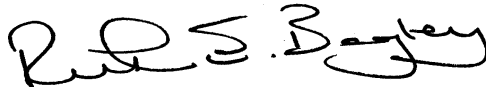


Date of issue: Wednesday, 31 August 2016

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Plenty (Chair), Morris (Vice Chair), Anderson, Davis, N Holledge, Rana, Rasib, Swindlehurst and Wright)
DATE AND TIME:	THURSDAY, 8TH SEPTEMBER, 2016 AT 7.00 PM
VENUE:	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	DAVE GORDON 01753 875411

NOTICE OF MEETING

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



RUTH BAGLEY
Chief Executive

AGENDA

PART I

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
1.	Apologies for absence. 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.

CONSTITUTIONAL MATTERS

2. Minutes of the last meeting held on 21st July 2016 1 - 6

3. Member Questions

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

SCRUTINY ISSUES

4.	Hollow Hill Lane - Experimental Scheme	7 - 16	Foxborough, Langley St Mary's and Langley Kederminster
5.	Slough Real Time Passenger Information	17 - 20	

ITEMS FOR INFORMATION

6. Neighbourhood Services Garage Licence Review 21 - 24

7. Forward Work Programme 25 - 28

8. Attendance Record 29 - 30

9. Date of Next Meeting - 3rd November 2016

Press and Public

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

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



Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Thursday, 21st July, 2016.

Present:- Councillors Anderson, Davis, N Holledge, Morris, Plenty, Swindlehurst and Wright

Also present under Rule 30:- Councillor Nazir

Apologies for Absence:- Councillors Rana and Rasib

PART 1

1. Declarations of Interest

No declarations were provided in relation to the meeting's business.

2. Election of Chair for 2016 - 17

The nomination of Councillor Plenty was moved and seconded. There being no other nominations, it was:

Resolved: That Cllr Plenty be elected to the position of Chair of the Neighbourhoods and Community Services Scrutiny Panel for the Municipal Year 2016 – 17.

(At this point, Cllr Plenty took the Chair).

3. Election of Vice-Chair for 2016 - 17

The nomination of Cllr Morris was moved and seconded. There being no other nominations, it was:

Resolved: That Cllr Morris be elected to the position of Vice-Chair of the Neighbourhoods and Community Services Scrutiny Panel for the Municipal Year 2016 – 17.

4. Minutes of the last meeting held on 29th March 2016

Resolved: that the minutes of the meeting on 29th March 2016 be approved as an accurate record.

5. Member Questions

Responses to member's questions raised prior to the meeting were circulated to members. The following points were raised in subsequent discussions:

Allotments

Neighbourhoods and Community Services Scrutiny Panel - 21.07.16

- The Panel voiced concerns that undertakings given in October 2015 were not being fulfilled. Plots remained vacant despite a lengthy waiting list; the Chair of the Panel would circulate the Slough Allotments Federation (SAF) plan with members.
- The lack of a dedicated officer, and the problems regarding the cost efficiency of the service, had led to it losing priority in Slough Borough Council (SBC) plans. Members wished to discuss whether the service was sustainable, cost effective and could benefit from increased one-off fees or more radical reshaping of the service (e.g. adoption of a social enterprise model).
- Members also had concerns over fly tipping, and whether this was the primary purpose for which some renting allotments were using plots.

Housing

- SBC were accommodating more leavers since the policy was changed to facilitate this. However, members remained concerned that those on the register were not being housed as efficiently as was desirable.
- Recent case law had begun to erode the effect of some of the changes introduced by SBC to its allocation scheme. For this reason, it was decided that the scheme would be reviewed as part of the developing Housing Strategy. This would provide an opportunity to review the inclusion of care leavers in Band A. Given the statutory nature of this process, this would likely take around 6 – 9 months.
- SBC retained the duty of care to those who left the SBC area; this applied until they were 24. SBC held data on this to enable effective tracking of individuals, although acknowledged that there was still work required.

Resolved:

1. That an agenda item on allotments be added to the work programme for January 2017.
2. That officers would obtain in depth information on care leavers' housing and circulate to members of the Panel.

6. Transport Matters

The tabled report addressed the following matters:

Real Time Passenger Information

- Detection rates remained disappointing, at around 60 – 65%. This had risen to around 75 – 80%, but the constant changes in fleet (despite agreements that new buses would have the equipment) had negatively impact on detection.
- A meeting with Buckinghamshire County Council had discussed similar issues with the same service. The service was open for re-procurement in early 2017, and should this be undertaken then key performance indicators (KPIs) would be set with clear minimum thresholds.

Neighbourhoods and Community Services Scrutiny Panel - 21.07.16

- On the 81 service, data could be accessed. However, JMW's system could not display this data in a meaningful fashion for bus users.
- The 7 series buses were not showing up on the system, despite the length of their service in Slough.
- Overall, SBC's subsidy for the service was just under £200,000. The matter had been escalated to First's Managing Director, but SBC had exhausted the options available under the present contract.
- A meeting would take place with First and JMW on the issue; SBC was not satisfied with explanations related to software issues.
- Should re-procurement be pursued regarding RTPI, it was anticipated that an impact on detection rates should be felt in May 2017. RTPI was a standing item in meetings with First (who would be invited to attend any future agenda items discussing the matter).
- Punctuality of services was 92% on average.
- Bus use had decreased, from approximately 5 ¼ million trips per year to approximately 4 ¼ million. However, much of this was felt to have been caused by alterations in concessionary travel arrangements; First was being asked to ascertain the precise reasons. SBC was also exploring the potential for amending travel pass policy, especially for the 7 Series buses, alongside relevant partner organisations.

Yellow box junctions

- SBC was willing to introduce new ones (e.g. Stoke Road) and recognised the problems that existed as some busier junctions. However, they were ignored by a significant number of motorists and Thames Valley Police had clarified that enforcement of this was a low priority for them.
- With regards to the A4, SBC was putting in place yellow box junctions at Williams Street and at the heart of Slough. It would also consider placing one at the Three Tuns, but was not considering such an arrangement for High Street Langley. Despite the limitations mentioned in the point above, it was recognised that even in this situation their existence could mitigate traffic issues.

Bus and taxi fares

- The home to school taxi service was tendered to Cambridge Education, leaving SBC with no influence on matters. However, SBC would be bringing this back in house when Cambridge Education's responsibilities changed in October 2016, and SBC was also looking to save costs through using school bus services where available and appropriate.
- SBC had asked why lowering fuel costs had not led to a decrease in fares. In response, it was informed that other costs had risen.
- SBC was also looking to introduce a clean air zone and was discussing the use of electric buses as part of this.

Hollow Hill Lane

Neighbourhoods and Community Services Scrutiny Panel - 21.07.16

- A press release had been issued by SBC on 20th July regarding the experimental closure. The SMaRT scheme (early 2017) and HS2 (awaiting Royal Assent) were major projects. In addition, Cemex were looking to extract gravel in the Richings Park area.
- Given these pressures, the closure of Chequers Bridge would start on 2nd August 2016 and last for 18 months. A further press release would be issued in later July 2016.
- Members raised concerns that the full reasons for this measure were not clear with the public. Part of this could be explained by the technical nature of present communications, which may require amendment in future.
- However, it needed to be considered that the Heathrow Express Depot needed to move from Old Oak Common by 2019.

Programming of road works

- SBC had been under pressure to complete any road works by the end of the financial year (April 2017). However, the situation had been improved to an extent by an extension of this to July 2017.
- SBC's main contractors (Balfour Beatty) have put in place mechanisms to mitigate the impact of the workload. At first, the east side of the SBC area had been targeted, and this focus would move to the west in October 2016. The work in the area of the Copthorne roundabout would finish in November 2016; however, at the present time the contractor had limited traffic to one lane, causing congestion. Night work had been used to try and limit this impact.
- In cases where there appeared to be little or no work conducted in closed-off areas, SBC was raising such cases but was limited in its powers to stop practices.

Canal basin

- The planned work would connect the North and South banks and ensure that users would avoid having to use the lengthy loop around the station. A cycle route formed part of the bid to the Local Enterprise Partnership.
- The Asset Management team were dealing with any issues related to Slough Urban Renewal. The Canal and River Trust and the local residents' forum were fully involved in the process.

Resolved:

1. That an agenda item on RTP1 would be added to the meeting on 8th September 2016, with First to send a representative to attend.
2. That an agenda item on Hollow Hill Lane / Chequers Bridge would be added to the meeting for 8th September 2016.
3. That the bid on proposals for the Canal Basin be circulated to members of the Panel.

7. Housing - Performance Management and Reporting

Neighbourhoods and Community Services Scrutiny Panel - 21.07.16

The Housing team were currently working on an updated Business Plan for the Housing Revenue Account (HRA). This would investigate matters such as the future of Slough's housing stock, the viability of present arrangements and proposed future arrangements, potential challenges posed by future legislation (e.g. higher rents for families with a combined income in excess of £31,000 per annum) and whether SBC would be forced to sell its higher valued housing stock. As part of this, effective management of SBC's housing stock would be central to its continued service.

The Panel raised the following points in discussion:

- Whilst the plans would take some time to complete, the main ideas will have been formed by the autumn of 2016.
- SBC officers and Councillors had worked together in formulating the indicators used in monthly reporting. These would also be taken as an agenda item by the Panel, once every 6 months to widen the debate on performance. However, officers were keen to select the best measures rather than overburden the Panel with information which may be of limited use for anyone beyond experts in the area.
- Performance on void properties was currently below expectations. However, there was a limited amount of supplementary information to use in analysis, as SBC did not directly control this matter. Some benchmarking had been undertaken to establish the level of performance, but this would need to be revisited.
- There could be some opportunity to undertake a wider investigation into SBC's garage stock, and the feasibility for investment to improve it.
- Many of the indicators were presently rated as performing badly under the 'red / amber / green' system.
- Members requested that Councillors and residents should be involved in establishing a Panel to discuss performance, referring major concerns to SBC's Scrutiny Function. Online information for residents on performance should also be available.
- SBC was committed to ensuring that residents were heard in discussion on housing performance. In addition, it wanted to ensure that a wide range of views were heard, rather than having such forums dominated by a select group of residents.
- By January 2017, SBC would be in full possession of the facts on its housing stock. This would improve service provision and ensure that re-procurement of support services would be undertaken in the most effective manner available.

Resolved:

1. That SBC officers undertake work on forming a Panel including Councillors and residents, dedicated to evaluating the performance of the Housing Service.
2. That Councillors be nominated by the Panel to meet with the Resident's Panel.
3. That future reports on performance include refinements based on the Panel's requests (e.g. benchmarking data).

Neighbourhoods and Community Services Scrutiny Panel - 21.07.16

4. That the Panel receive an agenda item on the wider engagement strategy for residents at the meeting on 3rd November 2016.
5. That an agenda item on Housing Repair, Maintenance and Improvement (RMI) be added to the work programme as appropriate.

8. Local Authority Housing - Service Charges

The report updated the Panel on the impact of changes in rent policy. As these were no longer set by SBC, £30 million would be lost to the service over the 30 year period of the HRA Business Plan. Service charges had risen by 0.8%, but this would be taken up by inflation and therefore not change the service received by tenants.

The Housing Management IT system had now been completed. This would eventually allow tenants to see an itemised list of the costs for services received; however, the repairs part had not yet been integrated onto the system, so information was not complete. As a result, the information was not yet publically available; the new system would be tested in December 2016 to ascertain the accuracy of this information before it was shared with residents. When practicable, SBC was committed to full disclosure of information on service charges.

Resolved: that the update be noted.

9. Forward Work Programme

Resolved: that the following items be added to the work programme:

- 8th September 2016: Real Time Passenger Information and Hollow Hill Lane road closures.
- 3rd November 2016: Engagement strategy for housing.
- 17th January 2017: Allotments and housing KPIs.
- 4th April 2017: Development Initiative Slough Housing.
- To be allocated dates as appropriate:
 - Housing Revenue Account Business Plan
 - Regeneration Strategy
 - Housing Repair, Maintenance and Improvement (RMI)
 - Service Charge Information
 - Garages
 - Local Plan.

10. Date of Next Meeting - 8th September 2016

Chair

(Note: The Meeting opened at 6.31 pm and closed at 9.27 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel
DATE: 8th September 2016
CONTACT OFFICER: Savio DeCruz – Head of Transport and Highways
01753 875640
(For all enquiries) Masum Choudhury – Transport Strategy 01753 874801
WARD(S): Foxborough, Langley St Mary's and Langley Kederminster

PART I
FOR COMMENT AND CONSIDERATION

HOLLOW HILL LANE – EXPERIMENTAL SCHEME

1 **Purpose of Report**

The purpose of the report is to provide the Neighbourhoods and Community Services Scrutiny Panel a summary of the rationale behind the decision to close Hollow Hill Lane under an experimental scheme.

2 **Recommendations/ Proposed Action**

The Panel is requested to note the known factors and planned major schemes that led to the decision to close Hollow Hill Lane at Chequers Bridge under the experimental traffic order.

The Panel is requested to note that this report has been produced at the initial stages of the experimental scheme and during an ongoing consultation. Therefore the report does not have information on the data and feedback collected thus far, nor an analysis of the result of the consultation to date.

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

3a. **Slough Joint Wellbeing Strategy (SJWS) Priorities**

Priorities:

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

Cross-Cutting themes:

Civic responsibility: By ensuring that residents are able to express their views and participate in the identification of mitigating measures that will benefit the transport in Slough for everyone.

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

3b. **Five Year Plan Outcomes**

The scheme will deliver the following key actions of the Five Year Outcomes that are also represented in the Transport and Highways Service Plan 2016/17.

- 1.2 *Ensure a fit for business transport infrastructure* by ensuring that the impacts of a road closure are understood and considered for future schemes.
- 1.5 *Agree a coordinated plan to maximise the benefits of Cross Rail and Western Rail Link to Heathrow* by ensuring informed remedial and mitigation proposals are put forward.
- 3.1 *Define and establish the Centre of the Town as a destination* by providing a sound and reliable multi modal transport system and managing the road network.
- 4.1 *Build on success in making Slough safer* by incorporating road safety schemes into all engineering schemes delivered across the council.
- 5.4 *Ensure children and young people are emotionally and physically healthy* by improving air quality through delivering schemes that reduce congestion at key locations.

4 **Other Implications**

a) **Financial**

The council have undertaken the experiment in order to determine the impact on the road network if a permanent closure comes into effect. From the planned major schemes for the area, it has been indicated that a permanent closure could be a real possibility. Closing the road under an experimental order enables the council to determine the effects of the closure, thus opening negotiations for mitigating measures with the major scheme sponsors.

There are currently no quantifiable financial implications from the recommendations or proposed actions of the report

b) Risk Management

Risk	Mitigating action	Opportunities
None	None	There are no risks, threats or opportunities arising from the report.

c) Human Rights Act and Other Legal Implications

There are no legal or Human Rights Act implications relating to the content of this report.

(d) Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

5 **Supporting Information**

5.1 Background:

Following submission of the HS2 Hybrid Bill application to parliament in November 2013 and subsequent additional provisions, Slough Borough Council had initially petitioned against AP2 and AP4 in relation to the relocation of the Heathrow Express depot to Langley. HS2 Ltd have since participated in ongoing discussions with Local Authorities and stakeholders, however are progressing with plans that impact on many including Slough residents and businesses situated in the Langley area.

5.2 Due to the planned relocation of the Heathrow Express depot to Langley and from the currently available information it is apparent that there are plans for major civil works including construction, diversion and upgrading of rail infrastructure. The proposed project would therefore require significant work to and around the railway bridge on Hollow Hill Lane. Inevitably this will require the closure of Hollow Hill Lane where a single two-way traffic lane currently passes under the rail bridge.

5.3 The Bill is currently under consideration at the House of Lords following which Royal Assent, though unconfirmed, is likely to be granted by the end of 2016. HS2's current construction plans for the depot is for a minimum period of 2 years and a temporary road closure is part of the construction plan.

5.4 HS2 is just one of a number of planned national strategic projects in the area expected to happen between 2017 and 2014. Others include:

- The Smart motorway project on the M4 (2017-2022), which may require a site compound near Sutton Lane between 2018-2020.
- Improvements to the access of Langley Railway Station – being made in preparation of the start of Elizabeth Line (Crossrail) services in 2019 (with the project starting in 2017).

- The expected arrival of the Heathrow Express (HEX) depot, as part of the planned HS2 project (2017-2019), with 75 estimated HGV movements per day in addition to the planned temporary closure for the significant work on Hollow Hill Lane at Chequers Bridge.
- A major gravel extraction project by CEMEX at Riding Court Farm (from late 2016) and in Richings Park (from 2018) with an estimated 240 HGV movements per day (the planning application is due to be submitted to Buckinghamshire County Council in August 2016).
- WRLtH - the project to build a western rail link between Reading and Heathrow terminal 5 (2019-2024), which could potentially lead to the permanent closure of the road.
- If approved, a third runway at Heathrow.

5.5 On behalf of its residents, it is in the interest of the Council to explore and ascertain what the impact of a closure on the road network would be and therefore an experimental order was proposed. The experimental order gives the Council the opportunity to better understand the impacts of the closure in real terms and put in place mitigating measures where possible. Importantly, the knowledge attained provides the evidence to influence the major scheme sponsors to provide specific and relevant improvements on the road network and any that may fall outside of already agreed assurances.

5.6 Transport Modelling

Transport modelling was undertaken by Network Rail to assess the impact of the closure and the modelling indicated the following roads would be affected:

- Langley Park Road / Station Road / High Street through Langley
- Thorney Lane / North Park through Iver and Richings Park
- St Mary's Road / Langley Road between George Green and Langley

However, the modelling is unable to account for the real-life scenario and therefore the significant decision was taken to undertake an experimental closure.

5.7 Further traffic counts will be analysed when available and the Council will also commission its own surveys during the neutral periods of the year.

5.8 Consultation process

The procedure for consultation as part of an experimental traffic order is such that consultation begins once the scheme is operational. In this case the consultation for the experimental closure began on the 2nd August 2016.

5.9 Discussions with stakeholders including neighbouring authorities were conducted before the closure followed by briefing meetings with affected members 1 week prior to the closure.

The scheme was then publicised via various council channels, including:

- Press release and media enquiries

- Social media updates, including on the new Transport for Slough Facebook page

5.10 The following methods have been set up as channels for communications and feedback for the scheme:

- Online SurveyMonkey questionnaire
- Writing to the council
- Emailing TfS@slough.gov.uk
- Discussing on the TfS facebook page www.facebook.com/TransportforSlough

In addition, public drop-in sessions and periodic stakeholder meetings have been organised for September, October and November.

6 **Comments of Other Committees**

No other committees have commented on these issues to date.

7 **Conclusion**

7.1 The consultation process has begun and results will need to be analysed and presented in due course. The rationale for the closure remains and the aim is to provide the best possible outcomes for Slough's residents.

7.2 Members are requested to note the strategic rationale for the experimental closure and the reasons for conducting an experiment and the aim to inform potential mitigations, to assess the impacts of closing the road as part of planned major schemes and to formulate an evidence base that can open negotiations if relevant.

8 **Appendices Attached**

Appendix 1 - scheme leaflet

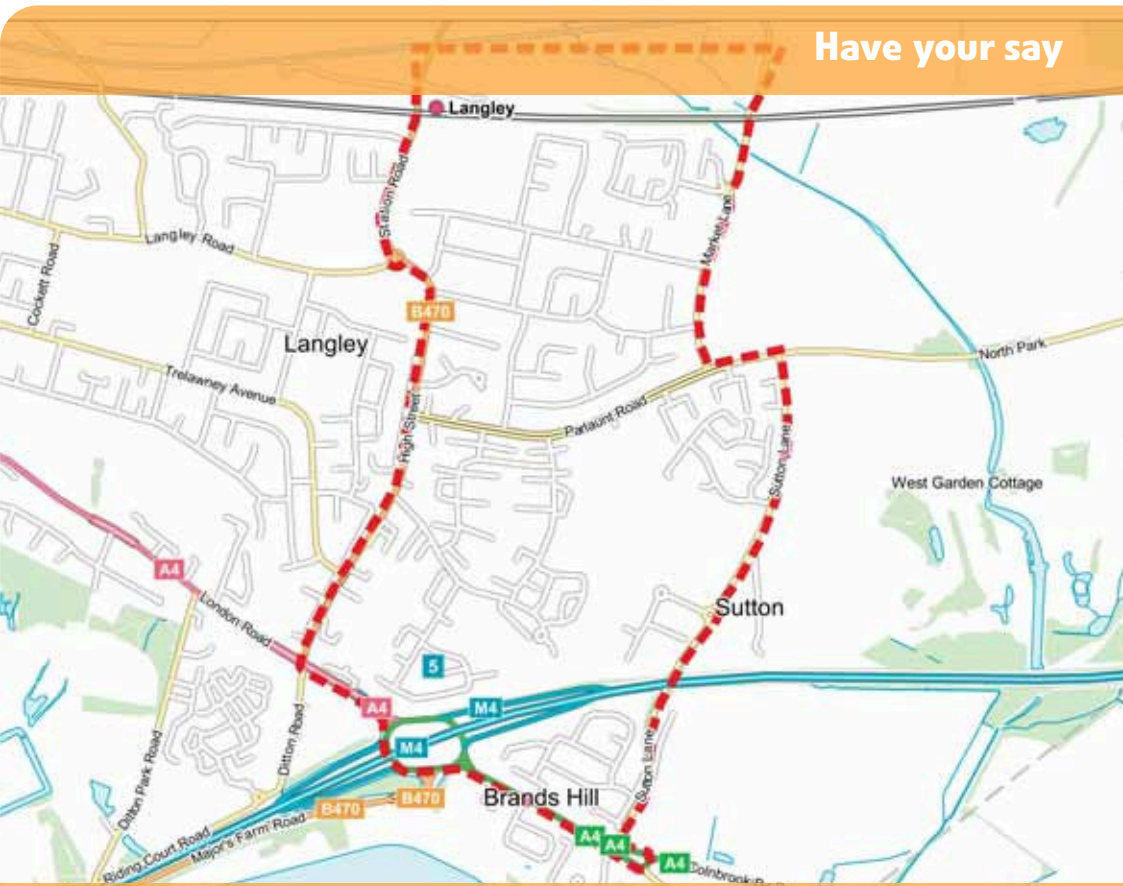
9 **Background Papers**

Information on the closure and improvements to Langley will be kept up to date on the council's website and can be found at <http://www.slough.gov.uk/parking-travel-and-roads/langley-transport-infrastructure-improvements.aspx> .

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Working together to improve the transport infrastructure in Langley

Have your say



The scheme:

We would like your views on a series of proposals aimed at improving the transport infrastructure in Langley.

We have launched a consultation, starting on 2 August 2016, asking for your views on plans for Langley's road network and railway station and what impact it will have in Slough.

Why:

A number of national strategic projects are expected to happen between 2017 and 2024, including:

- the Smart motorway project on the M4 (2017-2022), which may require a site compound near Sutton Lane between 2018-2020.
- improvements to the access of Langley Railway Station - being made in preparation of the start of Elizabeth Line (Crossrail) services in 2019 (project starting in 2017).

- the expected arrival of the Heathrow Express (HEX) depot, as part of the planned HS2 project (2017-2019), with 75 estimated HGV movements per day.
- a major gravel extraction project by CEMEX at Riding Court Farm (from late 2016) and in Richings Park (from 2018) with an estimated 240 HGV movements per day likely (planning application due to be submitted to Buckinghamshire County Council in August 2016).
- WRLtH - the project to build a western rail link between Reading and Heathrow terminal 5 (2019-2024), which could potentially lead to the permanent closure of the road.
- potentially a third runway at Heathrow, if approved.

In order to future proof the road network, we are looking for your views, which will help us monitor congestion. Where possible we will seek further mitigation to improve your journey.

As part of the strategic projects we envisage some roads may need to be temporarily closed in order for works to be undertaken. We are closing Hollow Hill Lane/Market Lane in order to enable officers to assess the impact on traffic flow in the area.

Closing the road now under an experimental order will allow us to understand where improvements need to be made to keep traffic moving.

We want you to tell us how the closure impacts you, where the pinch-points are and what you'd like to see us doing to mitigate the impacts. We are also considering how partner organisations could potentially fund improvements to the road network in Langley. Therefore, if we do not close the road now we will not get the opportunity to influence these decisions at a later date.

If you live in Hollow Hill Lane, Mansion Lane or Market Lane you will still have access to your homes, and pedestrian and cycling access will not be affected.

We also want your views on a proposed package of improvements for Langley Railway Station.

Proposals include:

- better access for pedestrians, cyclists, motorists and vulnerable road users
- improved drainage, to reduce localised flooding
- new zebra crossing facilities on Station Road
- new cycle facilities

- further improvements by Network Rail, including a new accessible footbridge.

Finally, we are keen to hear your suggestions on how to make the road network safer and easier to get around by foot, bicycle and car, with particular emphasis on:

- pedestrian crossing facilities
- cycle routes
- public transport facilities, such as bus stops
- junction improvements
- safety and speed limits
- road widening.



Have your say:

A lot of the changes coming to Langley will benefit local residents, particularly improvements to the station. However, we acknowledge there will be some disruption and so we want to give you and other local people the opportunity to say how you feel about it.

Therefore we encourage you to get involved by:

- emailing us at TfS@slough.gov.uk
- posting a comment on the Transport for Slough Facebook page at www.facebook.com/transportforslough
- sending your feedback via Twitter to [@SloughCouncil](https://twitter.com/SloughCouncil)
- writing to Transport for Slough at: Transport and Highways, Second Floor West, St Martins Place, 51 Bath Road, Slough SL1 3UF



SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 8th September 2016

CONTACT OFFICER: Eric Stevens
Assistant Transport Planner
Regeneration, Housing and Resources

(For all enquiries) (01753) 875662

WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

SLOUGH REAL TIME PASSENGER INFORMATION (RTPI)

1 **Purpose of Report**

The purpose of this report is to examine information on the effectiveness of the Real Time Passenger Information (RTPI) system in Slough and to seek ways to improve it.

This report is designed to provide the Committee with information relating to following issues:

- To examine the low detection rate of local buses on the RTPI system, and what can be done to improve upon this current level;
- To enquire what improvements have been made to the RTPI detection rates since the start of the project;
- To explore whether London Buses and other bus companies can join the system, to provide full route coverage; and
- To examine Future Plans for RTPI in Slough; the routes not yet covered by bus stop displays, and which areas to be enabled next.

2 **Recommendation**

That the Committee note the progress made since RTPI was implemented.

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

3a. **Slough Joint Wellbeing Strategy (SJWS) Priorities**

Regeneration and Environment

The Real Time Passenger Information (RTPI) roll-out across the borough is an integral element for improving the local economy and environment by making bus travel a more attractive mode of transport. By encouraging commuters in Slough to travel by bus instead of car, it will lead to a healthier and more accessible Slough through reduced congestion and carbon emissions.

4 **Other Implications**

(a) Financial

There are no financial implications arising from this report.

(b) Risk Management

Risk	Mitigating action	Opportunities
None	None	There are no risks, threats or opportunities arising from the report.

(c) Human Rights Act and Other Legal Implications

There are no legal or Human Rights Act implications relating to the content of this report.

(d) Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

5 **Supporting Information**

Why is there a low detection level for buses using the system, and what steps can be taken to raise detection

- 5.1 Slough's bus fleet increased following the closure of the Bracknell Bus Depot. As a result this affected the percentage of local buses detected on Slough's RTPI software with new buses from Bracknell to be consolidated.
- 5.2 The Slough bus depot received new vehicles months prior to the Bracknell Depot closure. This process required the transfer of integral equipment to ensure local bus services would deliver real time information in Slough. First Bus made their fleet readily available for JMW engineers to ensure minimum disruption to RTPI in Slough.
- 5.3 In addition to regular spot checks via the InfoRoute system, site visits have been undertaken following the concerns raised by members. These checks have concluded that some of the services have low detection rates. These include the 60 and 61 services.
- 5.4 SBC have discovered the reason for the change in detection rates being due to a conflict between hardware used in an on-bus displays trial. The affected buses in Slough have since had the RTPI equipment and software reprogrammed by JMW to solve this issue.

What has been done since the start of the project?

- 5.5 Problems have been dealt with as they have arisen, through internal council management systems. In addition to this, a number of improvements to detection rates were made over the past year:

- 1) Bus Fleet Replacement: Since December 2015 First Buses in Berkshire have replaced a number of bus vehicles in their fleet which had affected the overall detection.
- 2) SBC, First Bus and JMW have monthly maintenance meetings in addition to the Quality Bus Partnership meetings held between First and SBC every quarter.

Can London Buses, Arriva and other bus companies operating in Slough join the system, to provide wider RTPI coverage?

- 5.6 Slough Borough Council's Transport Team completed the process of establishing a SIRI link feed with Bucks County Council enabling us to detect their services (Arriva) that operate through Slough. A SIRI feed is currently being established with Redline Buses. There are also plans to include the TfL 81 bus service into the complete coverage.

Which Routes are not yet well covered by bus stop shelter and flag displays, and which routes can be enabled next?

- 5.7 Slough Borough Council has a programme for the next phase of RTPI bus shelter and flag display installations in Slough. Expanding the RTPI display provisions across the borough is part of the plan but achieving a higher average detection rate is a higher priority in order to give confidence to the end user.

What are the future plans for RTPI in Slough?

- 5.8 Quick Response (QR) Codes are available at a number of bus stops in Slough. These are installed in the form of a square barcode on the inside of a bus stop shelter and are managed by ClearChannel.
- 5.9 SBC are in the process of trialling audio-visual equipment with JMW and First Bus on a small number of vehicles in the borough which is similar to in the equipment utilised in London, Nottingham, Reading and other parts of the country. This feature will enable bus vehicles to visually and audibly announce the oncoming stops of which will be great benefit to visitors to Slough and all those with sensory impairment disabilities.
- 5.10 The next step for Slough's RTPI will be to upgrade both hardware and software to accommodate the existing fleet, thus enabling SBC to future-proof the RTPI on buses and bus stops.

6 **Conclusion**

That the Committee note the report.

7 **Background Papers**

None.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel
DATE: 8th September 2016
CONTACT OFFICER: Liz Jones – Neighbourhood Manager (South)
(For all Enquiries) (01753) 875703
WARD(S): All

PART I
FOR INFORMATION

NEIGHBOURHOOD SERVICES GARAGE LICENCE REVIEW

1. **Purpose of Report**

A report to update the Panel on action taken by Neighbourhood Services to review licence agreements for use of garages and parking bays as described in the Garages Strategy endorsed by the Panel on 3rd September 2015..

2. **Recommendation**

The Committee is requested to note the information on activity to review and update garage/parking bay licences within the report. An update report on the licence review will be provided in 12 months time.

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

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

The adopted Garage Strategy includes an overview of how the licence arrangements for letting garages will be refreshed. In general the strategy requires work to identify garage sites that provide a popular and well-managed community facility and sites that are no longer required and can be considered for the provision of new social housing.

The strategy therefore contributes towards the SJWS priorities in the following areas:

- Housing – by identifying opportunities for the decommissioning of non-viable garage stock, the development of new, council-owned, social housing units and reviewing licence agreements for people using the garages.
- Safer communities – by implementing inspection and management processes that inspects garage sites on a regular basis and delivers prompt responses to incidents of anti-social, fly-tipping and other behaviours affecting residents' perception of safety and security. This includes reviewing details of people who rent garages from us and ensuring that we have robust licence agreements in place.

3b. **Five Year Plan Outcomes**

- There will more homes in the borough, with quality improving across all tenures to support our ambition for Slough through the development of new social housing sites. The licence review will allow us to audit current demand for garages that will inform the development of new social housing sites.
- Slough will be one of the safest places in the Thames Valley by the reduction of anti-social behaviour and enviro-crime and improving the perception of retained garage sites and decommissioning sites with no long-term viability. The licence review will allow us to identify garages that may have been sub-let and being used without our permission.
- The Council’s income and the value of its assets will be maximised by the decommissioning of loss-making assets, returning sites into more productive community use and ensuring correct charges are made for the rental of garages.

4. **Other Implications**

(a) Financial

There are no financial implications of proposed action. The licence review does not include increasing rental charges, however, if the review identifies that a customer has been charged an incorrect VAT amount this will be rectified.

(b) Risk Management

Recommendation	Risk	Mitigations
Review and update licence agreements for garage rental.	<p>Not carrying out this action creates a risk that we don’t have a clear, robust and common legal agreement with all customers who use these facilities.</p> <p>Not carrying out the review creates a risk that customers continue to be charged the incorrect rate of VAT.</p> <p>Not carrying out the review creates a risk that we don’t identify garages that are being used illegally.</p>	<p>To terminate and reissue all parking facility licence agreements to harmonise various agreement types and ensure they are all covered by the same terms and conditions. The new licences will be issued by April 2017.</p> <p>To audit usage of garages will allow us to identify garages being used illegally and we can then take appropriate action to reduce any associated crime and disorder. The audit will be complete by February 2017.</p>

(c) Human Rights Act and Other Legal Implications

None.

(d) Equalities Impact Assessment

There are no changes to customer-facing aspects of the garage management service so new Equalities Impact Assessments are not required.

5. **Supporting Information**

- 5.1 In September 2015 Neighbourhood and Community Services Scrutiny Panel endorsed the council's new Garage Strategy. Section 2 of the Garage Strategy includes a section called "Rental Agreements" and this highlighted that the licence review would be carried out:

"It is proposed that in February to March 2016, an exercise is undertaken to terminate and reissue agreements using the new licence agreement to ensure all renters are covered by the same licence terms and conditions."

- 5.2 Planning for this exercise identified a number of issues (i.e. co-ordinating timescales with Rent Accounting to send information to customers, programming time for Legal Services to review the new licences) that meant the start of the programme would be delayed until August 2016 for completion by the end of 2016/17.

- 5.3 The licence review exercise is following this timescale:

July 2016:

- Information about the review of all parking facility licences managed by Neighbourhood Services was sent out in Rent Account statements.
- Everyone who is currently paying for a garage or parking bay managed by Neighbourhood Services was sent a form asking them to update their contact details. This would allow us to update our records and ensure we were sending new licence agreements to the correct people at their current postal address.

July 2016 to December 2016:

- New licence agreements will be sent out to renters for them to sign and return to Neighbourhood Services. Once the new, signed licences have been received we will terminate the old agreement and start the new one.

December 2016 to February 2017:

- Final reminders will be sent to renters. If new licences aren't signed and returned we will terminate the old agreement and the parking facility will be returned to the stock of vacant garages.

5.4 Customers will be receiving new Direct Debit mandates with their new agreements so they can move their monthly payments to their new garage account. Any new customers who start to rent a garage from July 2016 will be required (unless there are exceptional circumstances which will be reviewed on a case-by-case basis) to pay 8-weeks payment in advance. Customers who are transferring from old licences to new licences are not required to pay anything in advance.

5.5 Slough Borough Council is part of the National Fraud Initiative and this obliges us to take steps to confirm the identity of people using our facilities, including garages. As part of the new licence agreement we are requiring customers to provide us with their name, date of birth and National Insurance number so we can carry out the necessary identity checks. We now need to carry out identity checks every two years.

6. **Comments of Other Committees**

This report is not required by other committees.

7. **Conclusion**

The Panel is asked to acknowledge the steps taken to fulfil the commitment in the Garage Strategy to carry out a garage licence review.

8. **Background Papers**

Garages Strategy 2015 - 2020

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 8th September 2016

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

WARDS: All

PART I
FOR COMMENT AND CONSIDERATION

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2016/17 WORK PROGRAMME

1. **Purpose of Report**

For the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) to discuss its current work programme.

2. **Recommendations/Proposed Action**

That the Panel note the current work programme for the 2016/17 municipal year.

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

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

3.2 The work of the NCS Scrutiny Panel also reflects the priorities of the Five Year Plan, in particular the following:

- There will more homes in the borough, with quality improving across all tenures to support our ambition for Slough
- Slough will be one of the safest places in the Thames Valley

3.3 In particular, the NCS Scrutiny Panel specifically takes responsibility for ensuring transparency and accountability for Council services relating to housing, regeneration and environment, and safer communities.

4. **Supporting Information**

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

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

5. **Conclusion**

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

6. **Appendices Attached**

A - Work Programme for 2016/17 Municipal Year

7. **Background Papers**

None.

NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL
WORK PROGRAMME 2016/17

Meeting Date
8 September 2016
<ul style="list-style-type: none"> • Real Time Passenger Information • Hollow Hill Lane • Garages – for information
3 November 2016
<ul style="list-style-type: none"> • Wider engagement strategy – housing
17 January 2017
<ul style="list-style-type: none"> • Allotments • Housing KPIs
2 March 2017
Proposed date - Crime and Disorder Reduction Panel
<ul style="list-style-type: none"> • Sexual assaults (reference from Council – 26th July 2016)
4 April 2017
<ul style="list-style-type: none"> • DISH

To be programmed:

- RMI
- Service charge information
- Garages
- Local Plan
- HRA Business Plan
- Regeneration strategy

MEMBERS' ATTENDANCE RECORD

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2016 – 17

		MEETING DATES						
COUNCILLOR	21/07/2016	08/09/2016	03/11/2016	17/01/2017	02/03/2017	04/04/2017		
Anderson	P							
Davis	P							
N. Holledge	P							
Morris	P							
Plenty	P							
Rana	Ap							
Rasib	Ap							
Swindlehurst	P							
Wright	P							

P = Present for whole meeting
 Ap = Apologies given

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

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