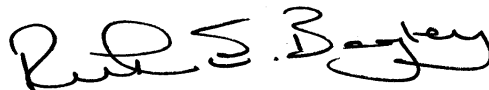


Date of issue: Wednesday 13<sup>th</sup> July 2016

<b>MEETING:</b>	<b>NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL</b> (Councillors Anderson, Davis, N Holledge, Morris, Plenty, Rana, Rasib, Swindlehurst and Wright)
<b>DATE AND TIME:</b>	THURSDAY, 21ST JULY, 2016 AT 6.30 PM
<b>VENUE:</b>	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
<b>DEMOCRATIC SERVICES OFFICER: (for all enquiries)</b>	DAVE GORDON 01753 875411

NOTICE OF MEETING

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



**RUTH BAGLEY**  
Chief Executive

AGENDA

**PART I**

**AGENDA**  
**ITEM**

**REPORT TITLE**

**PAGE**

**WARD**

**APOLOGIES FOR ABSENCE**

**CONSTITUTIONAL MATTERS**

1. Declarations of Interest

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

*The Chair will ask Members to confirm that they do not have a declarable interest.*

*All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.*

2. Election of Chair for 2016 - 17

3. Election of Vice-Chair for 2016 - 17

4. Minutes of the last meeting held on 29th March 2016 1 - 6

**SCRUTINY ISSUES**

5. 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.)*

6. Transport Matters - Report to follow

7. Housing - Performance Management and Reporting 7 - 18

8. Local Authority Housing - Service Charges 19 - 22

**ITEMS FOR INFORMATION**

9. Forward Work Programme 23 - 26

10. Date of Next Meeting - 8th September 2016



## Press and Public

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

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

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**Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Tuesday, 29th March, 2016.**

**Present:-** Councillors Plenty (Chair), Morris (Vice-Chair), Dar, Davis, N Holledge, Malik and Wright

**Also present under Rule 30:-** Councillor Strutton

**Apologies for Absence:-** Councillors Mansoor and Sohal

**PART 1**

**52. Declarations of Interest**

Cllr Dar declared his ownership of a licence from Slough Borough Council (SBC) to operate as a taxi driver.

**53. Minutes of the last meeting held on 23rd February 2016**

**Resolved:** that the minutes of the meeting on 23<sup>rd</sup> February 2016 be approved as an accurate record.

**54. Member Questions**

No questions were received from members prior to the meeting.

**55. Transport Issues**

The agenda item covered the following transport issues:

Parking facilities for disabled and elderly residents

- Members expressed concerns that parking at some surgeries and health centres was further from the premises than stipulated in the Blue Badge scheme. However, it was the responsibility of health facilities to apply for disabled parking bays. In addition, such bays could be used by any blue badge holder (not just those using the facility). Finally, no applications had been received from GPs for several years.
- Disabled bays cost SBC £261.75 to put in place; this was not passed on to successful applicants.
- Most GP surgeries had on street parking facilities. Any applications for disabled parking would be judged on similar criteria for local residents.
- Blue Badge holders could park on yellow lines for up to 3 hours. This was on condition that a) the clock would be displayed and b) the parking would be safe (e.g. not too near a junction). However, precise definitions of 'safe' were not always clear based on Blue Badge scheme guidance. This made any decisions made by traffic wardens subject to challenge, and also made wardens less willing to make such judgement calls when presented with potential infringements.
- Disabled parking facilities, if placed nearer health centres, may prove to be more enforceable. However, police officers and traffic wardens were at liberty to ask drivers to move on as appropriate.

- SBC's review on residential disabled parking bays was undertaken in 2009. It was implemented in 2011, and since then a live list of disabled bays was updated on a rolling basis. Public notifications were vital to the maintenance of this live list. Where work was required to update facilities, SBC placed an order with Amey with SBC conducting a subsequent site visit to check completion of the work. However, it was inefficient to complete single orders so this work was undertaken periodically as a series of bulk orders.
- The possibility of charging for off street disabled parking was being discussed. Time limitations were also being assessed as an alternative option.
- There was no evidence that the issue of visitors from outside of Slough using disabled bays was a major concern. Should this change, the possibility of using byelaws to resolve the matter could be investigated.
- The list of live bays could be circulated to members on a regular basis.
- Parking was included within the Local Plan, and would be carried forward on this basis.

### Yellow line parking

The Parking Service collated all requests for additional yellow lines over an annual period, and then appraised the potential for reducing restrictions. However, the reduction in resources allocated to this had caused a delay; this was the focus of work which was passed to Amey for completion in Spring 2016. This covered requests from 2013, 2014 and 2015 although there were difficulties with areas where pavement parking was in operation.

The Panel raised the following points in discussion:

- The list of work to be done was a stand alone project and it was not anticipated that a similar backlog would arise in future. Additional officers had been trained in the area, increasing capacity, and also pavement parking had allowed for a more comprehensive outlook on the policy.
- The waiting restrictions scheme was mainly based on junction protection and road safety. Restrictions were also considered on the basis of requests from Councillors and residents, with opposition to such requests also taken into account. Any final decisions would need to be justified in light of such opposition.
- The possibility of enforcement 7 days a week was being investigated. Officers were aware that some areas were affected on specific days of the week rather than equally at all times.
- Some ad hoc enforcement at night in areas with high volumes of complaints was undertaken. However, the costs of this for the contract could limit the potential to do this.

### Traffic wardens geographical spread

- All schools had enforcement of parking restrictions using a CCTV car. This was only applied to the zig zag lines directly by school gates and

would lead to the instant issuing of a ticket. This was done on a rota basis given the similarity in schools' opening and closing times.

- In some areas, schools enforcement had been extended to some yellow lines to limit the impact on local residents. These were also instant tickets given the very short amount of time involved in parking near schools; however, guidance from the Department of Transport (DoT) also applied here.
- Whilst some schools in London were charged with imposing their own parking restriction regimes, the arrangements for London Boroughs was different. However, this could be researched as an option.
- Traffic wardens' beats were assessed to assess whether coverage was uneven. Outside of Slough town centre, enforcement was undertaken by mobile patrols.
- The level of fines imposed in the town centre had fallen; as well as enforcement, increased payment options (e.g. Ringo App) had made it easier for road users to observe regulations.
- In the outlying areas of Slough, roads were covered at least once a day. This was stipulated in the contract, and was undertaken using a variety of mobile resources (cars, CCTV cars and mopeds). The journeys taken by these parking enforcement officers could be tracked.
- There was a hotline number for reporting parking offences. This was not currently on SBC's 'Report It' webpage although could be; other methods of publicity (e.g. mail shot with Council Tax annual statement) were also available.

### A4 Brands Hill – update

Since the last consideration of the matter by the Panel, there had been some modifications to the area. Lane designation signs had been added and road markings widened, as well as the imposition of a 30mph speed limit. As a result, there had been a decrease in collisions (although statistics did not include the whole period up until the time of the meeting due to reporting mechanisms).

The Panel raised the following points in discussion:

- The definition of 'slight' collision was laid down by DoT. This indicated that injuries suffered did not exceed a certain level (e.g. broken finger). Whilst no fatal collisions had occurred, it was noted that a collision which involved death may be recorded as 'serious' as opposed to 'fatal' should the time between the incident and the loss of life be sufficiently delayed.
- The garage turning could not be enforced with an extended road island as this would reduce the Eastbound carriageway to one lane. Thames Valley Police have also stated that they would not be able to enforce a 'No Right Turn' sign, so the decision had been made to opt for a 30mph speed limit.
- Whilst a 'No Right Turn' sign at the garage could be introduced as part of a wider initiative (e.g. the Rapid Transit Scheme) there were other considerations. Some land in the area was privately owned, whilst

there was also some apparatus belonging to utility companies. Diverting this could involve a significant cost.

- Should SBC decide to erect a 'No Right Turn' sign, the police objection would have to be stated in the notice of a significant decision. The erection of a black on yellow advisory sign was also an option.
- Regular Traffic Management Liaison Meetings were held between SBC and Thames Valley Police to aid communications. One meeting had discussed the garage issue and heard SBC's views on the matter.

### Vehicle Activated Signs

The procurement of signs was well advanced, with orders due to be placed before the end of the 2015 – 16 financial year.

The Panel raised the following points in discussion:

- The delay between the decision to procure by Cabinet and procurement by SBC had been caused by work with other local authorities. This had been undertaken to achieve economies of scale and value for money, but was delayed when other authorities opted into the scheme in November 2015. One contractor challenged the new arrangement, causing the agreement to be redrafted.
- Vehicle activated signs (VAS) would be received within one month of the order's placement, and would be erected soon afterwards.
- VASs were less intrusive than some other traffic calming methods (e.g. speed humps) but were better suited to some areas than others. For example, long straight roads required humps to ensure that compliance was maximised.
- The problem with previous signs becoming broken had largely been caused by their movement to different locations being too frequent. As a result, the procured VASs would only be transferred between sites every 6 months.

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

### **56. RAC Report - 'Local Authority Parking Finances In England'**

The Panel raised the following points in discussion:

- SBC's disclosure to Government, on which the RAC report was based, covered a series of issues. These included the costs of the contract, the costs of officers employed on the service, revenue raised and also any hidden costs (e.g. office space). This was compiled by Finance rather than Transport.
- SBC's position to Reading Borough Council may be due to Reading's enforcement of bus lane penalties. The legal costs of fixed penalty notices and SBC's contract may also have a detrimental effect on its relative standing. Equally, the Royal Borough of Windsor and Maidenhead's in house enforcement team may have cut their costs.
- The net expenditure of £204,000 did require some addressing given the need for value for money. However, safety, coverage of all areas



and the desirability of a balance between enforcement in the town centre and outlying areas also needed consideration.

- There was no limit on the number of tickets which could be issued per year; there used to be, but this had been rescinded by Government.
- Internal recharges and service level agreements were other potential methods for reducing net expenditure.

**Resolved:** that the Transport Team liaise with other local authorities to compare costs and circulate information to the Panel.

#### **57. Home To School Transport - Taxis**

The Panel raised the following points in discussion:

- The service was recognised as being costly and was also being subcontracted. A review on costs had been undertaken, but given the contract's ownership by Cambridge Education they had received the benefits of any savings. The new contractual arrangements, due to be in place for September 2016, would not allow this to continue.
- Equally, SBC had paused its efforts to make savings and would realise further measures for efficiency once the new contract was operating.
- Many Slough companies had declined to offer the service given the high level of responsibility and care it required. As a result, work had been awarded to providers from outside of Slough.
- Safeguarding issues were considered in deciding routes and allocating escorts. All children's provision was reviewed on an individual basis.
- Members raised some concerns over checks on drivers for routes involving children with special educational needs, and whether they were enforced in all cases or whether drivers could be swapped over with insufficient disclosure being undertaken.
- One school was in charge of operating its own transport, and the growth of multi-academy trusts could facilitate more schools doing this.

**Resolved:**

- 1) That the Transport Team would circulate licensing information to the Panel.
- 2) That the item would return to the Panel in 2017.

#### **58. Attendance Record 2015 - 16**

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

#### **59. Date of Next Meeting - 27th June 2016**

Chair

(Note: The Meeting opened at 6.30 pm and closed at 9.23 pm)

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhood & Community Services Scrutiny Panel  
**DATE:** 21<sup>st</sup> July 2016  
**CONTACT OFFICER:** R. John Griffiths – Head of Neighbourhood Services  
**(For all Enquiries)** (01753) 875 436  
**WARD(S):** All

**PART I**

**FOR COMMENT AND CONSIDERATION**

**HOUSING - PERFORMANCE MANAGEMENT & REPORTING**

1. **Purpose of Report**

This report has been prepared in response to a request from Members to provide timely, transparent and meaningful information in respect of a wide range of operational areas delivered through the Neighbourhood Services team.

The July 2015 Report identified that performance reporting would be provided to the Panel each month in the form of a monthly “Flyer”, this gives a month-on-month performance report across ten factors critical to effective service delivery. The monthly report is supplemented by a six monthly detailed report on a wider range of performance areas. This report is the first of the six monthly reports and provides performance data up the end of April 2016 (Q4).

2. **Recommendation/Proposed Action**

The Committee is requested to note the report.

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

The Slough Joint Wellbeing Strategy priorities identify “Housing” as a one of the five key elements of the strategy, specifically in relation to ‘better housing standards’. The provision of accurate, timely and meaningful performance reports in key service delivery areas will provide Members with a regular update on maintaining the desired service delivery standard.

The reporting procedure will provide regular updates on key performance areas in a clear, self-explanatory and transparent format for use by Members, tenant representatives and service providers (Interserve FM etc.)

### 3a. Five Year Plan Outcomes

Accurate and timely data on current performance will underpin the prioritisation and focus on current and future investment in the housing stock, specifically in relation to the Five Year Plan outcome:

- 'The Council's income and the value of its assets will be maximised.'

### 4. Other Implications

#### (a) Financial

There are no direct financial implications.

#### (b) Risk Management

<b>Area of Risk:</b>	<b>Threat:</b>	<b>Mitigation:</b>
<i>Legal</i>	Requirement to achieve 100% statutory compliance for specified property assets e.g. Gas annual inspections, FRA's etc.	Accurate and timely reporting will identify any potential risk and underpin appropriate corrective action.
<i>Property</i>	Deteriorating value of property assets due to poor maintenance.	The Repairs & Maintenance contract is designed to ensure an agreed quality of property repair and upkeep. Frequent reporting on contractor performance will identify any failure to comply with the contract requirements and facilitate timely intervention.
<i>Health &amp; Safety</i>	Health & Safety issues are overlooked / not recognised.	Critical H&S issues are identified measured and reported on a regular basis, this supports prompt and focused corrective action.
<i>Employment Issues</i>	None	None
<i>Equalities Issues</i>	None	None
<i>Human Rights</i>	None	None
<i>Community Support</i>	None	None
<i>Community Safety</i>	Lack of proper maintenance creating potential risk hazards for tenants and the general public.	All key H&S issues will be monitored and reported in order to facilitate prompt corrective action.
<i>Financial</i>	Expenditure does not achieve best value for money due to delivering a 'responsive' service for day-to-day repairs.	A focused reporting regime will facilitate a proactive approach to identifying actual or potential areas requiring investment and a planned response to procuring the work.

<i>Communications</i>	Reporting is not focused and not available to the appropriate decision makers.	The performance report will be made available to both a focused and wider audience and will be easily understood, timely and accurate.
<i>Project Capacity</i>	Loss of internal knowledge on reporting process.	Individual managers will have access to the reporting system in order to generate bespoke reports.

(c) Human Rights Act and Other Legal Implications

There are no implications in relation to the Human Rights Act.

(d) Equalities Impact Assessment

The regular provision of key performance measures will underpin tenant involvement and empowerment by providing choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of agreed standards.

5. **Supporting Information**

**Repairs**

- 5.1 The following performance data is provided through the existing repairs and maintenance contract which has been delivered by Interserve FM since 2001. The data generally reflects a mature contract with performance levels remaining consistent around the established target figures. Any anomalies have been recorded and explained in each of the 'Monthly Flyer' reports and generally reflect seasonal variations and exceptional circumstances. The maturity of the contract and consistent delivery of services, at or just below target performance, has resulted in the contract being delivered without recourse to any defaults being issued during the reporting period.
- 5.2 99.8% of urgent repairs were completed within the 3 day timescale during this period, meeting the contract target.
- 5.3 The average number of days for non-urgent repairs to be completed was 13.69 during this period. This is an increase on last year's average which was 11.74 days. However, on average, there were 46 more jobs per month during this period compared to the previous, accounting for the longer turn around time.
- 5.4 Communal repairs were below target this period at 81.4%, with a target of 96%. During Q4 there was an identified electrical issue which impacted on door entry systems. The additional work was identified as a priority and required resources to be diverted from communal repairs. This resulted in insufficient time to engage additional resources for communal repairs. The resulting short term performance issue has now been corrected.

- 5.5 It should further be noted that as a matter of principle where there is a short term high volume of work resources are allocated to individual property repairs as a priority over communal works, this is in order to minimise any inconvenience to tenants.
- 5.6 The number of appointments made and kept met target for this period with a percentage of 98.57% and a target of 98.50%. Additionally there was a 2.09% increase in job volumes during this period.
- 5.7 The percentage of repairs completed first time fell below target this period. The average percentage of repairs completed first time was at 85.07% with a target of 93%. It should be noted that the performance indicator is based across all repair jobs raised some of which inevitably require more than one visit (e.g. multi-trade). The performance against target is therefore sensitive to the type and volume of work being carried out (for example, plastering repairs will always require 2 visits).

A breakdown of these figures follows:

	Q1	Q2	Q3	Q4	Total
Number of urgent repairs	568	482	864	847	<b>2761</b>
% Urgent repairs completed in time	100%	100%	99.20%	100%	<b>99.80%</b>
Number of non-urgent repairs	2352	2390	2536	2815	<b>10093</b>
Average days for non-urgent repairs	13.84	13.87	13.09	13.96	<b>13.69</b>
% Communal Repairs completed in time	88.40%	88.63%	84.53%	85.20%	<b>86.69%</b>
Target	96%	96%	96%	96%	<b>96%</b>
Number of appointments made	2547	2541	2551	3003	<b>10642</b>
% appointments made and kept	98.90%	98.56%	98.40%	98.43%	<b>98.57%</b>
Number of repairs booked	2088	2242	2385	2451	<b>9166</b>
% Repairs completed first time	84.20%	85.37%	85.07%	85.63%	<b>85.07%</b>

### Gas Servicing:

- 5.8 The number of communal boilers with a valid Landlord Gas Certificate was at 100% throughout the period. Q3 & Q4 saw a significant reduction in the number of properties without a valid Landlord Gas Certificate.
- 5.9 With regards to individual properties the breakdown is as follows:

	Q1	Q2	Q3	Q4
Properties with valid Landlord Gas Certificate	99.36%	99.35%	99.36%	99.97%
Properties without valid CP12 < 1 month overdue	15	8	2	2
Properties without valid CP12 one - two months overdue	6	7	0	0
Properties without valid CP12 two - three months overdue	3	5	0	0

Properties without valid CP12 > 3 months overdue	15	18	0	0
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5.10 The day-to-day management of the Interserve Contract (Extension) was transferred from Property Services to Neighbourhood Services towards the end of Q2. The existing process was reviewed and a more robust and responsiveness procedure was designed and adopted.

5.11 Through the provision of timely data and close working between the Neighbourhood Managers and Interserve the level of performance in this critical area saw an immediate and sustained improvement. These are reflected in the Q3 and Q4 in the figures above.

**Voids:**

5.12 The average number of voids at month end for the period was 36. This is an increase on the 2014-2015 periods where the average was 29.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Average over period</b>
Average voids per month	47	41	25	33	<b>36.5</b>

The average number of days to let for April 2015 - March 2016 was 43.6 days, in comparison to 31.65 days for the previous period.

**Customer Satisfaction:**

5.13 An Annual Satisfaction Survey, comprising of 46 questions, was conducted by BMG which established the 2015 / 2016 benchmark as;

- 75% of residents satisfied with overall service
- 30% of these indicated they were very satisfied with overall service
- 17% expressed some degree of dissatisfaction with overall service

5.14 Neighbourhood Services received a total of 188 Stage 1 complaints between April 2015 and March 2016, 12.23% of which were escalated to Stage 2.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Stage 1 complaints received	48	70	26	44	<b>188</b>
Stage 2 complaints received	3	7	7	6	<b>23</b>

The top five single reasons for complaints are listed as follows;

Neighbourhood Service	98
Housing (Allocations and Voids)	57
Property Services	33

**Total** **188**

93.41% of Stage 1 complaints were responded to within the published timescales (10 working days). 100% of Stage 2 complaints were responded to on time.

**Interserve – Day to Day Repairs Satisfaction:**

5.15 During the period an average of 221 Interserve customer satisfaction cards were returned each month. A total of 2479 cards were received over the year. On average 99.58% of residents were satisfied with their repairs.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Number of cards returned	588	620	734	537	<b>2479</b>
% satisfaction with repairs	99.30%	100%	99.23%	99.80%	<b>99.58%</b>

**New Tenancies:**

5.16 There were a total of 184 new introductory tenancies between April 2015 and March 2016. This is a 24% decrease on the last period where a total of 243 new introductory tenancies were reported. The successful decanting of Tower and Ashbourne would have contributed to the decreased number of new tenancies as existing tenants would take priority to re-home.

5.17 6.71 % of new introductory tenancies ended before 12 months. 41.46% of new introductory tenancies were extended.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
New Introductory Tenancies	67	63	24	30	<b>184</b>
New Introductory Tenancies ended before 12 months	6	2	2	1	<b>11</b>
New Introductory Tenancies extended	28	27	5	8	<b>68</b>

With regards to tenancies that ended before 12 months, there were 8 rent arrear notices served, 2 evictions and 1 abandoned property.

Of the 68 tenancies that were extended, all were due to tenants being in rent arrears.

**Rents & Arrears:**

5.18 98.38% of rent debit (cumulative) was collected at the end of the year. 28.15% of households were in arrears (over £100) at the end of the year. The average amount of arrears at the end of Q4 was £350.29, which is a reduction on last year's figures of £410.38.

	2015		2016
	98.10%	↑	98.38%



% of rent received of the rent debit (cumulative)			
Households in rent arrears (over £100)	24.22%	↑	28.15%
Average amount of arrears	£410.38	↓	£350.29

### Garages:

- 5.19 Although there were no new developments to current garage sites during the period, 42% of garage sites (905 garages) have been identified as potential for redevelopment. 25 units are currently pending demolition, including garages on Turton Way, Kendal Close and Eden Close.
- 5.20 58% of the council's current garage sites are deemed as rentable, of which 77% are currently rented. At the end of the period 23% of rentable garages were void. The total garage income during this period was £576,841 with a total of £19,685 remaining in arrears at the end of the period.

A breakdown of these figures follows:

	Unit	Percentage
Garages identified for potential redevelopment	905	42%
Rentable garages 2015 - 2016	1262	58%
Tenanted rentable garages 2015 - 2016	972	77%
Void rentable garages 2015 - 2016	290	23%
<b>Total number of garages 2015 - 2016</b>	<b>2167</b>	

### Neighbourhood Enforcement:

- 5.21 There were a total 687 rectification notices served throughout the period. 99.85% of these were closed within the agreed timescales. With regards to Neighbourhood Enforcement there were a total of 3158 visits carried out by between April 2015 and March 2016.

A breakdown of these figures follows:

	Q1	Q2	Q3	Q4	Total
No. of rectification notices served	18	18	281	371	<b>688</b>
% of rectification notices complied with	94.12%	100%	100%	100%	<b>98.53%</b>
No. of Neighbour Enforcement Officer visits	703	809	767	879	<b>3158</b>

### Tenancy Sustainment:

- 5.22 A total of 269 tenancy sustainment referrals were made during the period. Financial referrals account for 52% of the figure with Health & Wellbeing at 20%, Tenancy Management at 16% and 12% classified as 'Other'.

A breakdown of these figures follows:

<b>Referral Type</b>	<b>Total</b>
Financial	<b>140</b>
Tenancy Management	<b>43</b>
Health & Wellbeing	<b>54</b>
Other	<b>32</b>
<b>Total</b>	<b>269</b>

#### **Estate Inspections:**

- 5.23 Estate inspections are conducted twice a year except in cases where specific estates may require more frequent visits. Over Q1 & Q2 targets were not being met however by Q3 & Q4 the set targets were achieved.

A breakdown of these figures follows:

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Number of estate inspections due	325	123	144	144	<b>736</b>
Number of estate inspections completed	174	104	144	144	<b>566</b>
% estate inspections completed on time	53.54%	84.55%	100%	100%	<b>84.52%</b>

#### **Anti-Social Behaviour:**

- 5.24 Dependant on the classification of the anti-social behaviour reported, cases are logged in either the Capita or Flare system. Capita is used to log ASB cases relating to council tenants. Flare is used to record any other ASB cases such as private tenants, owner occupiers, enviro-crime etc.
- 5.25 With regards to council tenants, at the end of the period there were 47 open ASB cases, subject to formal investigation. Over the period 152 ASB cases were open, and 186 cases closed.

A breakdown of Capita figures is as follows;

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
ASB cases open	57	37	30	28	<b>152</b>

ASB cases closed	44	49	34	59	<b>186</b>
Active ABS cases		75	56	47	

With regards to ASB cases unrelated to council tenants, a breakdown of Flare figures follows;

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Number of Service Requests received	957	971	897	991	<b>3816</b>

5.26 Service Requests in Flare are raised by all officers, including Housing and Enforcement. The highest complaint categories are broken down as follows;

Enviro-Crime	20.88%
Public Health	18.94%
Noise (all)	12.42%
Fly tipping	11.49%
Abandoned vehicles	9.85%
Vehicle nuisance	6.10%
Anti-Social Behaviour under investigation	5.60%

5.27 There are an additional 27 categories that Service Requests were logged under during the period however each category accounted for < 2%, making up a total of 14.72%.

5.28 From April 2016 there will be a number of new ASB KPIs introduced. These are listed below;

- Number of new anti-social behaviour cases received
- Number of new anti-social behaviour incidents received
- % of closed ASB cases resolved
- Average number of days to resolve case
- Number of live ASB cases

## 6. **Conclusion**

This report is the first to be submitted following the transfer of the day-to-day management of the Interserve Contract to Neighbourhood Services and identifies improved performance in some key areas.

The services provided by Interserve reflect a mature contract with only minor variations in performance which are generally related to seasonal factors. All KPI's related to the repairs contract are maintained within normal deviations from the target performance level.

## 7. **Appendices Attached**

'A' - May Monthly Flyer

8. **Background Papers**

None

Performance Indicator		Source	Target	Quarter 3			Quarter 4				Against Target	Trend from last month
				November 2015	December 2015	January 2016	February 2016	March 2016	April 2016	May 2016		
(1) % of qualifying repairs completed on time	Interserve FM	99.75%	99.21%	98.40%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
(2) Average time taken to complete non-urgent repairs	Interserve FM	25 days	13.07	11.80	15.87	12.73	13.29	14.65	13.75			
(3) % of responsive (non-emergency) repairs for which an appointment was made and kept	Interserve FM	98.50%	99.19%	97.55%	99.11%	98.58%	97.64%	99.60%	98.20%			
(4) % Communal repairs completed within time-scale	Interserve FM	96.00%	86.47%	83.83%	90.00%	84.23%	81.36%	80.56%	80.73%			
(5) % of repairs completed on first visit	Interserve FM	75.00%	85.70%	86.36%	87.06%	84.79%	84.96%	89.56%	88.30%			
(6) % of emergency repairs completed on time	Interserve FM	99.30%	100.00%	99.22%	99.70%	99.79%	98.67%	99.35%	98.85%			
(7) % of urgent repairs completed on time	Interserve FM	98.50%	99.70%	97.76%	98.71%	99.06%	94.00%	96.79%	98.17%			
(8) % of routine repairs completed on time	Interserve FM	98.50%	87.95%	89.27%	87.61%	87.44%	85.08%	83.33%	89.23%			
(9) Number of void properties	Various	N/A	23	26	24	31	44	33	34			
(10) Number of estate inspections completed	HO's	N/A	27	100	13	21	110	TBC	TBC			

" Top 10 Indicators "

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community Services Scrutiny Panel  
**DATE:** 21<sup>st</sup> July 2016  
**CONTACT OFFICER:** Neil Aves  
Assistant Director, Housing and Environment  
**(For all Enquiries)** (01753) 875527

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

**LOCAL AUTHORITY HOUSING – SERVICE CHARGES**

1. **Purpose of Report**

This report note is brought to Neighbourhoods and Community Services (NCS) Scrutiny Panel following a request from the Overview and Scrutiny Committee. This request arose from its meeting on 20<sup>th</sup> January 2016, where an item on rent setting meeting led to a request for more information regarding the increase in tenant service charges.

2. **Recommendation**

The NCS Scrutiny Panel is requested to note this report.

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

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

One of the key priorities for the Council is to ensure that its housing provision is offered to local residents, ensuring that the associated costs can be accommodated by Slough Borough Council (SBC) and the rents arising afforded by those being housed. This will meet the strategic priorities as follows:

**Housing:** By clarifying the arrangements for service providers with regards to their responsibilities to local residents, the experience of those renting SBC housing will be improved.

Increasing the transparency of its rent charging regime, SBC will improve both the offer being made to local residents and its position should there be any challenges made to its decisions.

3b. **Five Year Plan Outcomes**

The outcomes associated with the proposals are that:

- The homes in the borough will benefit through quality improvements across all tenures to support our ambition for Slough
- The Council's income and the value of its assets will be maximised

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

##### Financial

The financial implications of the proposals are outlined in the report. In summary, the high proportion of those renting SBC property receiving housing benefit means that national, rather than local government will be the main beneficiary of savings arising.

##### Risk Management

As an information report there are no risks associated with this issue.

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

There are no Human Rights Act and Other Legal Implications

##### Equalities Impact Assessment

There is no Equalities Impact Assessment associated with this information.

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

- 5.1 In January 2016 officers reported that the proposal made to Cabinet was to implement a 0.8% increase in service charge levies to tenants and leaseholders within council owned accommodation. This was at the same time as a recommendation to reduce overall rents by 1.0%.
- 5.2 While local authorities have some discretion over setting local charges, in practice both of these figures were imposed by the Government as part of its prudent management of public finances, welfare reform and reduction in the public borrowing figure.

##### Rents

- 5.3 In terms of the rents it was announced soon after the last General Election that public sector rents would be frozen and indeed for each of the next four years would reduce by 1% per year. Given that around 56% of our tenants are in receipt of some element of Housing Benefits this reduction results in less expenditure for the Treasury rather than placing money back into the pockets of our tenants however those who do pay their own rent might see a reduction of perhaps £7 or £8 per week after the four year reductions are complete.
- 5.4 Unfortunately in terms of the Council, over the life of the 30 year HRA Business Plan the reduced rent equates to over £30 million reduction in funding available for investment in the existing stock and construction of new homes.



## Service Charges

- 5.5 With regard to service charges the 0.8% increase will not reflect any direct increase in the services provided as it merely reflects the increase in CPI cost of living index which the council pays out in terms of staffing and contracting costs.
- 5.6 There is however better news for future billing of service charges and as previously promised this will be the last year in which service charges are aggregated across the housing stock with only variations in charge to reflect the general requirements for each area of housing.
- 5.7 In future, having implemented the service charge module on the Capita Academy Housing Management computer system the service will, for the first time be able to apportion service charges directly to each area, estate, block, common part and flat so that tenants will be able to see exactly what they are paying for and what work has been undertaken in the vicinity of their home. Currently service charges are aggregated into three categories which means that tenants cannot easily identify what they are being asked to pay for however with the new system the number of categories is vastly increased so work items will be readily apparent rather than being wrapped up in a generic category like 'health and safety'.
- 5.8 The date is being loaded into the computer system in August 2016 and will be tested through to October 2016 with the expectation that the system will be signed off in December 2016 and ready to handle the 'live' data for the 2017-18 rent accounts.
- 5.9 Further enhancements will come from the reprocurement of the Interserve and Amey contracts in an exercise which has attempted to remove the confusion and cross-overs between the contractors and further work will be undertaken to measure the areas subject to grounds maintenance so that tenants will be liable only for the areas which are directly associated with their homes.
- 5.10 An update on this initiative will form part of the rent setting report in January 2017.

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

The matter was previously raised by Overview and Scrutiny Committee on 20<sup>th</sup> January 2016. In particular, the question as to whether the proposed increase in service charges would result in improved services to residents led to the matter's referral to the NCS Scrutiny Panel.

## 7. **Conclusion**

As the report is essentially a reference for information, the NCS Scrutiny Panel is requested to note the report and ask for clarification on any matters which remain unclear.

## 8. **Background Papers**

- '1' - Agenda papers and minutes, Overview and Scrutiny Committee (20<sup>th</sup> January 2016)

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**SLOUGH BOROUGH COUNCIL**

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

**DATE:** 21<sup>st</sup> July 2016

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

**WARDS:** All

**PART I**

**FOR COMMENT AND CONSIDERATION**

**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL  
2016/17 WORK PROGRAMME**

1. **Purpose of Report**

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

2. **Recommendations/Proposed Action**

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

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

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

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

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

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

4. **Supporting Information**

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

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

5. **Conclusion**

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

6. **Appendices Attached**

A - Work Programme for 2016/17 Municipal Year

7. **Background Papers**

None.

**NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL**  
**WORK PROGRAMME 2016/17**

<b>Meeting Date</b>
21 July 2016
<ul style="list-style-type: none"> <li>• Housing KPIs</li> <li>• Housing – fees charged</li> <li>• Transport</li> </ul>
8 September 2016
3 November 2016
17 January 2017
2 March 2017
Proposed date - Crime and Disorder Reduction Panel
4 April 2017

