

Date of issue: Friday 16<sup>th</sup> June 2017

<b>MEETING:</b>	<b>NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL</b> (Councillors Anderson, Davis, N Holledge, Kelly, Mann, Plenty, Rasib, Swindlehurst and Wright)
<b>DATE AND TIME:</b>	MONDAY, 26TH JUNE, 2017 AT 6.30 PM
<b>VENUE:</b>	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
<b>DEMOCRATIC SERVICES OFFICER: (for all enquiries)</b>	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**

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
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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,*



**AGENDA**  
**ITEM**

**REPORT TITLE**

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*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. | Election of Chair for 2017 - 18                    |        |  |
| 3. | Election of Vice Chair for 2017 - 18               |        |  |
| 4. | Minutes of the last meeting held on 4th April 2017 | 1 - 6  |  |
| 5. | Action Progress Report                             | 7 - 10 |  |

**SCRUTINY ISSUES**

- |     |  |         |     |
|-----|--|---------|-----|
| 6.  | Member Questions   |         |     |
|     | <i>(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.)</i> |         |     |
| 7.  | Safer Slough Partnership - Update  | 11 - 20 | All |
| 8.  | Vehicle Actuated Signs   | 21 - 24 | All |
| 9.  | 5 Year Plan: Outcome 4 (Access to Good Quality Homes)  | 25 - 28 | All |
| 10. | Neighbourhood and Housing Scrutiny Overview Indicators   | 29 - 48 | All |
| 11. | Slough Local Air Quality and Low Emissions Strategy  | 49 - 80 | All |

**ITEMS FOR INFORMATION**

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| 12. | Forward Work Programme                    | 81 - 84 |  |
| 13. | Date of Next Meeting - 7th September 2017 |         |  |



**Press and Public**

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**Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Tuesday, 4th April, 2017.**

**Present:-** Councillors Plenty (Chair), Anderson, Davis, N Holledge, Rana, Rasib (until 7.28pm) and Swindlehurst

**Apologies for Absence:-** Councillor Wright

**PART 1****52. Declarations of Interest**

No declarations of interest were given in relation to the agenda items.

**53. Minutes of the last meeting held on 2nd March 2017**

**Resolved:** That the minutes of the meeting held on 2<sup>nd</sup> March 2017 be approved as an accurate record.

**54. Action Progress Report**

**Resolved:** That the update on the progress made on actions be noted.

**55. Member Questions**

The answers received to the members' questions were circulated to the Panel.

Regarding Vehicle Activated Signs (VASs), members noted that only 2 roads were covered at the present time (4 signs being employed, 2 at each of this sites covering both directions of travel). In addition, was the proximity of the lights in Langley to temporary traffic lights likely to ensure that the best use of these facilities was being made? Members sought clarification on the level of priority given to VASs as a form of traffic calming, especially given their cost and popularity in comparison with measures such as speed bumps. As a result, the Panel requested an agenda item on the issue for its next meeting.

On CCTV, members noted that there was currently no waiting list for their deployment. In addition, it was unclear as to whether the units at Wentworth Flats (which had been demolished) were capable of being redeployed or obsolete. Members also requested precise locations for the 3 minicams listed in the response. An agenda item on this was requested for the autumn.

**Resolved:**

1. That an agenda item on Vehicle Activated Signs be added to the agenda for 26<sup>th</sup> June 2017.
2. That an agenda item on CCTV be added to the agenda for 7<sup>th</sup> September 2017.

## 56. Football Pitch Hire - Verbal Update

The last meeting had raised questions regarding the impact of the recent rise in the cost of hiring pitches, and whether the teams who had stopped hiring pitches were from Slough or outside the Borough. Before the rise in 2015, 28 teams had taken out pitches for the football season; this fell to 17 in 2015 – 16 and 14 in 2016 – 17.

Slough Borough Council (SBC) conceded that this had not been a consultative process; it had now compiled a redevelopment plan for football in Slough. As part of this, SBC officers would be hosting a meeting with the Football League and Chairs of football clubs in April 2017. This would be part of a comprehensive relationship building process. SBC was also committed to ensuring that youth players progressed into the adult game more regularly, that mini football was more available and that participation amongst girls and women increased. The development of coaches and volunteers would be imperative in securing this progress.

The Panel raised the following points in discussion:

- SBC's prices were now in line with neighbouring authorities. Prior to 2015, the rent charges had been significantly cheaper than other authorities.
- The clubs which had left had chosen to do so for 2 main reasons; the price rise and the lack of working relationship with SBC. It was intended that numbers of clubs hiring pitches for the season would rise as relationships were re-established. Local clubs would be prioritised.
- There would be a clamp down on teams using SBC's facilities without registering or paying. This would be included in the forthcoming dialogue with local football clubs.
- The service had lacked ownership; this was due to the shared responsibilities of Parks, Leisure and Corporate Landlord for the service. This had been clarified prior to the forthcoming dialogue.
- Current facilities could be employed more in some cases. This would be included in some elements of the dialogue (e.g. should mini football be subject to low pricing to generate interest).
- SBC would be approaching schools and colleges as part of communicating its message on football.

(At this point, Cllr Rasib left)

**Resolved:** That the update be noted.

## 57. Housing Revenue Account Business Plan 2017 - 47

The previous report provided to the Panel (3<sup>rd</sup> November 2016) had been given in the context of significant areas which required clarification. Whilst some of these had now become apparent, some uncertainties remained. These were as follows:

- The payment of the capital sum – this may require the sale of higher value voids. If so, questions such as the number of these sales required would have to be resolved.
- The situation after 2020 – at present, the rents for 2016 – 17 and the next 4 years would have to go down, but after this date predictions were based on hypothetical calculations. In addition, whether rent policy would be a blanket national policy, or an area where rents were linked to the amount of building work being undertaken by the local authority, was still undecided.

As a result, the document would continue to be amended as these matters were resolved. However, some of the uncertainties included in the November report had been resolved:

- Pay To Stay legislation had been abandoned.
- The headline findings of the stock condition survey were now known. These largely correlated with predictions.
- The affordable housing policy had been codified and would be the subject of a workshop for members in April 2017.
- The options appraisal had been presented to Cabinet on 20<sup>th</sup> March 2017. This was a 20 year overview.

The stock condition survey would now be used to predict which properties were likely to survive for 20 years and which would need replacement in that time. SBC would also be looking at the work of other local authorities and using the research to help shape policy. The Treasury Management Strategy would also be revisited; were present borrowing levels correct, could more be borrowed to fund new construction work? This would be reported on in December 2017.

The Panel raised the following points in discussion:

- The borrowing gap is fixed; it is not linked to inflation or house values. It had remained at the same level since 2012.
- The current climate was difficult for local authorities. The Government's long term proposals were unclear, with the Housing Benefit Bill a significant element of this uncertainty. Whilst Housing Associations may be in a relatively good position to withstand the rent policy, local authorities may find that their willingness to build could be limited by this.
- SBC had predicted lower income from garages and shops on the basis of some assumptions. With garages to become parking bays on the basis of their outdated sizes, this would have a negative impact on income. Meanwhile, it was predicted that continued trends in shopping (e.g. continued growth in online commerce) would impact on neighbourhood shops in a similar fashion to town centres.
- The issue of requesting residents to downsize remained; around 30% of SBC's housing stock was underemployed. The option of creating flats which were of sufficient quality to act as an incentive to move was

open, but not one which could be committed to at present. Should such an option be pursued, SBC would also need to conduct conversations on downsizing with tenants earlier so that the situation could be managed in advance.

- The Development Programme for housing was looking to create a mixture of housing stock; this would bear in mind issues of supply and demand. Options appraisal would look at existing sites; however, financing remained a major issue and may require innovation.
- The Housing Revenue Account would be considered when designing building work on new sites such as the recently acquired former Thames Valley University land.
- Right to Buy sites would continue to leave SBC's housing stock. In addition, the borrowing cap would remain, whilst income generation would be generated through cross subsidy or rents. These constraints would be central in calculating the level of new building; however, for affordable housing, SBC may well have to consider options beyond the Housing Revenue Account.
- In terms of local authorities offering inspiration to SBC, the Newham system was proving to be particularly influential.

**Resolved:**

1. That the Panel endorse innovative measures be taken to encourage downsizing.
2. That the Panel endorse a greater emphasis on solving the issue of limited temporary accommodation.
3. That the Panel support the creation of a ring fenced resource to deliver an increased supply of stock for housing and regeneration.

**58. Overview of Homelessness in the Borough**

The Panel received a presentation on the role of SBC in alleviating homelessness and the current local situation. Subsequent to the presentation, the Panel raised the following points in discussion:

- The Localism Act 2011 required SBC to make payments for 24 months for the homeless to offer support. As this was a relatively new duty, the outcomes for recipients of this money was not yet clear; however, it was clear that SBC needed to ensure that such tenants were allowed to move on and improve their situation.
- There were a small number of vulnerable cases. SBC would continue to try and support them, but some of these could prove very hard to help. This could include people from the European Economic Area, but such instances could be hard to detect.
- Should an applicant for support not pass the test, SBC would still offer advice and support. They may also be referred to other relevant agencies (e.g. YMCA); if appropriate, SBC may even pay the rent deposit.
- The site on Langley High Street was now available to SBC. Staff would also be looking to prevent cases falling into problems or arrears through measures such as talking to landlords.



- It was apparent that some London boroughs were referring cases to landlords in Slough. Should this take place, SBC should be informed although it appeared the case that this was not always respected. SBC could not just move these cases to other areas; in addition, after 6 months such cases could argue that they had created a local connection with Slough and should remain here permanently.
- It was unavoidable that those in temporary accommodation would be subject to repeated moves. Emergency accommodation would be used as a short term solution as decisions on cases were awaited.
- SBC had to manage the situation, as it neither controlled the relevant housing stock nor acted as ultimate arbiter in homelessness cases.
- No local authority in the South East of England had the matter entirely under control. However, the number of cases using bed and breakfast accommodation was often quoted as a key indicator on the level of control the local authority had. The fact that SBC had recently reduced this to zero indicated SBC was in one of the better positions regionally.
- Converting the service into one which predicted and intercepted problems rather than reacted to situations was a key aim. Whilst this would increase the upfront costs, it would reduce the long term expenditure.
- Homelessness was increasing as prices in the local housing market rose.

**Resolved:**

1. That the Cabinet lobby for the Local Housing Allowance in Slough to be adjusted to reflect its similarity with London Boroughs.
2. That the Cabinet write to London Boroughs to reinforce the need for them to fulfil their obligations towards homeless people for whom they are responsible.
3. That children in bed and breakfast be reported to the Panel as a lead indicator.
4. That future changes in allocations policy should only be aimed at reducing homelessness.

**59. Development Initiative Slough Housing - Verbal Update**

The Initiative (DISH) had been set up in the 20<sup>th</sup> century to develop homes; 57 such residences existed within it at present. These homes were provided at social housing rents and were also not subject to Right to Buy legislation. Should no action be taken, the homes would revert to the Housing Revenue Account in 2018.

SBC had received legal advice on the options. There were 3 possible choices:

- Allow them to revert to the Housing Revenue Account – at which point, they would be subject to Right to Buy.
- Extend the existence of DISH – but the founding articles of the company worked against this.

## Neighbourhoods and Community Services Scrutiny Panel - 04.04.17

- Put the properties into a different scheme – these properties were low debt and high value. As a result, they could be put into a different vehicle and used as security to assist with funding.

The Newham system (mentioned in minute 57) had been funded using the mechanism suggested in the last of these options. SBC was hoping to have its formal options clarified in the summer of 2017.

**Resolved:** That an update on the matter be taken on 7<sup>th</sup> September 2017.

### 60. Yellow Box Junctions

**Resolved:** That the report be noted.

### 61. Attendance Record

**Resolved:** That the attendance record be noted.

### 62. Date of Next Meeting - 26th June 2017

Chair

(Note: The Meeting opened at 6.30 pm and closed at 9.33 pm)

**Matters Arising – Neighbourhoods and Community Services Scrutiny Panel**

**3<sup>rd</sup> November 2016**

<b>Minute:</b>	<b>Action:</b>	<b>For:</b>	<b>Report Back To: Date:</b>
26	<p><b>Resolved:</b></p> <p>1. 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 24<sup>th</sup> November 2016 to advise on the evaluation of bidders. This would be followed by presentations on 12<sup>th</sup> 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 1<sup>st</sup> December 2017.</p>	Housing	NCS Scrutiny Panel Dates as outlined in minute

**17<sup>th</sup> January 2017**

<b>Minute:</b>	<b>Action:</b>	<b>For:</b>	<b>Report Back To: Date:</b>
35	<p><b>Resolved:</b></p> <p>1. That the Panel recommend Slough Borough Council (SBC) develop a package based on the reopening of Market Lane and a realigned bridge (as offered by HS2).</p>	Transport	NCS Scrutiny Panel Upon HS2's offer

## 4<sup>th</sup> April 2017

Minute:	Action:	For:	Report Back To: Date:
57	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>1. That the Panel endorse innovative measures be taken to encourage downsizing.</li> </ol>	Housing	NCS Scrutiny Panel As appropriate
	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>2. That the Panel endorse a greater emphasis on solving the issue of limited temporary accommodation.</li> </ol>	Housing	NCS Scrutiny Panel As appropriate
	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>3. That the Panel support the creation of a ring fenced resource to deliver an increased supply of stock for housing and regeneration.</li> </ol>	Housing	NCS Scrutiny Panel As appropriate
58	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>1. That the Cabinet lobby for the Local Housing Allowance in Slough to be adjusted to reflect its similarity with London Boroughs.</li> </ol>	Housing	NCS Scrutiny Panel As appropriate
	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>2. That the Cabinet write to London Boroughs to reinforce the need for them to fulfil their obligations towards homeless people for whom they are responsible.</li> </ol>	Housing	NCS Scrutiny Panel As appropriate
	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>3. That children in bed and breakfast be reported to the Panel as a lead indicator.</li> </ol>	Housing	NCS Scrutiny Panel As appropriate
	<p><b>Resolved:</b></p>	Housing	NCS Scrutiny Panel

	4. That future changes in allocations policy should only be aimed at reducing homelessness.		As appropriate
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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community Services Scrutiny Panel

**DATE:** 26<sup>th</sup> June 2017

**CONTACT OFFICER:** Garry Tallett, Community Safety Partnership Manager  
**(For all Enquiries)** (01753) 477907  
Ketan Gandhi, Head of Wellbeing and Community Services  
(01628) 696099

**WARD(S):** All

**PART I**  
**FOR COMMENT AND CONSIDERATION**

**SAFER SLOUGH PARTNERSHIP – UPDATE**

1. **Purpose of Report**

This paper is being submitted to update members of progress regarding the Council's motion on 26<sup>th</sup> July 2017:

*“This Council resolves to work with Thames Valley Police through the Safer Slough Partnership to prioritise its response to counter the increase in serious sex crimes around the town and to reduce the fear of sexual offences across the Borough.”*

2. **Recommendations**

The Panel is requested to resolve that:

- The activity outlined in this report is an adequate and appropriate response to the Council motion of 26<sup>th</sup> July 2017.
- The Panel reflect this to the next meeting of full Council as appropriate.

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

The Slough Joint Wellbeing Strategy (SJWS) is the document that details the priorities agreed for Slough with partner organisations. The SJWS has been developed using a comprehensive evidence base that includes the Joint Strategic Needs Assessment (JSNA).

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

Central to discharging its responsibility, the Board through regular performance management reports, ensures that the vision and objectives of the Strategy are delivered through the priority actions being led on by each Priority Delivery Group (PDG) such as those described in detail below.

The Safer Slough Partnership (SSP) seeks to reduce crime, anti-social behaviour and the fear of crime. It seeks to reduce the harm that drugs and alcohol cause to individuals, families and the wider community and create a safer and cleaner environment for all those who live, work, learn, visit and invest in Slough. Therefore the SSP meets the following priorities:

- Health
- Regeneration and Environment
- Safer Slough

### 3b. **Five Year Plan Outcomes**

The Safer Slough Partnership supports the Council's Five Year Plan, against the following outcomes:

- Our children and young people will have the best start in life and opportunities to give them positive lives.
- Slough will be an attractive place where people choose to live, work and visit.
- Our residents will have access to good quality homes.
- Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents.

### 4. **Other Implications**

#### a) Financial

There are no financial implications arising from this report

#### b) Risk Management

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

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

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

#### d) Equalities Impact Assessment

Feedback and close monitoring of data would be analysed according to SBC equalities monitoring categories, thereby enabling any differential impact on particular groups to be identified.

### 5. **Supporting Information**

#### **Introduction**

- 5.1 The Council's motion on 26<sup>th</sup> July 2017 (as set out in section 1) has seen a series of actions by SSP (e.g. SSP formed a Task and Finish Group to provide insight and direct resources). This report provides an overview of the approach taken by the SSP; its priorities, outlines the success of the Task and Finish Group and sets out some of the longer term plans.



## SSP focus – context

- 5.2 The Safer Slough Partnership (SSP) is the local statutory Community Safety Partnership for Slough. The purpose of the Partnership is to provide a strategic and co-operative approach for addressing local crime and anti-social behaviour within the Borough. The Safer Slough Partnership is chaired by the Chief Executive and co-chaired by the Police Borough Commander with representatives from statutory and community partners in attendance.
- 5.3 As the Local Authority which we can't control all crime and perceptions of crime, we can use our influence at the SSP to monitor, review and help shift partners toward collaborative interventions based on known risks in Slough and to develop sustainable solutions that stem from evidence and a foundation of research.
- 5.4 The SSP is focused to ensure that it has the capabilities, skills and mechanisms to oversee the work of the statutory and non-statutory agencies represented at the Partnership. Over the last 12 months, the SSP has focused on providing support and coordination of a multi-agency response to crime and disorder, while reviewing Board membership, the performance management framework and the number and focus of the operational sub-groups that sit under the SSP.
- 5.5 The SSP has developed a new one page strategy (see appendix A). The strategy underpins the focus of the board, sub-groups and supports corporate strategies (for example the TVP Policing plan and the SBC Five year Plan). The SSP strategic goals have been developed around three core themes. These three themes are strategic and therefore do not specify in detail the operational objectives, but underpin the focus of the priority groups sitting under the SSP (see figure 1).

Theme	Specific Focus	Delivery Mechanism
Violence – Protecting People	Domestic Violence	VAWG group
		World Café Events
	Alcohol	DAAT Partnership Board
	Youth and Gang Crime	Youth Violence Group Serious Organised Crime Group
Resilience – People and Place	Crime Prevention	Parks and Open space T&F Serious Organised Crime Group
	Fear of Crime and Perception of Slough	Intensive Community Engagement Communication and media group (TBA)
		Performance Management Group
	Designing out Crime	Slough Plan
Emerging Risks	Cyber Enabled Crime	TBA
	Modern Slavery	Modern Slavery and Exploitation Group

Figure 1

- 5.6 The creation of a new Performance Management Group, and a new performance management framework, provides the SSP with a valuable tool to manage the delivery of the strategy, oversight of the three key thematic areas and operational groups – Business as usual, Priority Delivery and Task and Finish Groups (See figure 2).

## SSP Performance Management Framework



Figure 2

5.7 A review and consolidation of sub-groups has led to the formation of a number of new priority delivery groups.

- Violence Against Women and Girls group (VAWG) – focused on Domestic Abuse, FGM, Forced Marriage and Honour Based Violence. This group draws together the DA Strategic group, operational deliver group and the FGM LSCB sub group. This new group is focused on reducing violence against women (including sexual assault and rape, which equates to two thirds of reported incidents in Slough).
- Modern Slavery and Exploitation group – this is an emerging area of work for the SSP and aligns the SSP with the work of the Anti-Slavery Commission and the Office of the Police Crime Commissioner.
- Two groups focusing on Youth Crime – the Youth Violence Group focused on the operational delivery and support of young people and the Multi-Agency Serious Organised Crime Group, with a focus on gangs and disruption. A process of forming specific task and finish groups to provide a short and focused response when needed has already provided tangible results at a time when partner resources are limited.

5.8 The changes to the SSP will enable the partnership to support agencies to focus on the risks faces by Slough residents from what are seen as traditional crimes to the unknown and unquantified emerging risks. The Performance Management Group provides an invaluable function of monitoring and horizon scanning, allowing the SSP Board to keep a strategic view of Slough.

5.9 A refocus of the operational groups (including a merger of groups) provides a specific focus where needed, while recognising the need for sustainability and collaboration.

- 5.10 While there are many challenges facing the members of the SSP, the review and subsequent changes to the SSP Board in membership and structure will provide the SSP with the skills, knowledge and ability to monitor, review and to best use of the resources available to deliver of local priorities for Slough.

### **SSP Task and Finish Group**

- 5.11 The Safer Slough Partnership commissioned the formation of a Task and Finish Group, Chaired by Ketan Gandhi. To enable this group to be effective, Ketan commissioned research into Sexual Crimes in Slough. It was important to use intelligence led methods to focus on the right areas. Slough has 254 hectares of parks and open spaces making up 89 parks, sports grounds and recreational spaces. It was no surprise that this research identified Salt Hill Park as an area of focus while providing oversight on other areas.
- 5.12 The Task and Finish Group included Cllr Sohal and Cllr Bains. Unfortunately due to work commitments Cllr Bains was unable to attend the meetings, but instead was kept informed via email. The Fire Service, Police, Parks, Voluntary Sector, Youth Services and Community Safety and comments from Park users (research carried out by a local undergraduate student) made up a multi-agency problem solving group. An action plan was formed with short, medium and long term solutions.

### Short Term

- 5.13 As part of a public reassurance campaign, we had police in the park on foot, on bikes and on horses. We fitted temporary mobile CCTV cameras, monitored by our CCTV control room. The Fire Service made random visits to the park during unsocial hours, using their high powered lights to scan the areas near the A4. Meanwhile, we tweeted and talked about what we were doing in the park at every opportunity.

### Medium Term

- 5.14 The parks team worked to remove high hedging, dense foliage and improve the physical appearance of Salt Hill Park. Local groups engaged in activities in the park in the evening including poetry in the park. Regular inspections of parks have taken place to ensure maintenance such as cleansing etc is being undertaken to required standards. Green gyms have been introduced to a large number to our parks and this again contributes towards increased usage of our parks for positive activities.

### Long Term

- 5.15 We have launched the 'love our parks' campaign which aims to raise the positive profile of our parks as well as encourage residents to become involved in schemes such as 'friends of' groups.
- 5.16 The original task and finish group morphed in to a wider Slough safe, clean and better marketed group as part of this group the following are key actions:
- Improved lighting in our parks and open spaces through integrating it into Sloughs lighting initiative.

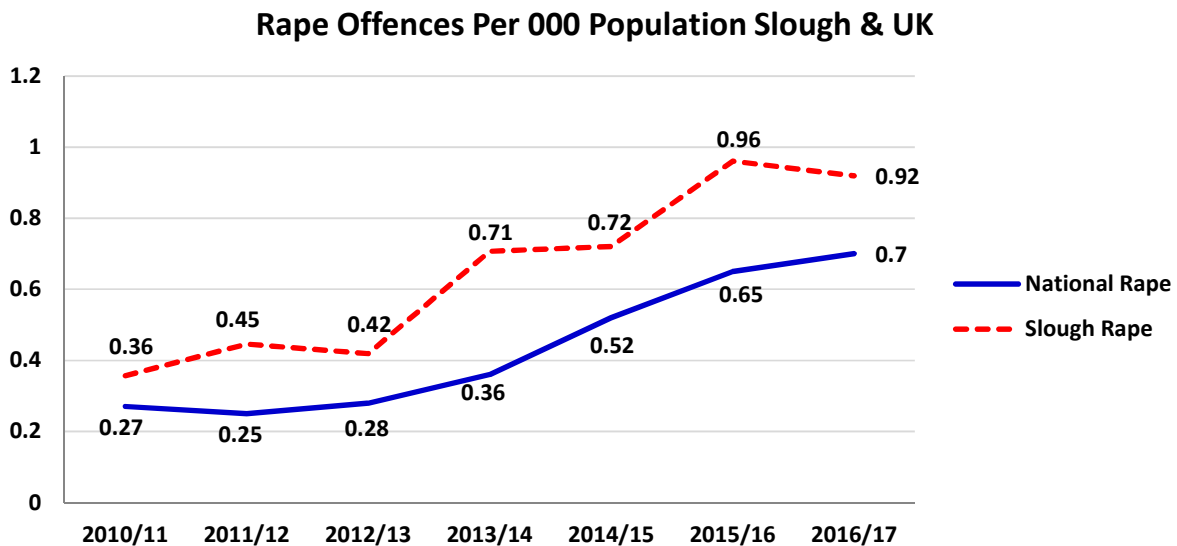
- Work with the police to enhance offender profiling to be utilised to better prevent incidents.
- Make the cleansing and maintenance contract more specific re cleansing and reporting of incidents / damage.
- Identify solutions to enable easier reporting and recording of incidents.
- Continue to build on current events programme in parks.
- Develop a culture of 'local ownership' of our parks.

5.17 The VAWG group was formed to broaden the partnership focus from Domestic abuse to a wider view of violence to women and girls. This has led to the development of a shift from specialist services to operational and community intervention. The start of this is the formation of a Domestic Abuse Champion's Network, enabling more frontline professionals to take an active role in helping to reduce harm. The shift from Specialist to Professional will help to problem solve at an earlier level.

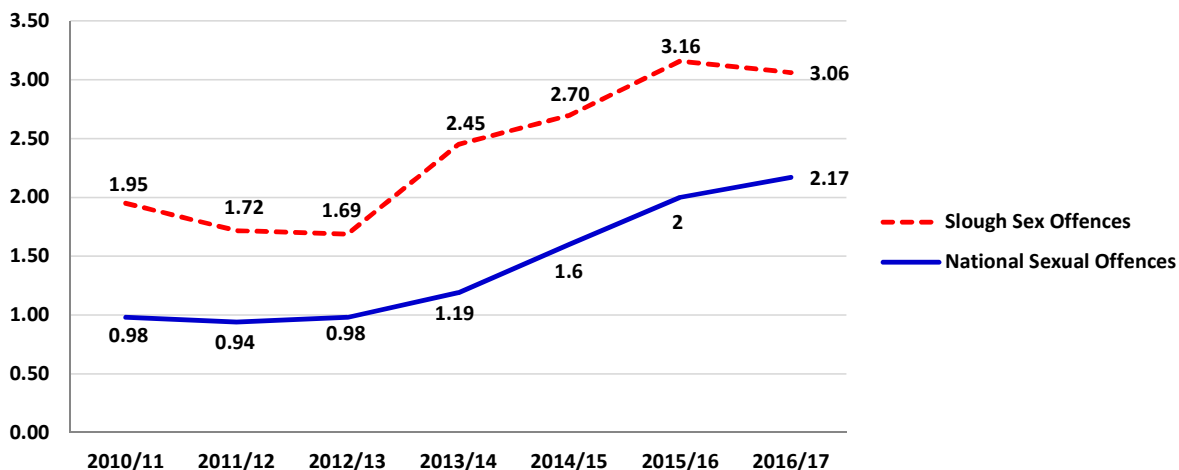
5.18 Working with young people is an area where we need to focus if we are to change gender perceptions. We have just commissioned a 4 year programme working in Primary and Secondary Schools to increase the resilience of the next Generation. This work will address a range of harms from CSE, Grooming, Online risks, Sexualisation and gang involvement. The work is at pilot stage at the moment, but will be made available to all schools in Slough over a period of time.

### Five Year Trend

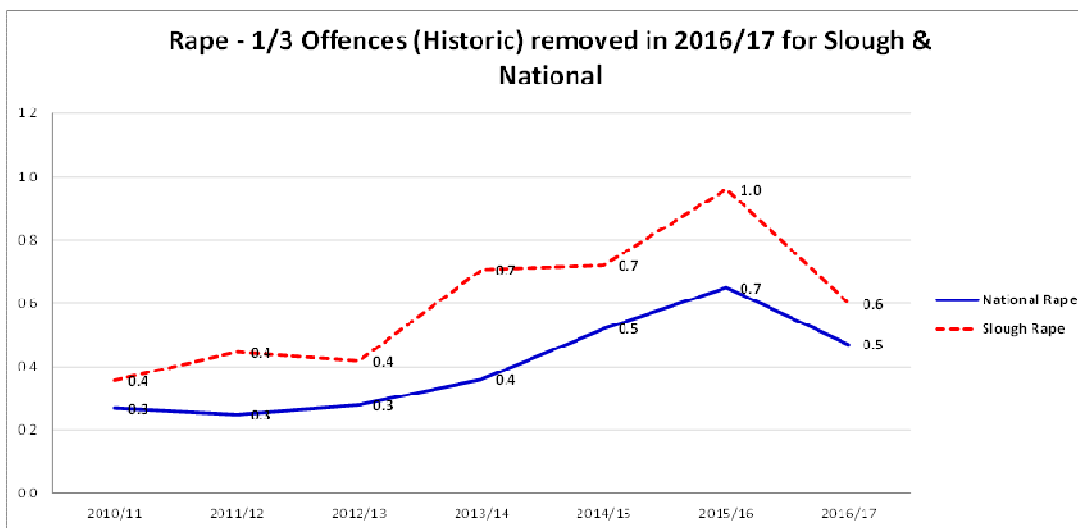
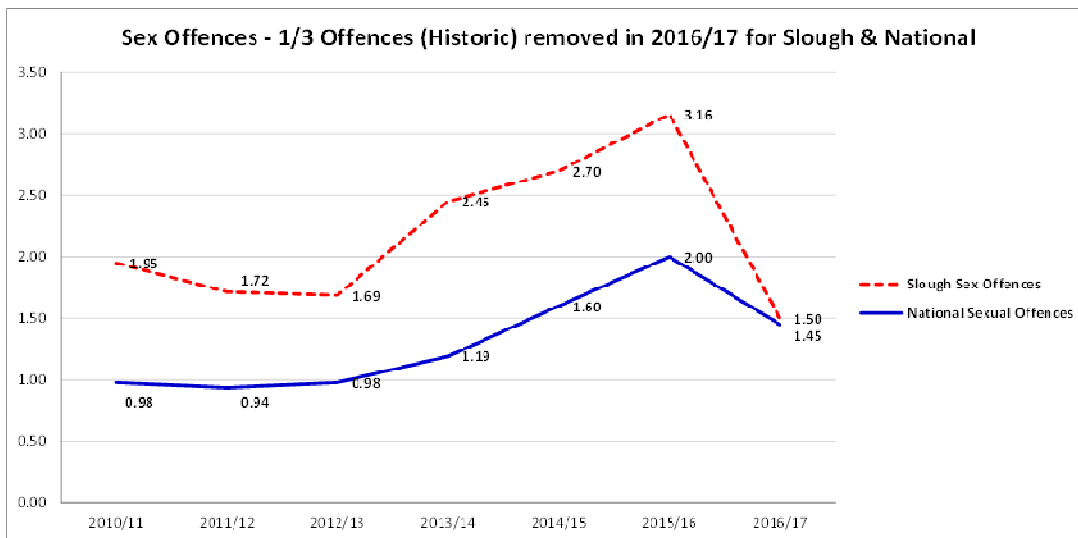
5.19 The line graphs below better illustrates the performance of rape and sex offences since 2010/11 for Slough and the UK. This includes all reporting (including historic offences).



### Sex Offences Per 000 Population Slough & UK



5.20 The next two line charts show all offences and rape offences with the historic offences removed for 2016/17 period for both Slough & National figures (per 000 population).



5.21 A common theme emerging is that rape and sex offences have been increasing year by year since 2011/12 for Slough and nationally. Although per 000 population Slough does suffer with more rape and sex offences than the national average - where both charts differ is that Slough in 2016/17 saw a 4% reduction in actual figures rape and sex offences whilst nationally both offences increased further.

6. **Conclusion**

6.1 The SSP has taken the issue of Sexual Offences Seriously and this is now starting to show in a reduction. As with most reductions it is not just one intervention or project that makes the difference, but a number of small incremental successes.

7. **Appendices Attached**

'A' - Safer Slough Partnership Strategy

8. **Background Papers**

None

# Safer Slough Partnership (SSP) Strategy Map

**Vision :** Slough is a town in which all people feel safe and secure

**Mission:** To focus on reducing crime, violence and harm, increasing community resilience so that people are able to help each other to live in a diverse, evolving and vibrant community.

## SSP Community Safety Strategic Goals 2016-19

- Drivers**
- Funding
  - Partners Priorities
  - Political Agenda
  - Safeguarding
  - Public Concern
  - Projects
  - Changes in criminal behaviour
  - Available information
  - Resources
  - Global developments
  - Global crisis

**Stakeholders**  
What must we achieve for them?

**Capabilities**  
What do we need to excel?

**Skills**  
Where do we need to develop in order to excel?

**Resources**  
How do we ensure we are resourced appropriately?

**1**  
**Violence – Protecting People**  
RP/GW

**2**  
**Resilience – People and place**  
RP/GW

**3**  
**Emerging Risks**  
RP/GW

**4**  
We will develop clear stories and partnership communications plan – ‘You said, we did’  
RP/GW

**5**  
We will identify shared goals in order to eliminate duplication, increase effectiveness and service delivery  
GT

**6**  
The SSP priorities will support and enhance partners corporate priorities  
GT

**7**  
Slough Brand – Safe, Secure Community  
PS

**8**  
We will build stronger influential connections  
BJ

**9**  
We will ensure that our partnership delivery mechanisms offer robust, effective and sustainable solutions  
GT

**10**  
We will communicate our successes with pride  
KP

**11**  
We will be more responsive, agile and creative in our work  
GT

**12**  
Our teams will have the right expertise and capacity  
GD

**13**  
Through analysis we will advance our understanding of existing and potential crime threats  
GW

**14**  
We will develop new partnership performance monitoring frameworks  
JB

**15**  
We will build an ideas-driven culture based on more in-depth and up-to-date knowledge of crime and community safety developments  
GT

**16**  
We will invest in research  
RP/GW

**17**  
We will develop strong case studies and project information  
RP/GW

**18**  
We will work in partnership, using the skills and abilities available  
GD

**19**  
We will ensure that as a partnership we have the right mechanisms to deliver  
RP

**20**  
We share information to help aid understanding in order to identify sustainable solutions  
RK

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community Services Scrutiny Panel

**DATE:** 26<sup>th</sup> June 2017

**CONTACT OFFICER:** Savio DeCruz – Head of Transport and Highways (ext 5640)  
**(For all enquiries)** Masum Choudhury – Transport Strategy (ext 4801)

**WARD(S):** All

**PART I**  
**FOR COMMENT AND CONSIDERATION**

**VEHICLE ACTUATED SIGNS**

1 **Purpose of Report**

The purpose of the report is to provide the Overview and Scrutiny panel a summary of the rationale behind the decision to use and deploy Vehicle Actuated Signs.

2 **Recommendations/ Proposed Action**

The Panel is requested to note the results from the deployment of Vehicle Actuated Speed Signs (VAS) on Langley Rd and Mercian Wy to-date.

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

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

Priorities:

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

The deployment of the VAS are not affected by the SJWS priorities, but there is a cross-cutting theme within Safer Communities with passing on data to Thames Valley Police regarding speeding issues.

3b. **Five Year Plan Outcomes**

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

Outcome 5: Deliver infrastructure improvements to attract and support business – providing traffic improvements to help ease congestion

Outcome 3: Work to promote Slough as an attractive, safe and vibrant place with opportunities for all – Improve safety within neighbourhoods and reducing casualties.

4 **Other Implications**

a) **Financial**

None.

b) **Risk Management**

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
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**

**Background**

5.1 Over the last 8-9 years Slough has used Vehicle Actuated Speed signs to complement its Road Safety strategy. Initially these signs were deployed by a sub-contractor but the costs were felt to be too high and too much of a drain on the available budgets. During 2011/2012 the Transport department then experimented with using in-house resources to manage the whole process, this worked until staff numbers were reduced due to service cuts. The process was labour and time intensive and relied on staff members having the required driving skills, being available when a suitable vehicle was hired, able to operate the mobile elevated working platform (MEWP) and setup the lead acid batteries for charging. With the reduction in staffing levels the deployment of the VAS stopped as the existing staff could not absorb all those functions within their current workloads.

- 5.2 A review was conducted during 2016 after monies were made available through the CIF budget circa £10K after it was found that the original signs were no longer operational. Following this, newer signs were purchased using the Intelligent Transport Systems (ITS) Framework contract in June 2016. The new specification signs were lighter, gathered better statistics and used more modern battery technology. The Signal Maintenance Supplier and the Sign Manufacturer were both approached to see if they could manage the deployment and battery changes which both providers have agreed to undertake.
- 5.3 The VAS are just one of a range of measures that will be considered as part of the Road Safety strategy to tackle speeding and have no particular priority. It will be appreciated that mounting removable signs are more of a soft, less intrusive measure when compared to Road Humps, Chicanes, One Way systems, 20mph zones etc., can be deployed reasonably quickly and without the need to follow a formal legal process. Factors that will be considered before deploying the signs include: the accident history - where speed has been an associated factor, environmental factors such as the presence of schools, community centres or vulnerable road users, suitable mounting locations e.g. lamp columns, visibility of the sign to road users (to ensure drivers can react safely) and consideration to nearby homes in case of light intrusion. Highways Inspectors will conduct ad-hoc speed checks using a Radar speed gun and if the results indicate sufficient numbers of vehicles are exceeding the 85<sup>th</sup> percentile speeds and taking into account the above factors a sign could be deployed. Priority is given to roads by date received but consideration will be given to sites where circumstances dictate a clear and present danger exists. These sites will be considered on a site by site basis and will be at the discretion of the Transport Strategy team. It must be stressed that roads on the current list have not been through a full assessment and it is likely that many will not meet the necessary requirements. Prior to a full assessment being made it was agreed with the Commissioner that the original "Deployment list" would be used as the starting point for deciding where to deploy the new signs.
- 5.4 The batteries from the original signs were sent to a third party for testing, many were found to be faulty and beyond economical repair but after communication with the manufacturer it was found that these signs could be converted to mains use and then re-used in suitable fixed locations that could provide mains power.

### **Initial Results**

- 5.5 Data has now been captured from both locations and preliminary analysis e.g. eastbound on Langley Rd - shows that outside of peak times around 10% of drivers are speeding. The data obtained will be a useful comparison for when the Spencer Rd roundabout opens in July.

## **6 Comments of Other Committees**

No other committees have received this report.

7 **Conclusion**

Highways Inspectors, using the Radar speed gun, will begin conducting ad-hoc speed checks as part of the full VAS process this will naturally whittle down the original list enabling future deployments to be more targeted.

8 **Appendices Attached**

None.

9 **Background Papers**

None.

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhood & Community Services Scrutiny Panel

**DATE:** 26<sup>th</sup> June 2017

**CONTACT OFFICER:** Mike England, Interim Strategic Director, Regeneration, Housing and Resources  
**(For all Enquiries)** (01753) 875300

**WARD(S):** All

**PART I**  
**FOR COMMENT & CONSIDERATION**

**5 YEAR PLAN: OUTCOME 4 (ACCESS TO GOOD QUALITY HOMES)**

1. **Purpose of Report**

- 1.1 This report introduces the panel to the work on Outcome 4 of the 5 Year Plan 2017 - 2021: "Our residents will have access to good quality homes." It also asks the Panel which areas it would wish to prioritise for consideration at future meetings.
- 1.2 The work on Outcome 4 is being aligned with the development of the Implementation Plan for the Housing Strategy. That Strategy is arranged around 5 overarching themes:
- Theme 1 – New Housing Supply
  - Theme 2 – Private Sector Housing
  - Theme 3 – Council Homes
  - Theme 4 – Homelessness and Housing Need
  - Theme 5 - Special Housing Needs and Vulnerable People

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

The Panel is requested to resolve that:

- a) The Panel note the key actions developed under Outcome 4 of the 5 Year Plan and summarised in paragraph 5 below; and
- b) Decide which areas to consider in more detail at forthcoming meetings.

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

The connection between health and wellbeing and good quality housing is well established. The Housing Strategy sets out the Council's ambition to regenerate neighbourhoods, improve the quality of housing and to contribute to the supply of new homes in Slough. The Housing Strategy will act as the delivery mechanism to achieve a number of the Council's corporate aims and is well aligned with the JSNA. The Strategy is specifically aimed at delivering Outcome 4 of the new Five Year Plan: "Our residents will have access to good quality homes."

#### 4. **Other Implications**

(a) **Financial**

There are no direct financial implications of proposed action

(b) **Risk Management**

Recommendation	Risk/Threat/Opportunity	Mitigation(s)
Each element of the Outcome Plan will have specific risks attached to it and these will be addressed within the consideration of each element. An overall Risk Register is being for the work on the Housing Strategy and Outcome 4 as a whole.	These will be set out in relation to each of the key actions in the Plan.	These will be developed in relation to each of the key actions in the Plan.

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

There are no human rights or other implications

(d) **Equalities Impact Assessment**

An EIA is not required. A full EIA was undertaken in the preparation of the new Housing Strategy.

(e) **Workforce Implications**

There are no workforce implications.

#### 5. **Supporting Information**

5.1 Since there is a large degree of crossover between work on Outcome 4 of the 5 Year Plan and the implementation of the Housing Strategy, a Project Board has been created to take forward both pieces of work, chaired by the Interim Strategic Director, RHR.

5.2 An Outcome Plan has been developed to take forward a number of the priorities arising from Outcome 4. These are summarised below;

- i. Build homes that can be easily adapted to take account of changing household circumstances and of the needs of people with disabilities.
- ii. Review our allocations policy with a view to giving higher preference to those with long term disabilities who are unable to work.
- iii. Robust regulation of the private rented sector to ensure health and safety standards are met and overcrowding is reduced.
- iv. Increase home improvements to allow people to stay in their own homes longer and not require expensive and unwanted residential care.

- v. Make best use of existing public sector housing stock.
  - vi. Utilise land and resources in and outside of our direct control to develop new homes across all tenures to meet local need.
  - vii. Make better use of land and existing housing within the borough including using opportunities for new high quality, family and high density residential developments.
  - viii. Prevent homelessness where possible through early intervention and using a range of housing options.
  - ix. The Council will actively promote a new garden suburb in an area to the north of Slough.
- 5.3 Members are asked to consider which of these workstreams they would wish to consider in more detail at its future meetings.

6. **Comments of Other Committees**

This report had not been considered by other committees.

7. **Conclusion**

This is the first report on the Housing – focussed element of the 5 year Plan and has introduced the main areas of work which are being pursued. It is anticipated that the Panel will play an important role in reviewing the work on this central area of the plan to ensure that it fully promotes the interests of the residents of Slough.

8. **Appendices Attached**

None

9. **Background Papers**

None

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhood & Community Services Scrutiny Panel  
**DATE:** 26<sup>th</sup> June 2017  
**CONTACT OFFICER:** Steven Peach, Neighbourhood Services  
**(For all Enquiries)** (01753) 875651  
**WARD(S):** All

**PART I**  
**FOR COMMENT & CONSIDERATION**

**NEIGHBOURHOOD AND HOUSING SCRUTINY OVERVIEW INDICATORS**

1. **Purpose of Report**

On 17<sup>th</sup> January 2017 Neighbourhood and Community Scrutiny approved the Scrutiny Overview Indicators and requested the service return on 26<sup>th</sup> June 2017 with a full dashboard of SOIs and an exception report.

This report provides Scrutiny Overview Indicators (SOIs) for Housing Services and Neighbourhood Services, covering the period quarter three & four 2016/17. Where possible a full year data return has been entered in the Scrutiny Overview Indicator dashboard (Appendix A).

The Scrutiny Overview Indicator dashboard provides data returns under each of the two services and includes a commentary.

Some challenges have been identified in being able to report on the entire dashboard. Reasons for this include how the housing IT system is used, IT system limitations, and finance coding regimes resulting in not being able to break down budgets to a more granular level.

An Exception Report is provided in Part II to cover reasons for reporting limitations, recommendations for removal of some SOIs, and highlights recommended changes.

There are no exceptions to report as result of Red or double Amber RAG Ratings.

The SOIs whilst developed before the launch of the Housing Strategy 2016-2021 they can be considered relevant in supporting four of the five overarching themes.

Theme 1 – New Housing Supply

Theme 2 – Private Sector Housing

Theme 3 – Council Homes

Theme 4 – Homelessness and Housing Need

## 2. **Recommendations**

The Panel is requested to resolve that:

- a) That NCS Scrutiny Committee note the Scrutiny Overview Indicators Dashboard (attached as Appendix A).
- b) Approve changes recommended to:
  - Scrutiny Overview Indicator 7 - Average rent cost of each TA type (including B&B) in use at end of quarter
- c) Approve recommendations to remove from future reports:
  - Scrutiny Overview Indicator 8 – Total rent cost of each TA (including B&B type) during the quarter
  - Scrutiny Overview Indicator 38 - Of garages inspected a breakdown of the development RAG rating awarded
  - Scrutiny Overview Indicator 45 - Number of fixed penalty notices issued (and a breakdown by offence)
  - Scrutiny Overview Indicator 46 - % income rate against payments of FPN due during the quarter

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

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

### 3a. **Slough Joint Wellbeing Strategy Priorities** **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 where housing is fraudulently obtained or used is brought back into use for those in need of good quality affordable housing
- Voids – 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

### 3b **Five Year Plan Outcomes** **Housing Services – Paul J Thomas**

***Our residents will have access to good quality homes.***

- The number of cases where positive action succeeded in preventing homelessness
- Actual new homes completions in the year against the target figure
- The number of properties recovered as a result of fraud investigation
- Fraud interventions in relation to right-to-buys

3c **Slough Joint Wellbeing Strategy Priorities**  
**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

3d **Five Year Plan Outcomes**  
**Neighbourhood Services – John Griffiths**

***Our residents will have access to good quality homes.***

- The number of managed - General Needs properties
- The average time to re-let void properties
- 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 an attractive place where people choose to live, work and visit***

- 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

4. **Other Implications**

a) **Financial**

There are no financial implications of proposed action

b) **Risk Management**

Recommendation	Risk/Threat/Opportunity	Mitigation(s)
2 a)	Opportunity to understand services	N/A
2 b)	No risk but clearer reporting	N/A
2 c)	No risk as garage report will come separately, and FPNs reduced to very low level	N/A

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 report requires the SOI return to be noted and approval of subsequent changes required. No impact on equality has been identified.

e) Workforce Implications

There are no workforce implications.

5. **Supporting Information**

**Exception Report**

- 5.1 In total there are 45 Scrutiny Overview Indicators; 38 are reported on a quarterly basis and 7 report annually.
- 5.2 22 Scrutiny Overview Indicators report operational areas within Housing Services headed by Paul J Thomas at the time of report, and 23 Scrutiny Overview Indicators report operational areas within Neighbourhood Services headed by John Griffiths.
- 5.3 This part of the report is split into sections A and B in order to present the exceptions in order of Service Department.

**Section A - Housing Services – Paul J Thomas**

**SOI 7 - Average rent cost of each TA type (including (B&B) in use at the end of the quarter**

**SOI 8 - Total rent cost of each TA (including (B&B) type during the quarter**

- 5.4 SOI 7 and 8 cannot be reported with the current definitions due to the way rent payments are group coded and benefit streams being scheduled rather than itemised. As a result:
- SOI 7 Will report - NET cost of all temporary accommodation types
  - SOI 8 – Total rent cost of all temporary accommodation recommended for removal

**SOI 17 - Average re-let time in days (standard re-lets)**

- 5.5 SOI 17 is reported in the dashboard, however it has been recognised the data used has not satisfactorily distinguished between standard and major works voids with SOI 17 being the total void turnaround time including major works . In order to rectify this, testing in Capita is taking place with a revised methodology of recording data to report more accurately.

**SOI 18 - Number of major works voids**

**SOI 19 - Total cost of major works voids**

- 5.6 The number and total cost of major works is captured presently through a series of spreadsheets and the recording of major works is not always in line with the definition of Major Works. As above, improved data input and reporting is being developed, but more importantly with the procurement of the new Repairs, Maintenance and Investment (RMI) contractor, it will be possible to provide major void costs that are accurate, reliable and timely. Costs of major voids will be reportable by 2018/19.

**SOI 20 - % of debt that is former tenant arrears**

**SOI 21 - % of former tenant arrears written off**

- 5.7 SOI 20 and 21 whilst reported, do not have a performance measure applied in the Arvato contract for the performance of former tenant debt. Housing will be engaging in discussions with Arvato Client Team to consider the introduction of a former tenant arrears KPI.

**SOI 27 - Of leasehold service charges invoiced during the year the percentage of service charge collected**

- 5.8 SOI 27 has not been possible to report as current financial code structures do not separate service charge invoices from other charges and debits. It is unlikely the SOI will be reportable in the next reporting period as a new coding regime is required, and this may prove unsuccessful due to income returning in monthly, yearly, and in some cases over 10 years to recover charges. It is proposed the SOI remains on the Dashboard by way of updating Members on progress.

**Section B - Neighbourhood Services – John Griffiths**

**SOI 32 - Number of private rented sector dwellings improved**

- 5.9 SOI 32 is not reportable at present as Flare requires additional codes in order to extract the data required. At the time of setting the SOI it was believed the relevant data was held. It is anticipated the updates to Flare will be complete within 6 months, however this is resource dependant.

**SOI 38 - Of garages inspected a breakdown of the development RAG rating awarded**

- 5.10 The garage report identified using a RAG rating, sites that had potential for development. This SOI records that outcome as part of the strategic overview of service activity, however the SOI will not change in the likely future and therefore it is recommended it is removed. Members will continue to receive separate reports updating them on progress with garages.

**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**

5.11 The inclusion of Fixed Penalty Notices (FPNs) in the dashboard was to record the level of FPNs served and to understand the rate of recovery of the fines as part of an audit recommendation. Since the Kingdom contract has ended, which concentrated on litter patrols in Slough High Street, the level of FPNs has dropped 160% from quarter 1 (548 FPNs) and quarter 4 (60 FPNs). Kingdoms contract ended during the fourth quarter 16/17 and therefore the trend of decline of FPN issued has now levelled off. It is anticipated to report less than 10 cases per quarter in the subsequent quarters. It is therefore recommended that SOI 45 and SOI 46 are removed from future reporting.

### **6. Comments of Other Committees**

This report has not been discussed by other committees.

### **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 and engages a conversation with members to review and challenge information presented and services delivered.

The committee endorses Parts 2 and 3 of this report supporting the ongoing revision of the SOIs presented to best represent services delivered.

### **8. Appendices Attached**

'A' - Scrutiny Overview Indicators

### **9. Background Papers**

'1' - Neighbourhood & Community Services Scrutiny Panel - 17th January 2017

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Section 1 Housing Services, Head of Service Paul Thomas</b>										
<b>Homelessness</b>										
SOI 1	Number of cases where positive action succeeded in preventing homelessness.	166	40 +/- 50% ICL	RAG			Amber	Green	Green	<b>Quarterly</b> For information here are the quarter return figures for 2015/16 Qtr 1 = 44      Qtr 2 = 40 Qtr 3 = 41      Qtr 4 = 41 <b>Data Owner comments</b> - Prevention work is proving increasingly difficult to attain due to LHA levels in Slough, Benefit restrictions, lack of private rent properties available, and no access to any tenancy sustainment/resettlement etc. There is a new government act - Homeless Reduction Act - which is likely to come into effect April 2018 which will have a further impact by requiring greater prevention measures.
				Actual	18	34	16	25	93	
SOI 2	Number of new homeless applications made	473	119 +/- 25% ICL	RAG			Green	Green	Green	<b>Quarterly</b> For information here are the quarter return figures for 2015/16 Qtr 1 = 113      Qtr 2 = 123 Qtr 3 = 106      Qtr 4 = 131 <b>Data Owner comments</b> - The only way to lessen levels of people presenting as homeless is to have prevention options. See above
				Actual	137	119	112	106	474	
SOI 3	Of decision made in the quarter the average number of days to make decision	51	55 +/- 30% ICL	RAG			Green	Green	Green	<b>Quarterly</b> For information here are the quarter return figures for 2015/16 Qtr 1 = 50      Qtr 2 = 55 Qtr 3 = 49      Qtr 4 = 47 <b>DATA Owner comments</b> - Not all cases can be resolved/investigated to a conclusion within the 33 days but this can be used as a good benchmark on performance
				Actual	60	56	62	49	57	
SOI 4	% change in the number of homeless applications taken against previous year	-7%	8% +/- 8% ICL	RAG			Green	Amber	Amber	<b>Annually</b> No additional comments made
				Actual	137	256	368	474	474	
					21%	8%	8%	0%	0%	

Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Temporary Accommodation</b>										
SOI 5	Number of families in B&B	10	0 +10/-0 ICL	RAG			Green	Green	Green	<p><b>Quarterly</b> For information here are the end of quarter return figures for 2015/16 Qtr 1 = 54      Qtr 2 = 25 Qtr 3 = 0      Qtr 4 = 10</p> <p><b>Data Owner comments</b> - The team have successfully managed to curtail the use of Bed and Breakfast accommodation. This is monitored regularly with alternative providers being actively sought.</p>
				Actual	9	3	0	0	0	
SOI 6	The number of cases in temporary accommodation and compared to previous year	New	382 +15%/-25% ICL	RAG			Green	Green	Green	<p><b>Quarterly</b> <b>Data Owner comments</b> - The numbers in temporary accommodation is monitored closely. The numbers have reduced in the last quarter by using various actions. Offering Social Housing to those eligible, concluding reviews, concluding homeless investigations.</p>
				Actual	254	296	320	301	301	
				% chng	34%	55%	67%	34%	34%	
SOI 7	Average rent cost of each TA type (including B&B) in use at end of quarter	New	N/A	Type	Qtr1	Qtr2	Qtr3	Qtr4	Full year	<p><b>Quarterly</b> We are unable to report on indicators SOI 7 &amp; 8. This due the finance systems method of group coding temporary accommodation types and the method of adhoc purchases relating to temporary accommodation when the additional needs arise.</p>
				B&B					£0.00	
				Annex (shared)					£0.00	
				Annex (self/cont)					£0.00	
				Hostel					£0.00	
				HAL's & HAMA					£0.00	
				Private Sector L/L					£0.00	
				Own Stock					£0.00	
				RP Stock					£0.00	
				Any other					£0.00	
				<b>Total</b>	£0.00	£0.00	£0.00	£0.00	£0.00	



## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
SOI 8	Total rent cost of each TA (including (B&B) type during the quarter	New	N/A	Type	Qtr1	Qtr2	Qtr3	Qtr4	Full year	<b>Quarterly</b> We are unable to report on indicators SOI 7 & 8. This due the finance systems method of group coding temporary accommodation types and the method of adhoc purchases relating to temporary accommodation when the additional needs arise.
				RAG						
				B&B					£0.00	
				Annex (shared)					£0.00	
				Annex (self/cont)					£0.00	
				Hostel					£0.00	
				HAL's & HAMA PRIVATE					£0.00	
				Sector L/L					£0.00	
				Own Stock					£0.00	
				RP Stock					£0.00	
				Any other					£0.00	
<b>Total</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>				
<b>Development &amp; Housing Supply</b>										
SOI 9	Actual new homes completions in the year benchmarked - Total (PPB only)	789	550 +/- 10% ICL	RAG				Green	Green	<b>Annually</b> <b>DATA Owner comments</b> - 598 new homes were built in Slough in 2016/17. 77 were lost through demolition or change of use giving a net total of 521. There were 1,251 under construction in April and planning permission has been granted for a further 2,344 dwellings.
				Actual				521	521	
SOI 12	How many right-to-buys have been completed this year	50	15 +/- 50% ICL	RAG			Green	Green	Green	<b>Quarterly</b> For information here are the end of quarter return figures for 2015/16 Qtr 1 = 10      Qtr 2 = 12 Qtr 3 = 13      Qtr 4 = 15 <b>DATA Owner comments</b> -This is an increase of 14 on year 2015/16 stats
				Actual	14	23	15	12	64	
SOI 13	How many buy backs have been completed under the right-to-buy scheme	6	0 +3/- 1 ICL	RAG			Green	Green	Green	<b>Quarterly</b> <b>DATA Owner comments</b> - None have completed within the 10 year restrictions.
				Actual	0	0	0	0	0	
SOI 53	How many dwelling purchases have been completed outside of the RTB buy back	New	2 +/- 150%	RAG	-	-	Green	Green	Green	<b>Quarterly</b> <b>DATA Owner comments</b> - There was a marketing drive on buy backs and 7 completed this year.
				Actual	3	2	2	0	7	

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Fraud</b>										
SOI 14	Number of properties recovered as a result of fraud investigation	15	3 +3/-2 ICL	RAG	-	-	Green	Green	Green	Annually The annual return figure for 2015/16 was 15 The annual target for 2016/17 was set at between 12 & 15 and the lower figure has been reached
				Actual	3	3	2	4	12	
SOI 15	Fraud interventions in relation to RTB	N/A	N/A		-	-	-	-		Annually There has not been a process in place to collect this data but as from quarter 1 2017/18 we will be reporting on this indicator.
				Actual						
<b>Voids</b>										
SOI 17	Average re-let time in days (standard re-lets)	N/A	N/A	RAG						Quarterly To date the Capita housing management system has not been able to report on major works voids or separate them from standard voids. As part of the responsibility for voids management being transferred to Neighbourhood Services a full review of reporting is being carried out and as a result of initial findings new data reports are being created to provide an improved breakdown of void data. At this point in time it is hard to give an accurate time scale on this, but it could be possibly quarter 3 or 4
				Actual	44	55	52	50	50	
SOI 18	Number of major works voids	New	N/A	RAG						Quarterly See SOI 17 above
				Actual					0	
SOI 19	Total cost of major works voids	New	N/A		-	-	-	-		Quarterly See SOI 17 above and also to note that the existing repairs contract does not provide a break down of costs across different void types. Therefore it is anticipated that accurate major void works costs will not be available until 2018/19
				Actual	£ -	£ -	£ -	£ -	£ -	

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Rents</b>										
SOI 20	% of debt that is former tenant arrears	N/A	N/A	RAG						<p><b>Quarterly</b> figures for 2015/16 Qtr 1 = 40%    Qtr 2 = 41% Qtr 3 = 40%    Qtr 4 = 40%</p> <p>No RAG rating or control limits set as not a commercial KPI for Arvato, so will appear in exception report.</p> <p><b>DATA Owner comments</b> - Over £250K of new Former Tenant Debt has arisen during 2016-17. Recovery of this debt is notoriously difficult, but means of preventing the debt prior to termination of the tenancy is recommended.</p> <p><b>DATA Owner comments</b> - In 2016/2017 the collection rate was adversely affected by the effects of Universal Credit which has resulted in an increase in current arrears. 89% of recipients of Universal Credit are in arrears of more than one weeks arrears as opposed to 23% of all tenants.</p>
				Actual	43%	39%	39%	41%	41%	
SOI 21	% of former tenant arrears written off	5.8%	N/A	RAG						<p><b>Annually</b> No RAG rating or control limits set as not a commercial KPI for Arvato, so will appear in exception report.</p> <p><b>Data Owner comments</b> - Normal debt recovery policy is followed, before any recommendation to write off is made. To portray a more realistic position, the de minimis level for write off could be increased from £20 to reduce wasted effort in attempting to recover small amounts.</p>
				Actual			13.74%	15.35%	15.35%	
SOI 22	Rent collected from current tenants as a percentage of rent due (including arrears b/f)	98%	100.38 % +/- 5% ICL	RAG			Green	Green	Green	<p><b>Quarterly</b> For information here are the end of quarter return figures for 2015/16 Qtr 1 = 100.36%    Qtr 2 = 99.69% Qtr 3 = 98.98%    Qtr 4 = 98.38%</p> <p><b>Data Owner comments</b> - In 2016/2017 the collection rate was adversely affected by the effects of Universal Credit which has resulted in an increase in current arrears. 89% of recipients of Universal Credit are in arrears of more than one weeks arrears as opposed to 23% of all tenants.</p>
				Actual	103.24%	101.84%	100.08%	101.14%	101.14%	
				RAG			Green	Green	Green	

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
SOI 23	The number of council tenant households subject to the benefits Cap	9	45 +/- 30% ICL	RAG			Green	Green	Green	<b>Quarterly Data Owner comments</b> - Legislation changes affecting the level of Benefit Caps being applied came into effect from the 7th November 2016 which saw a spike in the number of capped cases. This has now calmed down with little variation in the monthly figures.
				Actual	8	9	45	48	48	
<b>Leasehold</b>										
SOI 27	Of leasehold service charges invoiced during the year the percentage of service charge collected	New	N/A	RAG						<b>Quarterly</b> It has not been possible to report on this indicator as current financial code structures do not separate service charge invoices from other charges and debits. It is unlikely the SOI will be reportable in the next reporting period as a new coding regime is required, and this may prove unsuccessful due to income returning in monthly, yearly, and in some cases over 10 years to recover charges.
				Actual						

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Section 2 Neighbourhood Services, Head of Service John Griffiths</b>										
<b>Contractual Repairs (Interserve supplied outturn data)</b>										
SOI 36	Of those who completed and returned the repair satisfaction survey card the percentage who were satisfied with the repair carried out	99%	100% + no upper ICL set / 98% ICL	RAG			Green	Green	Green	Quarterly The indicator outturn figure is based on client satisfaction cards being completed & returned. For the fourth quarter Interserve stated that 3,922 jobs were carried out and from those jobs only 234 (5.97%)satisfactions cards were returned and used to generate the outturn data. The return rate of the satisfaction cards is down 5.91% on the previous quarter.
				Actual	100%	100%	99.26%	99.48%	99.60%	
<b>Housing Management</b>										
SOI 11	Number of total units managed - General Needs	6232	6171 +/- .75% ICL	RAG	-	-	-	Green	Green	Annually The reduction in the number of units was not as steep as anticipated when setting the control point of this indicator but the number has stayed within the inner control limit and returned a Green RAG rating.
				Actual			6193	6199	6199	
<b>Housing Regulation</b>										
SOI 29	Number of CAT1 removed	63	14 +/- 50% ICL	RAG			Green	Green	Green	Quarterly The numbers have been constant for most quarters with just a slight dip shown for quarter two
				Actual	14	10	14	13	51	
SOI 30	Number of HMO found that were not licenced	New	2 +/- 100% ICL	RAG			Green	Green	Green	Quarterly The numbers against this indicator should always remain low and the first two quarter we have reported on this are be very typical of what will be reported moving forward
				Actual			2	1	3	
SOI 31	Number of licensed Mandatory HMO	N/A	69 +/- 10% ICL	RAG			Green	Green	Green	Quarterly A slight increase noted over the last two quarters but this is well within the RAG rating inner control limits.
				Actual		69	70	73	73	
SOI 32	Number of private rented sector dwellings improved	New	N/A	RAG						Quarterly Currently we are unable to report on this indicator as new process codes are required to be added into Flare, this will be scheduled into Flare updates and should be completed within 6 months.
				Actual						

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Anti social behaviour (Council tenant and Leaseholder related only)</b>										
SOI 33	Number of new ASB cases reported	New	35 +/- 25% ICL	RAG			Amber	Green	Green	<b>Quarterly</b> These are council tenant and leaseholder related ASB figures captured on the housing management system Capita and are based on the first incident report date on the case.
				Actual	35	38	21	28	122	
SOI 34	% of ASB cases closed and resolved successfully	New	91% +/- 10% ICL	RAG			Green	Green	Green	<b>Quarterly</b> These are council tenant and leaseholder related ASB figures captured on Capita, accurate previous year data is not available.
				Actual	95%	98%	90%	100%	95%	
SOI 35	Average number of days to resolve an ASB case	New	16 +/- 50% ICL	RAG			Green	Amber	Amber	<b>Quarterly</b> These are council tenant and leaseholder related ASB figures captured on Capita, accurate previous year data is not available.
				Actual	48	14	16	24	26	
<b>Repairs and capital investment</b>										
SOI 37	The percentage of dwellings with a valid gas safety certificate <b>(RAMIS reporting via Property Services)</b>	0%	100%	RAG			Red	Green	Green	<b>Quarterly</b> The figure is based on a snapshot produced on the last day of the quarter, the information for the indicator is obtained from the new corporate risk database (RAMIS).
				Actual			99.86%	100%	100.00%	

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Neighbourhood &amp; Tenancy Team</b>										
SOI 38	Of garages inspected a breakdown of the development RAG rating awarded	New	N/A	Inspection RAG	Green	Amber	Red	Total sites		<b>Annually</b> Displayed is the results from an inspection of all garages carried out over quarter 2 & 3 2016/17, no further inspections are planned so this indicator will remain static in its results. The RAG rating has been produced from the total inspection and is not based on a quarterly breakdown as with the other indicators in this dashboard. (Green) WITH development potential (Amber) POSSIBLE development potential (Red) Having NO development potential
				Actual	10%	9%	81%	100%		
					12	11	97	120		
SOI 39	% of expected income against actual income received (of total garage stock)	98%	99% +10%/-2% ICL	RAG			Green	Amber	Amber	<b>Quarterly</b> <b>Data Owner comments</b> - Work continues with the Income Recovery Team to ensure we maintain a high level of rent recovery for garages. Records for all garage licences have been updated and this will assist with recovering any outstanding payments in future.
				Actual	88%	106%	99%	97%	97%	
SOI 40	% of garages let from total stock	44%	43% +/-5% ICL	RAG			Green	Green	Green	<b>Quarterly</b> <b>Data Owner comments</b> - The rate of 41% is misleading as this year we have included every garage unit as being available to rent regardless of the condition of the unit. By Q2 2017/18 we will have a more detailed understanding of how many units are of a good enough quality to be available to rent & this will allow us to refine this data further. Over 2017/18 we will also be able to proactively market the available garages.
				Actual	43%	43%	42%	41%	41%	

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
<b>Neighbourhood enforcement</b>										
SOI 42	<b>Quarter 4 Target or M/CP</b>				<b>Qtr1</b>	<b>Qtr2</b>	<b>Qtr3</b>	<b>Qtr4</b>	<b>Full year</b>	<p><b>Quarterly</b> This is a new Flare report giving a breakdown of the top ten reported case types and will report quarterly.</p> <p>The RAG rating is based on the percentage that the top ten reported cases represent out of all reported cases, the reason for this RAG rating is to focus on reducing the percentage the top ten represent out of all reported cases.</p> <p><b>Data Owner comments</b> - SRs for fly-tipping increase during the summer months (Q2-3). Abandoned and untaxed vehicles may be reported under either "untaxed vehicles" or "vehicles". Messy/overgrown gardens are gardens that are have the potential to cause nuisance from pests, odours or flies.</p>
	56% +/- 10% ICL			<b>RAG</b>			<b>Green</b>	<b>Amber</b>	<b>Green</b>	
	Fly Tipping (Public Land)				228	281	289	243	<b>1041</b>	
	Untaxed Vehicle				138	155	109	39	<b>441</b>	
	Vehicles				21	91	94	194	<b>400</b>	
	Noise-Single family house				70	84	33	19	<b>206</b>	
	Planning Application				32	56	37	57	<b>182</b>	
	Problem Parking				41	44	34	11	<b>130</b>	
	Messy Garden /Overgrown Land				55	40	19	18	<b>132</b>	
	Fly Tipping (Private Land)				55	37	18	20	<b>130</b>	
	Side Waste				36	47	27	23	<b>133</b>	
	Noise - Other				13	34	50	53	<b>150</b>	
	<b>Total top ten</b>				<b>689</b>	<b>869</b>	<b>710</b>	<b>677</b>	<b>2945</b>	
	<b>Total number of cases reported</b>				<b>1283</b>	<b>1552</b>	<b>1134</b>	<b>1024</b>	<b>4993</b>	
<b>% against all cases</b>				<b>54%</b>	<b>56%</b>	<b>63%</b>	<b>66%</b>	<b>59%</b>		



Neighbourhood and Housing Services Scrutiny Overview Indicators

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SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny	
SOI 43	<b>Quarter 4 Target or M/CP</b>				<b>Qtr1</b>	<b>Qtr2</b>	<b>Qtr3</b>	<b>Qtr4</b>	<b>Full year</b>	<p><b>Quarterly</b>  <b>Data Owner comments</b> - 36 Notices issued for quarter four making a total of 174 total for the year, the top nine for the year are displayed and they represent 82% of all notices issued. The most used enforcement notice this year (Y01) is used to remove abandoned vehicles. This reflects the fact that "problem parking" features in the top 10 Flare cases this year (SOI42) and highlights the increasing pressure in the borough on parking. The second most used notice (U00) is for the removal of items &amp; rubbish likely to attract mice and rats. This is linked to the high volume of Flare cases (SOI42) related to rubbish - flytipping, side waste and messy gardens. In 2017/18 staff resources were low in NET and this had a detrimental impact on the Services' ability to carry out preventative projects with residents.</p>	
	40 +50%/-25% ICL			<b>RAG</b>			<b>Green</b>	<b>Green</b>	<b>Green</b>		
	The number of formal enforcement notices served by notice type	Y01 NET S. 6 Ref Disp AA 1978 Avs				6	11	19	16		52
		U00 NET S4 PDPA 1936 Removing Rats & Mice				3	17	5	4		29
		E02 S80 EPA 1990 Noise Not VME				10	5	1	1		17
		L01 NET S16 LGMP 76 Request for					9		1		10
		E06 S80 EPA 1990 Smoke Etc				2	1	5	3		11
		Q01 ASB Crime & Policing Act 2014 s43- CPN				2	4	1	2		9
		X00 NET S.60 COPA 1974 Control Noise Constn/Demo				1	3	2			6
		X01 NET S.61 COPA 1974				3	1	1			5
		E19 S46 EPA 1990 House Waste Coll					4				4
		<b>Total for Top Nine</b>				<b>27</b>	<b>55</b>	<b>34</b>	<b>27</b>		<b>143</b>
	<b>Total number of Notices issued</b>				<b>35</b>	<b>63</b>	<b>40</b>	<b>36</b>	<b>174</b>		
	SOI 45	<b>Quarter 4 Target or M/CP</b>				<b>Qtr1</b>	<b>Qtr2</b>	<b>Qtr3</b>	<b>Qtr4</b>		<b>Full year</b>
60 +/- 50% ICL				<b>RAG</b>				<b>Green</b>	<b>Green</b>		
Number of fixed penalty notices issued (and a breakdown by offence)		CPN Breach								0	
		Fly tipping					2	2		4	
		Failure to comply with CPN – ASB C & P Act 2014				3				3	
		DoC sec 34						2		2	
		Littering sec 88				548	385	267	60	1260	
		Failure to comply with the requirements of a Waste Receptacle Notice under S47 EPA 1990							1	1	
										0	
										0	
<b>Total</b>				<b>551</b>	<b>387</b>	<b>271</b>	<b>61</b>	<b>1270</b>			

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny
SOI 46	% income rate against payments of FPN due during the quarter	New	75% +/- 25%	RAG						<b>Quarterly</b> The contract with Kingdom in regards of issuing FPN's was ended in February, they represented 98% - 99% of all FPN's being issued.
				Actual	60%	60%	60%		60%	
SOI 47	Volume of new service requests received this quarter	3818	1227 +/- 10% ICL	RAG			Green	Amber	Green	<b>Quarterly</b> For information here are the quarter return figures for 2015/16 Qtr 1 = 957    Qtr 2 = 971 Qtr 3 = 897    Qtr 4 = 991 <b>Data Owner comments</b> - Q 2 & 3 tend to have higher numbers as more SRs are received in the summer months
				Actual	1283	1552	1134	1024	4993	
SOI 48	The number of closed service requests that took 90 or more days to close	New	139 +20%/- 25% ICL	RAG			Amber	Green	Green	<b>Quarterly</b> This indicator is new for this year and did not report in quarter one. 90 days is seen as the reasonable time scale to have closed most if not all enforcement cases. <b>Data Owner comments</b> - This figure is likely to fluctuate as officers must prioritise completing the most urgent cases which often become some of the more complicated cases to resolve.
				Actual		107	170	113	390	
<b>Complaints, compliments and enquiries</b>										
SOI 49	Number of stage 1 complaints received	New	20 +/- 50% ICL	RAG			Green	Green	Green	<b>Quarterly</b> <b>Data Owner comments</b> - The new complaints system Intalex does not support reporting at team level because of the way it has been set up (by Corporate) which does not suit our needs. The data can, however, be broken down by Ward
				Actual	20	31	17	26	94	
SOI 50	Number of stage 2 complaints received	New	4 +50%/- 100% ICL	RAG			Amber	Green	Green	<b>Quarterly</b> <b>Data Owner comments</b> - A Lessons Learned report is being compiled which will increase our understanding of the reasons why complaints escalate
				Actual	4	1	7	4	16	
SOI 51	Number of stage 3 complaints received	New	1 +100%/- No lower ICL	RAG			Green	Green	Green	<b>Quarterly</b> <b>Data Owner comments</b> - The single Stage 3 complaint that escalated to Stage 3 went on to approach the Ombudsman who found maladministration and recommended compensation be paid.
				Actual	1	0	1	0	2	

## Neighbourhood and Housing Services Scrutiny Overview Indicators

SOI Ref	PI Description	Outcome 2015/16	Quarter 4 Target or M/CP 2016/17	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Full Year	Comments for Scrutiny	
SOI 52	<b>Quarter 4 Target or M/CP</b>				Qtr1	Qtr2	Qtr3	Qtr4	Full year	<b>Quarterly</b> A process for recording compliments was put in place during the third quarter, a higher number of compliments were received and recorded than anticipated.	
	2 +400%/-50% ICL			RAG				Amber			
	Number of compliments received broken down by team	Neighbourhood North							0		0
		Neighbourhood South							0		0
		Neighbourhood East							6		6
		Resilience & Enforcement							0		0
		Information & Participation							1		1
		Neighbourhood Business Services							1		1
		Arrears and Investigation							0		0
		Housing Allocation							1		1
		Housing Demand							1		1
		Housing Development							0		0
		Home Improvement							0		0
Leasehold & Right to Buy							2	2			
<b>Total</b>						0	0	12	12		

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community Services Scrutiny Panel

**DATE:** 26<sup>th</sup> June 2017

**CONTACT OFFICER:** Jason Newman, Environmental Quality Team Manager  
Andrew Whittles, Low Emission Consultant

**(For all Enquiries)** (01753) 87 5219

**WARD(S):** ALL

**PART I**  
**FOR COMMENT AND CONSIDERATION**

**SLOUGH LOCAL AIR QUALITY AND LOW EMISSION STRATEGY**

1. **Purpose of Report**

The purpose of the report is to respond to Members' concerns regarding air quality within Slough and the harm air pollution is causing local residents and in particular with respect to mortality rates. The following specific areas are addressed:

- 1) Slough's air quality management zones.
- 2) Is air quality improving or getting worse?
- 3) Has any consideration been given to making Slough a low emission zone?
- 4) With the Royal College of Physicians estimating that air pollution contributes to around 40,000 deaths a year in the UK, is there any estimate of how many such deaths occur in Slough?
- 5) The impact of air quality zones on planning (both within and outside Slough).

2. **Recommendation**

The Panel is requested to support the development of the Low Emission Strategy in order to reduce local air pollution.

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

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

The Low Emission Strategy will contribute toward improving local air quality, reducing road transport emissions and raising awareness of the effects of poor air quality. The Low Emission Strategy will support the following SJWS priorities:

Priorities:

- Increasing life expectancy by focusing on inequalities
- Improving mental health and wellbeing

Air quality and Public Health Outcome Framework indicator for fraction mortality attributable to particulate air pollution are reported within the Joint Strategic Needs Assessment that support the Joint Wellbeing Strategy Priorities.

3b. **Five Year Plan Outcomes**

The Low Emission Strategy will contribute to the five year plan outcomes.

- Outcome 2: Our people will become healthier and will manage their own health, care and support needs.

The Low Emission Strategy will devise a communication campaign in collaboration with Public Health to promote awareness of poor air quality, to promote awareness of the Councils air pollution alert system (Airtex), and provide advice and support to vulnerable people to reduce their exposure to poor air quality. In addition it will promote healthier alternative forms of sustainable transport that will improve health and wellbeing and reduce exposure to high levels of air pollution.

- Outcome 3: Slough will be an attractive place where people choose to live, work and visit.

The Low Emission Strategy will promote the acceleration of ultra low emission vehicles, electric vehicle infrastructure, and sustainable travel as well as undertaking a feasibility assessment for implementing a Clean Air Zone/s within Slough to reduce air pollution.

4. **Other Implications**

a) **Financial**

There are no financial implications relating to the proposed actions within this report.

Note. The Low Emission Strategy has been funded via a DEFRA Government Grant. At a future date as part of the feasibility work relating to the adoption of a voluntary Clean Air Zone a detailed cost benefit analysis will be required.

b) **Risk Management**

There are no identifiable risks associated with this report.

Note. A detailed risk management matrix will be prepared for the Low Emission Strategy following internal and public consultation, prior to its submission to Cabinet for Approval.

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

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

d) **Equalities Impact Assessment**

There is no identified need to complete an EIA for this report.

## 5. **Supporting Information**

- 5.1 This report attempts to address several important questions raised by Members on the NCS panel with regards to air quality within Slough. Poor air quality is the largest environmental risk to public health in the UK, with high NO<sub>2</sub> levels exacerbating the impact of pre-existing health conditions, especially for the elderly and children.

### **Slough Air Quality Management Areas (AQMA)**

- 5.2 The Air Quality Management Areas within Slough are registered on the DEFRA website (<https://uk-air.defra.gov.uk/aqma/>) and Slough Borough Council (SBC) Website (<http://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx>) and more detailed maps are enclosed with this report (Appendix A). The AQMAs were declared in 2005 (AQMA 1 and 2) and 2011 (AQMA 3 and 4) and an air quality action plan (AQAP) was adopted in 2012. To date, no new AQMAs have been declared and none of the AQMAs have been revoked there is a need to amend the AQMA 3 to extend it 300m east along Bath Road. The new air quality order for the extension will be completed in 2017. Slough's AQMAs have been declared due to breaches of the annual mean concentrations for nitrogen dioxide (NO<sub>2</sub>).

### **Is Air Quality Improving in Slough?**

- 5.3 Air quality trends shall only be considered over a minimum 5 year period to average out any poor performing years due to inclement weather conditions and pollution episodes outside of the region. A comparison of 2015 air quality data with 2011 air quality data indicates a slight improvement in air quality concentrations for nitrogen dioxide at the majority of diffusion tube sites (22 sites are located within Slough's AQMAs). The average reduction as an arithmetic reduction in percentage terms ranges from (1 to 5%). Currently only two sites within the Brands Hill AQMA (AQMA 2) show a slight increase in air quality concentrations in percentage concentration terms of (0.5 and 1%). More detailed information relating to air quality monitoring and trends is covered within the Annual Status Report 2016. (<http://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx>).
- 5.4 Early analysis of the ratified NO<sub>2</sub> concentrations in 2016 for slough indicates a slight increase in pollution levels when compared with 2015 data. However, the trend analysis has yet to be completed and will be reported within the Annual Status Report 2017 that will be published at the end of June. Particulate (PM10 concentrations) have also showed a slight improvement between 2011 and 2015 at each monitoring station but it should be noted these sites lie outside our AQMAs. In order to meet National Air Quality Standards at all diffusion tube sites a reduction of between (2.5 and 55%) is required.

### **Low Emission Zones (Clean Air Zones)**

- 5.5 SBC has undertaken air quality modelling (Appendix B figures show the air quality modelling maps 2014) to look at the impact on NO<sub>2</sub> levels by improving the European Emission Standards<sup>1</sup> of conventional vehicle technologies and also through the replacement of conventional vehicles with alternative technologies

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<sup>1</sup> <https://www.dieselnet.com/standards/eu/ld.php>

such as electric. The scenario modelling showed:

- The introduction of electric or Euro VI Standard buses would have a noticeable impact on NO<sub>2</sub> levels in the Town Centre (AQMA 4)
- Improving Heavy Goods Vehicles (HGV), Light Goods Vehicle (LGV) and bus emissions to a Euro VI Standard would have a significant impact on NO<sub>2</sub> levels at Brands Hill (AQMA 2)
- Simply switching diesel cars to petrol would have a most significant impact in all the AQMAs – similar to introducing a low emission zone.

The modelling will require a further updating to take account of new emission factors and to support a feasibility study into a Clean Air Zone for Slough.

### **Slough's principal approach to poor air quality (2017-2025)**

5.6 The following principal approaches are recommended to improve air quality within Slough:

5.6.1 **Improved air quality monitoring data within Sloughs AQMAS (2017-2019).** Three new air quality monitoring stations have been installed within AQMA 2 (Brands Hill), AQMA 3 (Tuns Lane) and AQMA 4 (Town Centre) and will be commissioned over the next two months. These air quality monitoring stations will significantly improve the accuracy of our monitoring data and allow for more detailed pollution trend analysis. Two existing monitoring stations within Pippins School, Colnbrook and Chalvey Transfer Station will be replaced with new air quality monitors by 2019.

5.6.2 **Low Emission Strategy for Slough (2017-2015).** We are developing a Low Emission Strategy which will be published and adopted towards end of 2017. The principal aim of the strategy is to reduce air pollution emissions from road transport sources, as these contribute significantly to poor air quality in Slough. A particular emphasis within the strategy is accelerating the uptake of ULEV (ultra low emission vehicles). A summary of the specific measures are outlined in (Appendix C).

5.6.3 **Clean Air Zones for Slough (2020 onwards).** In line with the Transport Strategy, the Low Emission Strategy (LES) and the Government Clean Air Zone (CAZ) draft framework, we will look at the feasible implementation of a Clean Air Zone (CAZ) covering the Borough by 2020. The CAZ will require both buses and taxis to meet the latest European Emission Standards (Euro 6/VI) through amendments to the taxi licensing regime and Road Traffic Regulation Conditions, respectively. We will also look at setting a Euro 6/VI Standard for vans and lorries, enforced by automatic number plate recognition (ANPR) cameras. We will consult with local transport operators and businesses as part of the CAZ feasibility study. If feasible the chargeable CAZ would require both 'Full Council' and 'Secretary of State for Transport' approval before it could be implemented.

### **Health Impacts of poor air quality**

5.7 The Committee on the medical Effects of Air Pollutants (COMEAP) advises the government on all matters concerning health effects of air pollutants. As more and more epidemiological studies are undertaken and reported worldwide into



the effects of air pollutants the level of academic knowledge increases too as does the statistical analysis and estimating for mortality and morbidity effects. (<https://www.gov.uk/government/groups/committee-on-the-medical-effects-of-air-pollutants-comeap>)

- 5.8 It is estimated that the health impact of NO<sub>2</sub> in the UK accounts for 23,000 (9,500 – 38,000) premature deaths (see Table 1), while the combined impact of NO<sub>2</sub> and particulate matter (PM<sub>2.5</sub>) in the UK is estimated to cause 44,750 to 52,500 attributable deaths per annum, with an annual cost to society of £25.3bn to £27.9bn<sup>2</sup>.

**Table 1 – Estimated health impact of NO<sub>2</sub> in the UK (2013 data)**

	Central (2.5%)	Low (1%)	High (4%)
<b>Annual equivalent attributable deaths</b>	<b>23,500</b>	<b>9,500</b>	<b>38,000</b>
<b>Annual Social Cost</b>	<b>£13.3bn</b>	<b>£5.3bn</b>	<b>£21.4bn</b>

- 5.9 Studies show that the adverse health effects from short and long-term exposure to air pollution include:

- Increase in deaths from cardiovascular and respiratory diseases (COMEAP<sup>3</sup>)
- Increase in coronary events, including myocardial infarction and ischaemic heart disease<sup>4</sup>
- Increase in low birth weight babies (<2500g)<sup>5</sup>
- Increase in childhood asthma development and wheeze<sup>6</sup>
- Inhibits neurological development in children<sup>7</sup> (it is thought that particulates pass through the olfactory system into the brain where they prevent normal synapse development)
- Inhibits lung function in children, permanently affecting lung capacity<sup>8</sup>

- 5.10 The World Health Organisation (WHO) classifies diesel exhaust emissions as carcinogenic to humans with evidence linking air pollution with a range of cancers<sup>9</sup> (lung and bladder in particular). The particulate matter that is of concern to human health is PM<sub>10</sub> and below (See Appendix D Figure 7 Particle size relative to human hair). These are particulates that are 10µm or less in diameter.

<sup>2</sup> Tackling nitrogen dioxide in our towns and cities, UK overview document, DEFRA, December 2015,

<sup>3</sup> <https://www.gov.uk/government/groups/committee-on-the-medical-effects-of-air-pollutants-comeap>

<sup>4</sup> Cesaroni, BMJ, 2014

<sup>5</sup> Pederson, Lancet, 2013

<sup>6</sup> Takenoue, Paediatrics Int, 2012

<sup>7</sup> Jordi Sunyer, CREAL, PRBB group leader, 18 June 2014

<sup>8</sup> <http://www.escapeproject.eu>

<sup>9</sup> [http://www.iarc.fr/en/media-centre/iarcnews/pdf/pr221\\_E.pdf](http://www.iarc.fr/en/media-centre/iarcnews/pdf/pr221_E.pdf)

## Slough's Health Impacts of poor air quality

- 5.11 SBC Public Health has looked at the likely health impact of air pollution in Slough to inform the development of the LES in 2015<sup>10</sup>. The report looked at the prevalence of key ill-health indicators and pollution levels in Slough, particularly impacts arising from particulate pollution. It is expected that data on the impact of NO<sub>2</sub> in each local authority area will be published (in next few years) and we will update our assessment of the impact of air pollution on health when this information is available. The impact of fine particulates (PM<sub>2.5</sub>) on the health of the residents of Slough is shown in Table 2, below.

**Table 2 - Baseline population, modelled population-weighted mean concentrations and estimated effects on annual mortality in 2010 of anthropogenic PM<sub>2.5</sub> air pollution<sup>11</sup>**

Area	Population age 25+	Deaths age 25+	Mean annual PM <sub>2.5</sub> (µg/m <sup>3</sup> )	Attributable fraction	Attributable deaths age 25+	Associated life-years lost
London	5,330,600	47,998	12.7	7.2	3,389	41,404
East Midlands	3,087,200	40,806	10.1	5.7	2,314	24,016
West Midlands	3,714,533	50,110	10	5.7	2,837	29,897
East	4,042,900	51,211	9.9	5.6	2,844	29,096
South East	5,884,600	74,124	9.7	5.5	4,034	41,729
Yorkshire and the Humber	3,584,267	48,534	9.3	5.3	2,567	26,636
North West	4,733,000	67,871	8.9	5.1	3,427	35,855
South West	3,705,633	52,000	8.2	4.7	2,389	23,779
North East	1,795,267	26,090	8.1	4.6	1,199	12,336
England	35,878,000	458,743	9.9	5.6	25,002	264,749
Slough Unitary Authority	84,700	744	12.1	6.8	51	714

- 5.12 The preliminary SBC report on the impact of air pollution on health assessed rates of morbidity and mortality for certain illnesses broken down at ward level (Appendix E contains the relevant data).
- 5.13 The SBC Public Health Report states – “although above findings regarding air pollution and respiratory and cardiovascular health in Slough are suggestive of a general pattern of a disease surrounding areas with poor air quality, it is very difficult to draw direct inferences from these data alone. This is due to multiple confounding factors associated both with disease burden and with poor air quality, such as smoking prevalence, socioeconomic deprivation, etc.
- 5.14 However, given established evidence on the health effects of air pollution, the high levels of pollution in some localities and the wide disparity in cardiovascular and respiratory health across the borough, it is clear that improving air quality in the most affected areas could play an important role in increasing quality of life for people with respiratory disease and reducing Slough's health inequalities in

<sup>10</sup> Report on the likely health impact of air pollution in Slough to inform the LES, SBC, Public health, October 2015

<sup>11</sup> [http://www.phoutcomes.info/public-health-outcomes-](http://www.phoutcomes.info/public-health-outcomes-framework#page/3/gid/1000043/pat/6/par/E12000008/ati/102/are/E06000039/iid/30101/age/230/sex/4)

[framework#page/3/gid/1000043/pat/6/par/E12000008/ati/102/are/E06000039/iid/30101/age/230/sex/4](http://www.phoutcomes.info/public-health-outcomes-framework#page/3/gid/1000043/pat/6/par/E12000008/ati/102/are/E06000039/iid/30101/age/230/sex/4)

the long term. This may also offer important economic benefits, in terms of reduced hospital admissions and deaths prevented.

#### 5.15 In summary:

- Adverse health effects of air pollution, particularly those resulting from PM and NO<sub>2</sub>, are well established both internationally and in the UK.
- Robust methods of quantifying the national and local impact of air pollution, and likely impact of reductions in air pollution, have been developed and implemented at a local level.
- Air quality in Slough is worse than the England average, with very high levels of pollutants concentrated around major roads and transport hubs. Several localities in the borough are exposed to levels of NO<sub>2</sub> that exceed levels recommended by the European Commission.
- Slough is disadvantaged by a poor respiratory and cardiovascular health profile, with a burden of disease that is higher than expected rates based on regional and national averages.
- Slough also is affected by large geographical inequalities in respiratory and cardiovascular health, which correlate roughly with areas of high air pollution.
- The proportion of overall deaths in Slough that can be attributed to particulate air pollution is estimated at 6.8% in 2010 (estimate was 5% in 2015 but this figure does fluctuate year on year). This is higher than the South East region and England as a whole, and is more comparable to London.
- Reducing air pollution in the borough provides an important opportunity to reduce the attributable burden of disease and possibly to reduce health inequalities.
- Established infrastructure for measuring air quality in Slough is an important asset that could facilitate research to evaluate the impact of the Low Emissions Strategy on air quality and health outcomes. This project may be possible with adequate academic and financial support in the medium to long term and would make an important contribution to the evidence base in this area”.

5.15 While levels of particulate pollution across the region meet EU Limit Values, there are significant health benefits in reducing particle levels as low as possible. The Public Health Outcomes Framework includes fine particulates (PM<sub>2.5</sub>) as an indicator for health and SBC is committed to working in partnership with Public Health to reduce levels.

#### *Economic cost of poor air quality and concept of damage costs*

5.16 The mortality and morbidity effects of exposure to poor air quality can be translated into an economic cost to society. It is estimated that air pollution imposes a cost of £16 billion<sup>12</sup> per year in the UK. HM Treasury together with DEFRA have developed guidance<sup>13</sup> on how to quantify the economic impact that policies, plans and projects have on air quality. The guidance uses annual “damage costs” to quantify the impact of different pollutants from different sectors. Transport accounts for the most significant economic impact on air quality with an average “cost” of £44,430 and £25,252 per tonne of emissions for particulate matter (PM) and Oxides of Nitrogen (NO<sub>x</sub>) respectively. This impact is even greater in urban areas, for example in urban conurbations the damage

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<sup>12</sup> <https://www.gov.uk/guidance/air-quality-economic-analysis>

<sup>13</sup> [Valuing impacts on air quality: Supplementary Green Book guidance, HM Treasury and DEFRA, May 2013](#)

cost associated with transport rises to £107,965 and £61,365 per tonne for PM and NOx respectively.

- 5.17 The concept of damage costs associated with air quality is recommended within the Low Emission Strategy when considering “good growth” and particularly in relation to new developments and the role of the planning system to contribute to the achievement of sustainable development. However, at this time there are no SBC planning policies in place with respect to damage costs and therefore applications are currently dealt with using existing policies relating to harm to amenities with a focus on mitigation.

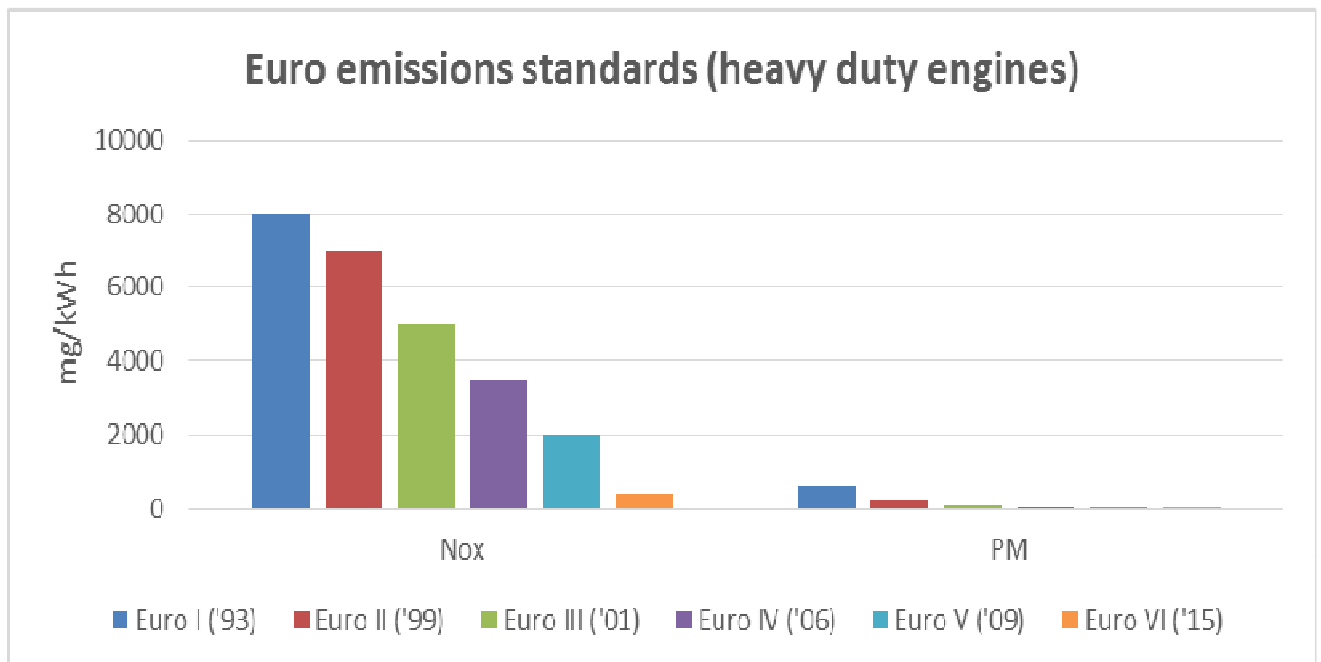
### **Cemex Application North Pole Road**

- 5.18 SBC was consulted in October 2016 as a neighbouring authority by Buckinghamshire County Council (BCC) regarding an application to extract 2 million tonnes of sand and gravel, back filling with inert waste and restoration over a 9 year period at Land north of North Park Road, Ritchings Park, South Bucks. The application was made in September 2016.
- 5.19 In November 2016 SBC objected to the scheme on two grounds:
- Impact on the Borough highways arising from a peak of 226 daily movements of HGVs (113 in/113 out).
  - Impact on air quality at key receptors (i.e. residential properties) within the Brands Hill Air Quality Management Area where air quality levels currently exceed the EU Limit Value for nitrogen dioxide (NO<sub>2</sub>).
- 5.20 Following meetings with SBC in early 2017, the applicant (Cemex) and BCC, the highways issues, including vehicle routing, were resolved with the applicant who also agreed to pay £750,000 to SBC for further highways improvements through a Section 278 agreement. The Air quality issues required additional modelling and assessment.
- 5.21 The Environmental Impact Assessment (EIA) included an assessment of current and predicted future air quality at key receptors in the Brands Hill AQMA both with and without the scheme. Using descriptors for significance of impacts taken from the Institute of Air Quality Management (IAQM) Air Quality Planning Guidance (2015), the EIA stated that the impact of the scheme would be ‘negligible’ at all key receptors in the AQMA. All receptors were predicted to experience annual NO<sub>2</sub> levels well below the EU Limit Value by the schemes commencement in 2019.
- 5.22 Air quality modelling is not a precise science and is highly dependent on the emission factors used within the model and the assumptions around improvements in background air pollution levels. A key issue is that Government projections for how quickly emission improvements of the national vehicle fleet will materialize are considered over-optimistic. The applicant’s EIA (and 2 subsequent technical notes required by SBC) did include sensitivity analysis to demonstrate what the predicted levels would be without the modelled emission improvements. For the 17 receptor locations modelled, most were predicted to have either ‘negligible’ or ‘slight’ impacts, with impacts at 3 receptors described as ‘moderate’ where a maximum 0.5 µg/m<sup>3</sup> increase (from 41.8 to 42.3 µg/m<sup>3</sup>) was predicted (EU Limit Value is 40 µg/m<sup>3</sup>). The EIA describes this sensitivity analysis as overly pessimistic.

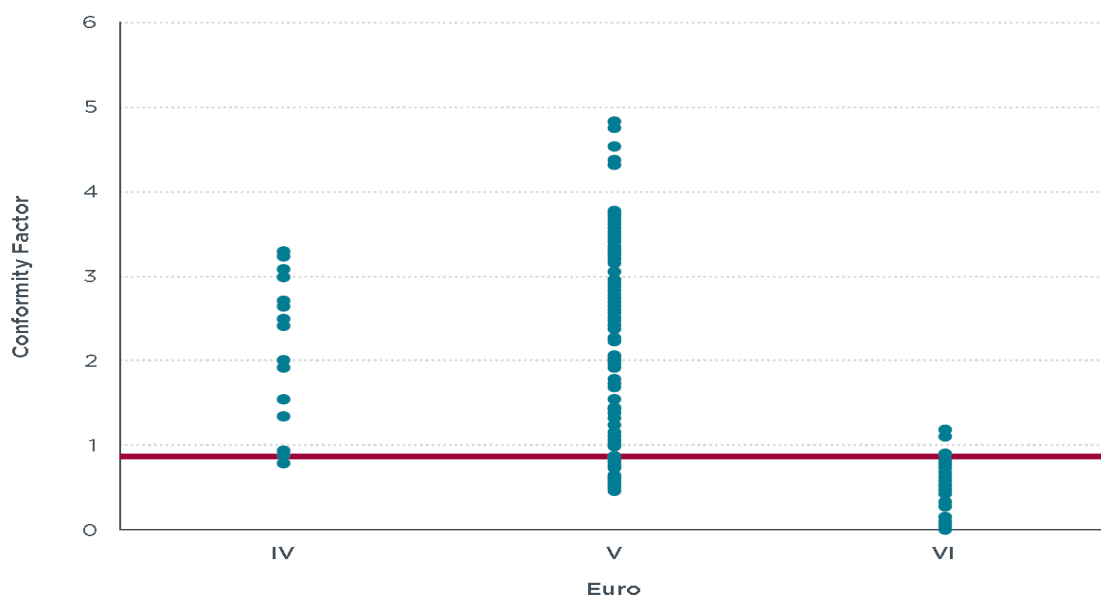
5.23 While there is uncertainty over the accuracy of the air quality modelling SBC, Environmental Quality Team, felt that a precautionary approach should be adopted and that any increase in concentrations will hinder SBC efforts to improve air quality in the Borough. While the EIA focusses on impacts in relation to the EU Limit value, it should be recognized that increases in air pollution below the Limit Value can still have an impact on health.

5.24 Meetings with SBC, the applicant and BCC looked at measures that could be used to either mitigate or off-set the impact of the development on air quality. It was agreed that all HGVs should comply with European Emission Standard VI (the latest standard) from scheme opening, moving onto Euro VI c in due course. It is acknowledged that Euro VI produces significant emission improvement in real-world driving conditions. Table 1 shows the Euro Emission Standards for HGVs and Table 2 shows how HGVs with different Euro Standards perform in real-world testing.

**Table 1 – Euro Emission Standards for HGVs**



**Table 2 - Performance of heavy duty engines against Euro standards**



- 5.25 SBC are currently looking at the feasibility of implementing a Clean Air Zone (CAZ) in the Borough which could require buses, taxis, vans and lorries to comply with Euro VI diesel standards.
- 5.26 Additionally, the applicant agreed to compensate SBC for the impact on air quality and damage costs of £50,000 were awarded, to be used to provide infrastructure for ultra-low emission vehicles. (Slough has the 3<sup>rd</sup> highest number of plug-in vehicle registrations by local authority in the Country, with over 3,000 registered vehicles).
- 5.27 Based on the AQ assessments carried out and the mitigation proposed it was considered unlikely that an objection on air quality grounds alone could be sustained at planning inquiry and the objection to the scheme on air quality grounds were removed.
- 5.28 A key consideration in this decision was that the old Local Plan was not robust enough in terms of policies supporting air quality. The Local Plan update does include policies that will support a more robust approach going forward.
- 5.29 A second consideration is that SBC did not have any formal planning guidance on the consideration of air quality through the planning process. This has led to an over-reliance on non-statutory guidance produced by other organisations. The IAQM guidance used by the applicant is considered not to adequately prevent an incremental deterioration of air quality in a local area and does not adequately address the issue of significance.
- 5.30 SBC has now produced its own draft air quality & planning guidance as part of the Slough Low Emission Strategy (2017-25). The draft guidance seeks to provide clarity to developers and help incorporate AQ mitigation at design stage. The guidance also looks at the issue of increased exposure arising from new developments and providing a more robust position on protecting the health of residents. The draft guidance includes an approach to quantify 'damage costs' of new developments, allowing the off-setting of impacts to support projects that will improve air quality. This procedure was used as part of the Cemex application mitigation process. It should be noted that 'damage cost are only used on major

schemes and where the impact on health for Slough residents is not compromised.

6. **Comments of Other Committees**

The low emission strategy, following an internal and public consultation, will be presented to the Overview and Scrutiny Panel and Cabinet for approval towards end of 2017.

7. **Conclusion**

This report addresses a series of questions, posed by the NCS, relating to air quality within Slough. The report also identifies the need for the development of a low emission strategy to address poor air quality in Slough.

8. **Appendices Attached**

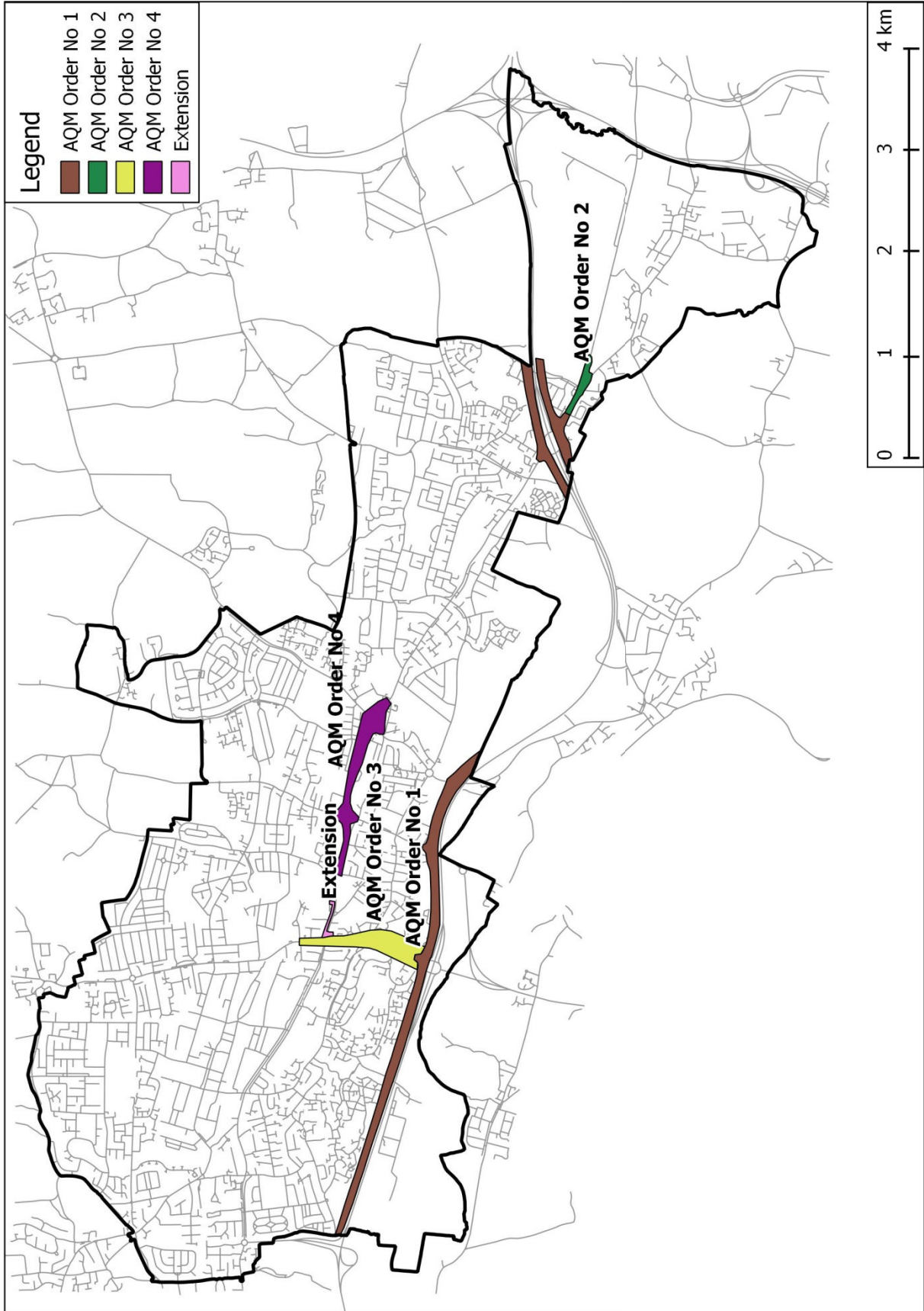
- 'A' - AQMAs maps
- 'B' - Air Quality Modelling Maps 2014
- 'C' - Table 1 Low Emission Measures
- 'D' - PM10 and small Particles
- 'E' - Public Health Mortality Maps 2019-2013

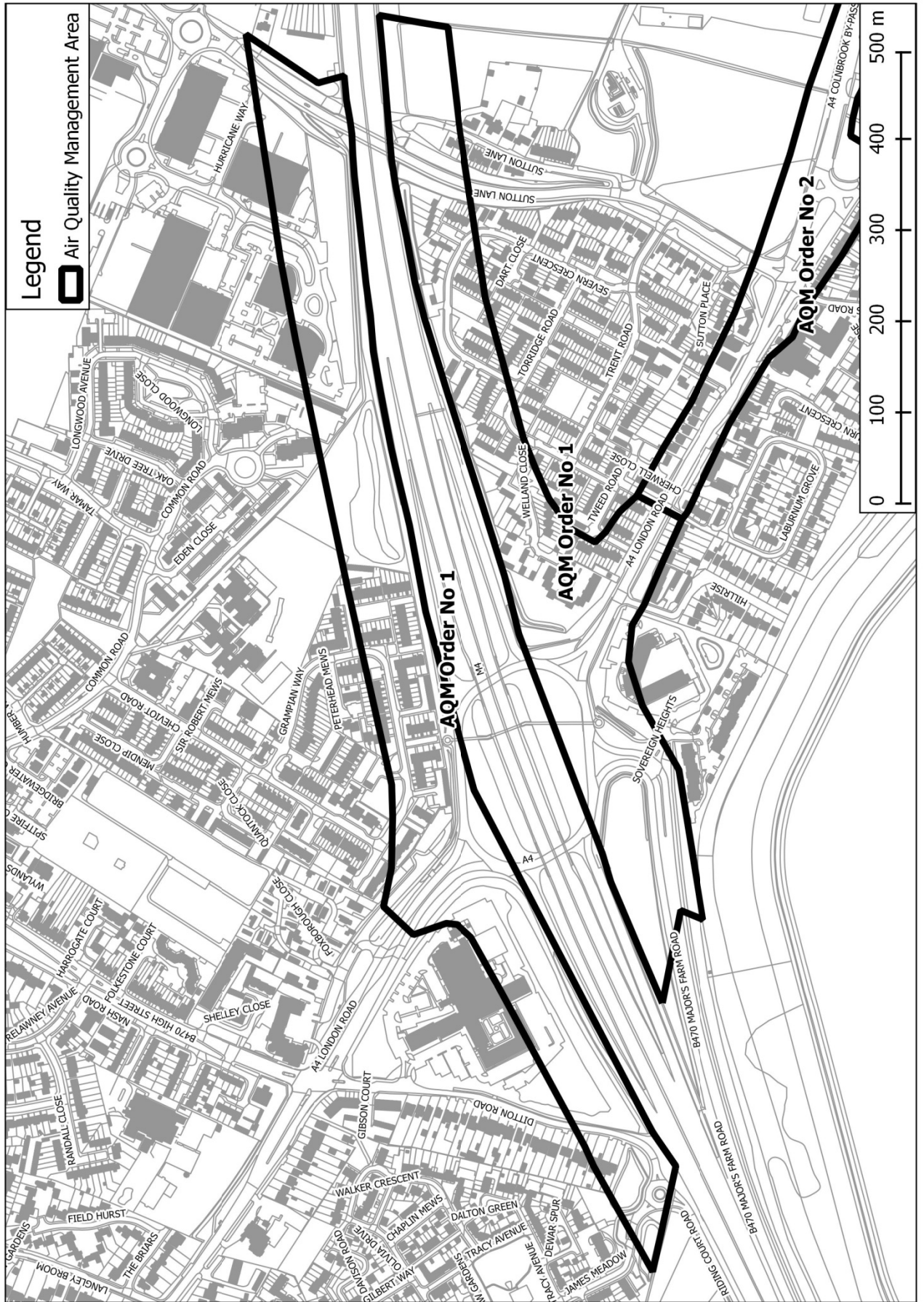
9. **Background Papers**

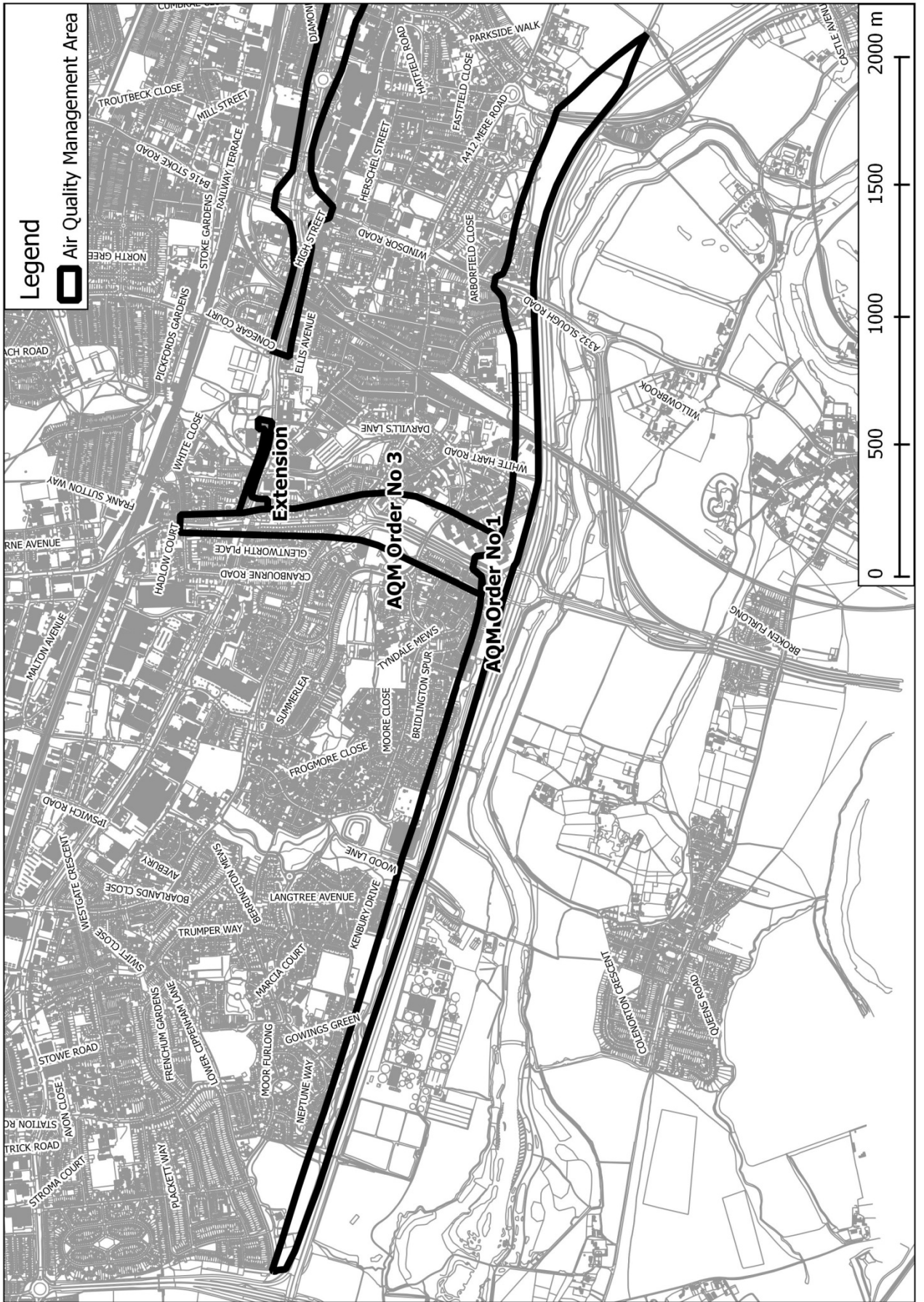
Annual Status Report 2016 (<http://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx>)

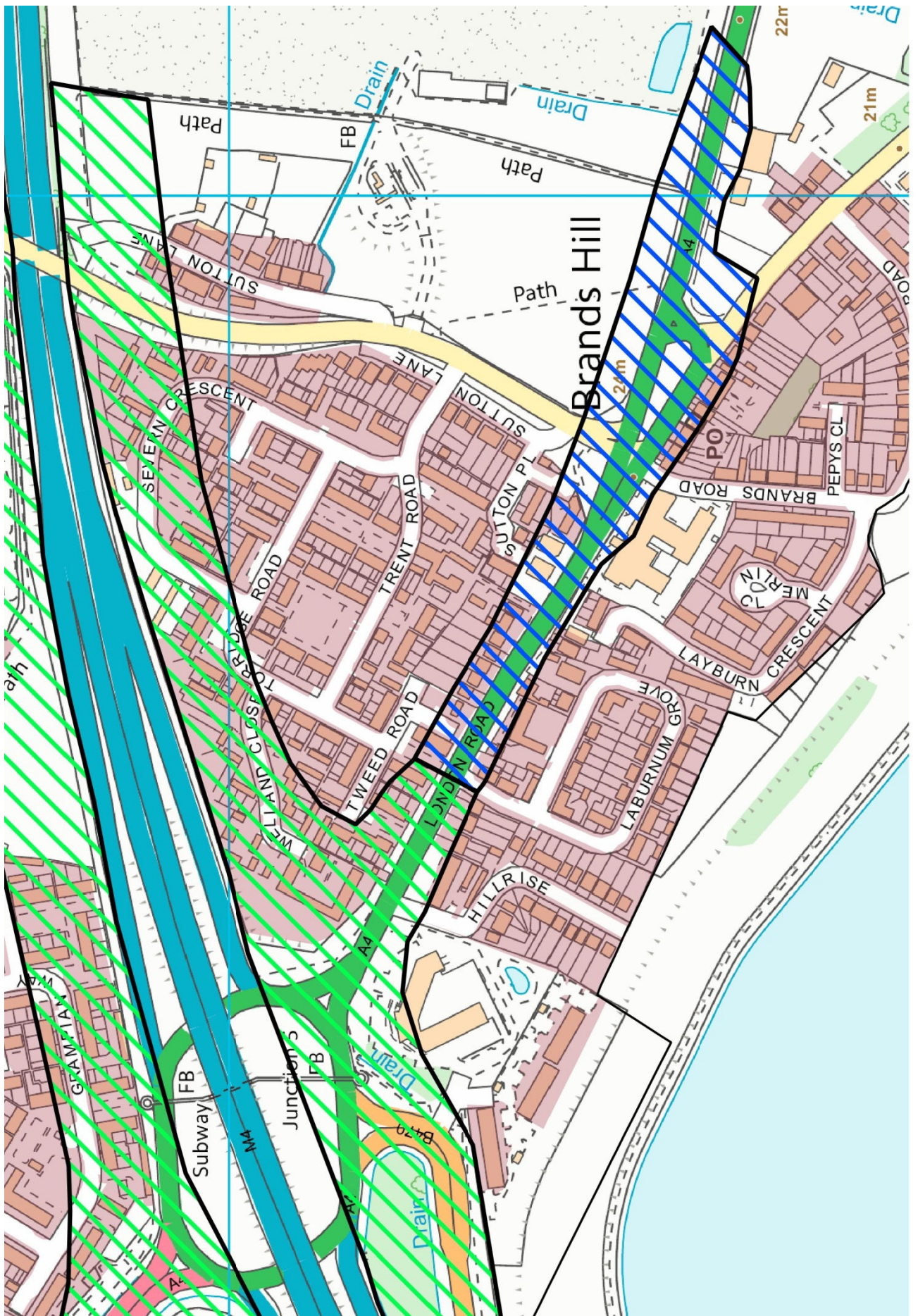
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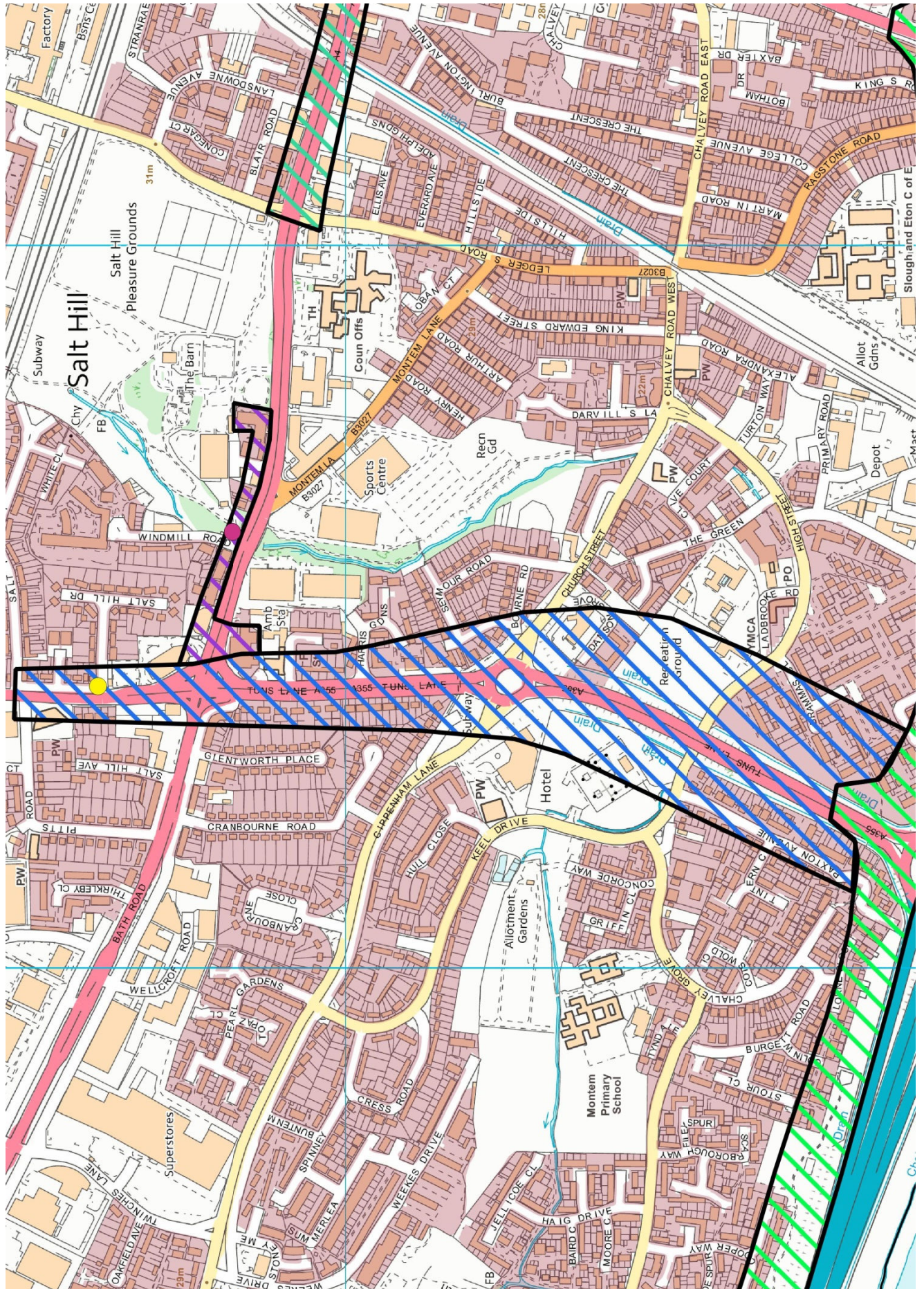












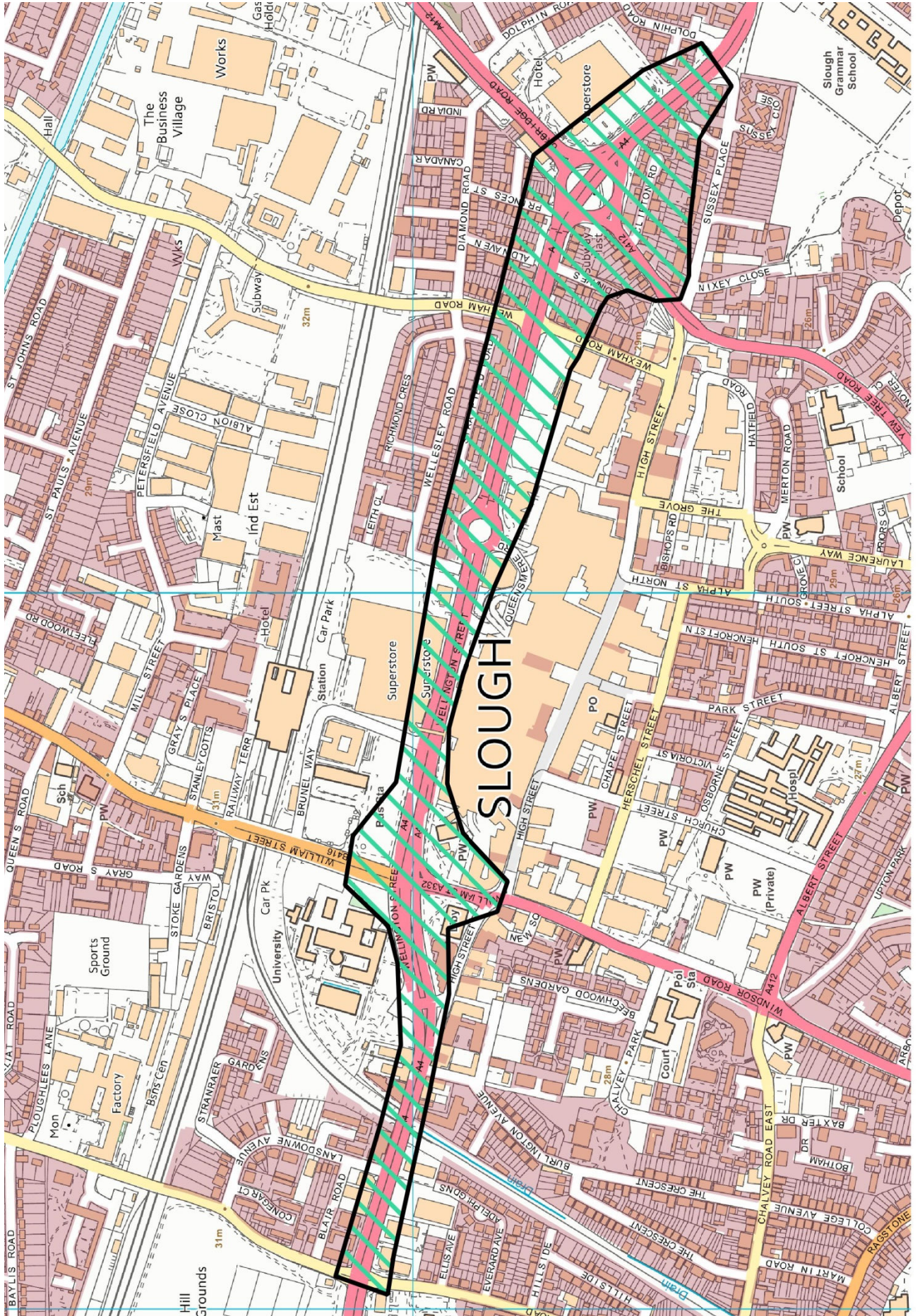


Figure 1 – Modelled NO<sub>2</sub> concentrations in the Town Centre AQMA (2014)

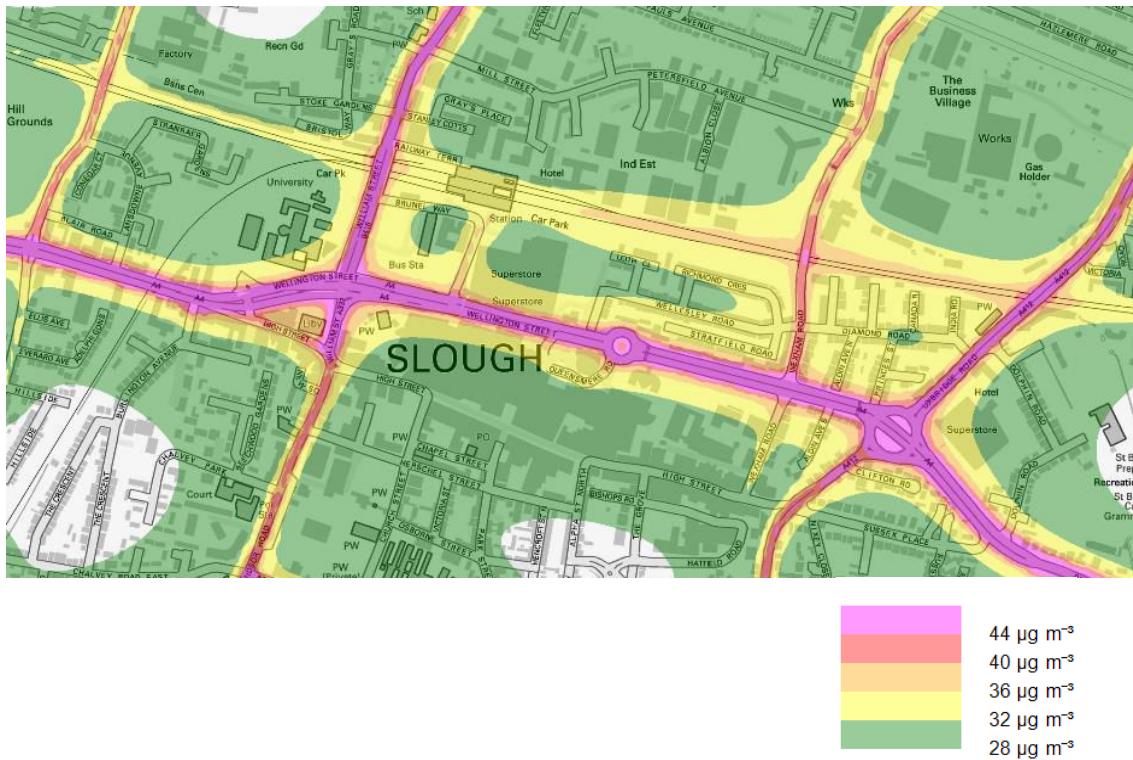


Figure 2 – Modelled NO<sub>2</sub> concentrations in the M4 AQMA (2014)



Figure 3 – Modelled NO<sub>2</sub> concentrations in the Tuns Lane AQMA (2014)

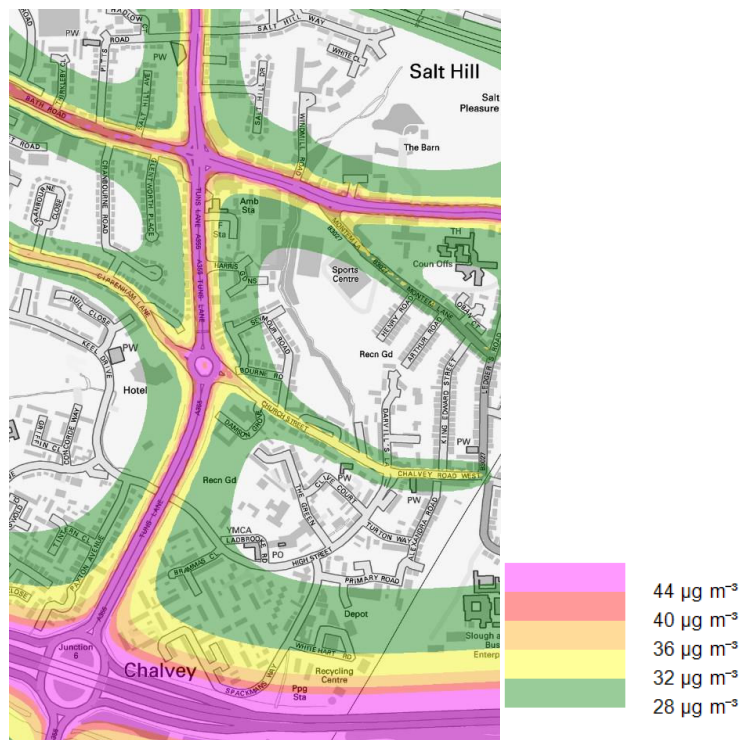


Figure 4 – Modelled NO<sub>2</sub> concentrations in the Brands Hill AQMA (2014)



SBC has undertaken modeling to look at the impact on NO<sub>2</sub> levels by improving the European Emission Standards<sup>1</sup> of conventional vehicle technologies and also through the replacement of conventional vehicles with alternative technologies such as electric. The scenario modelling showed:

- The introduction of electric or Euro VI Standard buses would have a noticeable impact on NO<sub>2</sub> levels in the Town Centre AQMA
- Improving Heavy Goods Vehicles (HGV), Light Goods Vehicle (LGV) and bus emissions to a Euro VI Standard would have a significant impact at Brands Hill
- Simply switching diesel cars to petrol would have a very significant impact in all the AQMA

<sup>1</sup> <https://www.dieselnet.com/standards/eu/ld.php>



**Figure 5 - Modelled PM10 concentrations for 2014 in the Town Centre, at Tuns Lane and along the M4**



**Figure 6 - Modelled PM2.5 concentrations for 2014 in the Town Centre, at Tuns Lane and along the M4**



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Table 1 - Slough Low Emission Strategy (LES) – Summary of Measures

Policy Area	Measures
Transport Strategy Update (LES is part of the TS Update)	<ul style="list-style-type: none"> <li>• Enhanced public transport through SMaRT mass rapid transport scheme linking Slough Industrial Estate with Heathrow using ultra low emission buses</li> <li>• Intensive modal shift and traffic management measures, including initiatives around the new Cross Rail Stations at Langley and Burnham</li> <li>• Extensive cycling initiatives, including new cycling lanes and bike hire schemes</li> <li>• Borough-wide Clean Air Zone (CAZ) feasibility study and implementation plan (subject to funding) including: <ul style="list-style-type: none"> <li>- Options for charging and non-charging CAZ</li> <li>- Raising awareness of vehicle emissions and cost savings through adoption of ULEVs</li> <li>- Ultra-Low Emission Hubs around the industrial estate, Town Centre developments and all railway stations with incentives for ULEV take-up and enhanced infrastructure to support growth (Slough has the 3<sup>rd</sup> highest number of plug in vehicle registration by local authority in the UK, currently over 3,000)</li> <li>- Development of SMART approaches to promote ULEV take-up and use, improving connectivity to changing technologies and the best way to use them</li> <li>- Further development of the rapid charge network</li> <li>- Linking to the Heathrow Ultra Low Emission Zone</li> <li>- Develop Clean Air Partnerships involving key stakeholders and local residents</li> <li>- Clean Air Recognition Schemes</li> <li>- Quality Bus Partnership requiring clean buses in line with CAZ requirements (Euro VI &amp; ultra-low emission)</li> <li>- CAZ requirements for freight and logistics</li> </ul> </li> </ul>
Local Plan Update	<ul style="list-style-type: none"> <li>• Recognises air quality as an important consideration in the planning process</li> <li>• Air Quality &amp; Emissions Guidance produced to ensure mitigation is considered at design stage</li> <li>• Mitigation off-set contributions required for major schemes using damage cost calculation, contributing to EV demonstration ('try &amp; buy'), electric car club, bike hire and enhanced EV charging provision</li> <li>• Standard mitigation to include: <ul style="list-style-type: none"> <li>- EV recharging provision on all schemes where practical</li> <li>- Advice on connecting plugs and plug-in vehicles</li> </ul> </li> </ul>

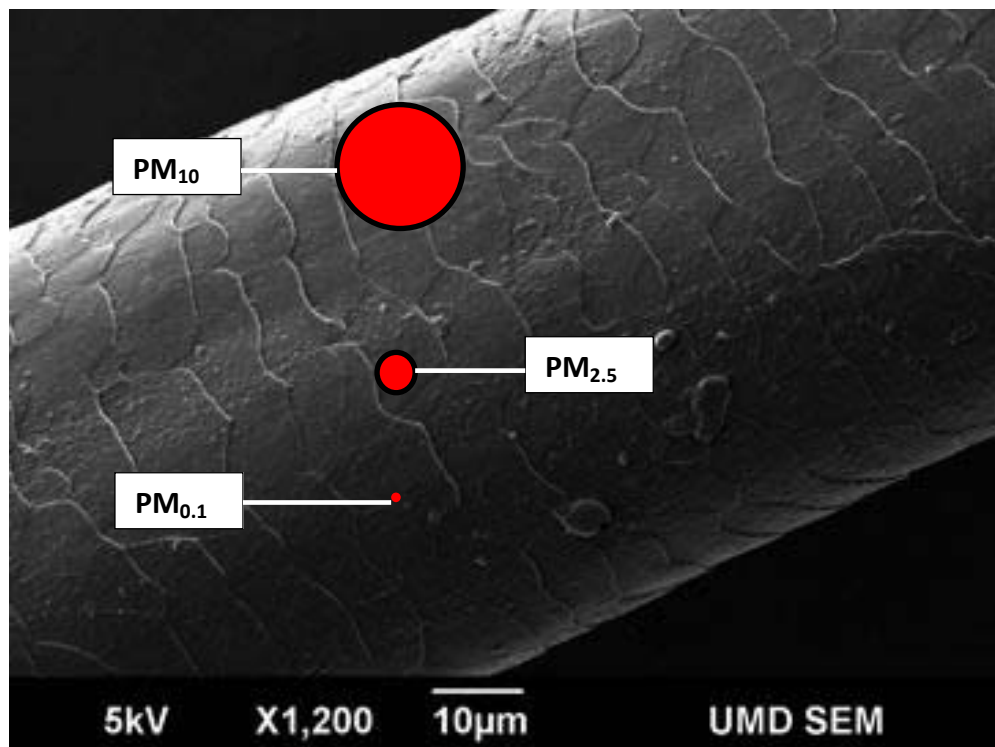
	<ul style="list-style-type: none"> <li>- Low NOx boilers</li> <li>- Fleet emission standards for commercial developments</li> <li>- Emission standards for both road and non-road (NRMM) construction vehicles</li> <li>- Construction Environmental Management Plans (CEMP)</li> <li>- Exposure considerations for all schemes</li> <li>- Consideration of biomass CHP suitability for Borough</li> </ul>
Public Sector Procurement	<ul style="list-style-type: none"> <li>• Social Value procurement considerations</li> <li>• Requirement for all contracts involving vehicle use to include provision for Euro VI/6 or better vehicles using reasonable endeavors</li> <li>• Specified emission standards for large scale contracts eg maintenance etc</li> <li>• SBC Fleet procurement to include consideration of whole life costs (WLC) and requirement for Euro VI/6 Standard or better with alternatives to diesel considered</li> </ul>
Licensing	<ul style="list-style-type: none"> <li>• Ultra-Low Emission Taxi Study undertaken, including survey of hackney and private hire drivers</li> <li>• Awarded £157,000 by the Government to install 7 rapid charging units to support growth in plug-in taxis</li> <li>• New fleet emission standards proposed through taxi licensing, including requirements to achieve Euro 6 diesel/Euro 4/petrol and further requirements for ULEVs by 2025</li> </ul>
Fleet Management	<ul style="list-style-type: none"> <li>• Fleet assessment and alternative fuels option report produced as part of current fleet replacement strategy (this work won a Local Government Association (LGA) and funding towards the business case development. The report looked at the opportunity to run the RCV fleet on biomethane which is now being pursued.</li> <li>• Latest emission standards for all new fleet vehicles</li> <li>• Innovative 'grey fleet' support to switch to plug-in vehicles, including loan and salary sacrifice schemes. Strong take-up of scheme to date</li> </ul>
Economic Development	<ul style="list-style-type: none"> <li>• Promotion of innovative, low emission vehicle/infrastructure/ancillary services to locate in the Borough as part of the development of our green economy</li> </ul>
Non-transport areas	<ul style="list-style-type: none"> <li>• Regulation of Part B Processes</li> <li>• Smoke Control Areas (including CAZ consultation response to highlight significant growth in legal wood burning stoves</li> <li>• Liaison with Environment Agency regarding Part A Process</li> </ul>

	<p>emissions potentially affecting the Borough</p> <ul style="list-style-type: none"><li>• Further assessment as to the sources of elevated PM2.5 levels across the Borough</li></ul>
Communication & Engagement	<ul style="list-style-type: none"><li>• Effective communication and engagement plan targeted at key stakeholders to be produced with Public Health</li></ul>

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The World Health Organisation (WHO) classifies diesel exhaust emissions as carcinogenic to humans with evidence linking air pollution with a range of cancers<sup>1</sup> (lung and bladder in particular). The fraction of particulate matter that is of concern to human health is shown in figure 7.

**Figure 7 - Particle size relative to human hair**



PM<sub>10</sub> – coarse particles (smaller than 10 microns / 0.01mm)

PM<sub>2.5</sub> – fine particles (smaller than 2.5 microns / 0.0025mm)

PM<sub>0.1</sub> – ultra-fine particles (smaller than 0.1 microns / 0.0001mm)

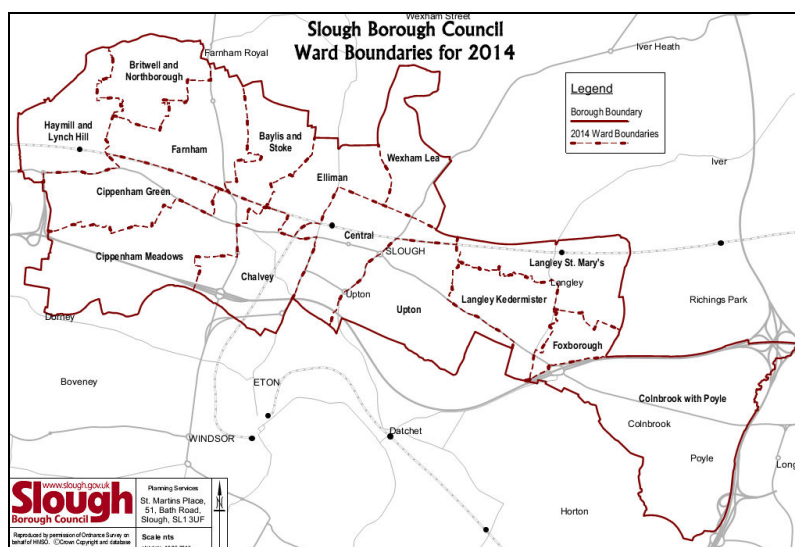
<sup>1</sup> [http://www.iarc.fr/en/media-centre/iarcnews/pdf/pr221\\_E.pdf](http://www.iarc.fr/en/media-centre/iarcnews/pdf/pr221_E.pdf)

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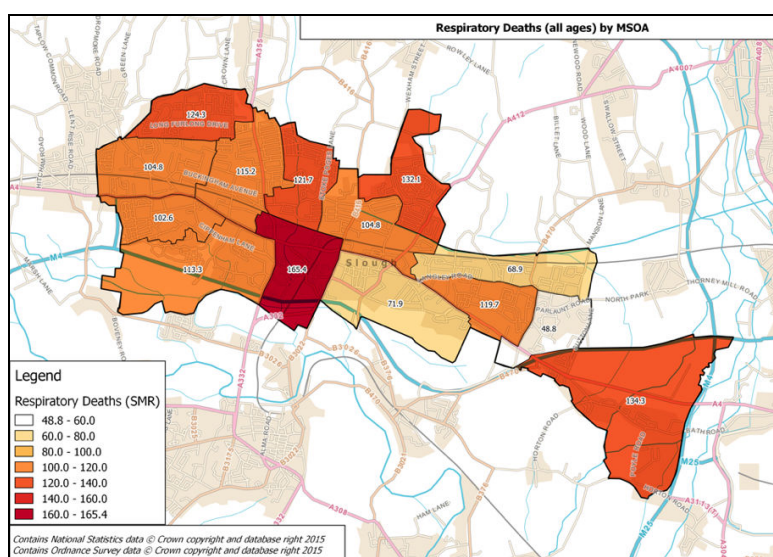


The preliminary SBC report on the impact of air pollution on health assessed rates of morbidity and mortality for certain illnesses broken down at ward level (see figure 8). Figures 9 and 10 show respiratory mortality and premature respiratory mortality in Slough respectively. Figures 11 and 12 show the standard mortality rates (SMR) for coronary heart disease (CHD) and premature cardiovascular mortality in Slough respectively.

**Figure 8 - SBC Ward Boundaries for 2014**



**Figure 9 - Respiratory mortality (all ages) 2008-2012, by MSOA (data source <http://fingertips.phe.org.uk/>)**



**Figure 10 - Premature respiratory mortality in Slough 2009-2013**

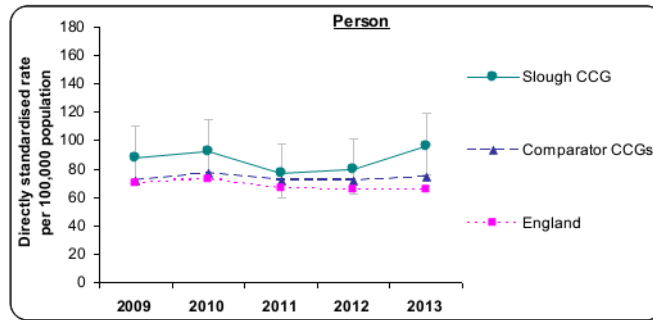


Figure 11 - SMRs for CHD (all ages) 2008-2012, by MSOA (data source <http://fingertips.phe.org/>)

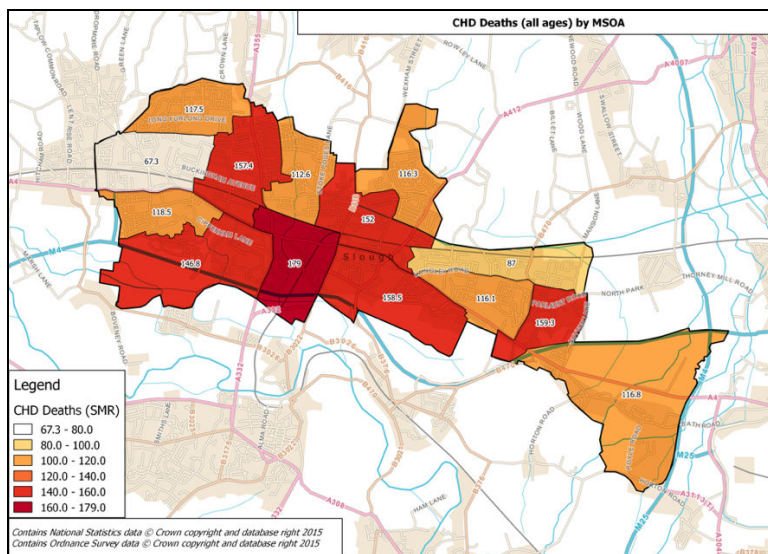
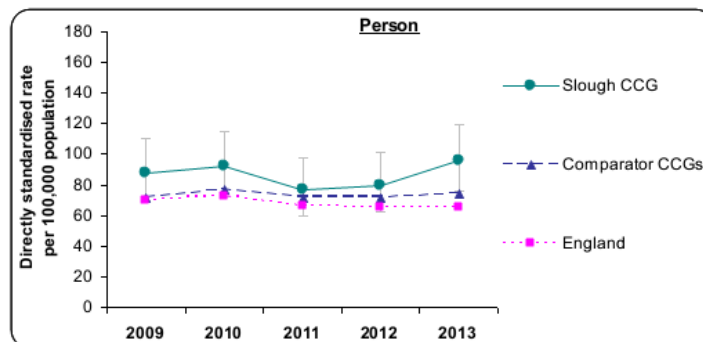


Figure 12 - Premature cardiovascular mortality in Slough 2009-2013



The SBC Public Health Report states – “although above findings regarding air pollution and respiratory and cardiovascular health in Slough are suggestive of a general pattern of a disease surrounding areas with poor air quality, it is very difficult to draw direct inferences from these data alone. This is due to multiple confounding factors associated both with disease burden and with poor air quality, such as smoking prevalence, socioeconomic deprivation, etc.

However, given established evidence on the health effects of air pollution, the high levels of pollution in some localities and the wide disparity in cardiovascular and respiratory health across the borough, it is clear that improving air quality in the most affected areas could play an important role in increasing quality of life for people with respiratory disease and reducing Slough's health inequalities in the long term. This may also offer important economic benefits, in terms of reduced hospital admissions and deaths prevented.

- Adverse health effects of air pollution, particularly those resulting from PM and NO<sub>2</sub>, are well established both internationally and in the UK.
- Robust methods of quantifying the national and local impact of air pollution, and likely impact of reductions in air pollution, have been developed and implemented at a local level.
- Air quality in Slough is worse than the England average, with very high levels of pollutants concentrated around major roads and transport hubs. Several localities in
- the borough are exposed to levels of NO<sub>2</sub> and PM that far exceed levels recommended by the European Commission.
- Slough is disadvantaged by a poor respiratory and cardiovascular health profile, with a burden of disease that is higher than expected rates based on regional and national averages.
- Slough also is affected by large geographical inequalities in respiratory and cardiovascular health, which correlate roughly with areas of high air pollution.
- The proportion of overall deaths in Slough that can be attributed to particulate air pollution is estimated at 6.8%. This is higher than the South East region and England as a whole, and is more comparable to London.
- Reducing air pollution in the borough provides an important opportunity to reduce the attributable burden of disease and possibly to reduce health inequalities.
- Established infrastructure for measuring air quality in Slough is an important asset that could facilitate research to evaluate the impact of the Low Emissions Strategy on air quality and health outcomes. This project may be possible with adequate academic and financial support in the medium to long term and would make an important contribution to the evidence base in this area. “

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods & Community Services Scrutiny Panel

**DATE:** 26<sup>th</sup> June 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**  
**2017/18 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 2017/18 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 2017/18 Municipal Year

7. **Background Papers**

None.

**NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL**  
**WORK PROGRAMME 2017/18**

<b>Meeting Date</b>
<b>26 June 2017</b>
<ul style="list-style-type: none"> <li>• Vehicle Activated Signs</li> <li>• Sexual violence – statistics and summary of Parks and Open Spaces Task &amp; Finish Group work</li> <li>• Housing KPIs / Scrutiny Overview Indicators – 6 monthly update</li> <li>• Air quality</li> <li>• Slough Five Year Plan – Our residents will have access to good quality homes</li> </ul>
<b>7 September 2017</b>
<ul style="list-style-type: none"> <li>• Rates, Maintenance and Improvement update</li> <li>• Garages Strategy and fraud audit</li> <li>• CCTV</li> <li>• Development Initiative Slough Housing</li> </ul>
<b>2 November 2017</b>
<ul style="list-style-type: none"> <li>• Resident engagement – annual impact assessment</li> </ul>
<b>17 January 2018</b>
<ul style="list-style-type: none"> <li>• Housing KPIs / Scrutiny Overview Indicators – 6 monthly update</li> <li>• Slough Five Year Plan – Our residents will have access to good quality homes</li> <li>• Homelessness Prevention Strategy</li> </ul>

<b>Meeting Date</b>
1 March 2018
<b>Proposed date - Crime and Disorder Reduction Panel</b>
4 April 2018

To be programmed:

- Local Plan