

Date of issue: Wednesday 30<sup>th</sup> August 2017

<b>MEETING:</b>	<b>NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL</b> (Councillors Plenty (Chair), Kelly (Vice Chair), Anderson, Davis, N Holledge, Mann, Rasib, Swindlehurst and Wright)
<b>DATE AND TIME:</b>	THURSDAY, 7TH SEPTEMBER, 2017 AT 7.00 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**

<b><u>AGENDA ITEM</u></b>	<b><u>REPORT TITLE</u></b>	<b><u>PAGE</u></b>	<b><u>WARD</u></b>
	<b>APOLOGIES FOR ABSENCE</b>		
1.	Declarations of Interest		

*All Members who believe they have a Disclosable Pecuniary  
or other Pecuniary or non pecuniary Interest in any matter to*



*be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 3 paragraphs 3.25 – 3.27 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 3.28 of the Code.*

*The Chair will ask Members to confirm that they do not have a declarable interest. All Members making a declaration will be required to complete a Declaration of Interests at Meetings for detailing the nature of their interest.*

**CONSTITUTIONAL MATTERS**

- |    |  |        |   |
|----|--|--------|---|
| 2. | Minutes of the last meeting held on 26th June 2017 | 1 - 6  | - |
| 3. | Action Progress Report                             | 7 - 10 | - |
| 4. | Member Questions                                   |        |   |

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

**SCRUTINY ISSUES**

- |    |   |         |     |
|----|---|---------|-----|
| 5. | Repairs, Maintenance & Investment Contract - Progress Update      | 11 - 22 | All |
| 6. | Neighbourhood Services Garage Licences and Review of Garage Sites | 23 - 38 | All |
| 7. | CCTV In The Local Community                                       | 39 - 50 | All |
| 8. | Slough Local Air Quality and Low Emission Strategy                | 51 - 78 | All |
| 9. | Review of Housing Allocations Scheme 2013-18                      | 79 - 84 | All |

**ITEMS FOR INFORMATION**

- |     |  |         |   |
|-----|--|---------|---|
| 10. | Forward Work Programme 2017 - 18         | 85 - 88 | - |
| 11. | Attendance Record                        | 89 - 90 | - |
| 12. | Date of Next Meeting - 2nd November 2017 |         |   |

**Press and Public**

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



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**Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Monday, 26th June, 2017.**

**Present:-** Councillors Anderson, Davis, Kelly, Mann, Plenty, Swindlehurst and Wright

**Also present under Rule 30:-** Councillors Matloob and Nazir

**Apologies for Absence:-** Councillor N Holledge and Rasib

**PART 1**

**1. Declarations of Interest**

No declarations of interest were given in relation to the meeting's agenda.

**2. Election of Chair for 2017 - 18**

Cllr Davis nominated Cllr Plenty as Chair for the Panel. This was seconded by Cllr Swindlehurst.

**Resolved:** that Cllr Plenty be elected to the position of Chair of the Neighbourhoods and Community Services Scrutiny Panel unanimously for the Municipal Year 2017 – 18.

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

**3. Election of Vice Chair for 2017 - 18**

Cllr Wright nominated Cllr Kelly as Vice Chair for the Panel. This was seconded by Cllr Kelly.

**Resolved:** that Cllr Kelly be elected to the position of Vice Chair of the Neighbourhoods and Community Services Scrutiny Panel unanimously for the Municipal Year 2017 – 18.

**4. Minutes of the last meeting held on 4th April 2017**

**Resolved:** That the minutes of the meeting held on 4<sup>th</sup> April 2017 be approved as an accurate record.

**5. Action Progress Report**

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

**6. Member Questions**

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

The road safety budget was part of the overall transport budget. In specific terms, this was approximately £200,000 out of a budget of £6 – 7 million. None of this was ring-fenced after the Department for Transport removed this. The money had been spent on items such as Vehicle Actuated Signs (VASs), localised traffic calming measures such as bollards and traffic signal junctions. These were all included in revenue expenditure.

In relation to housing, Slough Borough Council (SBC) confirmed that its present focus was on its own assets as opposed to inspecting hotels and other such buildings for fire safety. SBC would act on Government guidance regarding the private sector once it was provided. SBC had also been working with the Fire Service, and was sharing its information on planning applications to compile a picture of the current situation.

4 tenants remained in the Tower and Ashbourne. SBC was working to acquire these tenancies so that the regeneration of the area could be completed. Meanwhile, support was being offered to Radian Housing although ultimate responsibility for safety lay with them.

The Grenfell disaster had led to the establishment of a Task Force, which was presently meeting at least once per week. This was currently discussing housing disposals, storage policy, fire safety inspections and cleanliness. Cladding was also being analysed; this involved not only evaluation of the materials, but also the manner in which they were installed.

In terms of immediate findings, SBC confirmed that none of its blocks used the cladding material present at Grenfell Tower. In addition, the insulation was glued to the wall then rendered, ensuring that no gap existed for oxygen to fuel any fire. However, SBC was committed to checking the quality of this insulation. In the days prior to the meeting, Broom and Poplar had been the focus of attention. Letters had been written to residents and 24 hour security were present on site to provide protection. An independent contractor was reviewing safety and conducting reports where an issue had been identified. SBC was also investigating the option of installing sprinkler systems. SBC would also be meeting with residents' representatives in June 2017.

Samples of cladding had not yet been sent by SBC to the Department for Communities and Local Government (DCLG). DCLG had sent out a questionnaire, and the responses to this were the basis on which local authorities had decided whether to send samples or not. However, SBC was testing the materials itself and would send over samples when appropriate. So far, the samples requested were Aluminium Composite Materials (ACMs), although these were not all the same as the material used in Grenfell Tower. SBC was also aware that factors beyond cladding were potentially involved in the Grenfell disaster, and also Camden's recent decision to evacuate its tenants. SBC was also aware that issues which were not present at Grenfell Tower could present fire safety issues; SBC would be revisiting its policies across all areas on the matter. However, the Building Control Team had identified compartmentalisation as crucial in preventing the rapid spread of

fire. Communications with local residents were regular, and based on standard wording issued by the Fire Service.

The recent stock condition survey had provided a significant bank of information, although it was not sufficiently intrusive to provide confirmation that every detail of housing was secure. SBC was part of a Mutual Aid Agreement, including all of Berkshire, Oxfordshire and Buckinghamshire. As a result, any emergency response should meet the needs of those affected. All relevant staff had also been trained in responding to emergencies.

Doors were inspected as part of any fire risk inspection. Leases for council tenants also restricted the rights of residents to modify their properties too greatly; Broom and Poplar had been inspected just before the Grenfell disaster, with the other 4 properties now underway. Fire risk inspections were also independent from SBC and undertaken every 2 years; the Fire Service also conducted ad hoc inspections in between time.

The response provided with regards to Prevent was noted.

**Resolved:** That an item on the progress of fire safety work be added to the agenda for 2<sup>nd</sup> November 2017.

## **7. Safer Slough Partnership - Update**

The Panel received a statement from Cllr Bains, in his position as the Councillor who proposed the original motion to Council on 26<sup>th</sup> June 2016. This signalled his approval of the recommendations in the report, with particular reference to the Parks and Open Spaces Task & Finish Group. In future, he requested that the progress being made should be communicated more clearly to the local public.

The Panel raised the following points in discussion:

- 2/3rds of sexual offences and rapes took place in the home; whilst such incidents in public spaces were the cause of the motion to Council, they were a small percentage of the overall figure. However, the current trend was that the number of offences was being reduced.
- The Safer Slough Partnership (SSP) had focused on violence against the person and sexual offences. Whilst the figures were decreasing, SSP was committed to measures to provide long-term mitigation on the matter (e.g. work in schools). However, SSP were encouraged that the rate of decline in sexual offences had been greater than national averages. Overall, Slough was in its best position on the matter since 2013.
- The Violence Against Women and Girls group also covered acts against men and boys.
- Slough Youth Parliament was part of SSP and feeding into its strategy.
- Given the need to change perceptions of local parks, it would require time to improve their reputation with the local public. In addition, discussion on the matter with clear references to sexual violence were

likely to be counter productive. As a result, initiatives such as 'Love Parks' would emphasise positive messages.

**Resolved:**

1. That the Panel resolve that the activity outlined in this report is an adequate and appropriate response to the Council motion of 26<sup>th</sup> July 2016.
2. That the Panel reflect this to the next meeting of full Council as appropriate.
3. That the matter be added to the agenda for the first meeting of the 2018 – 19 Municipal Year.

**8. Vehicle Actuated Signs**

The Panel raised the following points in discussion:

- SBC was aware of the length of time since undertakings had been given on the deployment of Vehicle Actuated Signs (VAS). SBC had investigated the option making efficiencies through the contract framework and the use of intelligent contract systems. However, its attempt to work with other local authorities to speed up the process had led to a situation in which SBC was hamstrung by working alongside authorities across the whole of South East England. These complications were added to by a legal challenge submitted by one of SBC's contractors.
- During the summer of 2017, SBC would become able to buy VASs directly from the company. SBC also had contracts with Swarco and Siemens.
- Using the current stock on a 6 monthly rotational basis, it would take a decade to work through the list of sites identified for VASs. As a result, SBC was using speed guns to investigate issues and identify the priority areas for their deployment. Sites which would not require such traffic calming measures would be deleted from the list.
- Each move took around an hour to an hour and a half to implement and cost £700. At present, the lack of revenue meant that these were done on a 6 monthly basis rather than quarterly. However, discussions with the Assistant Director for Finance and Audit had been held regarding the use of 'Ward Walkabout' money. In general, SBC was investigating ways to make the policy more cost effective.
- Batteries were now safer and did not require specialist handling, which should make the process easier to conduct.
- The '85<sup>th</sup> percentile speed' measure referred to in the report was standard Department for Transport policy.
- Where the information was held, the members of the public who had made the original request for VASs would be informed of the decision made.
- VASs were not sufficient to ensure road safety; whilst some road users would be deterred by their warnings, others would need intervention to desist.

- A capital bid would be presented by Transport in June 2017; VASs would be part of this, alongside other measures such as 20mph zones. Should the revenue budget allow for efficiencies in other areas, SBC would seek to procure VASs.
- Whilst the Langley Road VASs was located near temporary traffic lights, it had detected some very high speeds. However, the issues with its location were recognised.

**Resolved:** That a list of sites identified for the deployment of VASs be sent to all Councillors, with information on the use of ward money to be circulated with the form.

## **9. 5 Year Plan: Outcome 4 (Access to Good Quality Homes)**

The Panel raised the following points in discussion:

- The private rented sector was currently an area of much activity. Lower quality landlords needed action taken against them, with prosecutions to be taken as appropriate. In addition, the innovations currently being undertaken in London Boroughs could prove useful sources of ideas for SBC.
- SBC would inform members as to the partnership arrangement with the Local Asset Backed Vehicle and their compliance with SBC's planning policy.
- Members also raised concerns with the tenability of the current position regarding houses in multiple occupation.

**Resolved:** That the Panel add the following Outcome 4 priorities to their future agendas:

- 7<sup>th</sup> September 2017: Review our allocations policy
- 2<sup>nd</sup> November 2017: Robust regulation of the private rented sector
- 17<sup>th</sup> January 2017: Make best use of existing public sector housing stock

## **10. Neighbourhood and Housing Scrutiny Overview Indicators**

The Panel made the following points in discussion:

- Despite the attempts made to remove unmanageable sites from SBC's stock, some of the sites retained had issues which made their deployment difficult (e.g. not wide enough for modern vehicles). As a result, an indicator on the percentage of SBC garages being let out may be a more useful measure on performance.
- At present, the re-let time on voids could register at 60 – 70 days. This had been a long term issue; members wished to receive a report by exception providing greater detail on the matter.

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- The increase in the £20 de minimis level for write offs was a proposal rather than a decision which had been enacted.
- The stage 3 complaint related to maladministration of a case where SBC had discharged their responsibility via the private sector (which was not part of the complaint). This had been a staffing issue, which was now resolved permanently.
- Stage 2 complaints had risen. Members would be informed as to the reasons for this.

### **Resolved:**

1. That the Panel approve changes to Scrutiny Indicator 7 (average rent cost)
2. That the Panel approve the removal of the following indicators:
  - Indicator 8: Total rent cost
  - Indicator 38: Breakdown of RAG ratings for inspected garages
  - Indicator 45: Number of fixed penalty notices
  - Indicator 46: Percent of income rate against payments of fixed penalty notices
3. That the Panel recommend that a Scrutiny Indicator on the percentage of garages held by SBC currently being let be added to the list of indicators.
4. That a report by exception on voids be added to the agenda for 2<sup>nd</sup> November 2017.

### **11. Slough Local Air Quality and Low Emissions Strategy**

**Resolved:** That the item be deferred to the meeting on 7<sup>th</sup> September 2017.

### **12. Forward Work Programme**

**Resolved:** That, in addition to the changes to the work programme noted in the previous minutes, the following items be added:

- 17<sup>th</sup> January 2017: Emergency plan
- 17<sup>th</sup> January 2017: Effectiveness of Prevent

### **13. Date of Next Meeting - 7th September 2017**

Chair

(Note: The Meeting opened at 6.32 pm and closed at 9.12 pm)

NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL

3<sup>rd</sup> November 2016

Minute:	Action:	For:	Report Back To:
26	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>1. That SBC seek alternative methods of raising funds for the Housing Revenue Account.</li> </ol>	Housing	<p><b>Date:</b></p> <p>NCS Scrutiny Panel Ongoing</p>

17<sup>th</sup> January 2017

Minute:	Action:	For:	Report Back To:
35	<p><b>Resolved:</b></p> <ol style="list-style-type: none"> <li>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).</li> </ol>	Transport	<p><b>Date:</b></p> <p>NCS Scrutiny Panel Upon HS2's offer</p>

4<sup>th</sup> April 2017

Minute:	Action:	For:	Report Back To:
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	<p><b>Date:</b></p> <p>NCS Scrutiny Panel As appropriate</p>
	<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	<p>NCS Scrutiny Panel As appropriate</p>
	<p><b>Resolved:</b></p>	Housing	<p>NCS Scrutiny Panel</p>

	3. That the Panel support the creation of a ring fenced resource to deliver an increased supply of stock for housing and regeneration.		As appropriate
58	<p><b>Resolved:</b></p> <p>1. That the Cabinet lobby for the Local Housing Allowance in Slough to be adjusted to reflect its similarity with London Boroughs.</p> <p><b>Resolved:</b></p> <p>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.</p> <p><b>Resolved:</b></p> <p>3. That children in bed and breakfast be reported to the Panel as a lead indicator.</p> <p><b>Resolved:</b></p> <p>4. That future changes in allocations policy should only be aimed at reducing homelessness.</p>	Housing  Housing  Housing  Housing	NCS Scrutiny Panel As appropriate  NCS Scrutiny Panel As appropriate  NCS Scrutiny Panel As appropriate  NCS Scrutiny Panel As appropriate

## 26<sup>th</sup> June 2017

<b>Minute:</b>	<b>Action:</b>	<b>For:</b>	<b>Report Back To: Date:</b>
8	<p><b>Resolved:</b></p> <p>That a list of sites identified for the deployment of VASs be sent to all Councillors, with information on the use of ward money to be circulated with the form.</p>	Transport	NCS Scrutiny Panel As appropriate
10	<p><b>Resolved:</b></p> <p>That the Panel approve changes to Scrutiny Indicator 7 (average rent cost)</p>	Housing	NCS Scrutiny Panel Future reports



10	<p><b>Resolved:</b> That the Panel approve the removal of the following indicators:</p> <ul style="list-style-type: none"> <li>• Indicator 8: Total rent cost</li> <li>• Indicator 38: Breakdown of RAG ratings for inspected garages</li> <li>• Indicator 45: Number of fixed penalty notices</li> <li>• Indicator 46: Percent of income rate against payments of fixed penalty notices</li> </ul>	Housing	NCS Scrutiny Panel Future reports
10	<p><b>Resolved:</b> That the Panel recommend that a Scrutiny Indicator on the percentage of garages held by SBC currently being let be added to the list of indicators.</p>	Housing	NCS Scrutiny Panel Future reports

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhood & Community Services Scrutiny Panel  
**DATE:** 7<sup>th</sup> September 2017  
**CONTACT OFFICER:** Kamal Lallian, RMI Project Manager  
**(For all Enquiries)** (01753) 875695

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

**REPAIRS, MAINTENANCE & INVESTMENT CONTRACT – PROGRESS UPDATE**

1. **Purpose of Report**

This report updates Members on the progress made in recommissioning the provision of repairs, maintenance and investment services for the council's housing stock.

2. **Recommendation**

The Panel is requested to note the report.

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

Good quality homes are integral to the wellbeing of Slough residents. The provision and maintenance of good quality, affordable housing plays a fundamental role in supporting the delivery of Slough's Joint Wellbeing Strategy and contributes to the identified priorities of the JSNA by increasing the availability of good quality accommodation in Slough. The Council's Five Year Plan has a target of achieving value for money and this initiative contributes to that by maximising value for money through the purchasing power of the Council, supporting the Council to be better placed to respond to the wider needs of the community.

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

Broadening the scope of current service provision will assist in meeting the aspirations of tenants, leaseholders, elected members and the council as a whole, through the application of a holistic approach to services and commitment to Social Return on Investment (SROI) which, through collaborative working with the new service partner, will contribute to all five of the wellbeing priorities.

Priorities:

- Health – the links between decent housing and health are well documented.
- Economy and Skills – making SROI an integral part of the RMI contract will create job opportunities, skills, local supply chains and re-investment of the Slough £.

- Regeneration and Environment – The stock condition survey underpins the RMI commissioning project and will improve the council’s ability to effectively manage its assets and invest in sustainable communities through neighbourhood and community projects.
- Housing – providing secure, good quality accommodation will improve health and wellbeing by providing affordable homes for people who live and work in Slough.
- Safer Communities – effective asset management and estates management including implementing re-charges, improving private sector accommodation will ensure effective measures are taken to safeguard vulnerable people, build pride in communities and deal with anti-social behaviour and enviro crime through joint working with tenants, residents and leaseholders.

**Cross-Cutting themes:**

Commissioning a good quality, responsive repairs, maintenance and asset management service will ensure the quality of homes and the environment are improved across the borough. Tenants and leaseholders will be encouraged to take civic responsibility for their homes and be held accountable and responsible for their homes and neighbourhoods which will contribute to improving the image of the town.

**3b Five Year Plan Outcomes**

Through the re-commissioning of a comprehensive service for responsive repairs, programmed maintenance and investment to over 7,100 rented and leasehold homes across the borough, ensuring that they are fit for purpose, warm and safe makes a positive contribution to the targets within the Five Year Plan. Whilst the recommissioning of the service is not intended as a cost savings exercise, it does seek to procure a value for money contract, delivering quality services on behalf of the council for its residents. Improving quality of services, applying best value principles, reducing expenditure and exploiting income opportunities all contribute to the Five Year Plan. The new Repairs, Maintenance & Investment (RMI) service will embrace the use of new technology and digital media to enhance tenants and leaseholders experience and simultaneously ensure effective contract management, performance management and provide residents with open and transparent access to services.

The contract specifically assists with the following outcome:

- Our residents will have access to good quality homes.

#### 4. Other Implications

##### (a) Financial

- i. RMI budget of £100m, HRA funded, over the initial contract term of 7 years, with an option to extend for a further 3 years.
- ii. Opportunities to generate income through establishing a Framework Agreement for other housing providers is being established as part of the RMI project.
- iii. Opportunities for private landlords to procure value for money services from the RMI provider are included within the scope of services.

##### (b) Risk Management

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>	<b>RAG</b>
<b>ITC</b> - There is a risk there will be insufficient resources in IT (SBC/arvato) to support the project implementation of SBC internal requirements before interface/integration with the RMI service partner are fundamental to delivering value for money and robust contract management	<ul style="list-style-type: none"> <li>• Raised at Information Governance Board to ensure prioritised</li> <li>• arvato to call upon specialist capita resources as required</li> </ul>		
<b>ITC</b> - There is a risk that it will not be possible integrate IT systems within the costs and timescales of the project	HRA funded specialist member of staff supporting the RMI project as required	To utilise sophisticated service partner IT systems to deliver enhanced customer service	
<b>Legislative Changes</b> - unknown/unquantified legislative changes which may have a negative impact on the objectives e.g. £350k property value threshold for disposal	Keep up to date with key legislation and ensure that any proposed changes are taken into consideration and worked into appropriate plans. Impact on right to repairs on tenure changes considered as part of HRA Business Plan		
<b>Resident Engagement</b> - Failure to effectively consult, engage, and involve residents may attract regulatory intervention that would have a negative impact on the service and the council's reputation and attract financial (or other) penalties.	Consultation and Engagement Strategy developed and Repairs Panel set up. Communications strategy also developed to ensure consistent message communicated to all affected/interested stakeholders.		

<p><b>Leasehold Engagement</b> - Failure to undertake Section 20 LTA consultation within the appropriate procurement timeframe may cap the recovery of responsive and major repairs costs from leaseholders during the life of the contract</p>	<p>Consultation and Engagement Strategy developed and Repairs Panel set up in conjunction with development of communications strategy.</p>		
<p><b>Mobilisation</b> - backlog of work which may arise throughout the existing contractor's termination period as they may be less motivated. The impact will be felt on operations and on the mobilisation of the new contractor</p>	<p>Define an exit approach including:</p> <ul style="list-style-type: none"> <li>• close engagement with existing provider</li> <li>• close management of works including timely reporting and enforcement of payment mechanism</li> </ul>		

(c) Human Rights Act and Other Legal

This report has been shared with the project's external legal advisors and we are satisfied there are no Human Rights Act or other legal implications arising from this report.

(d) Equalities Impact Assessment

A full Equality Impact Assessment and action plan have been completed and are monitored/re-assessed regularly throughout the process.

(e) Workforce

There are workforce implications arising from the project. A number of staff will be subject to TUPE arrangements and all affected staff have been, and will continue to be, fully consulted and supported throughout the process.

5. Background Information

5.1 Following placement of an OJEU Notice on 3<sup>rd</sup> June 2016, bidders were invited to submit pre-qualification questionnaires (PQQ) and a total of 12 fully completed PQQs were received. Following evaluation at PQQ stage, 5 bidders were longlisted as follows:

- (1) Mitie Property Services Ltd
- (2) Kier Services Ltd
- (3) Willmott Dixon Partnerships Ltd
- (4) Mears Group Ltd
- (5) Osborne Property Services Ltd

5.2 The longlisted bidders were invited to participate in competitive dialogue commencing August 2016 and following a number of detailed dialogue meetings, were invited to submit detailed solutions (ISDS) in October 2016. All 5 bidders submitted completed documentation and following a further evaluation process and independent due diligence exercise, 3 bidders were shortlisted to participate in the second stage of competitive dialogue.

The shortlisted bidders were:

- (1) Fortem Solutions Ltd (formerly Willmott Dixon Ltd)
- (2) Mears Group Ltd
- (3) Osborne Property Services Ltd

5.3 A further round of competitive dialogue took place with the 3 bidders (December 2016 to February 2017) which included presentations by each of the bidders on their final proposals to residents and Members. A separate dedicated session on their SROI offer, where colleagues across the council, with a potential interest in SROI were also invited to attend and provide feedback was held.

5.4 A number of reference site visits were also undertaken in respect of each of the bidders. Whilst the site visits were not part of the formal evaluation, they did provide an opportunity to observe key activities undertaken by each of the bidders in a live contract environment. This included depots, IT systems, customer services, service charges and recharges and meeting with operatives.

Sites visited were as follows:

**Mears Group Ltd**

- Milton Keynes
- Brighton

**Fortem Solutions Ltd**

- Rotherham

**Osborne Property Services Ltd**

- Hemel Hempstead (Dacorum)

5.5 Dialogue formally closed on 10<sup>th</sup> February 2017 and the Call for Final Tenders (CFT) was issued with a required return date of 6<sup>th</sup> March 2017. All 3 bidders completed the CFT documentation and submissions were robustly evaluated. Due to the quality of the submissions received, and to provide further reassurance on the process, detailed stress testing and due diligence was undertaken. This was followed by a further meeting with RMI legal advisors to thoroughly review commentary and application of scores for all bidders, cross referencing with submissions and output specifications which fully supported the outcome of the process.

5.6 Corporate Procurement tabled their evaluation report at RMI Project Board on 27<sup>th</sup> April 2017, and Roger Parkin, in conjunction with Councillor Ajaib, in accordance with delegated authority given at Cabinet on 21<sup>st</sup> January 2017, endorsed the findings of the report and approval was given to proceed with appointment of the Preferred Bidder – Osborne Property Services Limited (OPSL).

- 5.7 Preferred Bidder notification and detailed feedback comprising over 30 pages was issued to the two unsuccessful bidders on 27<sup>th</sup> April 2017 and Alcatel period (standstill) commenced from 28<sup>th</sup> April 2017 until 8<sup>th</sup> May 2017. No challenges were received during this period and the council was free to proceed with detailed legal negotiations on contract commitments with the preferred bidder. Throughout the dialogue process, the council had made its position clear, that promises must become part of the contractual documents and this was successfully achieved.
- 5.8 A full section 20 consultation was undertaken with leaseholders, from 5<sup>th</sup> May 2017 until 7<sup>th</sup> June 2017. Minimal queries were received during this period, and no obstacles to proceeding to contract signature arose.
- 5.9 On 15<sup>th</sup> June 2017, the contract was formally entered into with OPSL for the provision of the repairs, maintenance and investment services for the borough. The contract will commence on 1<sup>st</sup> December 2017, for an initial period of 7 years with an option to extend for a further 3 years, pending satisfactory performance and agreement by both parties.

### **Mobilisation**

- 5.10 The Contract identifies the Contract Administrator as John Griffiths, Head of Neighbourhood Services. Briefings have been undertaken with the Residents Board, tenants and leaseholders in conjunction with OPSL.
- 5.11 Some key points to note within the contract include:
- **Prioritisation for Investment in the first two years** – the prioritisation will be for immediate health and safety works inclusive of completion of the high rise refurbishments, garage sites regeneration and environmental works. The objective is to provide a borough-wide investment strategy to invest in areas that have historically caused ASB and are an environmental blight such as disused garage sites.
  - **Pricing Model** - within 2 years of contract commencement, the partnership will consider proposals presented by OPSL to move to a new pricing model from a schedule of rates (e.g. price per property). The council will only consider the change of pricing mechanism, if the proposal offered demonstrates greater value for money for the council.
  - **Stock Condition Survey** - a full stock condition survey of the housing stock was commissioned with Michael Dyson Associates and commenced in May 2016. To date 86.4% of properties have been surveyed and photographs of key elements within the properties have been taken to evidence the surveys. A programme is underway to continue with surveys by neighbourhood teams for the properties not accessed to date, and it is anticipated that, by contract go live date, 100% of properties will have been surveyed. The information gained from the surveys will be used to inform the asset management programme going forward, enabling the contract to move away as far as possible, from a responsive service, to a planned maintenance service.



- **Asset Performance Evaluation of Stock** - Savills have been commissioned to evaluate the viability of HRA assets as part of an options appraisal project to consider potential for remodelling estates and initiatives for transforming existing stock to meet the future needs of the council, inclusive of refurbishment, modification of blocks/land in conjunction with and in support of other initiatives such as DPT, SUR and Housing Companies.
- **Social Return on Investment (SROI)** - as well as the minimum requirements for NVQ's, apprenticeships, work experience, life skills, SROI will include targeted community investment programmes and annual resident event in each neighbourhood. Initiatives such as energy efficiency programmes, targeted support for vulnerable communities such as looked after children (LAC), vulnerable adults will be developed through programmes and initiatives working with Slough Council for Voluntary Services (SCVS) to provide wraparound, preventative and wellbeing support.
- This will include, but not be restricted to opportunities for projects for resident and SME employment, wellbeing and safeguarding initiatives such as handyman services and Neighbourhood Guardians, resident market testing and quality assurance, and commissioning of resident review and monitoring of service quality and initiatives for enhanced resident engagement.
- **Income Generation** - expansion of services to deliver a private sector offer improving health and wellbeing and quality of housing in Slough, which will require a partnership approach facilitated through HRA pump priming funding, generating income for recycling into further SROI initiatives.
- **IT** - integrated IT systems ensuring that Slough has ownership of its data, with live reporting between OPSL and Slough systems. Enhanced tenant access to information about their repairs and development of ward level data for Members.
- **Customer Services** - enhanced customer experience, including the use of apps, online reporting of repairs and feedback through text messaging, voice and online.
- **IAA** – Independent Audit Agency reporting of customer satisfaction and service delivery linked to resident board and reporting to Neighbourhood and Community Scrutiny Panel.
- **Garage Strategy and Environmental Programme** - Savills were commissioned to undertake a review with Neighbourhood Managers, of residents parking, garage compounds and environmental programmes. The first two years of investment works will be targeted to deliver improvements to garage sites across Slough to optimise the use of these sites. Where sites are not appropriate for development use, options have been considered including building fit for purpose garages where demand exists, providing parking facilities where there is no demand for garages, and implementing alternative environmental improvements for residential use following consultation and engagement with Members and residents. This includes consideration of raised beds, community initiatives, extending gardens, modular units etc.

5.12 The following RMI Partnership Service Innovations are being developed:

- **Modular Units** – Innovative solution to offering new homes on disused land such as garages compounds or similar parcels of land for short term 5 to 10 year use. Each site to provide homes for key workers, or those that require temporary accommodation.
- **Adult Social Care Joint Initiatives** – Operational practical support on a cross tenure basis that enables owner occupiers or private landlords & tenants to benefit from initiatives that assist remaining at home, early release from hospital and opportunity for extended family to commission works with the knowledge of the Council monitoring of quality & value for money.
- **Trading Partnership** – The development of a commercial partnership that will enable cross tenure and cross boundary initiatives that are intended to generate income or additional services for the benefit of the residents of Slough.

5.13 The RMI team have commenced plans and processes of demobilisation with Interserve and remaining capital contracts. Whilst simultaneously undertaking mobilisation activities for contract go live on 1<sup>st</sup> December 2017.

5.14 The RMI Project Board ratified the proposed framework for mobilisation and implementation of the contract on 8<sup>th</sup> March 2017, by tasking the RMI Project Manager, Kamal Lallian, to formalise the client function. This included the succession planning of recruitment of staff; commissioning of specific projects such as the mobilisation and transitional role of Savills; commissioning the support of specialist agencies such as the Independent Audit Agency in partnership with SCVS for the first two years of the contract.

5.15 OP&SL are working closely with the RMI client team and other appropriate officers of the council in order to achieve commitments and milestones within the comprehensive mobilisation project plan, ensuring active engagement with all relevant stakeholders and partners to facilitate a smooth transition into new contracting arrangements. SBC's client team have also put together a concise operating model to support the contract, ensuring that service delivery plans are delivered.

5.16 Activities to ensure effective transition arrangements include:

- **Governance Structure** - structure established for mobilisation including Operational Mobilisation Board, Strategic Mobilisation Board and regular meetings of project managers, as well as weekly meetings of the RMI mobilisation project team. Key mobilisation milestones are being closely monitored and reviewed by the RMI mobilisation project team. Partners such as Arvato, HR, strategic communications, Savills, legal services, are engaged and project plans have been aligned to ensure contract go live on 1<sup>st</sup> December.

- **Engagement with Interserve and SBC staff subject to TUPE** - close working relationships have been developed enabling access to Interserve staff to enable cultural change programmes to be prepared. HR are actively engaged in supporting SBC TUPE staff and meetings have been arranged to ensure communication is ongoing with staff and their trade unions.
- **Demobilisation/Works in Progress (WIP)** – there is an agreed demobilisation plan in place and a dedicated demobilisation manager employed by Interserve to ensure its effective delivery. All major works have been programmed in order to ensure completion prior to the RMI contract commencement effectively eliminating a transfer of WIP. Void properties will be allocated in the weeks leading up to contract go live in order to ensure all properties with Interserve are completed prior to the contract start.
- **Co-location** - The client team and other officers, key to supporting the contract, will be co-located with OPSL at Hawker House, Langley. Negotiations are in the final stages and ITC arrangements progressing well to facilitate move to site early November 2017. This arrangement will foster true partnership working and promote more efficient working arrangements. A launch event will be planned and an invitation extended to all Members of the Scrutiny Panel.
- **Communications** - extranet site has been developed to ensure documents are shared across OPSL and SBC mobilisation teams. Full communications programme has been developed for residents and leaseholders, including the relaunch of a new look Streets Ahead magazine and OPSL attendance at all Resident Boards.
- **Branding** - meeting scheduled for 20th September with the Lead Member to review and endorse all dual branded materials which comply with both SBC and OPSL brand guidelines.

5.17 OPSL is supporting SBC in the following areas pre Mobilisation:

- **Voids** – As part of the managed programme of managing WIP OPSL have been issued a range of void properties in order to establish processes and supply chain. The exercise will underpin the seamless transfer of this key service and will support the management of WIP as described above.
- **Fire Safety Works – Broom and Poplar House** – Arising from the aftermath of the Grenfell Tower fire, comprehensive investigations of the fire safety of the Council's high rise stock has been conducted by officers of the Council, Royal Berkshire Fire & Rescue Service and Savills. This has resulted in an ongoing programme of works to address fire safety concerns; principally involving the integrity of internal fire compartmentation and the presence of external combustible cladding. The initial high-priority works to both Broom & Poplar are estimated to cost approximately £1.5m with a further contingency allowance currently being estimated, for the potential of further external work in connection with the EW1 cladding.

## **Contract Go Live**

5.18 Upon contract commencement (1<sup>st</sup> December), formal governance arrangements will commence, as detailed at Appendix A. Regular reports will be presented by OPSL to residents at Neighbourhood Forums, the Operational and Strategic Management Boards. OPSL will also report regularly to the Neighbourhood and Community Scrutiny Panel and will be monitored through the Independent Audit Agency (IAA) and resident reviews.

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

This report has not been presented to any other Committees.

## 7. **Conclusion**

In conclusion, this report highlights the significant progress made since the previous update provided to the Scrutiny Panel on 3<sup>rd</sup> November 2016. Since the issue of OJEU notice on 3<sup>rd</sup> June 2016, the council has progressed within 3 months of a new contract being implemented which will provide significant enhancements to the delivery of repairs, maintenance and investment services in the housing stock and opportunities to develop innovative partnership working to realise additional benefits to Slough.

## 8. **Appendices Attached**

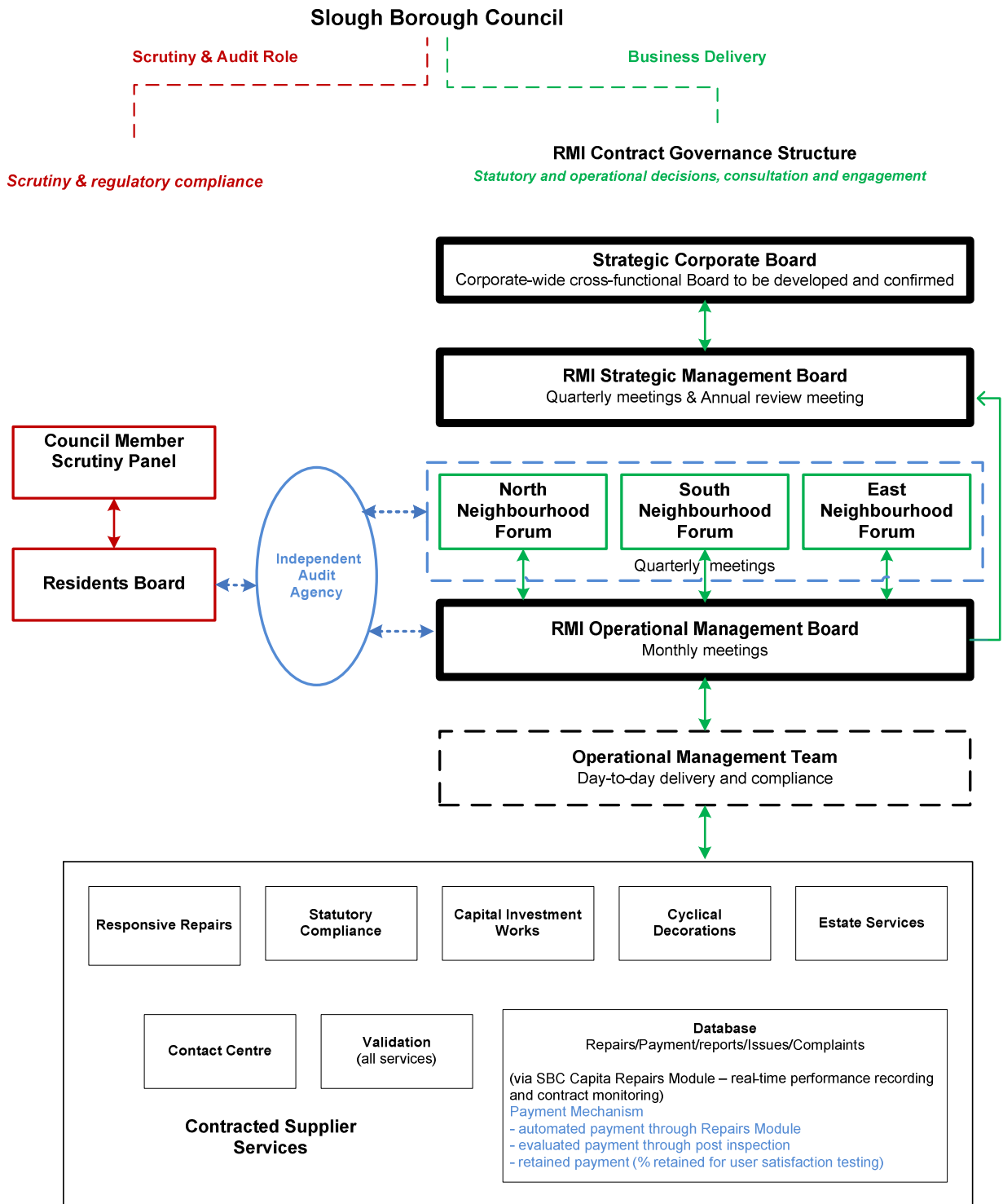
'A' - RMI Governance Structure

## 9. **Background Papers**

None.

### RMI Governance Structure

Inclusive of  
Client and Service Partner Engagement with Residents  
& Client Co-Regulation and Scrutiny



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**SLOUGH BOROUGH COUNCIL**

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

**DATE:** 7<sup>th</sup> September 2017

**CONTACT OFFICER:** Liz Jones – Neighbourhood Manager (South)  
**(For all Enquiries)** (01753) 875703

**WARD(S):** All

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

**NEIGHBOURHOOD SERVICES GARAGE LICENCES & REVIEW OF GARAGE SITES**

1. **Purpose of Report**

This report updates the Panel about a range of garage issues which were requested at the Panel meeting on 2<sup>nd</sup> November 2016:

- Confirmation of any licensee details passed to the National Fraud Initiative
- Review of the future of individual garage sites
- Management of community based parking schemes on Housing land

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

- a) That the Panel notes the contents of the report.
- b) That the Panel endorses the proposed programme of redevelopment and refurbishment of all council owned garage sites.
- c) That the Panel endorses the work to introduce controlled parking schemes on Housing land.

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

Good quality homes and a well managed environment are integral to supporting the wellbeing of Slough residents. Carrying out a comprehensive review of garage sites to ensure we have identified all possible sites for developing more social housing and other ways to ease housing pressure in the borough supports the delivery of the Joint Wellbeing Strategy, JSNA and Five Year Plan (outcome 4). In addition, the effective management of garage sites that aren't suitable for development help promote Slough as an attractive place (Five Year Plan outcome 3).

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

*Priority 4: Housing*

Reviewing every garage site has allowed us to identify additional small sites that are suitable for new accommodation. Ensuring garages are well managed and well used increases the income received which can be used for the benefit of tenants.

3b. **Five Year Plan Outcomes**

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

Well managed garages which are not in a state of disrepair increase the attractiveness of the environment, reduce the likelihood of anti-social behaviour and encourage people to choose to use this valuable community resource.

Creating well designed parking facilities in communities will also improve the environment for our residents. Currently some areas in the borough suffer significant parking pressures and there are a number of opportunities to change underused garage locations to parking facilities.

*Outcome 4: Our residents will have access to good quality homes*

A site by site review of each garage location has enabled us to identify locations where new small-scale housing developments could take place and where it may be possible to use innovative measures to ease pressure on the provision of temporary housing.

4. **Other Implications**

(a) **Financial**

A key feature of the appraisal and consultation carried out about the future of each garage site will be the impact on the Housing Revenue Account (HRA). Current income from rented units is approximately £463,300 pa. The void garage units could generate a further £590,720 pa (approximately) but this is not achievable due to the condition and unpopularity of most of the void units. The overarching financial objective of this exercise is to identify the true potential income and remove liabilities so robust financial projections can be provided for the 30 year HRA Business Plan.

Initial costs for each site will include any legal costs to regularise or cancel rights of way that currently exist across the site.

(b) **Risk Management**

<b>Recommendation</b>	<b>Risk</b>	<b>Mitigations</b>
2a) That the Panel notes the contents of the report.	None	NA
2b) That the Panel	Poor level of information	Each site has been visited &



endorses the programme of redevelopment and refurbishment of all council owned garage sites.	about each garage site, including current condition & demand.	assessed by Neighbourhood Services and Savills. The waiting list has been refreshed and is now actively managed.
	Proposals for changes to individual sites would have an impact on other service areas such as Parking, Green Spaces etc.	Neighbourhood Managers will consult with internal stakeholders on plans for every garage site.  Ward councillors and local residents are engaged in consultation about site proposals.
2c) That the Panel endorses the work to introduce controlled parking schemes on Housing land	Proposals for changes to individual sites would have an impact on other service areas such as Parking, Green Spaces etc.	Neighbourhood Managers to consult with internal stakeholders on plans for every garage site.  Ward councillors and local residents are engaged in consultation about site proposals.
HRA Business Plan projected income from garage revenue is adjusted to reflect true operational context	The continuation of inaccurate projection of expected garage revenue adversely impacts upon long term HRA business planning	The identification of true demand and supply and subsequent rationalisation of garage stock to a sustainable level offers true income projection.

(c) Human Rights Act and Other Legal Implications

No Human Rights Act implications identified. Project plans for each garage site will identify legal issues such as existing rights of way and any licences or easements that have been granted over the land in question. The implications of these on any site development will be included in the final individual site appraisal.

(d) Equalities Impact Assessment

Equalities Impact Assessments will be carried out for each garage site proposal.

(e) Workforce Implications

None identified

## 5. **Supporting Information**

### **National Fraud Initiative**

- 5.1 The National Fraud Initiative (NFI) matches electronic data within and between public and private sector bodies to prevent and detect fraud. These bodies include police authorities, local probation boards, fire and rescue authorities as well as local councils and a number of private sector bodies.
- 5.2 None of the information received from people currently renting a garage from us, or who have applied to go on the waiting list has required any information being sent to the National Fraud Initiative by Neighbourhood Services.
- 5.3 During the process of site investigations there have been a small number of units identified as being used to store stolen goods, as sites for other criminal behaviour or ASB (e.g. prostitution or rough sleeping). Neighbourhood Services work with Thames Valley Police and the council's corporate Fraud Team to gather evidence, investigate and prosecute as necessary. If appropriate, Corporate Fraud team share details with NFI.

### **Review of individual garage sites**

- 5.4 Each garage site not already in the Development Team's "Small Sites Programme" (for new social housing) has been audited by Neighbourhood Services officers and evaluated to identify if the units are fit for purpose, the level of sustainable demand and costs of managing each site. In addition, Savills have more recently carried out a supporting review of each site. The overarching conclusion reached by these reviews is that very few sites were popular and fit for purpose. The overwhelming majority of sites had one or more of the following problems:
- There is no demand for a particular location, and/or
  - The garages are in a very poor state of repair and/or
  - The garages are too small to fit a standard sized car and so are not fit for purpose and/or
  - The garage sites are in a run-down condition, are insecure and attract ASB.
- 5.5 The audit exercise has also identified a high number of garage sites where agreements are in place to allow people living adjacent to the garages access over forecourts. Some of these agreements are formal (i.e. licences or easements) and some are informal custom-and-practice. These agreements need regularising to ensure the correct level of income is achieved to support the on-going garage management costs. There will be a financial cost (legal costs and staff time) to completing this step in the process of redeveloping or retaining each site. In addition, depending on how complex this work is, this step may impact on the implementation of final agreed plans.
- 5.6 Our starting point is that "doing nothing" with any of the sites is not possible or desirable. Our overall objective is to bring these sites up to a standard where they are community assets, not community liabilities. All sites, therefore, have been considered against 6 future options:

1. Retain and invest in the garage site: As a minimum the garage site will be tidied, new clear numbering will be implemented and vacant garages emptied and cleared. However, this option could also include demolition of existing small garages and re-building of new large garages. These refurbished sites will be subject to a new marketing and communication campaign to increase occupancy rates.

We have obtained high level cost estimates for replacing doors and roofs which equates to approximately £5,150 plus VAT per unit. It should be noted that this figure should be used for guidance purposes only, and it is expected that costs will vary from site to site depending on the existing condition and nature of garage units.

Of 155 total garage sites it is proposed that 53 currently fall into this category.

2. Demolish existing garages and create new parking areas on site: Negotiations have begun with the Parking Team to include any new parking areas in the upcoming Parking Enforcement contract to ensure that these areas are managed efficiently and effectively. Any final decision to create new parking areas will be taken in conjunction with internal stakeholders (including the Parking Team, but other relevant teams such as Parks, Open Spaces & Allotments) and following consultation with ward councillors and local residents.

We have obtained indicative costings that suggest that an appropriate range for demolishing existing garages and creating new parking spaces is £3,500 to £4,500 plus VAT per unit. It should be noted that this indicative range assumes each garage unit would be apportioned part of the cost for wider site surfacing. Therefore, overall costs per unit will vary from site to site, depending on the size of the garage forecourt area. This range should be used for guidance purposes only.

Of 155 total garage sites it is proposed that 48 currently fall into this category.

3. Demolish existing garages and use site for residential accommodation: All sites have been categorised as red, amber or green in relation to whether any accommodation developments are possible (red showing where no development is possible, amber where development may be possible and green where development will be pursued). All sites that were initially rated as “green” in 2015 have been passed to the Strategic Housing Development Team to manage.

In 2016 all red and amber sites were reviewed by Neighbourhood Services and a small number of additional sites with development potential were identified. In 2017 Savills were commissioned by Neighbourhood Services to carry out a desk top review of all red and amber sites and a final list of sites where new accommodation could be considered has been developed.

The initial red, amber green development potential review (in 2015) identified 16 green sites that were suitable for development. The more recent review identified a further 34 development sites that together could provide an additional 100 – 110 residential units.

Of 155 total garage sites it is proposed that 44 currently fall into this category.

4. Demolish existing garages and use site for alternative use: Sites that could support new community facilities. In some cases this could be workshops to support local business and employment opportunities, in others it could be dedicated storage units. Some of the sites in this category do not have a single preferred option at this stage and further detailed consideration of the possible options is being undertaken.

Of 155 total garage sites it is proposed that 5 currently fall into this category.

5. Demolish existing garages and landscape site: Some sites are poorly used but form a natural link to existing open spaces. In these cases the sites will be used to enhance the existing green space provision. Development of these sites will be in partnership with Adult Social Care, Slough Council for Voluntary Service and other community groups.

Of 155 total garage sites it is proposed that 2 currently fall into this category.

6. Dispose of sites via private sale: Some very small sites with no other potential use will be offered for private sale. If these sites are not sold they will be refurbished as per option 1.

Of 155 total garage sites it is proposed that 3 currently fall into this category.

- 5.7 Proposals for each site against each option are included in Appendix A to this report. Sites are now being appraised in more detail and further consultation with ward councillors, residents and stakeholders will take place before final plans and detailed delivery programmes are agreed.

- 5.8 A summary of the current position in relation to garages per Neighbourhood is below:

	North	South	East	Total
<b>Total number of garage sites</b>	59	28	68	155
<b>Total number of garage units/bases</b>	521	395	996	1,912
<b>% occupied (n)</b>	47% (245)	42.5% (168)	37.6% (375)	41% (788)
<b>Proposed number of sites remaining as garages</b>	18	7	28	53
<b>Proposed number of garage units/bases remaining</b>	91	102	321	531
<b>Proposed number of new parking areas created</b>	20	10	19	49
<b>Proposed number of new accommodation sites</b>	16	7	21	44
<b>Proposed number of alternative use sites</b>	4	1	0	5
<b>Proposed number of landscape sites</b>	0	1	1	2
<b>Proposed number of garages offered for private sale</b>	1	2	0	3

5.9 A summary of the current demand by ward and Neighbourhood:

	North	South	East
Haymill & Lynch Hill	16		
Britwell & Northborough	30		
Farnham	8		
Baylis & Stoke	7		
	<b>60</b>		
Cippenham Meadows		13	
Cippenham Green		10	
Chalvey		16	
Upton		25	
Central		25	
		<b>89</b>	
Wexham Lea			20
Elliman			3
Langley St Marys			31
Langley Kederminster			32
Foxborough			5
			<b>91</b>

*Total waiting 120*

5.10 Most applicants have expressed a preference for at least 2 areas. All have confirmed within the last 12 months that they still want a garage in their preferred areas.

5.11 Work to most of the garage sites will be started within the first 12 months of the new RMI (Repairs, Maintenance and Investment) contract, which goes live from December 2017 with Osborne (new service partner). Within this general timescale we will prioritise work to sites which provide the best return on investment and/or will provide the greatest community asset.

5.12 Those sites that require basic refurbishment will be completed under the RMI program of works which will begin in December 2017.

5.13 Consultation with residents and members for final appraisal for future use and implementation of proposals for all sites will be completed between October 2017 and March 2018. Phased evaluation of appraisals will be undertaken to enable commencement of works in December 2017 and be scheduled in accordance with the option identified and level of resident & member engagement required to ensure a community based approach and coordination with the Councils forthcoming review of the Parking Strategy.

**Management of community based parking schemes on Housing land**

5.14 Discussions between Parking Services and Neighbourhood Services to improve the day-to-day management (including enforcement) of parking areas on

Housing land have already begun. These discussions have included the management of areas of land owned by Housing but not formally adopted as parking areas (however, residents do park their cars in these locations).

- 5.15 Wherever possible we have taken the view that residents are able to self manage parking areas. However, over the past 2 years it has become apparent through concerns raised directly by residents in addition to councillor casework that parking around our housing areas is becoming problematic and requires active management.
- 5.16 In terms of parking enforcement, land owned by Housing is categorised as private land. Management of this private land has been included in the tender documents issued by Parking Services to commission a new borough-wide parking enforcement contract to go-live in April 2018. From April 2018 final scheme design and formal consultations will take place. All costs for the introduction of these schemes on Housing land will be borne by the HRA. Updates about the new parking enforcement contract will be considered by Neighbourhood and Community Services Scrutiny Panel and Overview and Scrutiny Panel as appropriate.
- 5.17 Over the next 6 months appraisals of parking areas will continue between Neighbourhood Services, Parking Services and other internal and external stakeholders (including ward councillors and residents) to identify those areas which will require active management by the new contractor. The areas being considered will include:
- Existing parking areas on Housing land
  - Informal/un-adopted parking locations on Housing land
  - Newly created parking areas (as a result of demolition of current garage sites)
  - Areas under the management of Parking Services which are close to Housing land and have an impact on the control and availability of parking on Housing areas.

Ward councillors will be regularly updated by Neighbourhood Services on the implementation of agreed management programme for each site.

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

This report is not required by other committees.

## 7. **Conclusion**

The council owned garage sites across the borough have been subject to audit and assessment in order to identify the most appropriate option for their use in the future.

Members, together with other community stakeholders and Osborne (RMI service partner) will be involved in developing detailed briefs for each site so implementation and delivery of the agreed future options can be the focus of the first 2 years of the new RMI contract.

8. **Appendices attached**

'A' – Review of Garage Sites

9. **Background Papers**

Garage Strategy 2015 - 2020

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North - Site Category List					
Retain and/ or Invest	Demolish and create parking	Residential	Alternative use	Landscape	Dispose
Garages - Amberley Road - 1211-1216	Garages - Amberley Road - 1205-1207	Garages - Calbroke Road - 539-549	Garages - Long Readings Lane - 218-234		Garages - Lower Lees Road - 204-209
Garages - Farnham Lane - 361-369	Garages - Calbroke Road - 531-538	Garages - Doddsfield Road - 78-89	Garages - Long Readings Lane - 235-248		
Large Garages - Franklin Avenue 1-12	Garages - Calbroke Road - 469-478	Garages - Doddsfield Road - 127-135	Garages - Long Readings Lane - 288-300		
Garages - Gaveston Road - 490-491	Garages - Cowper Road - 249-255	Ex garage site, Garrard Road	Garages - Pemberton Road - 641-657		
Garages - Gaveston Road - 492-495	Garages - Cowper Road - 1017 - 1022	Garages - Goldsworthy Way - 67-80			
Garages - Goodwin Road - 433-439	Garages - Doddsfield Road - 90-98	Ex Garage site, Greenside			
Garages - Hawkshill Road - 136-144	Garages - Fairview Road - 694-704	Garages - Hawthorne Crescent - 1-17			
Garages - Pemberton Road - 718-726	Garages - Fosters Path - 658-671	Garages - Hawthorne Crescent - 30-33			
Garage - Perryman Way - 410-412	Garages - Garrard Road - 479-483	Garages - Hawkshill Road - 145-154			
Garages - Newchurch Road - 4-6 (1-6)	Garages - Goldsworthy Way - 1-24	Garages - Long Readings Lane - 210-217			

Garages - St Elmo Close - 1-7	Garages - Goldsworthy Way - 25-44	Garages - Lower Lees Road - 197-203
Garages - Scafell Road - 7 & 8.	Garages - Goldsworthy Way - 51-66	Garages - Lynch Hill Lane - 486-489
Garages - Teesdale Road - 9,10, 11 (Site 1)	Garages - Hetherington Close - 506-512	Garages - Monksfield Way - 155-174
Garages - Teesdale Road - 12-14 (Site 2)	Garages - Long Furlong Drive - 571-581	Garages - Odencroft Road - 99-116
Garages - Teesdale Road - 26-29 (Site 4)	Garages - Lynch Hill Lane - 903-910	Garages - Pemberton Road - 582-589
Travic Road - 413-415	Garages - Marescroft Road - 774-785	Garages - Rokesby Road - 370-391
Travic Road - 440-441	Garages - Teesdale Road - 15-25 (Site 3a, 3b, 3c)	
Garages - Wordsworth Road - 1048-1053 (Site 3)	Garages - Vaughan Way - 620-628	
	Garages - Wordsworth Road - 812-819 (Site 1)	
	Garages - Wordsworth Road - 812-827 (Site 2)	

### South - Site Category List

Retain and/ or Invest	Demolish and create parking	Residential	Alternative use	Landscape	Dispose
Garages - Chichester Court - 2-36	Garages - Brammas Close - 33-49	Garages - Darvills Lane - 1-8	Garages - Spackmans Way - 138-140	Garages - Stour Close - 25-34	Bases - Church Street Chalvey - 1-2
Garages - Church Street Chalvey - 1-3	Garages - Brammas Close - 82-95	Bases - Keel Drive - 1-28			Garages - Clive Court - 1-4
Garages - Hull Close - 1-24	Garages - Darvills Lane - 9-22	Garages - Lodge Farm Estate - 191-208			
Garages - Kennedy House - 1-6	Garages 1-26, Bases 17-22 - The Greenway	Bases - 1 Moreton Way - 1-11A			
Garages - Lodge Farm Estate - 1-33	Garages - High Street Chalvey - 22-45	Garages - Spackmans Way - 1-11			
Garages - Upton Road - 1-4	Garages - Kenilworth Close - 1-27	Garages - Spackmans Way - 14-36			
Garages - Winvale 1-14 Parking Spaces 1-25	Garages - Lodge Farm Estate - 173-190	Garages - Spackmans Way - 67-70			
	Garages - Lower Cippenham Lane - 1-5				
	Garages - Spackmans Way - 120-136				
	Garages - Spackmans Way - 45-51				

### East - Site Category List

Retain and/ or Invest	Demolish and create parking	Residential	Alternative use	Landscape	Dispose
Garage - Borderside - 121-129	Garages - Borderside - 111-120	Garages - Blandford Road - 1-10		Garages - Grampian Way - 108-129	
Garages - Dawes Moor Close - 1-27	Garages - Eden Close - 9-20	Garages - Borderside - 33-63			
Garages - Dawes Moor Close - 29-45	Garages - Fox Road - 97-101	Garages - Borderside - 64-110			
Garages - Eden Close - 1-8	Garages - Garrick House - 1	Garages 1-17, Bases 1-11 - The Cherries			
Garages - Fox Road - 1-7	Garages - Grampian Way - 17-24	Garages - Churchill Road - 155-176, 505-520			
Garages - Gosling Road - 67-81	Garages - Grasmere Avenue - 12-19	Garages - Churchill Road - 587-611			
Garages- Gosling Road - 282-308	Garages 1-12, Bases 1-21 - Hampden Road	Garages - Cofwards - 1-21			
Garages - Grampian Way - 155-170	Bases - Mansel Close (East) - 2-17	Garages 14-25, Bases 1-13 - Edmunds Way			
Garages - Knolton Way - 2-4	Garages - Maryside - 55-68	Garages - Grampian Way - 1-4			
Garages - Langley Broom - 174-188	Garages - Nash Road - 357-371	Garages - Grampian Way - 140-154			
Garages - Maryside - 35-48	Bases - The Normans - 1-18	Bases - Hampden Road - 10-21			
Garages 1-7, Parking Spaces 1-5 - Maryside	Garages - Randall Close - 471-498	Garages - High Street Langley - 427-470			

Garages - Montgomery Place - 1-7	Bases - Ryvers Road - 1-9	Garages - High Street Langley - 401-409
Garages - Montgomery Place - 5-7	Garages - Spencer Road - 1-13	Garages - High Street Langley - 410-421
Garages - Paget Road - 338-346	Garages - Stile Road - 199-213	Garages - Meadow Road - 309-321
Garages - Peterhead Mews - 1-9	Garages - Trelawney Avenue - 1-14, 126-141	Garages - Mendip Close - 82-103
Garages - Reddington Drive - 15-26	Garages - Verney Road - 38-40	Garages- Minster Way - 1-41
Garages - Romsey Close - 142-156	Garages - Verney Road - 41-43	Garages - Minster Way - 101-135
Garages - Spencer Road - 347-356		Garages - Paget Road - 322-337
Garages - Stile Road - 266-273		Garages - Quantock Close - 18-43
Garages - Swabey Road - 27-37		Garages - Stile Road - 274-281
Garages - Trelawney Avenue - 102-125		
Garages - Trelawney Avenue - 82-92		
Garages - Warren Close - 59-66		
Garages - Webb Close - 92-96		
Garages - Wexham Road - 1-20		
Garages - Wilford Road - 44-58		

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**SLOUGH BOROUGH COUNCIL**

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

**DATE:** 7<sup>th</sup> September 2017

**CONTACT OFFICER:** Peter Webster, CCTV and Careline Centre Manager  
**(For all Enquiries)** (01753) 875 064

**WARD(S):** All

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

**CCTV IN THE LOCAL COMMUNITY**

1. **Purpose of Report**

To update the Panel on the questions raised by Members at the meeting on 4<sup>th</sup> April 2017.

2. **Recommendation**

The Panel is requested to note the report.

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

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

The provision of CCTV in Slough increases security for local residents. Given this, it meets the following priorities:

- Protecting vulnerable children
- Housing

3b. **Five Year Plan Outcomes**

By ensuring that the local area receives increased surveillance and that housing estates are frequently places of CCTV deployment, the following outcomes are bolstered by our provision:

- Slough will be an attractive place where people choose to live, work and visit.
- Our residents will have access to good quality homes.

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

(a) **Financial**

There are no financial implications to the information contained in this report.

(b) **Risk Management**

The allocation of CCTV units is subject to analysis of the needs of potential locations and the risks and benefits involved prior to their installation.

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

There are no Human Rights Act implications to this report.

(d) **Equalities Impact Assessment**

There are no equalities implications to the content of this report.

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

- 5.1 The first part of this report will deal with the questions raised at the meeting of the Neighbourhoods and Community Services Scrutiny Panel on 4<sup>th</sup> April 2017. Some general information on the provision of CCTV camera units across Slough will then be provided for context.

**Why is there currently no waiting list for the deployment of CCTV units?**

- 5.2 There are two prime reasons for the absence of a waiting list. Firstly, requests for deployment of cameras are considered and a site survey takes place very quickly (normally the next day). If the site is suitable, the deployment takes place within a day or so in most cases. Secondly, all other requests are deemed unsuitable and therefore they are declined.

**Are the units at Wentworth Flats (which had been demolished) capable of being redeployed, or are they obsolete?**

- 5.3 The demolition of the high rise flats at Wentworth Avenue resulted in the loss a valuable, North Sector camera receiver site. The sector was the first to be created in 2006 and was used the most; its loss was severely felt. In the years since the demolition, we have had multiple requests for the deployment of CCTV; however, it simply was not possible. This led to the creation of the Lattice Mast project which was completed earlier in 2017. The jointly funded site is a far more strategic infrastructure asset than the flats site had been. The joint work with Thames Valley Police at this site has seen strategic police systems installed alongside those of Slough Borough Council (SBC).

**What are the precise locations of the 3 minicams listed in the response?**

- 5.4 Appendix A shows the current locations. A web link is also available for the public and partner organisations - [Slough CCTV Camera Locations](#).



## **CCTV in Slough – General Information**

- 5.5 When deploying CCTV in the community, SBC is legally obliged to be compliant with the Home Office Surveillance Camera Commissioner's Code of Practice. This ensures that CCTV is deployed appropriately, proportionately and in such a manner as to maximise the benefit from the use of such surveillance assets.
- 5.6 Before installing permanent CCTV cameras in the community, we need to satisfy a number of requirements. One key factor to consider is the number of recorded crimes in and around the area over a period of 2 to 3 years. This allows SBC to understand the nature of any pattern of criminal activity and associated trends. In addition, SBC is required to carry out a Privacy Impact Assessment (PIA) under the Code of Practice and also consult with the local community to obtain their views before proceeding. Finally, the use of the CCTV has to be prioritised to cover the most seriously affected areas or prevalent crimes.
- 5.7 SBC currently possesses redeployable CCTV assets. These are centrally funded and available for deployment once a 'bid' has been submitted. Bids are generally created by the Community Safety Project Officers in collaboration with other teams (e.g. Neighbourhood Enforcement, Anti Social Behaviour Teams) and TVP at their fortnightly 'Sector Tasking' group meetings.
- 5.8 Should the bid be successful when assessed (the most serious community issues are given priority), it should be possible to deploy a camera subject to a site survey. It is ensured that there is an available source for 240 volt power 24 hours a day to which to connect the camera, and a suitable mounting height from which to capture images whilst protecting the camera from theft and vandalism.
- 5.9 When considering CCTV in the community, SBC's CCTV Policy and the associated documentation (available on the SBC website) offer information and guidance on SBC's use of CCTV. As well as prioritising the need to capture clear images of offenders, the privacy of those within the local community is respected (as is compliance with the SCC Code of Practice mentioned in section 5.5).

### **Redeployable CCTV assets**

- 5.10 Since 2006, SBC has established 3 sector based CCTV receiver sites:
- **North** – Wentworth Flats, Britwell (now demolished). The receiver site has recently been replaced using a 100 foot high communications tower; this was a joint SBC and TVP project. The old 'Stryker' systems are incompatible with this site as they are now 11 years old and obsolete; a replacement camera system is currently being developed.
  - **South** – Old Town Hall Rooftop. The two CCTV systems available for the South are at Three Tuns and Oatlands Drive. This receiver site is limited due to the lack of any real height at the old Town Hall site. This is being addressed by using the additional height available on the new Claycots school extension rooftop. This is nearing completion and should extend the range of the systems connected to this receiver site.
  - **East** – High Rise rooftop. The two CCTV systems available for the East area are currently deployed and have been constantly for the past 4 years.

- 5.11 These remote receiver sites are securely connected into the CCTV Centre networks using high speed fibre optic image transmission systems.
- 5.12 SBC used Community Improvement Funding (CIF) in 2016 and purchased 3 BT Digital Barriers MiniCams. These cameras are available for use across the whole borough as they are not tied to a particular area like the sector cameras due to the image transmission system installed within unit. They will operate anywhere there is a BT Wi-Fi hotspot or mobile phone signal; again, this is subject to a site survey being undertaken. One of these cameras is currently deployed; the other two are currently being repaired and upgraded to improve their image quality by the manufacturer. They had been previously deployed at Salt Hill Park following a serious sexual assault there. In the past, when requested by TVP who were pursuing a male murder suspect, SBC were able to deploy one of these cameras outside his home in under 10 minutes.
- 5.13 Whilst CCTV cameras are a very useful tool in the Safer Slough Partnership's crime and disorder reduction strategy, they do not in themselves stop crime; and indeed, they are not designed to do so. There is some anecdotal evidence to suggest that they displace some types of criminality (e.g. anti-social behaviour, prostitution) however, they have great value in recording all the events that take place and replay them in support of a prosecution. Another factor to take into consideration is the effect CCTV has on reducing the fear of crime. In a survey carried out in 2013, 88% of over 350 respondents agreed that CCTV helps to create safer communities.
- 5.14 Members should be aware that CCTV cameras under the control of the CCTV Control Centre also provide security for council and partners buildings and assets
- 5.15 There are other factors that have to be taken into consideration with redeployable cameras, for example they take a considerable amount of effort to manage, maintain and deploy (e.g. installation requires a cherry picker). They are not the same as a permanent camera as some record to internal memory rather than transmitting their image data. There are also on-going costs to keep them operational (e.g. 3 / 4G Airtime agreements which cost over £500 p.a. for a data SIM card and all-inclusive repair and maintenance agreement).
- 5.16 All Councillors are welcome to visit the CCTV Centre to see the work undertaken by SBC at first hand. In addition, the head of service, Ginny de Haan (Head of Consumer Protection & Business Compliance) or Peter Webster (CCTV and Careline Centre Manager) are available for any discussions on the matter.

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

No other Committees have taken this report.

## 7. **Conclusion**

The report seeks to ensure that Members are provided with comprehensive and satisfactory responses to the issues it has raised previously. Any matters arising will be addressed in the discussion at the meeting.

## 8. **Appendices Attached**

'A' - Information on redeployable cameras

- 'B' - Stryker camera types
- 'C' - COFDM CCTV Transmission System

9. **Background Papers**

- '1' - Minutes of NCS Scrutiny Panel, 4<sup>th</sup> April 2017

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### Redeployable Cameras (Stryker) Information (current as of August 2017)

Area & Camera location	Receiver location	Camera Type & Resolution	Reason for deployment	Notes
South sector – Absolutely 10 Pin Bowling	Old Town Hall COFDM receiver	Stryker Iris dome - SD	CSE	Operational
South sector – Elliman Ave	Old Town Hall COFDM receiver	Stryker Iris dome - SD*	Gang violence	Operational
North Sector	Wentworth flats COFDM receiver*	Bosch Mic 300 - SD*	In OTH basement store	No Receiver installed following demolition of Wentworth flats
North Sector	Wentworth flats COFDM receiver*	Bosch Mic 300 - SD*	In OTH basement store	No Receiver installed following demolition of Wentworth flats
East Sector – Moorland Ave	Linden House COFDM receiver	Stryker Iris dome - SD*	Serious ASB in Colnbrook	Operational
East Sector – Horton Road	Linden House COFDM receiver	Stryker Iris dome - SD*	Serious ASB in Colnbrook	Operational
PoleCat 1 Cumberland Avenue Manor Park	OTH using 3G	3G - 3 camera system - SD*	Serious fly tipping	Operational
PoleCat 2 Burnham (Railway Station)	OTH using 3G	3G - 3 camera system - SD*	In support of Highways new road layout safety assessment	Operational
MiniCam 1	OTH 3G/ 4G/ Wi-Fi	SD* mini-dome	Gang violence	Operational
MiniCam 2	OTH 3G/ 4G/ Wi-Fi	SD* mini-dome	Serious sexual assault	Under repair (due to be returned by 20 Aug 17)
MiniCam 3	OTH 3G/ 4G/ Wi-Fi	SD* mini-dome	Serious sexual assault	Under repair (due to be returned by 20 Aug 17)

\*SD = Standard definition

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## Stryker Camera Types & COFDM Image Transmission Technology



□ Dome Camera



□ "MIC" Camera - ballistic resistant

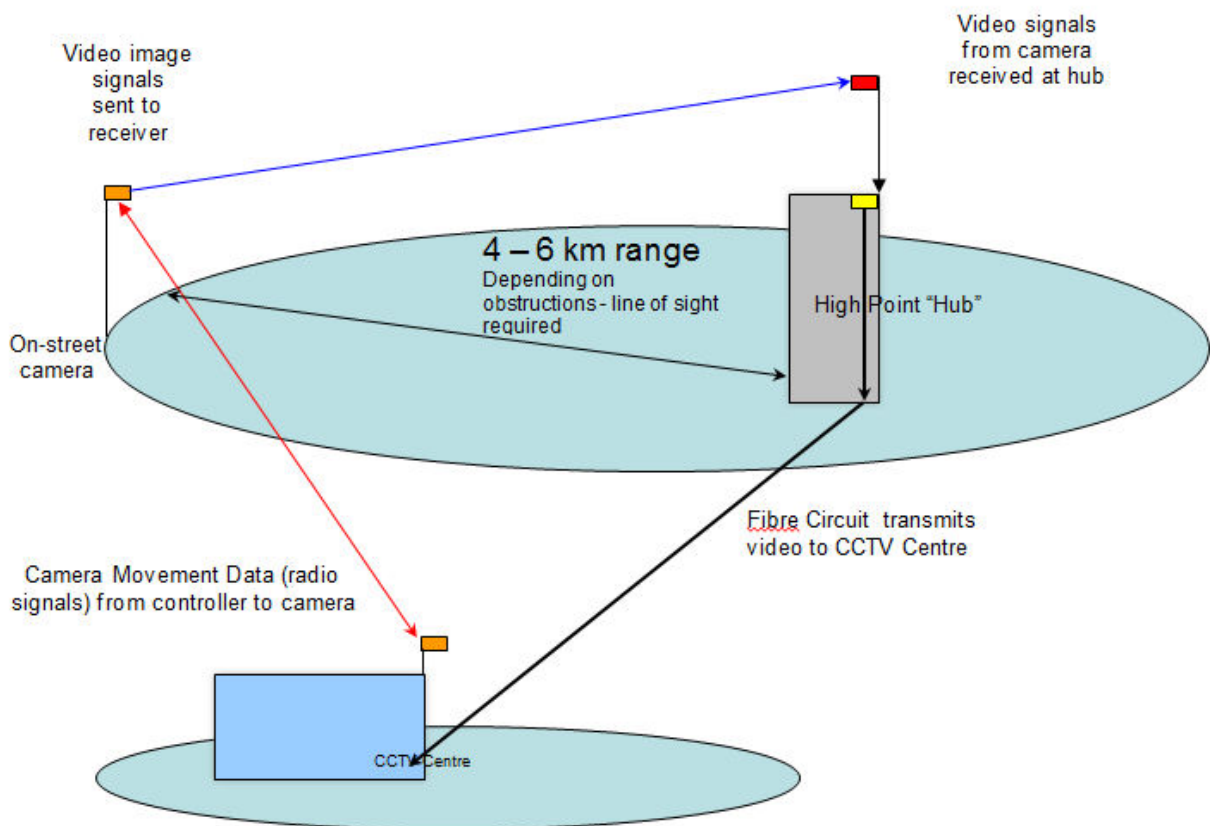
### Used to:

- To extend Town Centre CCTV system (to fill-in current blank-spots in coverage)
- To cover problem hotspots in non-town centre areas
- Anti-social behaviour and criminal damage
- For fly-tipping, graffiti & anti-vehicle crime
- To cover hotspots in schools, car parks, hospitals and housing areas

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## COFDM CCTV Transmission System



### There are 3 Stryker Sector receiver sites:

1. (Location not disclosed), Langley (East)
2. Town Hall (Central)
3. Wentworth Ave. Britwell  
(North Sector receiver site decommissioned November 2012 due to demolition)

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**SLOUGH BOROUGH COUNCIL**

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

**DATE:** 7<sup>th</sup> September 2017

**CONTACT OFFICER:** Jason Newman, Environmental Quality Team Manager  
**(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 questions have been posed:

- 1) Can you please provide details of Slough's air quality management zones?
- 2) Is the 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) How do air quality zones affect planning, both within and outside the Borough. I have in mind the North Pole gravel extraction application to South Bucks. How firmly can and should we deal with a South Bucks application that routes 200 diesel HGVs through an air quality management zone?
- 6) Speed humps; the Government seems to have suggested that they can add to pollution and that consideration should be given to their removal in polluted areas. How might this affect Slough?

2. **Recommendation**

The Panel is requested to note the report.

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

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

The Low Emission Strategy currently being developed will contribute towards 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 indicators and the Public Health Outcome Framework indicator for fraction mortality attributable to particulate air pollution are reported within the Joint Strategic Needs Assessment that supports 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, if necessary, 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 this report.

### (b) **Risk Management**

There are no identifiable risks associated with this report.

### (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 AQMAs*

- 5.2 The Air Quality Management Areas within Slough are registered on the DEFRA website <https://uk-air.defra.gov.uk/aqma/> and 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 quality action plan 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 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 located within Slough 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 soon. Particulate (PM<sub>10</sub> concentrations) have also showed a slight improvement between 2011 and 2015 at each monitoring station but these sites lie outside our AQMAs. PM<sub>2.5</sub> concentrations are well below UK air quality objectives and EU limits. In order to meet National Air Quality Standards, at all diffusion tube sites, a reduction of between (2.5 and 55%) in concentrations is required, within Slough's AQMAs. It should be noted that diffusion tube measurements carry an accuracy  $\pm 25\%$ .

## *Air Quality Modelling and 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 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.

The modelling will require a further updating to take account of new emission factors and to support a feasibility study into potential for implementation of clean air zones within Slough in order to reduce concentrations below the national air quality objectives.

5.6 Government air quality modelling use their Pollution Climate Mapping approach to report compliance with the UK's EU Directive (2008/50/EC) requirements to report on the concentrations of particular pollutants in the atmosphere. <https://uk-air.defra.gov.uk/research/air-quality-modelling?view=modelling>.

5.7 The Government published its UK Plan for tackling roadside nitrogen dioxide concentrations in July 2017. Slough was not identified as an authority required to take further action to improve air quality. The draft strategy published in May 2017 suggested Slough will be compliant with the EU Directive requirement for annual mean concentrations of nitrogen dioxide by 2020. <https://www.gov.uk/government/publications/air-quality-plan-for-nitrogen-dioxide-no2-in-uk-2017>. SBC did raise representations to advise we felt based on our ongoing monitoring and forecasted traffic growth Slough will not be compliant with EU limits by 2020.

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

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

5.8.1 **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 are currently been commissioned and tested. These sites should become fully operational before the end of 2017. These air quality monitoring stations will significantly improve the accuracy of our monitoring data (accuracy  $\pm$  10%) and allow for more detailed trend analysis. Two existing monitoring stations within Pippins School, Colnbrook and Chalvey Transfer Station will be replaced with new air quality monitors by 2019.

5.8.2 **Low Emission Strategy for Slough (2017-2025)**. We are developing a Low Emission Strategy which will be published and adopted towards end of

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

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). We will be consulting internally and externally on this strategy.

- 5.8.3 **Clean Air Zones for Slough (2021 onwards)**. In line with the new Transport Strategy currently being developed as part of the Local Plan process, the Low Emission Strategy (LES) and the Government Clean Air Zone (CAZ) framework, we will look at the feasible implementation of a Clean Air Zone (CAZ) covering the Borough from 2021, subject to annual mean concentrations of nitrogen dioxide (NO<sub>2</sub>) breaching EU limits in 2020. The CAZ will require both buses and taxis to meet the latest European Emission Standards (Euro 6/VI) through 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 CAZ would require both 'Full Council' and 'Secretary of State for Transport' approval before it could be implemented.

*Health Impacts of poor air quality*

- 5.9 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>
- 5.10 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>

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

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

- 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>

5.12 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 C Figure 7 Particle size relative to human hair). These are particulates that are 10µm or less in diameter.

#### *Slough's Health Impacts of poor air quality*

5.13 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. 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

<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)

<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-framework#page/3/gid/1000043/pat/6/par/E1200008/ati/102/are/E06000039/iid/30101/age/230/sex/4>



- 5.14 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 D) contains the relevant data.
- 5.15 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.
- 5.16 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> 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 (the 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”.
- 5.17 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 continue to reduce levels.

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

5.18 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 (NOx) respectively. This impact is even greater in urban areas, for example in urban conurbations the damage cost associated with transport rises to £107,965 and £61,365 per tonne for PM and NOx respectively.

### 5.19 *Cemex Application North Pole Road*

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.

5.20 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>)

5.21 Following meetings with SBC in early 2017, the applicant (Cemex) and BCC, the highways issues, including vehicle routing, were resolved with the applicant also agreeing to pay £750,000 contribution to SBC for further highways improvements through a Section 278 agreement. The Air quality issues required additional modelling and assessment.

5.22 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 scheme commencement in 2019.

5.23 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. 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

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

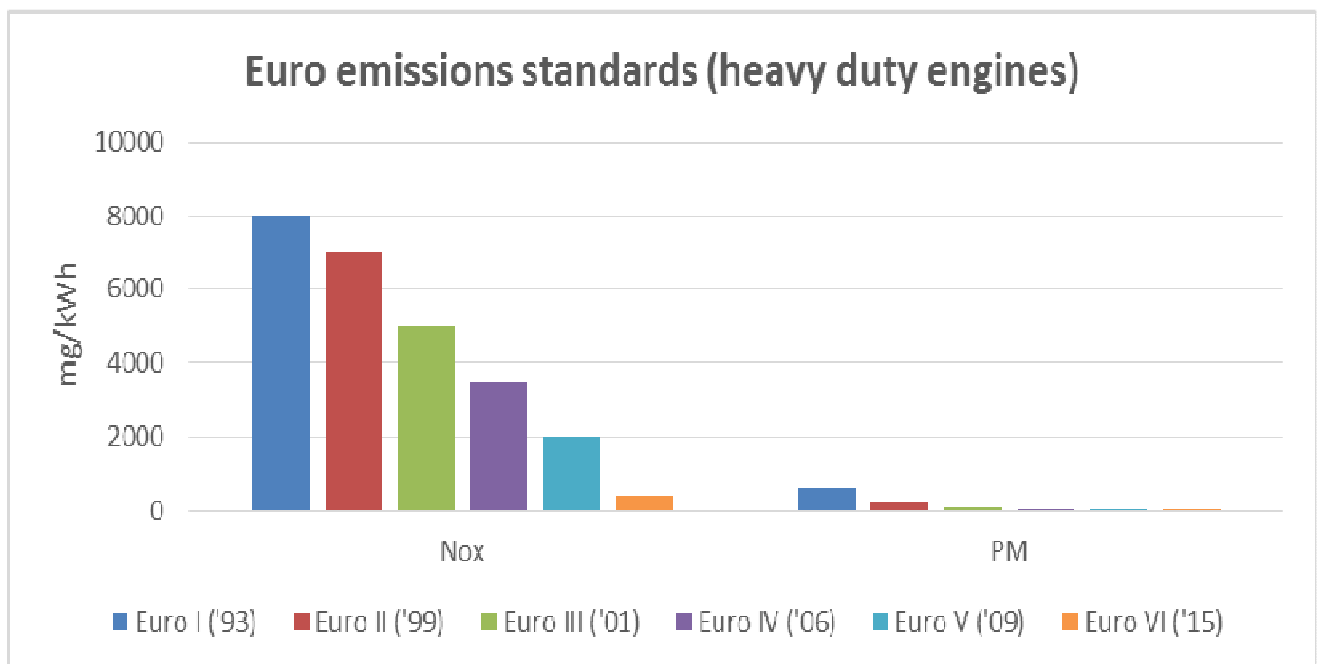
<sup>13</sup> [Valuing impacts on air quality: Supplementary Green Book guidance, HM Treasury and DEFRA, May 2013](#)

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  $\mu\text{g}/\text{m}^3$  increase (from 41.8 to 42.3  $\mu\text{g}/\text{m}^3$ ) was predicted (**EU Limit Value is 40  $\mu\text{g}/\text{m}^3$** ). The EIA describes this sensitivity analysis as overly pessimistic.

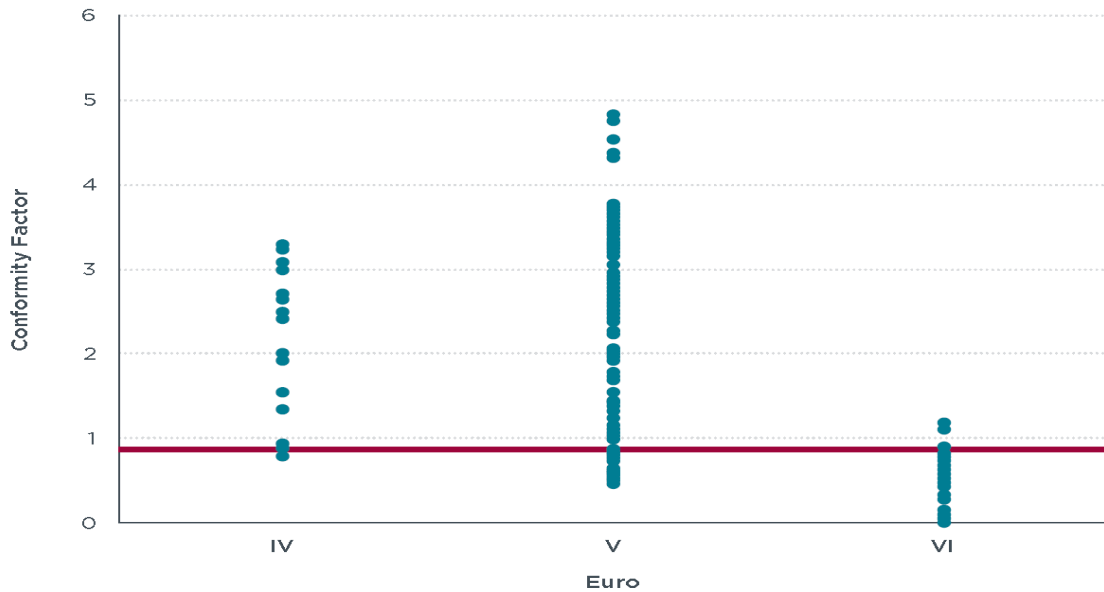
5.24 While there is uncertainty over the accuracy of the air quality modelling SBC, Environmental Quality Team, felt that a precautionary approach should be adopted and that any increase in concentrations will hinder SBC efforts to improve air quality in the Borough. While the EIA focusses on impacts 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.

5.25 Meetings with SBC, the applicant and BCC looked at measures that could be used to either mitigate and 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. It is acknowledged that Euro VI produces significant emission improvement in real-world driving conditions. Figure 1 shows the Euro Emission Standards for HGVs and Figure 2 shows how HGVs with different Euro Standards perform in real-world testing.

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



**Figure 2 - Performance of heavy duty engines against Euro 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 EV 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.

#### *Speed Humps and AQMAs in Slough*

5.28 There is some indicative evidence that speed humps in urbanised areas with high volume of traffic and narrow roads has the potential to increase NO<sub>x</sub> emissions. However, in Slough the NO<sub>2</sub> concentrations are dictated by high levels of road traffic volume on our A roads A4, A335 and A412 and M4. We have no speed humps on these roads and hence there no consideration should be given to removing speed humps on the basis of improving air pollution.

#### 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 reports on the development of a low emission strategy to address poor air quality in Slough.

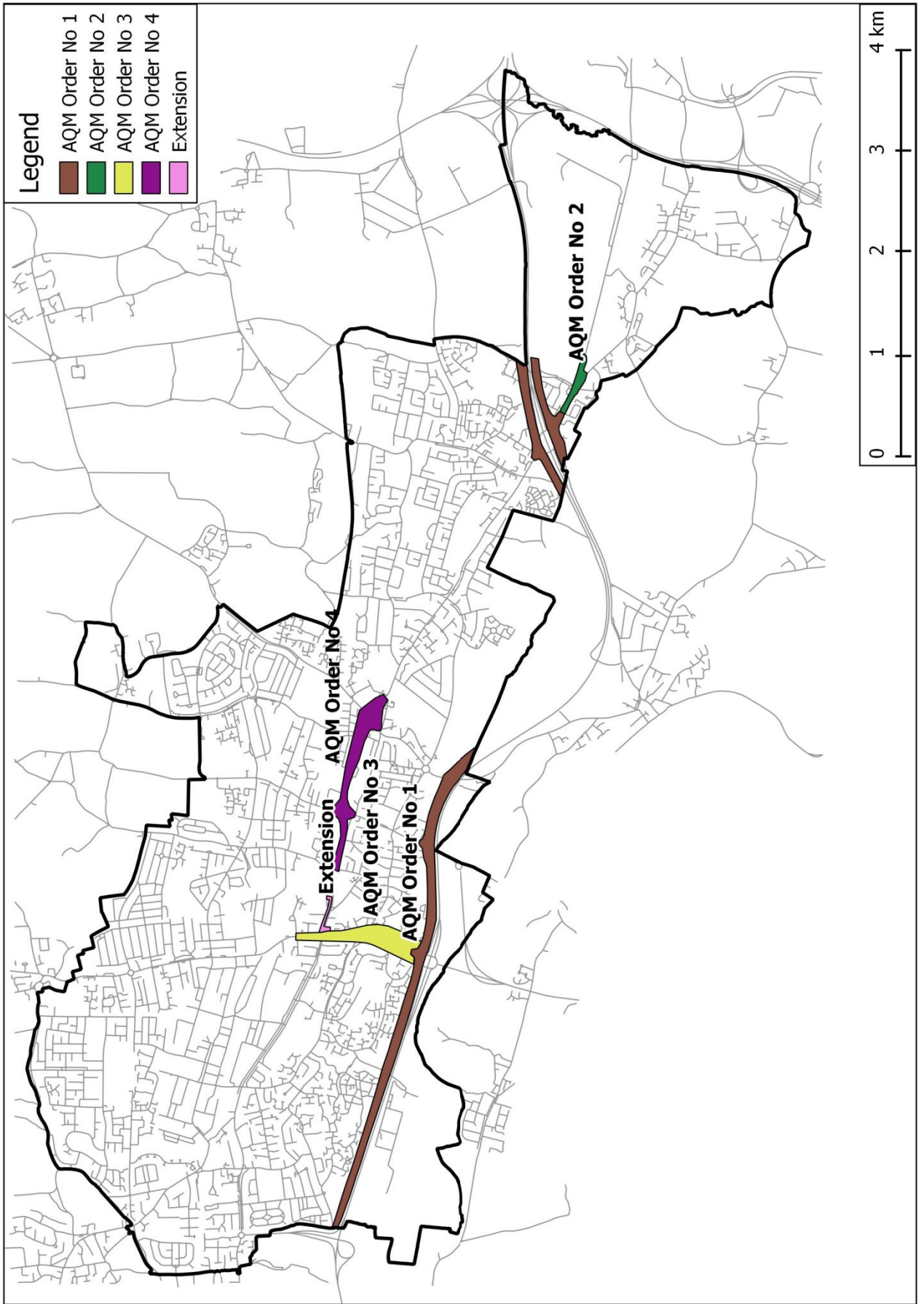
#### 8. **Appendices Attached**

- 'A' - AQMA Maps
- 'B' - Air Quality Modelling Maps 2014
- 'C' - PM10 and Small Particles
- 'D' - 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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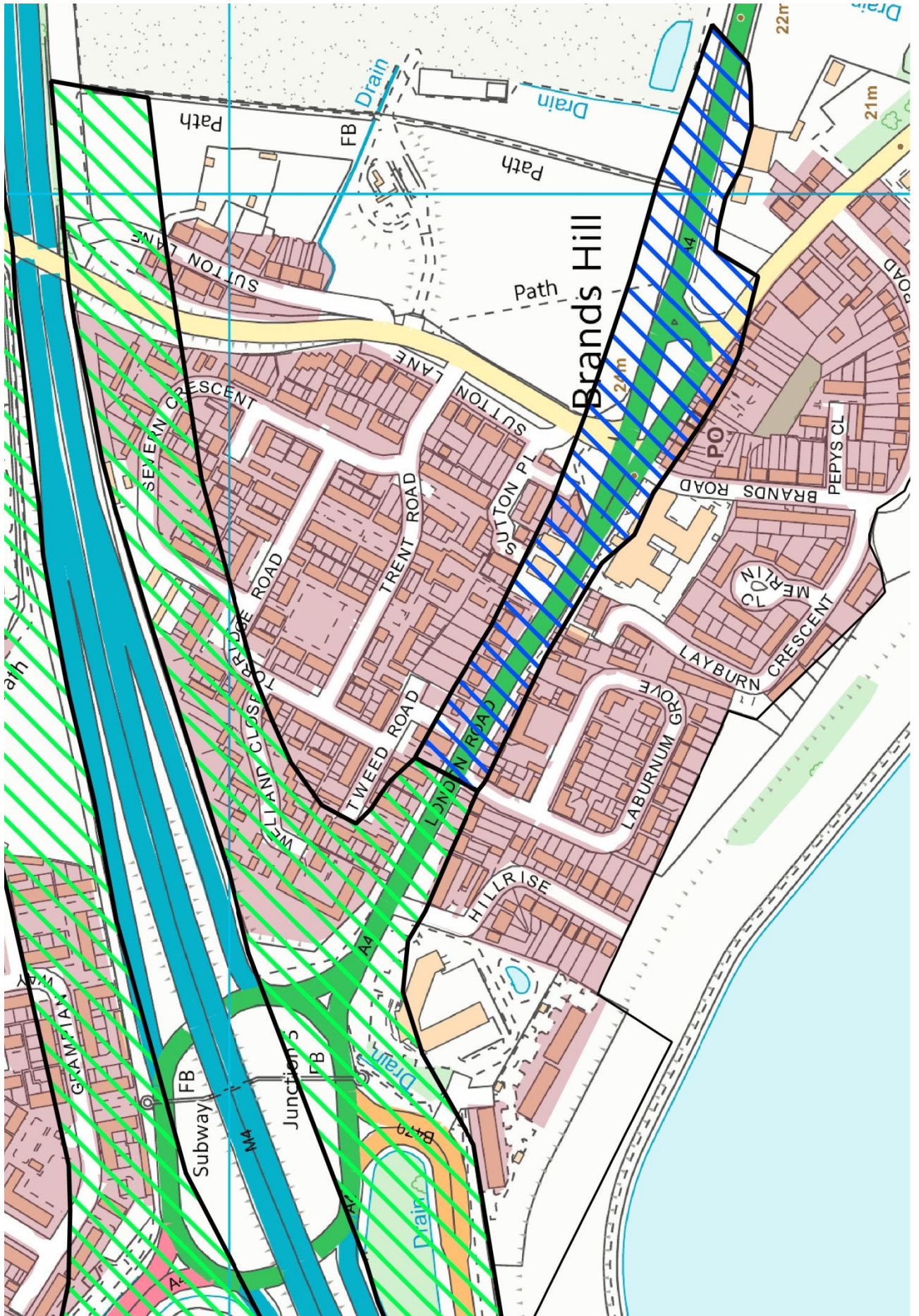




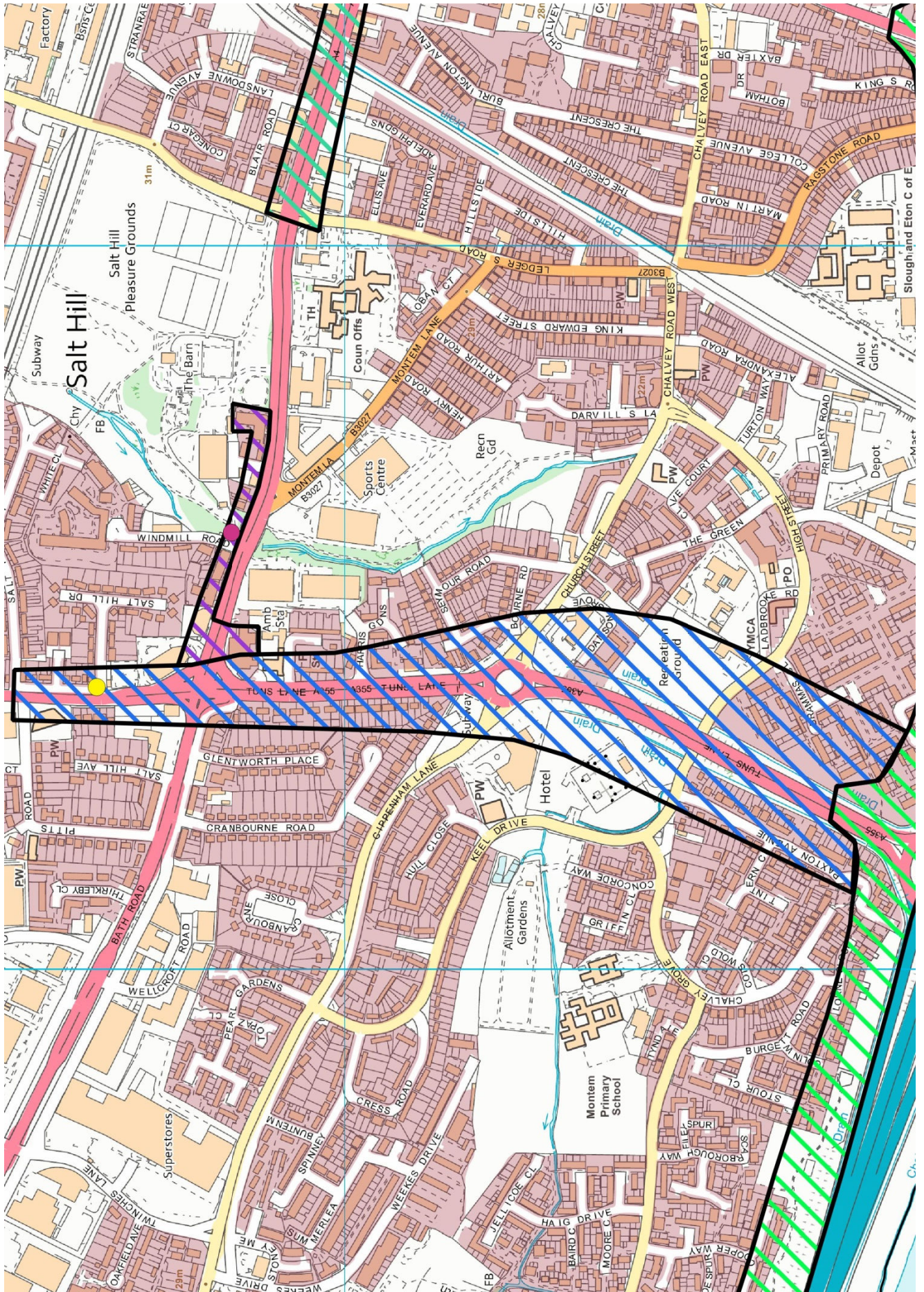














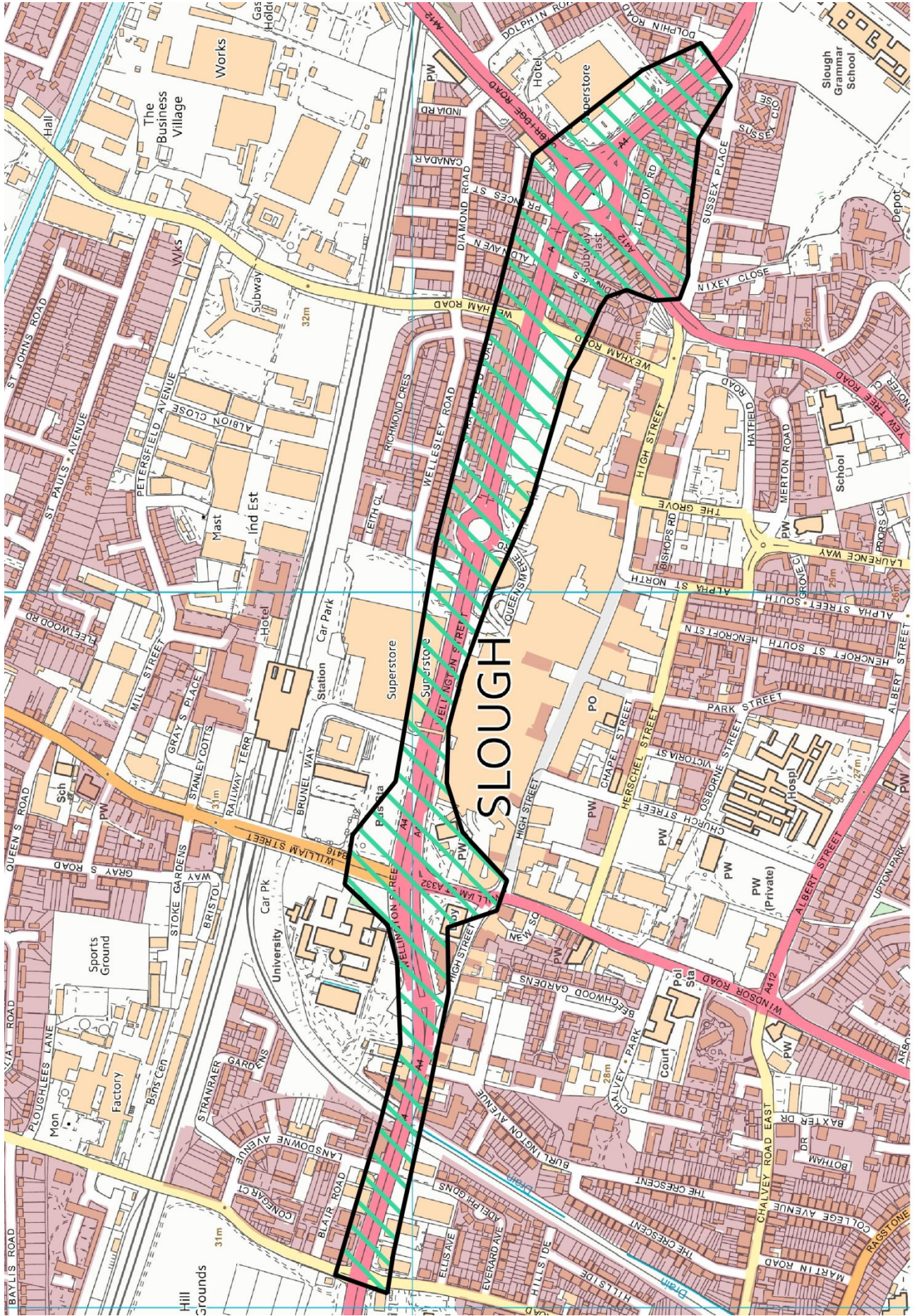




Figure 1 – Modelled NO<sub>2</sub> concentrations in the Town Centre AQMA (2014)

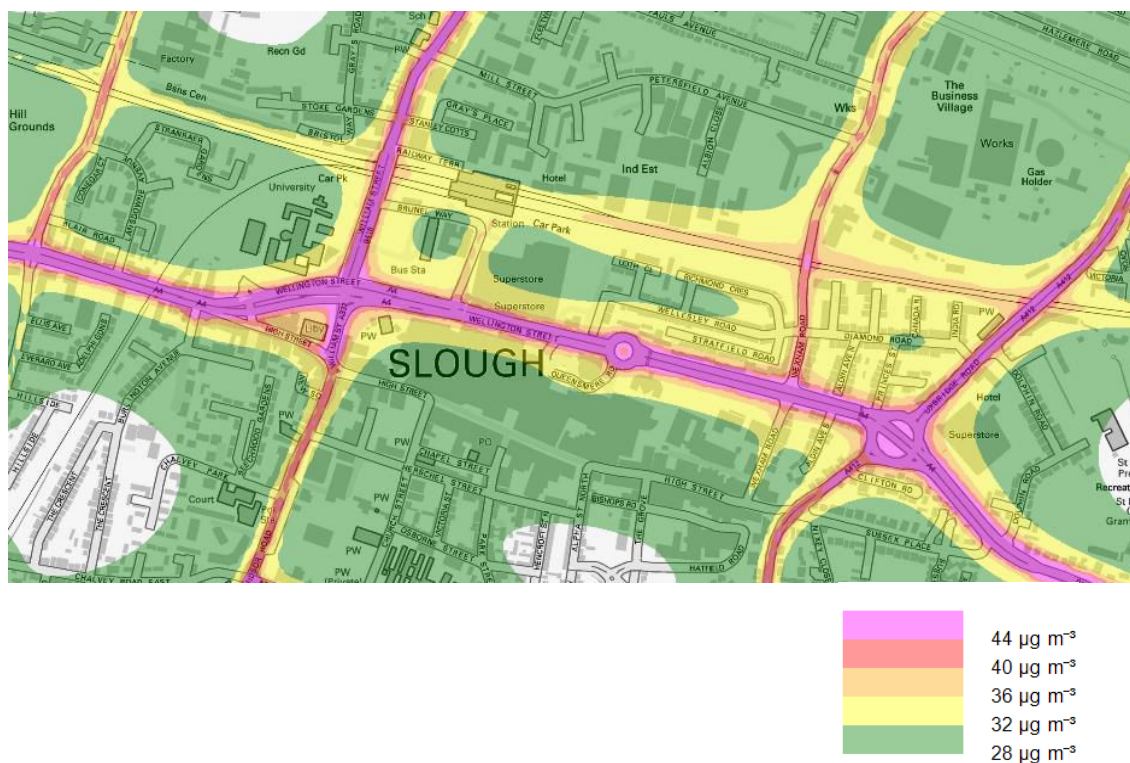


Figure 2 – Modelled NO<sub>2</sub> concentrations in the M4 AQMA (2014)



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

**Figure 5 - Modelled PM<sub>10</sub> concentrations for 2014 in the Town Centre, at Tuns Lane and**

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



along the M4

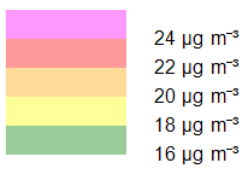
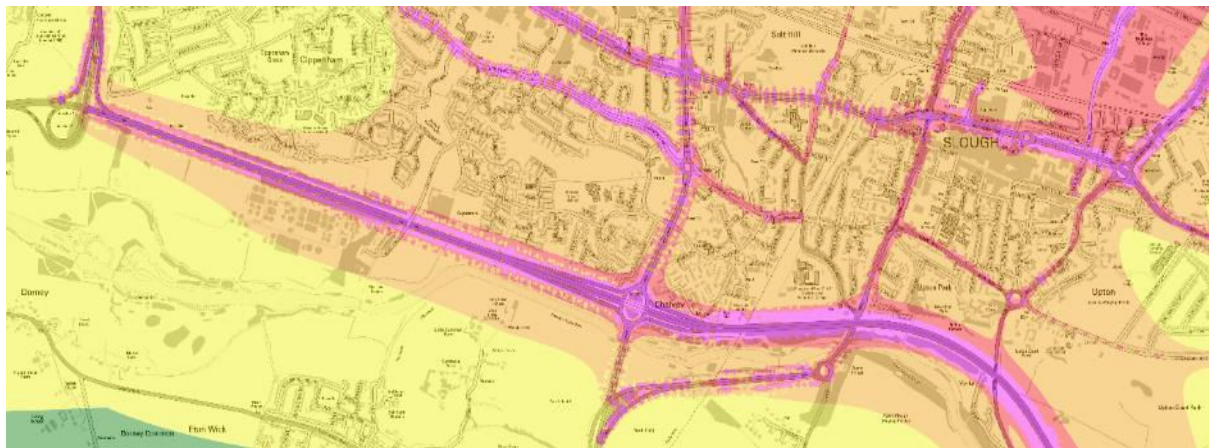
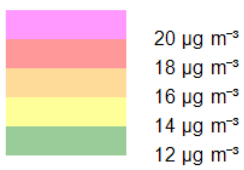


Figure 6 - Modelled PM2.5 concentrations for 2014 in the Town Centre, at Tuns Lane and along the M4

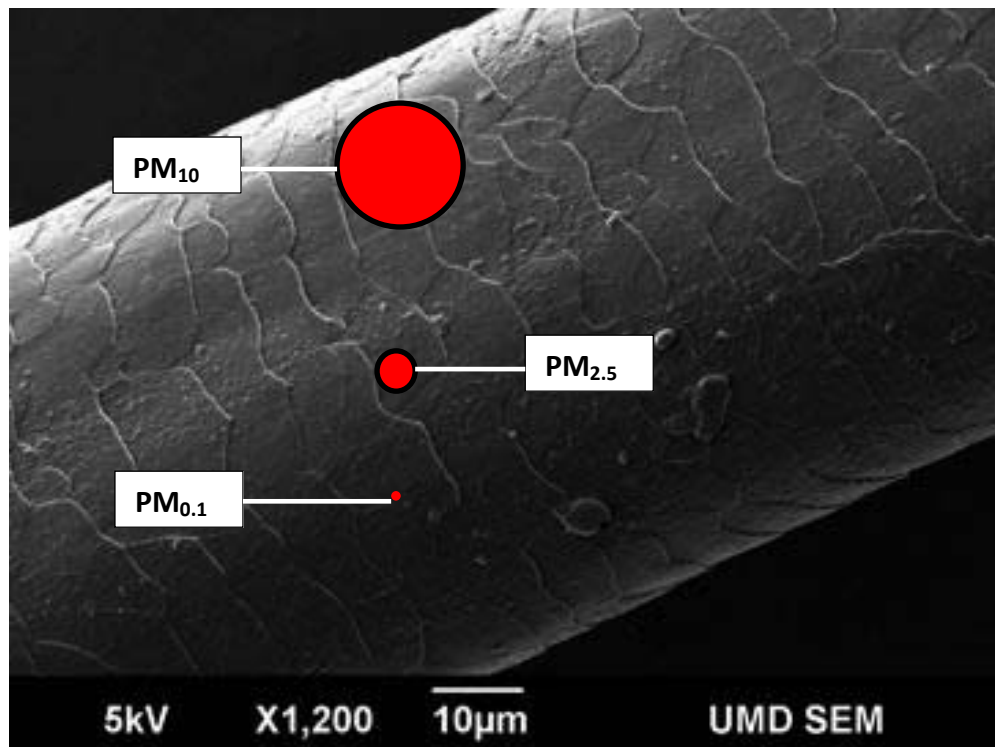


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The World Health Organisation (WHO) classifies diesel exhaust emissions as carcinogenic to humans with evidence linking air pollution with a range of cancers<sup>1</sup> (lung and bladder in particular). The fraction of particulate matter that is of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

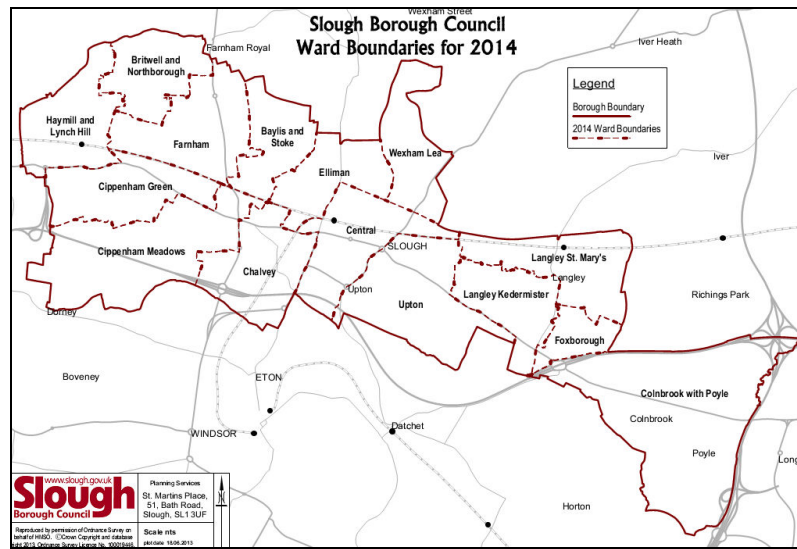
<sup>1</sup> [http://www.iarc.fr/en/media-centre/iarcnews/pdf/pr221\\_E.pdf](http://www.iarc.fr/en/media-centre/iarcnews/pdf/pr221_E.pdf)

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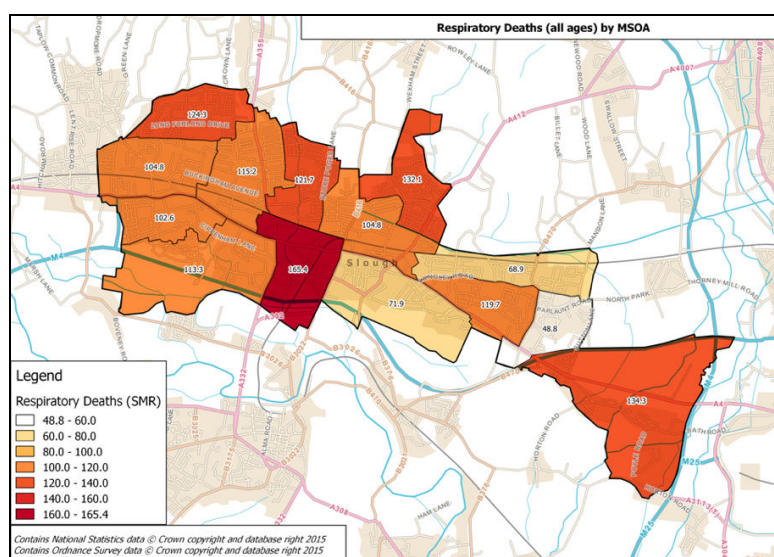
## Slough Public Health Mortality Maps

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**

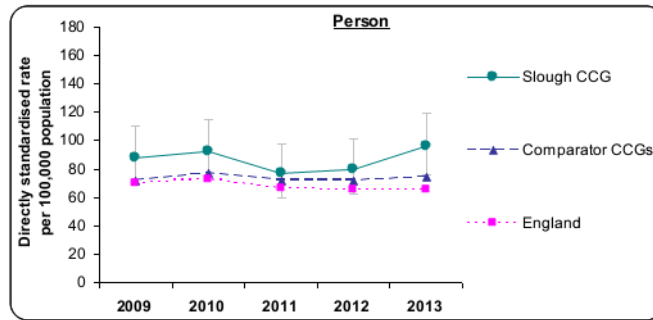


Figure 11 - SMRs for CHD (all ages) 2008-2012, by MSOA (data source <http://fingertips.phe.org.uk/>)

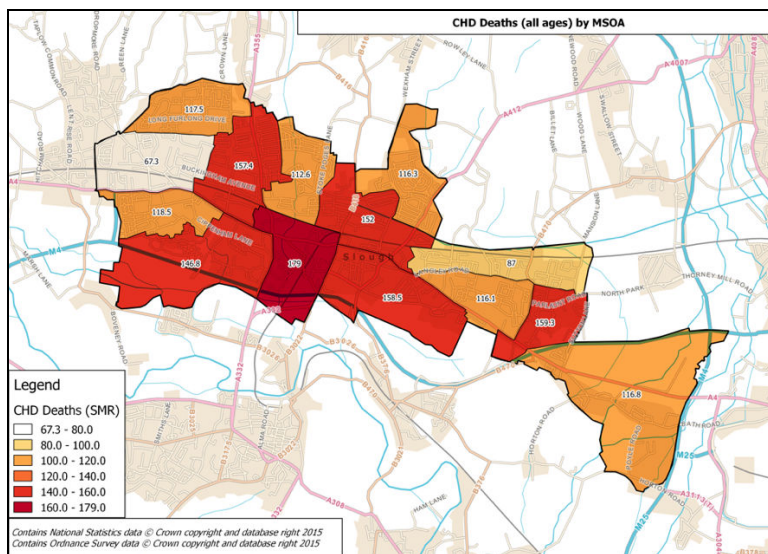
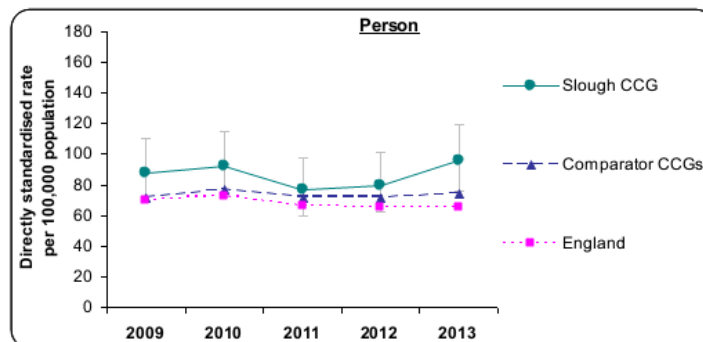


Figure 12 - Premature cardiovascular mortality in Slough 2009-2013



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:** 7<sup>th</sup> September 2017  
**CONTACT OFFICER:** Colin Moone, Head of Strategic Housing  
**(For all Enquiries)** 01753 474057  
**WARD(S):** All

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

**REVIEW OF HOUSING ALLOCATIONS SCHEME 2013-18**

1. **Purpose of Report**

This report requests comments & consideration from the panel in relation to reviewing Slough Borough Council's Allocations Policy 2013-2018.

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

That the Panel considers and comments on the proposed changes to the Council's Housing Allocations Policy detailed in section 6 of this report.

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

The Slough Joint Wellbeing Strategy, the JSNA

3.1 Housing is one of the key priorities of Slough's Joint Wellbeing Strategy (SJWS). It contributes to reducing inequalities in health through access to high quality housing. There are clear links between housing and the JSNA priorities around improving health conditions, particularly mental health and protecting vulnerable children.

3.2 **Five Year Plan Outcomes**

Outcome 4 of Slough's new Five Year Plan 2017-2021 states: "Our residents will have access to good quality homes". This outcome recognises the critical links between improved health and wellbeing and affordable good quality housing.

3.3 **Housing Strategy**

Slough's Housing Strategy sets out the council's shared vision and priorities to provide sufficient, good quality, affordable housing. Theme 4 of the strategy commits: "The Scheme of Allocation for social housing will be reviewed to look at the priority for homeless people and vulnerable groups...".

#### 4. Other Implications

##### (a) Financial

There are no direct financial implications arising from this report. However, indirectly there are very significant financial implications for the Council giving the rising numbers of homeless families residing in expensive temporary accommodation with some households having no realistic exit opportunities.

##### (b) Risk Management

There are no risk management implications arising from this report

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

The existing scheme has previously been reviewed by Counsel as legally compliant. As case law continues to arise there is a need to constantly review allocations policies. Here are some examples of schemes held to be unlawful:

<b>Local authority</b>	<b>Date judgement published</b>	<b>Details</b>
Ealing Council	Apr-16	20% of lettings allocated to working households
Ealing Council	Aug-15	Five-year residency test consequently barred a domestic violence victim from the housing waiting list
Westminster Council	Jun-15	Homeless households barred from the housing register for 12 months
Hammersmith and Fulham Council	Nov-14	Households in temporary accommodation disqualified from the housing waiting list

##### (d) Equalities Impact Assessment

The Council has a public sector duty under the Equalities Act 2010 to eliminate discrimination, harassment and victimisation and to promote equality of opportunity to all persons and to those who share a protected characteristic under the legislation.

An Equalities Impact Assessment has been conducted which has highlighted areas of concern particularly how the council deals with applicants having some need to move on medical/welfare grounds.



## 5. Background Information

5.1 The Housing Act 1996. 166A (3) is the primary legislation which sets out statutory reasonable preference categories:

- (a) people who are homeless (within the meaning of Housing Act 1996 Part 7);
- (b) people who are owed a duty by any local housing authority under Housing Act 1996 section 190(2), 193(2) or 195(2) (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3);
- (c) people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- (d) people who need to move on medical or welfare grounds (including any grounds relating to a disability); and
- (e) people who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others).

5.2 The introduction of the Localism Act 2011 enabled local authorities to make local decisions on who should be given priority for an allocation of social housing. The Council changed its housing allocation scheme in January 2014 after a consultation with residents and stakeholders. The adopted scheme prioritised applicants:

- Living in Slough for a continuous period of 5 years
- Working/volunteering/being in work related training
- Fostering or adopting
- Having served in the armed forces
- Looked after children
- Social housing tenants under occupying their home
- The right to move – (regulations 2015)

5.3 The current scheme places applicants into one of three Bands:

Band A – Urgent need to move

Band B – Need to move with reasonable and additional preference

Band C – Need to move due to reasonable preference

## 5.4 Supply v Demand

The Housing Strategy is committed to provide more affordable housing. However, demand for homes always outstrips the supply available. The allocations policy in turn provides local homes for local people who are considered to be in the most housing need.

As at March 2017 demand on the housing register was:

	<b>BAND A</b>	<b>BAND B</b>	<b>BAND C</b>	<b>TOTAL</b>
OVER 50	3	40	85	128
1 BEDROOM	0	272	408	680
2 BEDROOM	2	438	332	772
3 BEDROOM	4	293	227	524
4 BEDROOM	2	94	65	161

5+ BEDROOM	0	29	18	47
TOTAL	11	1166	1135	2312

Social housing homes let in the period April 2016-March 2017:

	<b>Band A</b>	<b>Band B</b>	<b>Band C</b>	<b>Homeless</b>	<b>Local Lets</b>
OVER 50	17	47	35	2	0
0/1 Bed	13	75	0	13	0
2 Bed	19	44	0	40	1
3 Bed	3	19	0	32	3
4 Bed	0	3	0	3	0
TOTAL	52	188	35	90	4

### **Proposed changes to the Scheme**

#### 5.5 Medical priority

The current scheme awards an urgent priority (Band A) to those who have an urgent or life threatening condition exacerbated by their current housing situation.

Applicants assessed as having some need to move on medical/welfare grounds are placed in Band C. As at the end of March 2017 there were 69 applicants meeting this requirement.

It is unlikely that those placed in Band C on medical priority (unless in need of older persons accommodation) would ever receive an offer of social housing due to the large demand from band B.

Officers request that these groups of applicants are transferred into the additional preference band (B).

#### 5.6 Homelessness

The current scheme awards an additional preference to agreed homeless households who meet the community contribution criteria.

It is well documented that due to external influences (welfare reform, higher private rental costs, migration from London boroughs) there has been a significant rise in the number of households in temporary accommodation. Such placements are costly and place an additional burden upon the General Fund.

Homeless households not meeting the community contribution criteria are unlikely to receive an offer of accommodation from the register. This is also because a number of homeless households do not meet the residence criteria of 5 years living in Slough.

Officers request that qualifying homeless households are transferred to band B irrespective of community contribution (109 as at the end of March 2017). It is also requested that other agreed homeless households who do not meet the 5 year residence criteria are placed into Band C irrespective of community contribution.

## 5.7 Offers of accommodation

The current scheme enables two offers of social housing to be made. In the last year 123 offers of council property were refused. In some cases newly built properties were refused because there was no right to buy or Right to Acquire. A legal review process is in place to deal with the suitability of all offers.

Officers request that, with the exception of those under occupying homes, that one suitable offer of accommodation is made. Applicants may re-apply to the register after a period of 24 months after an unreasonable refusal of a suitable offer.

## 5.8 Owner Occupiers

Owner occupiers are currently unable to join the housing register. Some older persons may benefit from a move into older persons housing. A provision of selling the existing home must be in place to facilitate any offer.

Officers request that any qualifying person over 60 years of age be able to join the register for an offer of designated housing for the over 60s.

## 5.9 Community Contribution

The current scheme requires those with a community contribution to have been in employment, volunteering or work related training for a continuous period of 12 months.

Officers request that this period is lowered to 6 months. Officers also request that any person working in a school or college is not penalised by this criteria during holiday periods.

## 5.10 Key Workers

There is a commitment in the Housing Strategy to provide accommodation for key workers (e.g. Teachers, Social Workers) dealing with vulnerable adults and children. Officers will be working on this commitment in the coming months.

Officers request that key workers are given reasonable preference when joining the housing register but these details are to be worked up by the beginning of the financial year 2018/19.

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

This report has not been commented on by any other committee.

## 7. **Conclusion**

7.1 Rationing access to Council or housing association homes is an unfortunate reality given the worsening supply and demand situation in Slough. It is right that the Council strikes the right balance between aspiration and dealing with deep-seated needs issues.

7.2 The next steps after discussion at this scrutiny committee is to fully consult residents on the proposed changes and then bring this back to a Members' Seminar before Cabinet approval. These initial proposals have been guided by a previous seminar with Councillors.

8. **Appendices**

None

9. **Background Papers**

Housing Allocation Scheme 2013-2018  
Equality Impact assessment  
Homeseekers Newsletter 2017-18

**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:

- Our residents will have access to good quality homes

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**

Meeting Date
<b>2 November 2017</b>
<ul style="list-style-type: none"> <li>• Resident engagement – annual impact assessment</li> <li>• Fire safety – progress</li> <li>• Five Year Plan – Priority 3 Robust regulation of the private rented sector</li> <li>• Voids – report by exception</li> <li>• Local Plan</li> </ul>
<b>17 January 2018</b>
<ul style="list-style-type: none"> <li>• Housing KPIs / Scrutiny Overview Indicators – 6 monthly update</li> <li>• Homelessness Prevention Strategy</li> <li>• Five Year Plan – Priority 5 Make best use of existing public sector housing stock</li> <li>• Emergency plan</li> <li>• Effectiveness of Prevent</li> </ul>
<b>1 March 2018</b>
<b>Proposed date - Crime and Disorder Reduction Panel</b>
<b>4 April 2018</b>

**To be programmed:**

- Development Initiative Slough Housing
- Safer Slough Partnership and sexual offences – June 2018

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**MEMBERS' ATTENDANCE RECORD**

**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2017 – 18**

		MEETING DATES						
COUNCILLOR	26/06/2017	07/09/2017	02/11/2017	16/01/2018	01/03/2018	04/04/2018		
Anderson	P							
Davis	P							
N. Holledge	Ap							
Kelly	P							
Mann	P							
Plenty	P							
Rasib	Ap							
Swindlehurst	P							
Wright	P							

P = Present for whole meeting  
 Ap = Apologies given

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

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