take and collect their children from such provision as a means of establishing regular contact with the school.
- For pupils in term placements transport will only be provided to school and home at the beginning and end of the term and half term.
- For pupils in weekly placements transport will only be provided to school and home on the Friday and Sunday/ Monday.
- In exceptional circumstances transport will be provided for pupils to return home, who become unwell and attend an out of borough school.

Where a child has been assessed as entitled to transport and a mobility car has been provided to assist in access for education purposes, parents may be asked to accept responsibility for transport to and from school, with the LA paying a mileage allowance.

Where possible we would expect parents of children with special educational needs to transport their child as an important means of communication with the school. When agreed they can claim mileage at the agreed rate of 45 pence which will be reviewed on an annual basis.

Transport will not be provided in the following circumstances:

- If the pupil does not fulfill the criteria as stated in the General Policy or the exceptions to the General Policy of this document.
- If the parent/guardian request a place that is not the nearest appropriate school at which a place is available.
- For after school clubs or school trips.

- To work experience placements or other extra-curricular activities.
- To dental or hospital appointments.
- To clinical, medical or non-educational appointments.
- In the event of detention.
- To attend school meetings following exclusion from school.
- To attend open days and 'taster sessions' at school.
- Following persistent misbehavior occurring on transport. Transport may be withdrawn following written warning.

(d) Pupils from low income families

Parents need to make a new application at the beginning of every school year (Autumn Term).

Only children whose parents receive the following support payments are entitled to receive free school meals:

- Income Support (IS)
- Income Based Jobseeker Allowance (IBJSA)
- Employment & Support Allowance (Income Related) (ESA(IR))
- Support under part VI of the Immigration and Asylum Act 1999
- **Child Tax Credit**, provided they are not entitled to Working Tax Credit and have an annual income as assessed by Her Majesty's Revenue & Customs (HMRC) that does not exceed the income threshold set by the Treasury. The HMRC will automatically issue a **Tax Credit Award Notice (TC602)** to you.
- Guarantee element of State Pension Credit

(e) Documentary Evidence

Parents must provide clear proof of current (i.e. valid at the point of application/renewal) receipt of support by showing one of the following:

For Income Support or Income Based Job Seekers Allowance:

- Your benefit book
- A letter confirming that you are to receive this benefit
- A current GIRO payment which will state 'Inc Supp' or similar abbreviation

For support under part VI of the Immigration and Asylum Act 1999:

- A letter of confirmation from the National Asylum Support Service (NASS)

For Tax Credits:

- A TC602 Tax Award Credit Notice – issued by H.M Revenue and Customs (If you have lost your copy, please contact the Tax Credit Helpline 0845 300 3900)

For State Pension Credit:

- You Pension Credit M1000 Award Notice

6. Definitions

- Catchment or nearest School – All schools with the exception of Grammar schools and faith schools. There is no guarantee of a place for pupils who are resident within a catchment area or for pupils who subsequently move at a later date. Living in a catchment area can give pupils a higher priority for admission to a school over pupils who live outside the catchment area.
- Preferred schools – Parents have a right to state a preference for a school for their children, but that does not carry with it a right to free transport. The responsibility of getting the pupil to and from school will always be that of the parent or carer.
- Qualifying schools are
Community, Foundation or Voluntary Controlled schools
Community or Foundation special schools
Non-maintained special schools
Pupil referral units
Maintained nursery schools; or
City technology colleges (CTC), City colleges for the technology of the arts (CCTA) or Academies.
- Low Income families – children entitled to free school meals or whose parents are in receipt of the maximum level of Working Tax Credit.
- Home Address – Approved transport is normally from the pupil's **permanent home address only**.
- Travelling Distance and Nature of Route – The traveling distance is the shortest available walking route which a child, **accompanied as necessary**, can walk with **reasonable safety** to school and is measured from your home to the nearest available school entrance. This may not necessarily be the same as the route driven by a vehicle.
- Statutory School Age - commences the term after the child's fifth birthday.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 18th July 2016

CONTACT OFFICER: Catherine Meek
(For all enquiries) (01753) 875011

WARD(S): All

PORTFOLIO: Leader and Commissioner for Finance and Strategy –
Councillor Munawar

PART I
NON-KEY DECISION

ADDITIONAL CONTRACTS IN EXCESS OF £250,000 IN 2016/17**1 Purpose of Report**

To advise the Cabinet of two further contracts of an estimated value of over £250,000 that are proposed to be let in the 2016/17 financial.

2 Recommendation(s)/Proposed Action

The Cabinet is requested to resolve that the following contracts be endorsed and to determine whether there are any special requirements it wishes to agree, with regard to any particular contract:

1. Locality Based Youth Support.
2. Integrated Cardiac Prevention Programme.

3 Slough Joint Wellbeing Priorities and Five Year Plan

This report being entirely administrative in nature does not directly contribute to the priorities. However the contracts listed in the appendix will contribute to all of the priorities of both the Wellbeing Strategy and the Five Year Plan.

4 Joint Strategic Needs Assessment (JSNA)

The JSNA will be considered at the time of letting each contract.

5 Other Implications**(a) Financial**

The contracts set out in this report are included in approved budgets. Officer delegations authorise Directors to approve expenditure within approved capital budgets and decisions on work programmes within those budgets.

(b) Risk Management

There are no specific issues arising directly from this report.

(c) Human Rights Act and Other Legal Implications

All contracts are let in accordance with the Council's agreed Contract Procedure Rules.

(d) Equalities Impact Assessment

This report being entirely administrative in nature and is not therefore applicable to the Equalities Impact Assessment (EIA). EIA's will be fully considered at the time that each contract is let.

(e) Workforce

Workforce implications will be considered upon the letting of each contract.

6 Supporting Information

Council's Constitution

- 6.1 The Council's Constitution requires that the intention to tender or enter into a contract of a value exceeding £250,000 is reported and approved by the Cabinet. Exemptions to competitive tendering must also be reported for information to the Cabinet.
- 6.2 At its meeting on 11th April 2016 the Cabinet approved a list of contracts in excess of £250,000 in the 2016/17 financial year and agreed that any amendments/addition to the list would be reported to the Cabinet as they arise and this will be done as necessary in the course of 2016/17 financial year. Two further contracts have been identified which are summarised as follows:

Locality Based Youth Support

- 6.3 Approval is sought from Cabinet to commence procurement of contracts to deliver locality based youth provision across the whole of Slough, providing positive activities and early help to 11- 19 year olds (up to 25 with LDD). The proposals follow a review of existing contracts and align to objectives of the Five Year Plan.
- 6.4 This proposal is to develop and tender a new delivery contract, to begin January 2017 and run until March 31 2019 using outcomes based commissioning to achieve a wide ranging array of universal and 'early help' for vulnerable young people focused on achieving impact on encouraging healthy lifestyles; fostering community safety & cohesion; early help; contributing to the NEET agenda and contributing to the Youth Voice agenda. The contract value is £125,000 per annum with a total contract value of £281,250. It will be a requirement of the contract for the provider to secure further funding from alternative sources to enhance the council's investment, thus achieving best value.

Integrated Cardiac Prevention Programme

- 6.5 The aims of the integrated cardiac prevention programme are to increase the offer and uptake of Health Checks and demonstrably reduce multifactorial risk factors for cardiovascular disease in at least 800 people per annum. The long term goals are to reduce the rate of non elective cardiac admissions and early death from undiagnosed cardiovascular disease and to reduce the incidence of diabetes. The client will be directed to behavioural change programmes according to need and offered by a range of providers trained in motivational interviewing and behaviour change. The

value of the contract is £150k per annum 3 year contract with option to extend by plus 1 year.

7 **Comments of Other Committees**

None.

8 **Conclusion**

The Cabinet is requested to approve the commencement of tendering for these two additional contracts with an estimated value of over £250,000 that are proposed to be let in the 2016/17 financial year.

9 **Appendices Attached**

None.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 18th July 2016

CONTACT OFFICER: Catherine Meek, Head of Democratic Services
(For all enquiries) 01753 875011

WARD(S): All

PORTFOLIO: Leader, Finance and Strategy – Councillor Munawar

PART I
NON-KEY DECISION

NOTIFICATION OF DECISIONS**1. Purpose of Report**

To seek Cabinet endorsement of the published Notification of Decisions, which has replaced the Executive Forward Plan.

2. Recommendation

The Cabinet is requested to resolve that the Notification of Decisions be endorsed.

3. Slough Joint Wellbeing Strategy Priorities

The Notification of Decisions sets out when key decisions are expected to be taken and a short overview of the matters to be considered. The decisions taken will contribute to all of the following Slough Joint Wellbeing Strategy Priorities:

- Health
- Economy and Skills
- Housing
- Regeneration and Environment
- Safer Slough

4. Other Implications**(a) Financial**

There are no financial implications.

(b) Human Rights Act and Other Legal Implications

There are no Human Rights Act implications. The Local Authorities (Executive Arrangements) (Meetings and Access to Information)(England) Regulations 2012 require the executive to publish a notice of the key decisions, and those to be taken in private under Part II of the agenda, at least 28 clear days before the decision can be taken. This notice replaced the legal requirement for a 4-month rolling Forward Plan.

5. Supporting Information

5.1 The Notification of Decisions replaces the Forward Plan. The Notice is updated each month on a rolling basis, and sets out:

- A short description of matters under consideration and when key decisions are expected to be taken over the following three months;
- Who is responsible for taking the decisions and how they can be contacted;
- What relevant reports and background papers are available; and
- Whether it is likely the report will include exempt information which would need to be considered in private in Part II of the agenda.

5.2 The Notice contains matters which the Leader considers will be the subject of a key decision to be taken by the Cabinet, a Committee of the Cabinet, officers, or under joint arrangements in the course of the discharge of an executive function during the period covered by the Plan.

5.3 Key Decisions are defined in Article 14 of the Constitution, as an Executive decision which is likely either:

- to result in the Council incurring expenditure which is, or the making of savings which are, significant, having regard to the Council's budget for the service or function to which the decision relates; or
- to be significant in terms of its effects on communities living or working in an area comprising two or more wards within the Borough.

The Council has decided that any expenditure or savings of £250,000 or more shall be significant for the purposes of a key decision.

5.4 There are provisions for exceptions to the requirement for a key decision to be included in the Notice and these provisions and necessary actions are detailed in paragraphs 15 and 16 of Section 4.2 of the Constitution.

5.5 To avoid duplication of paperwork the Member Panel on the Constitution agreed that the Authority's Notification of Decisions would include both key and non key decisions – and as such the document would form a comprehensive programme of work for the Cabinet. Key decisions are highlighted in bold.

6. Appendices Attached

'A' - Current Notification of Decisions.

7. Background Papers

None.

NOTIFICATION OF DECISIONS

3 JUNE 2016 TO 30 SEPTEMBER 2016

SLOUGH BOROUGH COUNCIL

NOTIFICATION OF DECISIONS

Slough Borough Council has a decision making process involving an Executive (Cabinet) and a Scrutiny Function.

As part of the process, the Council will publish a Notification of Decisions which sets out the decisions which the Cabinet intends to take over the following 3 months. The Notice includes both Key and non Key decisions. Key decisions are those which are financially significant or have a significant impact on 2 or more Wards in the Town. This Notice supersedes all previous editions.

Whilst the majority of the Cabinet's business at the meetings listed in this document will be open to the public and media organisations to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information.

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of the Cabinet meetings listed in this Notice will/may be held in private because the agenda and reports for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

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This document provides a summary of the reason why a matter is likely to be considered in private / Part II. The full reasons are listed alongside the report on the Council's website.

If you have any queries, or wish to make any representations in relation to the meeting being held in private for the consideration of the Part II items, please email catherine.meek@slough.gov.uk (no later than 15 calendar days before the meeting date listed).

What will you find in the Notice?

For each decision, the plan will give:

- The subject of the report.
- Who will make the decision.
- The date on which or the period in which the decision will be made.
- Contact details of the officer preparing the report.
- A list of those documents considered in the preparation of the report (if not published elsewhere).
- The likelihood the report would contain confidential or exempt information.

What is a Key Decision?

An executive decision which is likely either:

- To result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates; or
- To be significant in terms of its effects on communities living or working in an area comprising two or more wards within the borough.

Who will make the Decision?

Decisions set out in this Notice will be taken by the Cabinet, unless otherwise specified. All decisions (unless otherwise stated) included in this Notice will be taken on the basis of a written report and will be published on the Council's website before the meeting.

The members of the Cabinet are as follows:

- | | |
|--|--------------------|
| • Leader of the Council - Finance & Strategy | Councillor Munawar |
| • Education & Children's Services and Health & Social Care (& Deputy Leader) | Councillor Hussain |
| • Housing & Urban Renewal | Councillor Ajaib |
| • Environment and Leisure | Councillor Bal |
| • Regulation and Consumer Protection | Councillor Sohal |
| • Transport and Highways | Councillor Matloob |
| • Digital transformation & Customer Care | Councillor Sharif |

Where can you find a copy of the Notification of Decisions?

The Plan will be updated and republished monthly. A copy can be obtained from Democratic Services at St Martin's Place, 51 Bath Road on weekdays between 9.00 a.m. and 4.45 p.m., from MyCouncil, Landmark Place, High Street, or Tel: (01753) 875120, email: catherine.meek@slough.gov.uk. Copies will be available in the Borough's libraries and a copy will be published on Slough Borough Council's Website.

How can you have your say on Cabinet reports?

Each Report has a contact officer. If you want to comment or make representations, notify the contact officer before the deadline given.

What about the Papers considered when the decision is made?

Reports relied on to make key decisions will be available before the meeting on the Council's website or are available from Democratic Services.

Can you attend the meeting at which the decision will be taken?

Where decisions are made by the Cabinet, the majority of these will be made in open meetings. Some decisions have to be taken in private, where they are exempt or confidential as detailed in the Local Government Act 1972. You will be able to attend the discussions on all other decisions.

When will the decision come into force?

Implementation of decisions will be delayed for 5 working days after Members are notified of the decisions to allow Members to refer the decisions to the Overview and Scrutiny Committee, unless the decision is urgent, in which case it may be implemented immediately.

What about key decisions taken by officers?

Many of the Council's decisions are taken by officers under delegated authority. Key decisions will be listed with those to be taken by the Cabinet. Key and Significant Decisions taken under delegated authority are reported monthly and published on the Council's website.

Are there exceptions to the above arrangements?

There will be occasions when it will not be possible to include a decision/report in this Notice. If a key decision is not in this Notice but cannot be delayed until the next Notice is published, it can still be taken if:

- The Head of Democratic Services has informed the Chair of the Overview and Scrutiny Committee or relevant Scrutiny Panel in writing, of the proposed decision/action. (In the absence of the above, the Mayor and Deputy Mayor will be consulted);
- Copies of the Notice have been made available to the Public; and at least 5 working days have passed since public notice was given.
- If the decision is too urgent to comply with the above requirement, the agreement of the Chair of the Overview and Scrutiny Committee has been obtained that the decision cannot be reasonably deferred.
- If the decision needs to be taken in the private part of a meeting (Part II) and Notice of this has not been published, the Head of Democratic Services will seek permission from the Chair of Overview & Scrutiny, and publish a Notice setting out how representations can be made in relation to the intention to consider the matter in Part II of the agenda. Urgent Notices are published on the Council's [website](#).

Cabinet - 18th July 2016

Item	Port- folio	Ward	Priority	Contact Officer	Other Committee	Background Documents	New Item	Likely to be Part II
<p><u>Statutory Service Plans</u></p> <p>To recommend to Council the Statutory Service Plans (SSPs) in relation to Food Safety Service; Health and Safety Service; and Trading Standards Service in accordance with the requirements laid down by external agencies.</p>	H&S	All	All	Ginny de Haan, Head of Consumer Protection & Business Compliance Tel: 01753 477912	-	None		
<p><u>Medium Term Financial Strategy</u></p> <p>To receive an update on the position regarding the Council's Medium Term Financial Strategy.</p>	F&S	All	All	Joseph Holmes, Assistant Director, Finance & Audit Tel: 01753 875358	-	None	√	

Portfolio Key – F&S = Finance and Strategy, DT = Digital Transformation, E & L = Environment and Leisure, E & C = Education and Children, T & H = Transport & Highways, R & C = Regulation and Consumer Protection, H & S = Health and Social Care, H & U = Housing & Urban Renewal

Bold – Key Decision Non-Bold – Non-Key Decision *Italics* – Performance/Monitoring Report

<p><u>Reconfiguration of the Borough's Activities Offer for People with Learning Disabilities</u></p> <p>To consider a report on the reconfiguration of the boroughs day activities offer to service users with Learning Disabilities to:</p> <ul style="list-style-type: none"> • meet the savings target of £350K which will contribute to the savings target of £0.65 million set against in-house services to be delivered between 2016/17 and 2017/18 • Ensure the Local Authority complies with the requirements of the Care Act 2014 of service users having choice and control over the services they receive. 	H&S	All		Simon Broad, Head of Safeguarding and Adult Learning Disabilities Tel: 01753 875202			√	
<p><u>Risk Based Verification Policy</u></p> <p>To approve the policy for Risk Based Verification to be used for the assessment of Housing Benefit and Council Tax Support.</p>	F&S	All	None	Joseph Holmes, Assistant Director, Finance & Audit Tel: 01753 875358	-	None	√	
<p><u>Proposed Amendments to Home to School Transport Policy</u></p> <p>To seek agreement to remove the remaining discretionary element of the home to school transport policy. This is the provision of transport for children under five years of age.</p>	E&C	All	All	Sharon Scott	O&S	None	√	

<u>Contracts in Excess of £250,000 in 2016/17</u> To consider approval to commence tendering for any further contracts in excess of £250,000 in the 2016/17 financial year.	F&S	All	All	Catherine Meek, Head of Democratic Services Tel: 01753 875011	-	None	√	
<u>References from Overview & Scrutiny</u> <i>To consider any recommendations from the Overview & Scrutiny Committee and Scrutiny Panels.</i>	DT	All	All	Shabana Kauser, Senior Democratic Services Officer Tel: 01753 787503	-	None		
<u>Notification of Forthcoming Decisions</u> <i>To endorse the published Notification of Forthcoming Key Decisions.</i>	F&S	All	All	Catherine Meek, Head of Democratic Services Tel: 01753 875011	-	None		

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Cabinet - 19th September 2016

Item	Portfolio	Ward	Priority	Contact Officer	Other Committee	Background Documents	New Item	Likely to be Part II
<u>Medium Term Financial Strategy and Efficiency Statement</u> To consider a report on the Council's Medium Term Financial Strategy.	F&S	All	All	Joseph Holmes, Assistant Director, Finance & Audit Tel: 01753 875358	-	None	√	

Portfolio Key – F&S = Finance and Strategy, DT = Digital Transformation, E & L = Environment and Leisure, E & C = Education and Children, T & H = Transport & Highways, R & C = Regulation and Consumer Protection, H & S = Health and Social Care, H & U = Housing & Urban Renewal

Bold – Key Decision

Non-Bold – Non-Key Decision

Italics – Performance/Monitoring Report

<p><u>The Old Library Site - Development Proposals Update</u></p> <p>Further to the report to Cabinet in March 2016, to consider a follow-up report on the business case to support the redevelopment of the Old Library site.</p>	F&S	Central	All	Joseph Holmes, Assistant Director, Finance & Audit Tel: 01753 875358	-	None		Yes, p3 LGA
<p><u>Financial & Performance Report: 1st Quarter 2016/17</u></p> <p>To receive the latest financial and performance information for the period between April – June to 2016 including revenue and capital expenditure; write off and virement requests; fees and charges, including those relating to court costs; and the Council's Balanced Scorecard and Gold Project updates.</p>	F&S	All	All	Joseph Holmes, Assistant Director, Finance & Audit Tel: 01753 875358	-	None	√	
<p><u>Treasury Management Annual Report</u></p> <p>To receive the annual report on treasury management issues, following agreement of the TM Strategy in February 2016.</p>	F&S	All	All	Joseph Holmes, Assistant Director, Finance & Audit Tel: 01753 875358	-	None	√	
<p><u>Small Sites Development Strategy Update</u></p> <p>As agreed by Cabinet in March 2016, to receive an update and take further decisions on the implementation of the Small Sites Development Strategy.</p>	H&U	All	All	Stephen Gibson, Head of Asset Management Tel: 01753 875852	-	None	√	Yes, p3 LGA

Portfolio Key – F&S = Finance and Strategy, DT = Digital Transformation, E & L = Environment and Leisure, E & C = Education and Children, T & H = Transport & Highways, R & C = Regulation and Consumer Protection, H & S = Health and Social Care, H & U = Housing & Urban Renewal

Bold – Key Decision

Non-Bold – Non-Key Decision

Italics – Performance/Monitoring Report

<u>Discretionary Housing Payments Update</u> Further to the Cabinet report of March 2016, to receive a progress report to advise Members on set out the level of demand for assistance and consider the impact of wider welfare reforms.		All	All		-	None	√	
<u>Services Contract between the Council and Slough Children's Services Trust Limited (SCST)</u> Further to the Cabinet report of 27th June 2016, the consider a report on the Services Contract between the Council and SCST.	E&C	All		Krutika Pau, Children's Services Director (Interim) Tel: 01753 875751			√	
<u>Issues and Options for review of the Local Plan for Slough</u> To agree Issues and Options for the review of Slough's Local Plan which would be the subject of public consultation.	H&U	All	All	Paul Stimpson, Strategic Lead Planning Policy & Projects Tel: (01753) 875820	Planning Committee	None	√	
<u>Trelawney Avenue Redevelopment Plan Update</u> Further to the Cabinet report of March 2016, to consider the final business case for the Trelawney Avenue Redevelopment Plan to bring forward a mixed-use development in the area.	E&L, H&U	Langley Kedermister	Regeneration & Environment	Stephen Gibson, Head of Asset Management Tel: 01753 875852	-	Report, 14/03/2016 Cabinet		
<u>References from Overview & Scrutiny</u> <i>To consider any recommendations from the Overview & Scrutiny Committee and Scrutiny Panels.</i>	DT	All	All	Shabana Kauser, Senior Democratic Services Officer Tel: 01753 787503	-	None	√	

Portfolio Key – F&S = Finance and Strategy, DT = Digital Transformation, E & L = Environment and Leisure, E & C = Education and Children, T & H = Transport & Highways, R & C = Regulation and Consumer Protection, H & S = Health and Social Care, H & U = Housing & Urban Renewal

Bold – Key Decision

Non-Bold – Non-Key Decision

Italics – Performance/Monitoring Report

<u>Notification of Forthcoming Decisions</u> <i>To endorse the published Notification of Forthcoming Key Decisions.</i>	F&S	All	All	Catherine Meek, Head of Democratic Services Tel: 01753 875011	-	None	√	
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