

Date of issue: Monday, 9 January 2017

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:	TUESDAY, 17TH JANUARY, 2017 AT 6.30 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.



ROGER PARKIN
Interim Chief Executive

AGENDA

PART 1

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

APOLOGIES FOR ABSENCE

CONSTITUTIONAL MATTERS

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 last meeting held on 3rd November 2016 1 - 8

3. Actions Arising 9 - 12

4. 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

5. Slough Allotments 13 - 18

6. 2017/18 Housing Rents And Service Charges 19 - 24

7. Housing and Neighbourhood Services Scrutiny Overview Indicators 25 - 38

8. Alternatives to Market Lane 39 - 44

Langley,
Colnbrook
and
Foxborough

9. Slough Real Time Passenger Information 45 - 46

ITEMS FOR INFORMATION

10. Forward Work Programme 47 - 50

11. Attendance Record 51 - 52

12. Date of Next Meeting - 2nd March 2017

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.

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Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Thursday, 3rd November, 2016.

Present:- Councillors Plenty (Chair), Morris (Vice-Chair), Anderson, Davis, N Holledge, Rasib (until 9.05pm) and Wright (until 8.26pm)

Also present under Rule 30:- Councillor Strutton

Apologies for Absence:- Councillor Rana and Swindlehurst

PART 1

20. Declarations of Interest

Cllr Morris declared his tenancy in Slough Borough Council (SBC) property.

21. Minutes of the last meeting held on 8th September 2016

Resolved: that the minutes of the meeting held on 8th September 2016 be approved as an accurate record.

22. Member Questions

The response to the written question was circulated to members.

The Panel raised the following points in discussion:

- SBC had made a conscious decision not to engage in consultation with tenants on 'Pay To Stay' given the uncertainty surrounding the policy. Once the Government's intentions had been clarified in the Autumn Statement, SBC would undertake an options appraisal and publish a newsletter for residents (this was currently scheduled for December 2016).
- SBC was making preparations for the policy despite these uncertainties, as the proposals were complex and required a co-ordinated response if they were enacted. A Working Group had been established; however, no expenditure had occurred on this beyond officer time.
- The policy, as currently laid out, was voluntary for Housing Associations. Should Housing Associations choose to take part, they would keep the resultant rise in rents; Local Authorities had to give those funds to Central Government (bar the administration costs caused by 'Pay To Stay'). However, Councils may not choose to transfer their stock over to Housing Associations to benefit from this difference in policy, as Government could impose terms of the transfer of housing stock with regards to rent and its allocation to Government.
- There were areas which lacked clarity in the system (e.g. the separation of the money in the Housing Revenue Account and the

Neighbourhoods and Community Services Scrutiny Panel - 03.11.16

general fund). Members wished to examine these issues at a future meeting.

Resolved: that an agenda item on the funding system for housing be added to the agenda for 4th April 2017.

23. Slough Real Time Passenger Information

The stated target of 80% detection rates had not been reached. Changes to the bus fleet had impeded progress, but it was also the case that the supplier (JMW) could not achieve this level of accuracy. Given this, SBC was developing a specification for the new tender. This tender would be produced before the Christmas 2016 break and would become active as the current deal expired. SBC had also undertaken a site visit to a system in Hampshire which was experiencing better performance, and would use some of their strategies to ensure the new system functioned better (e.g. monitoring of key performance indicators to make system more robust).

The Panel made the following points in discussion:

- Given the amount of scrutiny to which the matter has been subjected, members did not wish to make further requests for service improvements prior to the current contract's end (March 2017). However, they remained very dissatisfied about performance and wished to ensure that this was not repeated.
- The next service provider would be asked about a variety of issues, including how buses such as the 81 (which ran in West London) could be part of the RTPI system.
- A Strategic Working Group was considering the matter of the new specification. This would be a transformative document, overhauling the system rather than merely asking for the same but with higher detection rates. As one example, it would require that an app would be available for bus users so they could track buses as they travelled.

Resolved:

1. That the specification for the new contract be circulated to members before Christmas 2016.
2. That this specification be added to the agenda for 17th January 2017.

24. Resident Involvement

The Housing Team had compiled a wider tenant engagement strategy for discussion, with a view to increasing the numbers of service users involved in dialogue. A consultant had been recruited to conduct the review on the strategy, which advocated a new approach from SBC on resident engagement.

The consultant had held discussions with Councillors, officers and residents; all parties had identified co-regulation as pivotal in making progress. This required commitment from Councillors and robust mechanisms for

Neighbourhoods and Community Services Scrutiny Panel - 03.11.16

engagement with the Residents' Board. These areas had been identified as weaknesses with current arrangements and required work to rectify the issues arising. Terms of Reference for the groups involved in the new system would need to be updated to codify these relationships. It was also important to ensure that the Residents' Board was accountable to residents, and also used new forms of digital engagement to maximise interaction.

The strategy for resident involvement currently sets out matters such as consumer standards but was not explicit on the matter of engagement. Future work needed to be focused on outcomes rather than statistics such as the numbers of attendees at meetings; impacts needed to be measured to justify any expenditure made. An Annual Review would be compiled to capture this information and analyse its implications for the service. The gap analysis was also being modified to bolster the work of SBC's housing service, and it was recommended that this be presented on a yearly basis to the Panel.

The bidding process for the Repairs, Maintenance and Improvement contract presented an opportunity for such engagement to take place. The contract was vital to the experience of residents and would affect the service for years. A consultative group was being set up and would be supported by the consultant hired by SBC.

For engagement to work at its best, a wide variety of strategies would be needed. Some of these would prove more successful than others, as processes which worked in one local authority may not transfer these benefits to another situation, but they needed to start in the near future. It was also imperative that those involved in these processes had the tools to succeed (e.g. tablets and laptops).

The Panel raised the following points in discussion:

- The Neighbourhood and Community Panel met on a quarterly basis and was well attended. Whilst the current composition of its membership was sound, it would benefit from including more members in its discussions and sharing the Panel's work. This Panel could report to the Neighbourhoods and Community Services Scrutiny Panel as well as the responsible Commissioner; it included co-opted members to diversify those making an input into its work.
- The Senior Tenants Action Group had taken part in the review, and agreed that more work was needed on engagement. There were also concerns that SBC officers had too much influence in the Neighbourhood and Community Panel. There was also a request from residents for more cohesive work and greater transparency.
- It was vital for the organisations involved in any new arrangements to get action rather than processing agendas which repeated themes and could be prone to becoming unproductive.
- The Residents' Participation Board members could also act as individuals rather than delegates representing a wider constituency.

Neighbourhoods and Community Services Scrutiny Panel - 03.11.16

- The options appraisal exercise would require a wide range of inputs to ensure the best outcomes. The Residents' Board needed to be independent to act effectively, and would hold elections every 3 years.
- Officers welcomed the idea of members of the Residents' Board representing wider constituencies rather than their own interests alone. However, issues regarding the number of volunteers wishing to be fully involved remained although some recruitment was taking place.
- The Residents' Board would also benefit from reflecting the diversity of the residents of SBC property (e.g. ethnicity, age, gender).
- The residents' newsletters presently did not include an update on the work of the Residents' Board in each issue; some members wished for the frequency of updates to increase.
- The strategic working group was working with tenants to boost the impact of resident engagement and avoid any duplication in the relevant processes.
- The process should also offer a variety of ways of engaging for residents. This should reflect the range of levels at which people had the time and inclination to be involved in the process.

Resolved:

1. That the Panel recommend to Cabinet that the Commissioner for Housing and Urban Renewal lead a Consultative Commissioning Group.
2. That the Panel review the Gap Analysis on an annual basis.

25. Neighbourhood Services Garage Licences & Repair Of Garages

The item covered the request made by members at the previous meeting regarding the template for licences and liability for repairs. It also covered community based parking schemes for parking areas on housing land; Savills had been recruited to assess the viability of 'amber' sites (where demand for the site was low and the costs of repairs high).

The Panel raised the following points in discussion:

- Licensees were not responsible for repair work to garages; this lay with SBC. In addition, health and safety matters were also resolved by the Council.
- SBC shared the concerns of residents over the conditions of some garages; hence the recruitment of Savills to review SBC's stock. In making decisions over the future of stock, the feasibility of the repair and the cost of undertaking the work would be compared with the benefits of keeping the garage open.
- Members raised the matter of the licence not explicitly stating which repairs would be carried out by SBC. Whilst SBC made all possible efforts to engage in dialogue with residents when carrying out repairs, the licence did not contain instructions for contents. This matter was covered in section 4.2 of the conditions of the licence.

Neighbourhoods and Community Services Scrutiny Panel - 03.11.16

- At present SBC owned approximately 1,900 garages; of these, over 70% required some work. Precise data was currently being compiled to estimate the budget required for this work. In addition, discussions were being held with residents on the current stock. These discussions did not just include the stock itself, but issues relating to the site (e.g. fly tipping, abandoned cars, anti-social behaviour).
- Savills were involved in this review, and would analyse all aspects of sites and potential alternative provision / uses for sites before making decisions on the future of these garages.
- The licences outlined in the report had been initiated. Contract details for garage users would be checked in December 2016, with the rollout of the new licences to be completed by the end of the 2016 – 17 financial year.
- SBC recognised that garages had not received the attention they needed in the past. To rectify this, the review was to be comprehensive, and would not just evaluate the state of garages but also their suitability for modern vehicles. This would also lead to a system which was more responsive in the future.
- A precise target for occupancy rates was not yet clear; the Housing Revenue Account and the need to ensure that the situation did not place pressure on the traffic situation in Slough would also have an impact. The final situation, and the required levels of occupancy, would be clearer at the end of the current financial year.

(At this point of the meeting, Cllr Wright left).

- SBC would also need to ensure that the future service provided a sufficient return on investment to justify itself.

Resolved:

1. That the Panel endorses the renewed licence.
2. That the Panel endorses the repair responsibilities of the Council in relation to the garages.
3. That the Panel requests Cabinet to support the development and rolling out of community based parking schemes for parking areas on Housing land.
4. That the strategy for garages be added as an agenda item for the Panel in the summer of 2017.

26. Housing Revenue Account Business Plan 2016 - 46

The Housing Revenue Account (HRA) Business Plan needed to ensure that the service was viable for the next 30 years. As a result, it required projections on income and expenditure and also needed to factor in potential variables which could emerge. At present, the HRA was solvent and allowed for investment and house building over the next 3 years.

However there were a series of risks to council housing. These were as follows:

Neighbourhoods and Community Services Scrutiny Panel - 03.11.16

- The termination of the self-financing agreement. This left SBC with the debts involved but left them with fewer controls; overall, this meant that the financial projection was for £36 million to be lost over the next 30 years.
- Mandatory capital payments had to be made back to central Government.
- The possible implementation of the 'Pay To Stay' scheme.
- Welfare reform, especially Universal Credit.
- A Stock Condition Survey was being undertaken and may commit SBC to future expenditure.

As a result, SBC faced uncertainty over its income which would need at least a few months to become clear. These uncertainties were included in the Business Plan, as were some assumptions (which are clarified in the Plan). The range of projections included some situations which were less favourable than others; SBC was not allowed to go into deficit, so the more pessimistic projections would require lower expenditure to mitigate them. Overall, the picture was one of a very high level of uncertainty.

Following the drafting of the Business Plan, it would be reviewed in March 2017. The finalisation of the Plan would require a judgement as to how SBC would manage its housing stock over a 20 year period. This process would require a robust dialogue with residents.

One particular question related to the rents to be placed on new build housing. The new rents were at a higher rate than those for existing residents; it would be applied to 190 new houses and not affect existing arrangements. There were three reasons for this decision:

- The uncertainty mentioned above meant that the income this would generate could well be required for the repair of existing SBC housing stock.
- SBC was one of the small number of local authorities currently building new houses. However, the funding for this was a one-off arrangement, so the higher rates would allow SBC to continue this building work.
- 'Pay To Stay' would alter previous settlements if it was implemented. SBC needed to start at the higher rates of rent to keep the money; if it kept rates low, then raised them, central Government would retain the difference.

All local authorities were having to make responses to the new arrangements. SBC may need to be agile and ensure that it had a range of options in the future to make adequate provisions as the situation for council housing evolved.

The Panel raised the following points in discussion:

- The issue of rents for new houses would be the subject of a call-in by Overview and Scrutiny Committee on 17th November 2016. However, if they were not subject to higher rents from their first date of availability, then SBC could lose significant revenue over the 30 year period in the

Neighbourhoods and Community Services Scrutiny Panel - 03.11.16

HRA Business Plan. Given the lack of clarity around costs and liabilities at present, the amount involved could be critical for the sustainability of the HRA.

- The rents proposed were to be levied at 70% of the market rate. Officers were confident that they could be afforded by low income workers.

(At this point in the meeting, Cllr Rasib left).

- Efficiency savings could be examined in more details as part of the review of the housing service.
- Whilst officers were aware of the viewpoint that the new rents could change the ethos of council housing, the potential changes in legislation needed consideration. As there was no national subsidy available, local authorities would need to cross-subsidise their housing services. A series of alternative routes were being pursued by London authorities in response to this (e.g. Camden: redevelopment and sale of council housing, Hounslow: shared ownership model, Newham: sale of parts of land on housing estates).

Resolved:

1. That the draft Housing Revenue Account Business Plan be approved for consideration by the Residents Board and other residents' groups.
2. That SBC seek alternative methods of raising funds for the Housing Revenue Account.

27. Repairs, Maintenance & Investment Contract - Progress Update

The next Repairs, Maintenance and Investment (RMI) contract would be framed differently to the existing arrangement. It would include investment in the service, with return on investment a key part of the tendering document. This document was sent to 12 applicants alongside a pre-qualification questionnaire; this was followed by a competitive dialogue involving 4 rounds of discussions. This narrowed the field to 5 submissions for consideration, from which 3 had been selected for final selection. Issues such as the Slough Pound, apprenticeships, community projects and governance structure would all feature as part of the final decision on the preferred bidder.

Once in operation, an independent body would be convened to assess the satisfaction levels of tenants with the new service. This would be fed back into the relevant forums; there would also be penalties for poor performance. A Members' Briefing would be held on the evening of 24th November 2016 to advise on the evaluation of bidders. This would be followed by presentations on 12th January 2017 by the final 3 bidders. The preferred bidder would then be nominated in April 2017, with due diligence to be undertaken and a transitional period negotiated to allow the new service provider to take over on 1st December 2017.

The Panel raised the following points in discussion:

Neighbourhoods and Community Services Scrutiny Panel - 03.11.16

- The standards for voids would be updated, as well as repairs. However, some matters (e.g. insulation) would not be included as part of the voids service. Instead, the level of work needed would be identified in a stock condition survey with work then commissioned across a number of properties as a capital project.
- The bidders who had proceeded to the final stages were major service providers in the area. They would provide SBC with reference sites, which would be visited as part of the selection process.
- Managers were involved in the tendering process to ensure that it was as comprehensive and favourable to residents and SBC as possible. The process also clarified to bidders that they would need to engage with SBC's scrutiny process.
- A stock condition survey would be undertaken to ensure that RMI was no longer a purely responsive service. A strategic work programme would be devised on the basis of this survey, with £100 million underwritten in the HRA Business Plan to back this.
- SBC had assigned the Business Delivery Manager to work for 2 days a week at Interserve and would mirror the preferred bidder once they had been selected. This was being undertaken to ensure that the transfer of the service to a new provider could be managed as effectively as possible.
- The new service provider may also eventually be co-located with SBC officers to assist in co-ordination of the RMI service.

Resolved: that the Panel add the Repairs, Maintenance and Improvements service as an agenda item for the Municipal Year 2017 – 18.

28. Forward Work Programme

Resolved: that, subject to the amendments in previous minutes, the Work Programme be noted.

29. Attendance Record

Resolved: that the attendance record be noted.

30. Date of Next Meeting - 17th January 2017

Chair

(Note: The Meeting opened at 6.30 pm and closed at 9.41 pm)

Matters Arising – Neighbourhoods and Community Services Scrutiny Panel

8th September 2016

Minute:	Action:	For:	Report Back To: Date:
14	Resolved: that the formal risk assessment regarding the turn out of Haymill Road onto Lower Britwell Road be shared with the Panel.	Transport	NCS Scrutiny Panel 3 rd November 2016

3rd November 2016

Minute:	Action:	For:	Report Back To: Date:
22	SBC had made a conscious decision not to engage in consultation with tenants on 'Pay To Stay' given the uncertainty surrounding the policy. Once the Government's intentions had been clarified in the Autumn Statement, SBC would undertake an options appraisal and publish a newsletter for residents (this was currently scheduled for December 2016).	Housing	NCS Scrutiny Panel 17 th January 2017
23	Resolved: 1. That the specification for the new contract be circulated to members before Christmas 2016.	Transport	NCS Scrutiny Panel Christmas 2016
24	An Annual Review would be compiled to capture this information and analyse its implications for the service. The gap analysis was also being modified to bolster the work of SBC's housing service, and it was recommended that this be presented on a yearly basis to the Panel.	Housing	NCS Scrutiny Panel 2017 - 18

24	The Neighbourhood and Community Panel could report to the Neighbourhoods and Community Services Scrutiny Panel as well as the responsible Commissioner; it included co-opted members to diversify those making an input into its work.	Neighbourhood and Community Panel	NCS Scrutiny Panel To be confirmed
24	Resolved: That the Panel recommend to Cabinet that the Commissioner for Housing and Urban Renewal lead a Consultative Commissioning Group.	Chair of Panel	Agreed by Cabinet 21 st November 2016
25	SBC recognised that garages had not received the attention they needed in the past. To rectify this, the review was to be comprehensive, and would not just evaluate the state of garages but also their suitability for modern vehicles. This would also lead to a system which was more responsive in the future.	Neighbourhoods	NCS Scrutiny Panel To be confirmed
25	A precise target for occupancy rates was not yet clear; the Housing Revenue Account and the need to ensure that the situation did not place pressure on the traffic situation in Slough would also have an impact. The final situation, and the required levels of occupancy, would be clearer at the end of the current financial year.	Neighbourhoods	NCS Scrutiny Panel To be confirmed
25	Resolved: That the Panel requests Cabinet to support the development and rolling out of community based parking schemes for parking areas on Housing land.	Chair of Panel	Agreed by Cabinet 21 st November 2016
26	Resolved: 1. That the draft Housing Revenue Account Business Plan be approved for consideration by the Residents Board and other residents' groups.	Housing	Councillors March 2017

26	<p>Resolved: 2. That SBC seek alternative methods of raising funds for the Housing Revenue Account.</p>	Housing	NCS Scrutiny Panel Ongoing
27	<p>A Members' Briefing would be held on the evening of 24th November 2016 to advise on the evaluation of bidders. This would be followed by presentations on 12th January 2017 by the final 3 bidders. The preferred bidder would then be nominated in April 2017, with due diligence to be undertaken and a transitional period negotiated to allow the new service provider to take over on 1st December 2017.</p>	Housing	NCS Scrutiny Panel Dates as outlined in minute

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel
DATE: 17th January 2017
CONTACT OFFICER: Ketan Gandhi, Head of Wellbeing & Community
(For all Enquiries) (01628) 696099
WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

SLOUGH ALLOTMENTS

1. **Purpose of Report**

In October 2015 Officers presented a 'state of play' report in relation to allotments. At this meeting Officers informed the Panel that action was being taken to re-address the issues of concern. Scrutiny panel highlighted the following points that they wanted Officers to report back on the following:

- Undertakings given in October 2015 regarding vacant plots and those waiting for allotments.
- 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).
- Whether some renting allotments were using them primarily for fly tipping.

This report addresses the points raised above as well as providing a general update on Allotments.

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

- The Panel is requested to comment on the report and progress made.

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

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

Priority 3. Improving mental health and wellbeing

Allotments are considered to be an extremely valuable recreational and leisure asset enjoyed by people of all ages from all walks of life. As one might expect, however, a fairly high proportion of tenants are retired, and it is no exaggeration to say that for them such an activity is absolutely invaluable, and for many irreplaceable.

The potential role for allotments within the promotion of public health is important when considering the evidence of the contribution that allotment gardening can make to physical and mental good health.

Gardening is identified as one of the Health Education Council's recommended forms of exercise for the over 50s age-group. In view of changing demographics, the role of allotments is becoming increasingly important as a low-cost form of exercise which is both available to, and popular with older people.

JSNA areas addressed:

- Lifestyles – 20% of all death in England are due to poor diet – only 2 in 5 adults in Slough claim to eat the recommended 5-a-day fruit and vegetables
- 31% of adults spend less than half an hour a week being active

3b. **Five Year Plan Outcomes**

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

As explained above, Allotments play a major role in residents being 'more active more often. This physical activity added to by the dietary benefits of eating fresh food and in particular fruit and vegetables contributes to Slough changing its current high levels of obesity.

4. **Other Implications**

(a) **Financial**

Currently a £58k budget is allocated to Allotments. This year considerably more has been spent on allotments particularly in relation to staff time

(b) **Risk Management**

Not applicable in relation to this report

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

There are no human rights act implications in relation to this report

(d) **Equalities Impact Assessment**

Slough allotments should be seen as a model of good practice in relation to community cohesion. Our sites have active plot holders from a wide range of communities.

The best allotment societies often play a wider role in community schemes, becoming involved in initiatives with local schools, community composting, as well as programmes for the mentally and physically ill or disabled.

Allotments have a historical and cultural role; there is an important part of allotment life which is about heritage and the values and identity which has developed in many people across the country.

5. **Supporting Information**

5.1 In early 2016 a joint working group was established between the Slough Allotments Federation and Slough Borough Council. This partnership has transformed the relationship between the Federation and the Council and has led to significant progress being made.

5.2 The Council highly values the voluntary contribution that the Federation has made and continues to make without which significant progress would not have been made. Officers from the Parks & Open Spaces also need to be commended on their contribution and support to enable the progress to have been made.

Dedicated Officer Time

5.3 Over the last 8 months the Council has allocated 0.5 Full Time Equivalent officer time to be dedicated to Allotments and in addition this has been supported through administrative support. The level of resource allocated has been a short term measure to bring allotments back to a well managed position. The time allocated will be reviewed prior to the new financial year.

Fee Increase and developing a sustainable model

5.4 It is the Council's aspiration to have self managed sites. Whilst the Slough Allotments Federation has shown a tremendous amount of commitment they have also expressed a wish not to deal with the financial aspects of site management.

Fly tipping, and whether this was the primary purpose for which some renting allotments were using plots

5.5 The change in culture in managing waste, the introduction of inspections, the active role of the SAF and the collaborative work between SAF and the Council is seeing a demonstrable reduction in fly tipping and general waste mountains.

5.6 **Key Actions**

Issue or area that needed attention	Position at Nov 2015	Position at Dec 2016	Other Comments
Waste	Waste seen as a major issue across allotment sites - contaminated green waste from communal waste areas and plots	Waste cleared from all affected sites at by SBC Waste cleared from Spencer Road resulted in site being re-opened up	Joint working between the Parks & Open Spaces team & SAF to reinforce the culture around waste – Allotment holders responsible for clearance of their own waste.

Waiting lists	959 applications outstanding	121 applicants currently on waiting list.	Letters sent to all 959 applicants on waiting list summer 2016 to ask if they wish to remain on waiting list. 265 responded "Yes" although a small number are from the same address
Available plots (vacancies)	180 (Dec 15)	265 plot vacancies	<p>The major issue was that the size of the waiting list significantly outweighed the number of available plots.</p> <p>Due to a range of measures undertaken including enforcement of tenancy – a greater number of plots have become available. This will increase following the next stages of uncultivated plot clearances.</p> <p>By end of Feb 2017 all people on the existing waiting list will have been offered a plot – although in many cases it may not be on their preferred site.</p>
Inspections	Only spot inspections of some debtors plots carried out (est. No. 30 plots) Previous to this inspections were undertaken by the Allotments Officer	SBC conducted an A external inspection in Jan 2016 and re-introduced grading standards to allotments. This has now been followed up by Photographic	SAF carried out 2 photographic inspections and provided before and after Mal Cultivation Notice (MCN's) status reports for all SBC managed sites enabling MCN's and subsequent termination letters to

		<p>inspection of 538 untidy or poorly cultivated plots. A further photographic inspection of "C" and "D" grade plots carried out</p> <p>All plot holders who's plot did not meet cultivation standards A or B are now served improvement notices</p>	<p>be issued by the Parks & Open Spaces Team</p> <p>Systems and process are now in place in partnership between the Parks & open Spaces Team and the SAF to deal with uncultivated plots</p>
Number of uncultivated plots	<p>SBC information unavailable as general conditional survey inspections not carried out in 2015</p> <p>This was previously undertaken by the Allotments Officer</p>	265 + 60 borderline	<p>Tenants with uncultivated plots were served notice to either bring up to speed within a month or contracts terminated.</p> <p>This will be ongoing practice</p>
Enforcement/Terminations	27 debtors terminated	<p>227 tenancies terminated (predominantly mal-cultivations)</p> <p>Approx. 60 warning letters to be issued to tenants of borderline plots</p>	<p>Includes small number of tenants who have swapped plots.</p> <p>Letters to tenants of borderline plots are being sent out Jan 17</p>
Tool sheds	<p>No clear procedures in place to illustrate who was tenant of a tool shed</p>	<p>Tool shed management in place on 3 sites and a further two sites where tool shed management is being introduced.</p>	
Security	Burglaries and thefts	Mobile CCTV cameras introduced to some sites	There has been teething problems with the cameras, these are being

			rectified
Management System	The Parks & Open Spaces Team Purchase Colony – the new management system for Allotments	Usage of Colony has been implemented. There has been a number of teething problems.	Working with IT so resolutions can be secured to ensure we are able to take full advantage of the Colony System

5.6 The next steps include the following:

- Continue to proactively work with the Slough Allotment Federation and the Independent Cowper Road Site.
- Produce clear process and procedures that will provide clear clarity and ease management functions across all sites
- Promote the positive contribution to Slough that allotment holders and the SAF create
- Develop a clear and sustainable business plan moving forward.

6. **Comments of Other Committees**

No other committees have discussed this report.

7. **Conclusion**

There has been significant progress made over the last year on ensuring allotments are seen and valued as a key contributor to the Council's 5 year plan and Slough's Wellbeing Strategy. Priority over the last year has focussed on:

- Ensuring standards are identified, applied and adhered to
- Effective management
- Developing a collaborative approach between the Council and Slough Allotments Federation

SBC will shortly be in a position that we have more plots available than people on the waiting list. Our priorities over the next year will ensure that the allotments are managed effectively, are promoted and that we build on the collaborative work with the Slough Allotments Federation.

Without the commitment of the Slough Allotments Federation and the Council's Parks and Open Spaces team, the progress made over the last year would not have been achieved.

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel
DATE: 17th January 2017
CONTACT OFFICER: Neil Wilcox
Assistant Director, Finance & Audit, Section 151 Officer
(For all enquiries) (01753) 875358
WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

2017/18 HOUSING RENTS AND SERVICE CHARGES

1 **Purpose of Report**

To present the changes in the Housing rents and service charges for 2017/18.

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

The Committee is requested to scrutinise and comment on the following aspects of the report which will be considered by Cabinet on the 23rd January and then by Council on 31st January 2017:-

- (a) Council house dwelling rents for 2017/18 to **decrease by 1%** over the 2016/17 rent with effect from Monday 3rd April 2017. This is in line with current government guidelines and legislation.
- (b) Garage rents, heating, utility and ancillary charges to **increase by 2.0%** with effect from Monday 3rd April 2017. This is based upon the September RPI figure.
- (c) Service charges to **increase by 2.0%** with effect from Monday 3rd April 2017. This is based upon the September RPI figure.
- (d) 'Other committee' property rents to increase by an average of 2.0% from Monday 3rd April 2017 in line with the September RPI figure.

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

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

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

3b **Five Year Plan Outcomes**

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

4 **Other Implications**

(a) **Financial**

The financial implications are contained within this report.

(b) **Risk Management**

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

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

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

There are no Human Rights Act Implications.

(d) **Equalities Impact Assessment**

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

5 **Supporting Information**

Background

- 5.1 For the 10 years prior to 2015/16, the setting of council social rents has been guided by the government policy called rent convergence, the intention of which was to bring parity to council social rents across the country, and reduce the 'gap' between council social rents and Housing Association rents.
- 5.2 Driving these annual rent charges was a government prescribed formula which linked the following year's rent changes to the previous September's RPI and was weighted for regional differences e.g. salaries and house prices.
- 5.3 However, in the summer budget on the 8th July 2015, the Chancellor announced that "rents paid in the social housing sector will not be frozen, but reduced by 1% a year for the next four years". In previous years, the Government has always allowed Councils 'discretion' in changing their rents but produced a rent policy to guide Councils in the setting of their rents. Slough Borough Council has followed Government 'rent policy' and set its rents in line with that policy.
- 5.4 The Government has now departed from the previous practice of issuing rent 'guidance' to setting social rents across the country through primary legislation. Section 23 (1) of The Welfare Reform and Work Act 2016 states that:-

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

- 5.5 Section 23 (6) then goes on to define the relevant applicable years as a year beginning on the 1 April 2016, 1 April 2017, 1 April 2018 or 1 April 2019.
- 5.6 The Act does allow exemptions from this rent reduction to be granted by the Secretary of State but these are very limited and clearly specified and cover properties such as specialist supported housing, temporary social housing, care homes and nursing homes. One of those exemptions (section 25(10)) is if the SoS considers that the local authority would be unable to avoid serious financial difficulties if it were to comply with the 1% rent reductions.
- 5.7 In effect, this means that for 2017/18, the Council will again need to set its social rents (HRA) 1% lower than the rents current in this year.

Impact

- 5.8 The HRA 30 Year financial Business plan has been updated to reflect the introduction of the 1% decrease this year and the next three years. The impact on this year is an estimated reduction of £0.89m over last year's rental income of £33.6m.

- 5.9 The estimated average weekly rent for the current year is now £103.82 and the Government proposals will produce a total estimated loss in potential rental income of £7.8m and an average decrease of 3.0% in weekly rent over the next three years; this roughly equates to the loss of 30 new social properties. Over a ten year period, the cumulative estimated loss of rental income could be £38m. The year by year impact is shown in the table below:-

	2017/18	2018/19	2019/20
Average weekly rent	£102.78	£101.75	£100.74
Annual loss of Rent Income	£1.6m	£2.6m	£3.6m

Next Four Years

- 5.10 In addition to the rent decrease this year and the next three years, (the Government has not yet released any indication of rent changes after 2019/20 but an annual increase of 0.9% has been assumed in the HRA 30 year Financial Business Plan) the HRA is also progressing with the procurement of its Repairs, Maintenance and Investment contract. This will continue to require investment until the new contract is in place but will result in a new contract that offers better value for money, focuses more effectively on meeting tenants' housing needs and aspirations, continues the building of new social housing, focuses investment in 'regenerating' existing estates, and better contributes to the Slough 'pound'.
- 5.11 The other change likely to impact on the HRA and the Council's tenants in the next few years is:-

Sale of High Value Council Houses

The Housing and Planning Act 2016 introduced a "Duty to consider selling vacant higher value housing" and Section 76 (1) states that "A local housing authority in England that keeps a Housing revenue Account must consider selling its interest in any higher value housing that has become vacant." This is linked to the proposed introduction of 'right to buy' for Housing Association tenants and is intended to 'compensate' Housing Associations for the loss of their stock through RTB.

Recently, speaking at a Communities and Local Government session on the 8th November 2016, the Housing Minister Gavin Barwell admitted that a decision hadn't yet been taken on the timing and the policy would require "quite a notice period" before being introduced. This was followed later that month, by a further statement from the Housing Minister stating that the government would not be requesting any high-value asset payments from Local Authorities during 2017/18.

- 5.12 Most tenants currently receive their water supply from Thames Water through an arrangement with the Council. The HRA receives a "commission" from Thames Water for administering this service on their behalf and in previous years, this commission has been retained within the HRA for the benefit of all tenants. This arrangement is currently being reviewed but for 2017/18, it is proposed to directly net off this commission against each tenant's water charge managed through the Council.

6 **Comments of Other Committees**

The Housing rents and service charges 2017/18 report will also be presented to Cabinet on the 23rd January 2017 prior to Council making their final decision.

7 **Conclusion**

The Committee is requested to scrutinise and comment on the housing rents and service charges for 2017/18 prior to submission to full Council on the 31st January 2017 for the ultimate decision.

8 **Background Papers**

- '1' - Welfare and Reform Act 2016
- '2' - Housing and Planning Act 2016
- '3' - Summer Budget 2015

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood & Community Services Scrutiny Panel

DATE: 17th January 2017

CONTACT OFFICER: Rebecca Brown, Neighbourhood Services
(For all Enquiries) (01753) 875651

WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

HOUSING AND NEIGHBOURHOOD SERVICES SCRUTINY OVERVIEW INDICATORS

1. **Purpose of Report**

This report provides a recommended suite of strategic Scrutiny Overview Indicators (SOIs) for Housing Services and Neighbourhood Services. The indicators will provide the foundation for future scrutiny reporting and future refinement of operational indicators.

The report is separated into three parts:

1. General overview and introduction to the Scrutiny Overview Indicators
2. Housing Service Indicators – Paul J Thomas, Head of Housing
3. Neighbourhood Services – John Griffiths, Head of Neighbourhoods

Parts 2 and 3 of the report allows members to review the indicators in discussion with the relevant Head of Service.

The indicators provide an overview of the matters dealt with within the services and provide a commentary for Members to engage with the Heads of Service. The SOIs are fluid and can be updated, changed, and modified over time in order to represent services demands and interests of Members.

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

The NCS Scrutiny Panel is recommended to:

- a) Endorse the Scrutiny Overview Indicators for Housing Services (contained in Appendix A).
- b) Endorse the Scrutiny Overview Indicators for Neighbourhood Services (contained in Appendix B).

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

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

The Scrutiny Overview Indicators (SOIs) track and follow activities and performance in Housing Services and Neighbourhoods Services key areas of operation and therefore many contribute towards the Slough Joint Wellbeing Strategy.

Specifically the Housing priority can be broken down as follows:

Housing Services – Paul J Thomas

- Homelessness and Temporary accommodation – ensuring that homelessness is prevented and those in temporary accommodation are there for as short a time as possible
- Development and Housing Supply – to ensure there is a sufficient housing supply of affordable housing to meet the demands for good quality housing
- Fraud – demonstrating the housing that is fraudulent obtained or used and is brought back into use for those in need of good quality affordable housing
- Allocations– measuring the average time to re-let properties to ensure key to key times are efficient and allow allocations to meet housing demand for good quality housing

Neighbourhood Services – John Griffiths

- Housing Regulation – specifically addresses the need to monitor the number of CAT 1 risks removed from private sector housing and the management of HMOs ensuring those in the private sector are in safe good quality housing
- Anti social behaviour (council stock only) – understanding that safe healthy housing is not just the physical structure but also the environment people live in
- Repairs and Capital investment – to ensure all council housing stock has a valid gas safety certificate providing safe housing
- Neighbourhood Enforcement – understanding that safe healthy housing is not just the physical structure but also the environment people live in

3b. **Five Year Plan Outcomes**

The Scrutiny Overview Indicators (SOIs) track and follow activities and performance in Housing Services and Neighbourhoods Services key areas of operation and therefore many contribute towards the Council's Five Year Plan.

The outcomes of the 5 Year Plan are as follows (organised by Department Head):

There will more homes in the borough, with quality improving across all tenures to support our ambition for Slough by monitoring & reporting on homelessness activity, new builds, housing regulation activities in the private rented sector and details relating to council stock

Housing Services – Paul J Thomas

- The number of cases where positive action succeeded in preventing homelessness
- Actual new homes completions in the year against the target figure
- The average time to re-let void properties

Neighbourhood Services – John Griffiths

- The number of managed - General Needs properties (see section 5.22)
- Number of private properties that have had category 1 hazards removed
- Number of private rented sector dwellings improved due to intervention of the Housing Regulation Team

Slough will be one of the safest places in the Thames Valley by monitoring & reporting on:

Neighbourhood Services – John Griffiths

- The number of new ASB cases reported, how many successful outcomes achieved and average days to resolve a case.
- The number and type of neighbourhood enforcement and the number of formal enforcement notices served by notice type

The Council's income and the value of its assets will be maximised by monitoring & reporting on fraud action and rent collection related activities such as the following:

Housing Services – Paul J Thomas

- The number of properties recovered as a result of fraud investigation
- Fraud interventions in relation to right-to-buys
- The percentage of debt that is former tenant arrears
- The percentage of former tenant arrears written off
- How much rent collected from current tenants as a percentage of rent due

4. Other Implications

(a) Financial

There are no financial implications of proposed action

(b) Risk Management

Recommendation	Risk/Threat/Opportunity	Mitigation(s)
Committee endorses the Scrutiny Overview Indicators for Housing Services.	There are no threats to this action, however there are significant opportunities in having increased awareness through the scrutiny overview indicators	None
Committee endorses the Scrutiny Overview Indicators for Neighbourhood Services.	allowing members to better understand neighbourhood and housing services performance and activities	

(c) Human Rights Act and Other Legal Implications

There are no human rights or other implications

(d) Equalities Impact Assessment

The EIA is not required as the recommendation is to approve a suite of indicators that analyse and give an overview of existing policies, procedures and services.

(e) Workforce Implications

There are no workforce implications.

5. **Supporting Information**

Part 1 – General Overview

5.1 On 21st July 2016 Neighbourhood and Community Scrutiny requested:

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).
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.

5.2 Following this request the Performance Management team (Neighbourhood Services) set about:

- Reviewing existing and old performance reports and dashboards, the Five Year Plan priorities and objectives.
- Considering benchmarking and HouseMark Priority Performance Benchmarking requirements, and
- Researching other local Authority Housing related performance monitoring and reporting methods .

Consideration was also given to Slough Borough Council's strategic plans (JSWS, 5 Year Plan and HRA Business Plan) in order to reflect the ambitions of SBC.

5.3 A working group of officers, and Councillors Darren Morris and Nora Holledge was formed to review the initial research and to develop a clear understanding of what the indicators would be and what they would achieve.

5.4 In order to focus on a strategic overview, a potential suite of over 100 indicators was reduced to 45. It was decided following the first working group meeting and through subsequent meetings that the indicators would become "overview" indicators rather than "performance" indicators. The overview approach was

considered more appropriate due to the varied type of information across the two services and moved toward service outcomes more so than hard targets.

- 5.5 The working group also established Terms of Reference for the scrutiny working group.
- 5.6 The working group decided that the scrutiny indicators should be outcome focused. As far as possible this has been developed without losing sight of the need to keep the indicators at a strategic level.
- 5.7 The Group reviewed and developed auditable and accountable indicators which lay the foundations for the new performance framework. This includes:
 - Definitions for each indicator
 - A Data and Proforma Sheet was developed to capture the definitions and manage each indicator
 - An amendment log to track changes throughout the indicators life time –
 - A full dashboard to present the data at future meetings

Exception Reporting

- 5.8 The SOIs will be reported by exception. This means that where an SOI or several SOIs return a red rating or two consecutive amber ratings they will be reported back to scrutiny.

RAG Rating

- 5.9 The RAG rating system has been developed using a Manufacturing Statistical Process Control method. A medium value set from previous quarter's data or if the previous data is not available an agreed control point is used. This is known as the Median/Control Point (M/CP). A Green RAG applies to the indicator as long as the service output remains within the Inner Control Limits either side of the M/CP.

Inner Control Limits (ICL) which indicate an amber rating, and Outer Control Limits (OCL) which indicate a red rating, are agreed with the service data owners which will sit above and below the MCP. (see figure 1).

Where these control limits are breached it will trigger Amber (ICL) or Red (OCL) ratings indicating a deviation from the anticipated service level or in other words a shift from the MCP. This gives a quantitative measure to qualitative data to drive outcomes.

Statistical Process Control

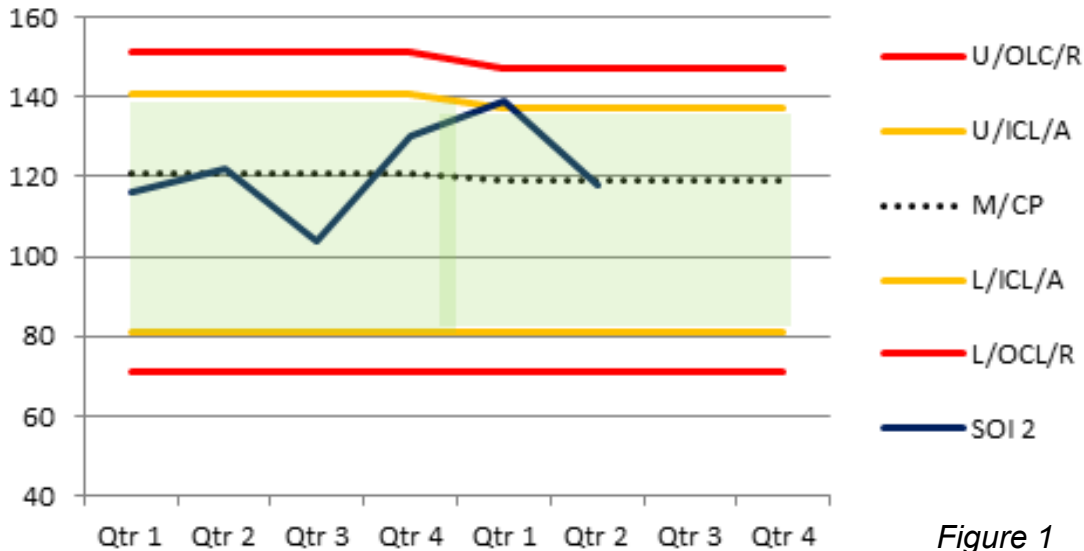


Figure 1

U/OCL/R = Upper/Outer Control Limit/Red
U/ICL/A = Upper/Inner Control Limit/Amber
M/CP = Median/Control Point
L/ICL/A = Lower/Inner Control Limit/Amber
L/OCL/R = Lower/Outer Control Limit/Red
SOI = The indicators process activity

5.10 The RAG definitions are explained below (see figure 2)

RAG	Definition
GREEN	1) At or above target 2) Within the set median Inner Control limits 3) 100% dwellings with a valid gas safety certificate
AMBER	1) Within 10% of target 2) Equal the Inner control Limit or Within the Inner and Outer control limits
RED	1) Outside 10% of target 2) Equal or outside the Outer control limit 3) =<99% dwellings with a valid gas safety certificate

Figure 2

5.11 A dashboard template will be used to collect the on going quarter end or annual data along with. The dashboard will then be sent out to the indicator data owner so they can review the outturn data and add additional commentary as required.

5.12 When the commentary and Dashboard is returned, a review of this information will be carried out and once verified by the Performance Officer it will be placed in the Neighbourhood and Community Scrutiny Panel Dashboard. The final Dashboard (Appendix E) will form part of the Neighbourhood and Community Scrutiny Panel report.

5.13 There are a total of 45 SOI's. 36 will report quarterly and 9 annually. For all 45 SOIs a RAG rating will be applied.

- 5.14 As above any SOI that has been given a Red RAG rating at the end of the reporting period or that have been given two consecutive Amber RAG ratings will be included in the exception report.
- 5.15 Any SOI's that meet the exception reporting criteria at the end of a reporting period will have an exception/RAG rating action sheet completed. The exception/RAG rating action sheet will:
- Identify the indicator
 - Provide a reason for the RAG rating applied
 - Outline corrective action to be taken and
 - Provide the results and effectiveness of the corrective action where previously taken.

Details from the exception/RAG rating action sheet will be extracted and inserted into the exception report.

- 5.16 The movement of any indicator through the Inner Control Limits and triggers an amber or red alert, is expected to trigger dialogue where the outcomes of the movement is analysed. Corrective or positive action would be identified and taken in order to correct the fluctuation in performance which may include:
- Review of current working practice to understand the reason for variation
 - Reviewing of procedures or processes to address the changing performance or value
 - Possible revising of target/medium, ICL & OCL values
- 5.17 Therefore it is imperative that the Scrutiny Overview Indicators are understood as outcome based reporting data that creates and stimulates proactive conversation and actions leading to continuous service improvements, rather than a set of targets that arbitrarily denote a failing or acceptable service.

5.18 The indicators will be reviewed and audited at least once per year.

Part 2 Housing Services – Paul J Thomas

5.19 Housing Services' SOIs as of the date of this report are as follows:

Homelessness	
SOI 1	Number of cases where positive action succeeded in preventing homelessness.
SOI 2	Number of new homeless applications made
SOI 3	Of decision made in the quarter the average number of days to make decision
SOI 4	% change in the number of homeless applications taken against previous year
Temporary Accommodation	
SOI 5	Number of families in B&B
SOI 6	Total number of cases accommodated in temporary accommodation within a rolling 12 months
SOI 7	Average rent cost of each TA type (including B&B) in use at end of quarter

SOI 8	Total rent cost of each TA (including (B&B) type during the quarter
Development & Housing Supply	
SOI 9	Actual new homes completions in the year benchmarked - Total (PPB only)
SOI 12	How many right-to-buys have been completed this year
SOI 13	How many buy backs have been completed under the right-to-buy scheme
SOI 53	How many dwelling purchases have been completed outside of the RTB buy back
Fraud	
SOI 14	Number of properties recovered as a result of fraud investigation
SOI 15	Fraud interventions in relation to RTB
Allocations	
SOI 17	Average re-let time in days (standard re-lets)
SOI 18	Number of major works voids
SOI 19	Total cost of major works voids
Rents	
SOI 20	% of debt that is former tenant arrears
SOI 21	% of former tenant arrears written off
SOI 22	Rent collected from current tenants as a percentage of rent due (including arrears b/f)
SOI 23	The number of council tenant households subject to the benefits Cap
Leasehold	
SOI 27	Of leasehold service charges invoiced during the year the percentage of service charge collected

- 5.20 With significant change in Housing Regulation it is likely that some SOIs will evolve in time and either new ones added and or existing removed to ensure the service is represented as required in future.
- 5.21 The Housing Services' team managers have signed off the individual data / pro-forma sheets for their respective indicators.
- 5.22 SOI11, whilst a Neighbourhood Services owned indicator, it should be considered alongside Development and Housing Supply as it gives an overview of housing supply.
- 5.23 SOI's 14, and 15 (Fraud) are to understand the level of fraud within the council's housing stock. In September 2015, Neighbourhood Services spearheaded an intelligence led fraud initiative working with Call Credit which has led to identifying approximately 3% of the council's stock is at risk of fraud. This in turn has led to positive action being taken with validated evidence to challenge those tenants that are acting fraudulently and either subletting or that have abandoned their homes.
- 5.24 SOI's 17, 18, and 19 (Voids) whilst at the time of this report appear in Housing Services, will be moving to Neighbourhood Services some time early in 2017. Therefore the Data Owner is indicated as Alan Cope within Neighbourhood Services.

Neighbourhood Services – John Griffiths

5.25 Neighbourhood Services' SOIs as of the date of this report are as follows:

Contractual Repairs (Interserve supplied outturn data)	
SOI 36	Of those who completed and returned the repair satisfaction survey card the percentage who were satisfied with the repair carried out
Housing Regulation	
SOI 29	Number of CAT1 removed
SOI 30	Number of HMO found that were not licenced
SOI 31	Number of licensed Mandatory HMO
SOI 32	Number of private rented sector dwellings improved
Housing Management	
SOI 11	Number of total units managed – general needs
Anti-social behaviour (Council tenant related only)	
SOI 33	Number of new ASB cases reported
SOI 34	% of ASB cases closed and resolved successfully
SOI 35	Average number of days to resolve an ASB case
Repairs and capital investment	
SOI 37	The percentage of dwellings with a valid gas safety certificate (RAMIS reporting via Property Services)
Neighbourhood & Tenancy Team	
SOI 38	Of garages inspected a breakdown of the development RAG rating awarded
SOI 39	% of expected income against actual income received (of total garage stock)
SOI 40	% of garages let from total stock
Neighbourhood enforcement	
SOI 42	Top ten reported case types by volume of all reported cases
SOI 43	The number of formal enforcement notices served by notice type
SOI 45	Number of fixed penalty notices issued (and a breakdown by offence)
SOI 46	% income rate against payments of FPN due during the quarter
SOI 47	Volume of new service requests received this quarter
SOI 48	The number of closed service requests that took 90 or more days to close
Complaints, compliments and enquiries	
SOI 49	Number of stage 1 complaints received
SOI 50	Number of stage 2 complaints received
SOI 51	Number of stage 3 complaints received
SOI 52	Number of compliments received broken down by team

5.26 The Performance Officer has worked in liaison with the Neighbourhood Services team managers and Head of Service as required to develop and sign off the above SOIs.

5.27 Under Repairs and Capital investment, the resident satisfaction with Interserve was removed as the data was of poor quality. For example, of all repairs completed in a month (average 1200 jobs), only 70 satisfaction cards were received. The questions asked on the satisfaction also only looked at the quality of the single repair not the service of completing the repair as a whole. Therefore, this SOI will be reviewed when the new RMI service partner is on board and we have greater ability to interrogate satisfaction with the new repairs service.

5.28 SOI 38 may be time limited in so far as once the audit is complete the SOI will not change. However, in the immediate term it indicates the development

potential of the garage sites and gives a strategic overview of garage site management.

- 5.29 SOI 52 to date has not been possible as there is no formal process for capturing compliments received. A process has been implemented and future data will provide an insight into this area alongside complaints to give a better view of satisfaction with council services.

6. **Comments of Other Committees**

No other committees have commented upon this matter.

7. **Conclusion**

The committee notes the Scrutiny Overview Indicators (SOIs) are designed to give members an overview of the services undertaken by Housing Services and Neighbourhood Services. The committee endorses exception reporting methodology where failures are identified, to use the indicators to stimulate conversation about Housing and Neighbourhood matters, and to use the indicators to drive service improvement and accountability.

Where the indicators reveal a failure in performance, the scrutiny committee will receive an exception report explaining the reasons for the performance dip and also actions to remedy the problems.

8. **Appendices Attached**

'A' - Scrutiny Overview Indicators - Housing Services

'B' - Scrutiny Overview Indicators – Neighbourhood Services

9. **Background Papers**

'1' - None

No.	SOI ref	Title	New, Existing or Mod	In HM PPB	In current DB	Freq	FYP Outcome	Service Plan	Compliance	Automated	HRA/GF	Source	Data available	Data Owner
Homelessness														
1	SOI 1	Number of cases where positive action succeeded in preventing homelessness.	Existing	N	N	Quarterly	2		No	No	GF	P1E	Yes	Julie Render
2	SOI 2	Number of new homeless applications made	New	N	N	Quarterly	2		No	No	GF	Capita.	Yes	Julie Render
3	SOI 3	Of the homeless decision made in the quarter the average number of days to make decision	New	N	N	Quarterly	2		No	No	GF	Capita.	Yes	Julie Render
4	SOI 4	% change in the number of homeless applications taken against previous year	New	N	N	Annually	2		No	No	GF	Capita.	Yes	Julie Render
Temporary Accommodation														
5	SOI 5	Number of families in B&B	New	N	N	Quarterly			No	No	GF	P1E	Yes	Debra Gilbert
6	SOI 6	Total number of cases accommodated in temporary accommodation within a rolling 12 months	New	N	N	Quarterly			No	No	GF	Capita.	Yes	Debra Gilbert
7	SOI 7	Average rent cost of each TA type (including B&B) in use at end of quarter	New	N	N	Quarterly			No	No	GF	Agresso	Yes	Debra Gilbert
8	SOI 8	Total rent cost of each TA (including (B&B) type) during the quarter	New	N	N	Quarterly			No	No	GF	Agresso	Yes	Debra Gilbert
Development & Housing Supply														
9	SOI 9	Actual new homes completions in the year benchmarked - Total (PPB only)	New	Y	N	Annually	2		No	No		Spreadsheet	Yes	Property services: Paul Stimpson
10	SOI 12	How many right-to-buys have been completed this year	New	N	N	Annually			No	No		Spreadsheet	Yes	Alison Lane
11	SOI 13	How many buy backs have been completed under the right-to-buy scheme	New	N	N	Quarterly			No	No		Spreadsheet	Yes	Alison Lane
12	SOI 53	How many dwelling purchases have been completed outside of the RTB buy back	New	N	N	Annually			No	No		Spreadsheet	Yes	Alison Lane

Fraud														
SOI	SOI	Number of properties recovered as a result of fraud investigation	New	N	N	Annually	7		No	No	Both	Spreadsheets	Yes	John Moores
13	1	SOI 14	New	N	N	Annually	7		No	No	Both	Spreadsheets	Yes	John Moores
14	1	SOI 15	New	N	N	Annually	7		No	No	Both	Spreadsheets	Yes	John Moores/Alison Lane
Voids														
15	1	SOI 17	?	Y	N	Quarterly	2		No	No		Capita	Yes	Anne Stavrou
16	1	SOI 18	New	N	N	Quarterly	2					Capita	Yes	Alan Cope
17	1	SOI 19	New	N	N	Quarterly	2					Capita	Yes	Daren Keegan
Rents														
18	1	SOI 20	Existing	Y?	Y	Quarterly	7		No	No	HRA	Anvato	Yes	Eugene Spellman
19	1	SOI 21	New	N	N	Annually	7		No	No	HRA	Anvato	Yes	Eugene Spellman
20	1	SOI 22	New	Y	N	Quarterly	7		No	No	HRA	Capita	Yes	David Askwith/Debra Gilbert
21	1	SOI 23	New	N	N	Quarterly			No	No	HRA	Capita	Yes	Gary Beynon
Leasehold														
22	1	SOI 27	New	N	N	Quarterly			No	No		Agresso	?	Amanda Talbot

No.	SOI ref	Title	New, Existing or Mod	In HM PPB	In current DB	Freq	FYP Outcome	Service Plan	Compliance	Automated	HRA/GF	Source	Data available	Data Owner
Contractual Repairs (Interserve supplied outcome data)														
1	1	SOI 36	New	N	N	Quarterly			No	No		Repair service survey cards	Yes	Interserve (Sue Benford & Lisa Hill)
Housing Management														
2	1	SOI 11	New	N	N	Annually	2		No	No		Capita	Yes	John Griffiths
Housing Regulation														
3	1	SOI 29	Existing	N	Y	Quarterly	2		Yes	No	HRA	Flare	Yes	Rhian Richards
4	1	SOI 30	New	N	N	Quarterly	2		Yes	No	HRA	Flare	Yes	Rhian Richards
5	1	SOI 31	Existing	N	Y	Quarterly			Yes	No	HRA	Flare	Yes	Rhian Richards
6	1	SOI 32	New	N	N	Quarterly	2		Yes	No	HRA	Flare	No	Rhian Richards
Anti social behaviour (Council tenant related only)														
7	1	SOI 33	Mod	Y (but not fig)	Y (but not fig)	Quarterly	4		No	No		Capita (only tenancy related ASB)	Yes	Liz Jones, Tony Turnbull & Phil Brady (Neighbourhood Managers)
8	1	SOI 34	Existing	Y	Y	Quarterly	4		No	No		Capita (only tenancy related ASB)	Yes	Liz Jones, Tony Turnbull & Phil Brady (Neighbourhood Managers)
9	1	SOI 35	Existing	N		Quarterly	4		No	No		Capita (only tenancy related ASB)	Yes	Liz Jones, Tony Turnbull & Phil Brady (Neighbourhood Managers)
Repairs and capital investment														
10	1	SOI 37	New	N	N	Quarterly			Yes	No		Interserve	Yes	Alan Cope
Neighbourhood & Tenancy Team														
11	1	SOI 38	New	N	N	Annually			No	No	HRA	Spreadsheet	Yes	Liz Jones
12	1	SOI 39	New	N	N	Quarterly	7		No	No	HRA	Capita	Yes	Liz Jones
13	1	SOI 40	New	N	N	Quarterly			No	No	HRA	Capita	Yes	Liz Jones

Neighbourhood enforcement (KS)													
14	1	SOI 42	Top ten reported case types by volume of all reported cases	New	N	N	Quarterly	4	No	No	Flare	Yes	Sarah Stefano/Richard Palacios/Diane Viechweg
15	1	SOI 43	The number of formal enforcement notices served by notice type	New	N	N	Quarterly	4	No	No	Flare	Yes	Sarah Stefano/Richard Palacios/Diane Viechweg
16	1	SOI 45	Number of fixed penalty notices issued (and a breakdown by offence)	New	N	N	Quarterly	4			Flare	Yes	Sarah Stefano/Richard Palacios/Diane Viechweg
17	1	SOI 46	% income rate against payments of FPN due during the quarter	New	N	N	Quarterly	4			?	?	Sarah Stefano/Richard Palacios/Diane Viechweg
18	1	SOI 47	Volume of new service requests received this quarter	Existing	N	Y	Quarterly	4	No	No	Flare	Yes	Sarah Stefano/Richard Palacios/Diane Viechweg
19	1	SOI 48	The number of closed service requests that took 90 or more days to close	Existing	N	Y	Quarterly	4	No	No	Flare	Yes	Sarah Stefano/Richard Palacios/Diane Viechweg
Complaints, compliments and enquiries													
20	1	SOI 49	Total no. of Stage 1 complaints received	Existing	All comp	Y	Quarterly		No	HRA	Respond	Yes	Karen Lewis & Penny West
21	1	SOI 50	Total no. of Stage 2 complaints received	Existing	All comp	Y	Quarterly		No	HRA	Respond	Yes	Karen Lewis & Penny West
22	1	SOI 51	Total no. of Stage 3 complaints received	Existing	All comp	Y	Quarterly		No	HRA	Respond	Yes	Karen Lewis & Penny West
23	1	SOI 52	Number of compliments received broken down by team	New	N	N	Quarterly		No	HRA	Spreadsheet	Yes	Karen Lewis

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel

DATE: 17th January 2017

CONTACT OFFICER: Masum Choudhury, Transport Strategy Team Leader
Regeneration, Housing and Resources
(For all enquiries) (01753) 874081

WARD(S): Langley, Colnbrook and Foxborough

PART I
FOR COMMENT & CONSIDERATION

SLOUGH ROAD NETWORK - ALTERNATIVE PROVISIONS TO MARKET LANE

1 Purpose of Report

The purpose of this report is to provide information on an 'alternative to Market Lane' in the context of the closure at Hollow Hill Lane/Mansion Lane and a relief road.

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

- The current and future demand issues from congestion and major schemes in the Langley area.
- The constraints of the alternative and the cost uncertainty of a relief road.
- The balance of priorities for/against a package of mitigation or a relief road, and the anticipated impact on congestion, diversions, including opportunity cost and risk ownership.

2 Recommendation(s)/Proposed Action

That the Committee note the factors that have contributed to the decision to pursue a package of mitigating measures and/or support the pursuing of such proposals in the interests of Slough's community.

3 The Sustainable Community Strategy, the JSNA and the Corporate Plan

3a Slough Joint Wellbeing Strategy (SJWS) Priorities

- Health: Improving wellbeing by improving transport and considering the most viable options to alleviate congestion.
- Economy and Skills: Improving journeys between work, home, leisure, school and exploring road infrastructure when linked to development or housing needs.
- Regeneration and Environment: Improving transport facilities, increasing sustainable transport and providing deliverable solutions.
- Housing: Ensuring road infrastructure is linked to housing growth.
- Safer Communities: Working towards reducing traffic congestion at key locations to improve the environment and safety for residents.

3b Five Year Plan Outcomes

- Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay: By improving traffic flow and congestion in key areas in Langley and working towards future proofing the local road network.

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

- 5.1 Road congestion is an ongoing issue that will continue to be a problem that people experience due to the increasing trend in the number of journeys that individuals make. The base cause around daily economic activity is further propagated and compounded by planned and forecast economic growth. Congestion is particularly experienced during peak times due in general to increased travel demand for daily economic activity, single occupancy car use and journeys due to the school run.
- 5.2 As common in most urban areas, road capacity is limited due to geographic constraints and the physical limits of the built environment. The current severity of the problem is forecast to continue to deteriorate due to population growth, increased car use, private car ownership and the demands from commercial and residential development.
- 5.3 In addition, there are major infrastructure plans in and around Slough both planned and likely to come forward in the future. There are also pipeline projects and those that have not been conceived to date but may come forward from developers as part of general economic and development movement. Within perspective should also be the central drivers for growth which means; demand will continually increase unless there is a global paradigm shift or innovation in the way society travel or transport goods.

Hollow Hill Lane

- 5.4 There are a number of known major transport and development schemes in the area. The Heathrow Express depot relocation to Langley as part of HS2's plans followed by the WRLtH, means there are both planned temporary closures of Hollow Hill Lane followed by the expectation of a permanent closure at Hollow Hill Lane (under the railway bridge).
- 5.5 The closures would undoubtedly have an immediate impact on the surrounding road network in comparison to the expected staged effect of future demand and growth.
- 5.6 Slough Borough Council took the decision to close the road under an experimental order to aide in quantifying not only the immediate impact on the network but also the threat from future growth and increasing demand.
- 5.7 The effect of the closure is currently being studied including flow and volume data, diversions and demand responses in order to develop an evidence base to inform negotiations, as well as understand and address future demand and growth concerns.
- 5.8 The experiment is a pro-active response to turning an impending threat into an opportunity; as it serves and provides the possibility to future proof the network to the emerging demands on capacity alongside that of the immediate impact from the threat of a closure.
- 5.9 The data collected and being collated is helping to design a package of mitigation measures. Such mitigation proposals would help address pinch-points, flow/capacity and congestion issues in and around Langley and Colnbrook. These issues, in part, are already in existence and would become further apparent in the future irrespective of a closure or if a relief road is built.

Relief Road

- 5.10 A relief road is not a silver bullet option for Slough as may have been perceived by a few individuals who represent some of the community groups in the area. Though this should not be seen as an exhaustive appraisal, there are many issues and concerns with this option for Langley and Slough, some of which has been highlighted as follows;
 - i. A relief road would not unequivocally serve the expected function of relieving existing Slough or Langley congestion, though conversely it is expected to serve some of the existing HGV and congestion issues experienced in Iver. Iver currently experience significant HGV issues due to the proximity of the M25 and HGV parks. A relief road is likely to release this movement through Slough and Langley, inadvertently making the route a viable alternative to queuing on/onto/off the M25.
 - ii. In transport planning terms a new road is generally expected to attract more traffic due to improved flow, leading to additional cars on the road network. In built up areas this can add to existing problems in congested areas such as Langley, Colnbrook or displacement onto other areas in Slough. Additionally, the proximity of the M25 and M4 motorway means traffic is likely to divert onto the local road network in Slough, in order to avoid delays

experienced on the motorway. A relief road means that a diversion via Slough onto the M4/M25 and vice versa becomes a realistic and viable alternative.

- iii. A relief road would attract a far greater volume of traffic than the pre-closure traffic volumes observed at Hollow Hill Lane/Market Lane of approximately 8000 vehicles. A new road needs to be built to set design standards in the DMRB. As greater capacity and flow attracts greater volumes of traffic, this would only serve to compound the issues in Slough and Langley. i.e. a greater volume of traffic would be drawn towards pinch points and junctions in the area.
- iv. Regardless of the experimental road closure or any associated relief road there are existing pre-closure issues with congestion in several places in the borough. The planned closure of Hollow Hill Lane/Mansion Lane has provided an opportunity to address these congestion areas. Therefore the opportunity to simultaneously mitigate a HHL closure, but also against the future forecasted demand and congestion issues arising from growth, increasing economic activity and density in the region. Pursuing a relief road could compromise this opportunity by focussing effort to a solution that may not be viable either due to cost or other constraints. It may also be a counter-productive option as smaller packages serve to address localised congestion without a negative influence on demand changes (i.e. encouraging increase traffic flows and volume) whereas a new road enables greater volumes to access the town as a through route.
- v. Estimating the cost of a new road and structure is an extremely involving and complex process due to multiple issues and unknowns, such as cost of land purchases, compensation for adjoining land owners, asset protection, numerous stakeholder interests and public enquiry outcomes.
- vi. In addition to technical viability there are financial and economic feasibility concerns which would also need to be overcome for a project such as a relief road to commence. For example, an asset protection requirement by Network Rail is considered to be very high risk to the council with unknown value or underwriting costs. There are also costs associated with operation and maintenance and the cost for road and rail closures during such operation, including the management of structure damage and any associated cost for operational and remedial work that follows. *(Additional background information in this area can be found in publically available documents published by HM Treasury such as the Green Book and also by the National Audit Office that validate the complex project risks and uncertainty with infrastructure schemes).*
- vii. The length of negotiation with the scheme sponsors and the associated clawback agreement. The implication being that complicated negotiations regarding a relief road at this stage could mean the opportunity for mitigation passes altogether. In addition, if a relief road does not come to realisation at some date in the future, funds would need to be returned and therefore the opportunity cost of not having pursued a package of mitigation proposals.

- viii. A new road classed as a major infrastructure scheme would need to pass the DFT WebTAG process which could become a significant barrier to such a proposal at this stage. From a professional standpoint, Slough Borough Council would support a relief road proposal on the back of significant development or where large benefits are forecast for the economy or community, such as; where proposals are underpinned by the significant unlocking of land for housing development or economic growth and activity.

6 **Conclusion**

- 6.1 The interest of Langley and Slough residents are of primary concern to Slough Borough Council and any associated dis-benefit of a relief road must be highlighted alongside such a proposal. Slough Borough Council will continue to share information with Buckinghamshire County and District Councils and explore potential benefits of a relief road.
- 6.2 The likelihood of further impacting on Langley and Slough junctions, pinch points and congested areas through increased volume and traffic must be reflected as part of a proper consideration, as well as the opportunity costs of a relief road option, asset protection requirements and cost uncertainty.
- 6.3 Under the existing context and highlighted concerns, a relief road is not proposed to be a suitable intervention for consideration at this juncture. Primarily, due to the inability to effectively address localised capacity issues independent of other areas (e.g. Slough/Langley vs Iver) and also the enabling of through routes for M25/M4 diversions.
- 6.4 A relief road option is appropriate and relevant to consider as part of a significant unlocking of land for housing, development or other economic activity.

Recommendations

- 6.5 The practical course of action is the pursuing of a package of mitigation proposals. The need for a mitigation package is further enhanced if a relief road is built in the future due to the anticipated outcome of greater traffic volumes and diversions.
- 6.6 A relief road as a possible future solution should address wider economic growth and development needs. It is not a recommended course of action due to the implications on diversions and enabling through routes through Langley and Slough.
- 6.7 The Panel is therefore asked to support the development of a mitigation package.

7 **Background Papers**

None.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel

DATE: 17th January 2017

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 the 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 can be made to RTPI detection rates by means of a new RTPI tender.

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

That the Committee note the Transport and Highways Team is drafting the RTPI specification tender documents with the view to deliver an improved service.

3 **The Sustainable Community Strategy, the JSNA and the Corporate Plan**

Priority – Regeneration and Environment

The 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, subsequently keeping with a Corporate Plan 2016-2020 objective.

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**

(a) Why is there a low detection rate of local buses on the Slough RTPI system, and what can be done to improve upon this current level?

5.1 A number of factors contributed to the overall low detection rates of local buses in Slough including the following (but not exclusive to):

- RTPI software and hardware were conflicting and not communicating as intended,
- The use of obsolete equipment and software programming, and
- Irregular changes to the First Bus fleet reflected in the bus network detection.

After many attempts to correct the issues, the existing RTPI specification is unable to manage these factors and deliver an acceptable output.

5.2 The maintenance contract for the current RTPI system comes to an end before March 2017 and the decision has been taken to go out to tender for a new RTPI system and not extend the existing maintenance contract. This will enable Slough Borough Council to acquire a new RTPI specification to deliver a better performing system.

(b) What improvements can be made to detection rates by means of a new RTPI tender specification?

5.3 A number of Key Performance Indicators will be implemented into the Service Level Agreement section of the tender specification that will result in financial penalties if not met. This will help to ensure the RTPI service provision does not perform below an acceptable level for the central system, bus tracking, output accuracy and other system operations.

6 **Conclusion**

That the Committee note the report.

7 **Background Papers**

None.

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 17th January 2017

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
17 January 2017
<ul style="list-style-type: none"> • Allotments • Housing KPIs • Service Charge information • Alternative provision to present Market Lane road network • RTPI – new specification
2 March 2017
Proposed date - Crime and Disorder Reduction Panel
<ul style="list-style-type: none"> • Sexual assaults (reference from Council – 26th July 2016) • Safer Slough Partnership • Traffic policing
4 April 2017
<ul style="list-style-type: none"> • Development Initiative Slough Housing • Garage Fraud Audit and update on Garages Strategy • Housing funding – ‘grey areas’ (e.g. Housing Revenue Account and general fund) • Housing Revenue Account Business Plan • Homelessness

To be programmed:

- Local Plan
- Regulatory Framework Gap Analysis – autumn 2017? (Based on 3rd November meeting recommendation, to be annual)
- Rates, Maintenance and Improvement update – July 2017?
- RMI contract – update on mobilisation and award of contract (first meeting 2017 – 18)
- Housing KPIs – quarterly updates (to start September 2017, then December 2017 and March 2018)
- Resident engagement – annual impact assessment (autumn 2017)

MEMBERS' ATTENDANCE RECORD
NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2016 – 17

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

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

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