

Date of issue: Wednesday 29th August 2018

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Plenty (Chair), Kelly (Vice Chair), N Holledge, S Parmar, Rasib, Sabah, A Sandhu, Shah and Wright) <u>Non-Voting Co-Opted Members</u> Morris Sless (Residents Panel Board) Trevor Pollard (Residents Panel Board)
DATE AND TIME:	THURSDAY, 6TH SEPTEMBER, 2018 AT 7.00 PM
VENUE:	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	DAVID 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.



NIGEL PALLACE
Interim Chief Executive

**MEMBERS ARE ASKED TO NOTE THAT PRIOR TO THE MEETING, A MEMBER
DEVELOPMENT SESSION REGARDING CRIME AND DISORDER WILL BE
HELD AT 6.00PM.
(This session is not open to the Press and Public)**

AGENDA

PART 1

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

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

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 4 paragraph 4.6 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed. The Chair will ask Members to confirm that they do not have a declarable interest.

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

CONSTITUTIONAL MATTERS

- | | | |
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| 2. | Minutes of the last meeting held on 25th June 2018 | 1 - 8 |
| 3. | Action Progress Report | 9 - 10 |
| 4. | Member Questions
<i>An opportunity for panel members to ask questions of the relevant Director / Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated.</i> | |

SCRUTINY ISSUES

- | | | |
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| 5. | Five Year Plan - Outcome 4 | 11 - 22 |
| 6. | Strategic Housing Services - Scrutiny Overview Indicators | 23 - 34 |

ITEMS FOR INFORMATION

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| 7. | Forward Work Programme 2018 – 19 | 35 - 38 |
| 8. | Attendance Record 2018 - 19 | 39 - 40 |
| 9. | Date of Next Meeting - 1st November 2018 | |

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, 25th June, 2018.

Present:- Councillors N Holledge, S Parmar, Plenty, Rasib, Sabah, A Sandhu, Shah and Wright

Non-Voting Co-Opted Members Trevor Pollard (Residents Board Panel)
Morris Sless (Residents Board Panel)

Apologies for Absence:- Councillor Kelly

PART 1

1. Declarations of Interest

Cllr Shah declared her tenancy of a house owned by Slough Borough Council (SBC).

2. Election of Chair for 2018 - 19

Cllr Shah nominated Cllr Plenty as Chair for the Panel. This was seconded by Cllr Rasib.

Resolved: That Cllr Plenty be elected to the position of Chair of the Neighbourhoods and Community Services Scrutiny Panel unanimously for the Municipal Year 2018 – 19.

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

3. Election of Vice Chair for 2018 - 19

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

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 2018 – 19.

4. Proposed New Co-opted Member - Residents Board Panel

This item was withdrawn.

5. Minutes of the last meeting held on 4th April 2018

Resolved: That the minutes of the meeting held on 4th April 2018 be approved as an accurate record.

6. Action Progress Report

Resolved: That the action progress report be noted.

7. Member Questions

Members discussed the response regarding a tunnel or bridge being provided to keep Market Lane open. The issues raised included the consultation process with Network Rail, whether any modelling of the impact on journey times would be undertaken and the need for a permanent solution. As a result, the Panel requested that an agenda item be added to the work programme; for this, a representative from Network Rail would be required.

Resolved: That an agenda item on Market Lane be added to the work programme for 2018 – 19.

8. Safer Slough Partnership

The Safer Slough Partnership (SSP) brought a varied group of relevant agencies together to focus on specific areas (e.g. vulnerability, 'hidden harms') that were outside of their usual business but central to their aims. This allowed for an increased level of joint focus and the pooling of capacity. In addition, governance was vital for SSP's work, especially in terms of holding each other to account and sharing information.

The Panel raised the following points in discussion:

- The 'complex and chaotic' category included very diverse groups; some were more prone to remaining in this situation for long periods than others. For example, whilst those assigned to this category via the Violence Multi-Agency Panel were clearly defined through a range of criteria, other groups (e.g. anti-social behaviour in Slough town centre) may be subject to more diverse circumstances.
- This category was also working with mental and public health as appropriate to consult on care needs. There were clearly established protocols for information sharing on this matter.
- Different approaches in terms of police visibility could be developed for different geographical areas, depending on the local issues involved. The Three Sector Tasking brought police groups together and allowed Councillors to feed their knowledge and views into the process. Contact details for these groups would be circulated to members via the Communications Team.
- Communications between agencies were proving a major element in understanding the challenges at the local level. Processes were now being developed so that Councillors could relay their messages to the key agencies through the Three Sector Tasking system.
- Hospitals and Accident & Emergency units have built a picture of risk analysis with regards to modern slavery; A & E had undertaken a project with Domestic Abuse Services on the matter. As a result of this, police were receiving a far greater number of requests for support regarding potential cases.
- Councillors were also reminded that SSP could be a suitable candidate for their personally allocated funding.

Resolved: That the report be noted.

9. Update on Garages Strategy

The strategy had been discussed by the Panel since late 2015 and was now seeing physical progress. 45 potential sites for new homes had been identified, with modular homes to be tested for their suitability. Further sites were having informal investigations undertaken into their viability, with future work being co-ordinated with the Housing Service.

In addition to this, other sites were being identified as in need of renovation to continue to operate as garages. A priority for these would be security to ensure that issues such as fly tipping, anti-social behaviour and unauthorised activity were prevented. In total, 7 such sites would be completed in July 2018 with a further 6 to commence work later that summer. There were also plans to review the licence agreement with garage owners and work with the National Fraud Initiative to resolve any problems with improper use.

Garage occupancy had risen to 43%; the waiting list had also diminished. A range of parking bay solutions were also being analysed to ensure that any use of these would not cause difficulty by creating 'hot spots' where road users were inconvenienced or by being located too far away from the homes of those using them. There would also be a need to ensure that rents were set at an appropriate level. As a result, it would be proposed to Cabinet that an enhanced charge of £7 per week (as opposed to the standard £3.46) would be requested for secure parking. This would rise to £10.20 for owner-occupiers and tenants or leaseholders.

The Panel raised the following points in discussion:

- The first wave of sites prioritised for redevelopment had been selected on the basis of unwanted behaviour observed by a range of agencies.
- Proposals were being developed on a case-by-case basis in conjunction with Community Project teams; tailored responses were therefore on offer.
- The proposals for houses were at an early stage; planning issues, site density and other matters were awaiting discussion. As a result, the numbers of new homes in the report were highly provisional. Equally, the work (once started) could take 3 – 5 years and would be part of a gradual programme rather than one where all work commenced simultaneously.
- In cases where there was no demand for garages and the site was also not suitable for new homes, alternative uses or disposal would be looked at as options.
- Planning were providing clear advice on the needs of local residents and the impact of this on garages (e.g. multi-car households).
- The Private Sector Enforcement Team would respond to cases where garages where misuse was causing problems (e.g. hygiene).
- The strategy had also used census data to predict the impact of any changes (e.g. there was a greater oversupply of cars compared to

garages). The impact on traffic patterns would also be analysed as the work progressed.

- Hot spots (e.g. school drop off areas) were also part of the calculations.
 - On street parking was the responsibility of Neighbourhood Services.
- (At this point, Cllr Wright left the meeting)

- Lighting would be provided for all sites; this would be solar powered and would not be intrusive for neighbouring properties. The units had already been purchased at a cost of £3,000 – 4,000 per column.

Resolved: That the Panel recommend the application of the enhanced parking charge for spaces in the redeveloped, access-controlled car parking spaces.

10. Neighbourhood Services Scrutiny Overview Indicators

As requested, the report focused on performance regarding voids. It was also proposed that reporting should alternate between Neighbourhoods and Housing, with each reporting twice per year.

The Panel raised the following points in discussion:

- Under the Interserve contract, the average re-let time for voids had been very high. It had been reduced, but remained above the intended level. RSM Risk Assessment Services had conducted a voids audit, which members requested.
- However, legacy issues were not the only issue involved with current performance on voids. The other variables involved (e.g. current scope of voids work, performance in less severe voids as against properties in a less desirable state) were being assessed, with resources to be reallocated accordingly.
- There was also a Voids Sub Group being put in place to ensure that correct governance was in place.
- Other new approaches to voids would be taken. New processes would be developed to investigate void properties seen as having redevelopment potential, whilst reassigning homes as temporary accommodation would also become possible. The Void Management Policy was intended to be a living, amendable document.
- In addition, the final stages of the Interserve contract had seen some deterioration of standards. Some voids noted as 'completed' had not been to the standards desired by Osbornes (OPSL) and this had been factored into the final account presented by Interserve.
- Whilst the number of complaints had risen, much of this was the result of recent campaigns. Since the compilation of the scrutiny overview indicators, this had declined back to previous levels.
- Recharging had always been a policy; however, it had not been implemented consistently. OPSL would repair fittings in some cases, but cases would be appraised individually. OPSL also had a defects policy which operated for the first year of a new tenancy; they would

also check with tenants during this period to ensure that all issues had been resolved in a void property. OPSL had a list of questions it could assess to see if a tenant was vulnerable and should not be recharged; however, it was reasonable to expect some responsibility on the part of tenants.

- The final picture of Interserve's legacy was incomplete due to issues with the extractability of some of the data concerned.
- OPSL did map the statistics in the report; however, it would not be appropriate to publish these in the agenda papers as it would complicate the overview. Instead, such ward-by-ward statistics could be shared with members outside of meetings.
- Call handlers had access to a system which automatically flagged key questions to ask depending on the status of the caller. This assisted with diagnosing the issues involved and the correct actions to take.
- In communal blocks, a variety of sources (e.g. CCTV, intelligence) was used to trace the source of any problems arising.

Resolved:

1. That the RSM voids audit be shared with the Panel.
2. That ward-by-ward performance statistics be shared with the Panel.
3. That subsequent reports from Neighbourhood and Housing Service alternate, with each reporting twice per year.

11. Rechargeable Repairs Policy

The new policy was designed to help with the voids process and working alongside those vacating premises. It would also provide a clear level of expectation as to what OPSL would be receiving at the point keys were handed over. A clear series of questions and diagnostics had also been devised to assess the level of repair work required at a property. Exemptions were available for those over 65 with medical conditions affecting their physical environment and victims of anti-social behaviour or other external factors.

The policy reinforced the value of the property handed over to tenants and the standards that could be expected upon its return. As well as encouraging tenant responsibility, SBC was not in a position to subsidise all degradation of their housing stock.

The Panel raised the following points in discussion:

- At present, insurance costs were rising with the number of claims being an important factor. Regular property inspections were undertaken as an attempt to mitigate this, although SBC's influence over insurance levels was extremely limited. The tenants' insurance scheme was a low cost weekly one, with leaseholders required to have contents insurance. The contract was tendered in an open manner and was retendered periodically.
- Recharges were also being integrated into a more holistic overview of tenancy. Previously 2 separate systems had been part of

arrangements; now Capita were being charged with administering all assets to help identify any patterns arising (e.g. anti-social behaviour, damage, repairs). Where a number of concerns were identified intervention would take place. A flexible tenancy scheme also allowed OPSL to review relevant cases more frequently.

- Collection rates had historically been below targets; as well as the policy itself, OPSL was looking to create a culture of responsibility to counter this and create a more sustainable set up.
- Recovery rates were below average in pre-void extensions; however, OPSL did maintain a record of any debts and used these in future checks.
- Given the above, the new system should generate more income than before. It was also not a dedicated service, and as such did not require any large, discrete budget.
- A series of inspections was conducted in addition to those undertaken at the time a property became void, including:
 - Periodic tenancy audits
 - Reporting by officers during repair work
 - Reporting on tenants who never contact OPSL (as in some of these cases, they may be failing to report real needs)
- Ultimate responsibility in most cases lay with leaseholders; OPSL only shared this in cases of structural problems.
- Tenants were at liberty to hire private services to undertake repairs if they were not satisfied with OPSL's offer. A commercial service was being developed by SBC to help tenants and maximise the Council's resources.
- Some members questioned whether the new policy would make residents less willing to report issues. Equally, it was asked if the policy could worsen the situation those involved with Universal Credit could find themselves in. In response, the Panel were informed that a period would be allowed in which arrangements for payment could be made; however, the work would need to be completed to maintain the value of the housing stock. In addition, the Repairs, Maintenance and Improvements contract should reduce the costs of the service to tenants as well as allowing for payment in instalments. The impact of the policy would also be monitored as it progressed; nevertheless, the responsibilities of those using the house would continue to be emphasised.

Resolved: That the report and updated Policy Statement be noted.

12. Cycle Hubs

The Panel raised the following points in discussion:

- The issue of transport, and trying to influence people to use alternatives to cars, was a major one for Slough. However, the levels of usage of the Cycle Hub and Cycle Hire schemes were continuing to be a concern for the Panel.

- Given the information present in the report, the Panel questioned the viability of the service and sought a resolution as to whether more would be done to bolster its performance. At present, it was doubtful that it could continue for any considerable period of time.
- As a result, the Panel would refer the matter to Cabinet for a view on the viability of the service.

Resolved: That the Panel refer the matter to Cabinet to make a decision on the long term viability of the Cycle Hubs scheme.

13. Bulky Waste Collection Service

The report for information was taken, with the following recommendations made.

Resolved:

1. That the Panel recommend the proposed changes for Bulk Waste Collection.
2. That the Panel recommend that online payment systems be available for the Bulk Waste Collection service.

14. Forward Work Programme

Resolved: That the following additions be made to the Forward Work Programme:

- 6th September 2018: Five Year Plan Outcome 4
- 1st November 2018: DISH
- 15th January 2019: Neighbourhood Performance
- 4th April 2019: Housing Performance

15. Date of Next Meeting - 6th September 2018

Chair

(Note: The Meeting opened at 6.37 pm and closed at 8.55 pm)

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NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL

16th January 2018

Minute:	Action:	For:	Report Back To: Date:
43	Resolved: <ol style="list-style-type: none"> 1. That the Panel receive an update on proposals to expand low and medium rise buildings once it was available. 	Housing	NCS Scrutiny Panel As appropriate

25th June 2018

Minute:	Action:	For:	Report Back To: Date:
7	Resolved: <ul style="list-style-type: none"> • That an agenda item on Market Lane be added to the work programme for 2018 – 19. 	Transport	NCS Scrutiny Panel As appropriate
10	Resolved: <ol style="list-style-type: none"> 1. That the RSM voids audit be shared with the Panel. 2. That ward-by-ward performance statistics be shared with the Panel. 	Neighbourhood Services	NCS Scrutiny Panel 6 th September 2018
12	Resolved: <ul style="list-style-type: none"> • That the Panel refer the matter to Cabinet to make a decision on the long term viability of the Cycle Hubs scheme. 	Cabinet	NCS Scrutiny Panel 16 th July 2018
13	Resolved: <ol style="list-style-type: none"> 1. That the Panel recommend the proposed changes for Bulk Waste Collection. 2. That the Panel recommend that online payment systems be available for the Bulk Waste Collection service. 	Environmental Services	NCS Scrutiny Panel 6 th September 2018

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 6th September 2018

CONTACT OFFICER: Colin Moone, Service Lead - Strategic Housing Services
(For all Enquiries) 01753 474057

WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

FIVE YEAR PLAN – OUTCOME 41. **Purpose of Report**

This report updates the Scrutiny Panel on progress of the Outcome 4 work stream of the Council's Five Year Plan.

2. **Recommendation(s)**

That the Panel considers and comments on the progress of the Outcome 4 Action Plan.

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 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 The group, meeting to discuss Outcome 4 are drawn from across the Council but feature staff from Strategic Housing, Neighbourhoods, Planning, Policy and Performance. The group devised an action plan to address the issues of Outcome 4 and the action plan can be found at Appendix 1 with an update on the actions.

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 given the rising numbers of homeless households residing in expensive temporary accommodation. A number of measures are being taken to address the situation and some of these will be highlighted in the body of the report.

(b) **Risk Management**

There are no direct risk management implications arising from this report, although the report addresses some compliance issues in the Council's managed housing stock.

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

There are no direct human rights implications arising from this report.

(d) **Equalities Impact Assessment**

An equality impact assessment is not necessary for the Outcome 4 Action Plan.

5. **Background Information**

5.1 The Outcome 4 Group interpreted the Five Year Plan 2017-2021, Outcome 4 "Our residents will have access to good quality Homes" into six actions: -

- 1) Increase the number of Accessible & Adaptable Dwellings being built and ensure existing stock is maintained and adapted where necessary;
- 2) Robust regulation of the private rented sector to ensure health and safety standards are met;
- 3) Make best use of existing public sector housing stock;
- 4) Use our enabling powers to influence development across all tenures and with a diverse range of partners for local people;
- 5) Prevent homelessness where possible through early intervention and using a range of housing options and
- 6) The Council will actively promote a new garden suburb in an area to the north of Slough.

5.2 The Action Plan at Appendix 1 shows a brief summary of the updated position of where officers are, in relation to progress. However, below is a more detailed summary of the position.

6 **Summary**

6.1 Increase the number of Accessible & Adaptable Dwellings being built and ensure existing stock is maintained and adapted where necessary

6.1.1 Full implementation depends on adoption of the new Local Plan. Partial implementation can progress sooner through adoption, by Planning Committee, of non statutory planning guidance on what is required from developers (as part of the Developers Guide). Both will require gathering of evidence of need.

Adoption of a new Local Plan will depend on the timescale for the Heathrow third runway decision on the forthcoming Development Consent Order. Final submission of the Order is due sometime in 2020.

6.1.2 Cabinet approved a housing revenue asset management strategy in April that delegated the neighbourhood service lead to implement. The strategy outlined the key priorities to not only ensure existing stock is maintained, a process to establish if properties or parts of an estate such as garage sites, the tower blocks meet the needs of the future. The outcome to date has established potential for 500 new homes, demolition of two tower blocks and feasibility for adapting 164 bedsit bungalows to increase their design to create up to date accommodation.

6.2 Robust regulation of the private rented sector to ensure health and safety standards are met

6.2.1 A report will be presented to Cabinet on 17th September 2018, which will recommend a licensing scheme; however, the details are still being finalised. The Cabinet report is to seek approval to carry out the required consultation. If Cabinet approve the recommendations, there will start a ninety day statutory consultation in October 2018, which will end in early January 2019. A final report, with the detail of the scheme will be presented to Cabinet, possibly in February 2019 with possible implementation of the scheme in April 2019.

6.2.2 A pilot Houses in Multiple Occupation (HMO) Licensing Scheme was introduced in Chalvey a few years ago, where approximately 43 Landlords registered. However, the scheme was not sustainable in the format it was developed in and therefore did not continue.

6.3 Make best use of existing public sector housing stock

6.3.1 The Option Appraisals work, looking across all of the Council owned housing stock, has offered a number of opportunities for potential development. Although this work is not complete, a number of opportunities are being explored to add extensions and loft conversions to properties where this is possible.

6.3.2 This has been added to the £14m of investment being spent on the Council's housing stock, which is under way, with the RMI Contractor, Osbornes. There is also a programme of compliance work taking place on the council's housing stock. This work is ongoing but to date work on policy, procedures and programmes including gas compliance checks have been completed. A gap analysis of data is currently being undertaken for Fire Risk Assessments, Asbestos, Legionella and electrical testing.

6.3.3 A number of garage sites are being considered for further phases of the small sites council homes programme as well as modular construction. Garrick House is also being considered for remodeling to provide additional extra care homes.

6.3.4 The Council recently reviewed and agreed a new incentives scheme for Council tenants trading down from 3 bedrooms to 1 bedroom, for example. There are currently 51 Council tenants and 9 Housing Association tenants registered for downsizing. Last year 24 households were housed through this route. Since April 2018, 6 Council tenants have downsized, releasing 17 'unoccupied' bedrooms.

6.3.5 Officers are looking at how to make the existing mutual exchange scheme more

effective as well as discussing the introduction of a Multiple Exchange Transfer Scheme, which will be considered for tenants who are subject to the bedroom tax.

6.4 Use our enabling powers to influence development across all tenures and with a diverse range of partners for local people

- 6.4.1 There are approximately 600 homes planned and under construction in private sector developments, to be delivered in 2018/19. A proportion of these will be affordable. There is also due to be 43 new build affordable housing completions this year.
- 6.4.2 The Council has identified approximately 500 housing units, on council owned land, that it is currently working up into a bid for resources to government, to build. These sites are a combination of garage and other sites. These proposals if accepted would see these homes developed over three years from 2019.
- 6.4.3 A number of meetings have taken place with Housing Associations to discuss with them their approach to development in the borough as this has been a valuable source of affordable housing in the past. Housing Associations generally feel that they are disenfranchised from developing in Slough. They feel that a number of developments are hand-picked for our main partners and that because the Council are building housing themselves, they feel that there are no potential opportunities to buy land at discounted rates or at all.
- 6.4.4 They also feel that the current grant rates are far from fair and does not take into account the rising prices in Slough and that essentially Slough display many of the London attributes and feel that grant rates haven't kept pace. The Council undertook to discuss the grant rate issues with Homes England to see if there is any flexibility in their approach.

6.5 Prevent homelessness where possible through early intervention and using a range of housing options

- 6.5.1 A draft of the emerging homelessness strategy is currently being consulted on with our partners, but the deadline for its completion has been revised due to a number of reasons: -
- 6.5.1.1 The homelessness situation in the borough has worsened since the last time this was discussed at this scrutiny meeting. The number of homeless households in all forms of temporary accommodation has increased to 470 as at the end of July 2018. The temporary accommodation budget is currently projected to be £2.1m overspent.
- 6.5.1.2 Campbell Tickell Consultancy have been commissioned to review the homelessness service, looking at the method of working and this work will bring learning from across the country so that we can adopt more effective working practices, if this is an issue. This will be a root and branch review as we need to ensure that we are not accepting homeless households who do not meet the necessary criteria. However, since the new Homeless Reduction Act was implemented on 3rd April 2018, homeless households approaching the Council has risen sharply. The review work will also inform the homelessness strategy of any approaches, which we need to adopt.

6.6 The Council will actively promote a new garden suburb in an area to the north of Slough

6.6.1 The Council considers that it cannot meet its housing need in full within the Borough boundary. It has put forward a proposal for some need to be met by a northern expansion of Slough substantially within South Bucks district. It is seeking the cooperation of South Bucks District Council to assist with meeting the towns needs and will make representations to the forthcoming South Bucks Local Plan Inquiry during 2019. The Council's current northern expansion scheme suggests between 5,000 and 10,000 homes.

7. Conclusion

7.1 The Outcome 4 Action Plan 2018/19 drew outstanding actions from the Housing Strategy. A new Housing Strategy needs to be commissioned at some point in the near future as it is likely that successful completion of the Outcome 4 actions will deliver the remaining actions from the Housing Strategy. The action plan covers a broad range of housing issues and will continue to be monitored until completion.

8. Appendices

'A' - Update on Progress

9. Background Papers

Minutes of Outcome 4 meetings.

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

Officer lead: Colin Moone

Update on Progress – August 2018

Key Action	Specific actions to deliver key action	Target/ Performance measure	Timescale	Progress
1. Increase the number of Accessible & Adaptable Dwellings being built and ensure existing stock is maintained and adapted where necessary. Page 17	<ul style="list-style-type: none"> Ensure all Developments maximise the number of Accessible & Adaptable Dwellings being built. 	5% of homes within all developments over 25 units built to Category 2 of Building Regulations (Accessible & Adaptable Dwellings).	March 2019 seek requirement. Definite requirement will be part of Local Plan Review timetable.	Being progressed through Local Plan Review
		5% of council affordable homes to be built to Category 3 of Building Regs (Wheelchair User Dwellings).	March 2019	Being requested on all developments
		Review of Local Plan to consider 5% of homes * within all developments over 200 units built to Category 3 of Building Regs (Wheelchair User Dwelling) instead of Cat 2 or mix. 100% budget spend Staff costs 100% capitalised	Local Plan Review timetable	Being progressed through Local Plan Review
	<ul style="list-style-type: none"> Increase budget available to the HIA and set up appropriate monitoring mechanisms to ensure effective delivery. 	100% budget spend	March 2019	Budget has remained the same and therefore staff costs can not be 100% capitalised Budget
		Staff costs 100% capitalised	March 2019	

	<ul style="list-style-type: none"> Review, develop and maintain register of adapted Council properties Ensure sufficient provision of older person accommodation 	<p>All adapted properties mapped</p> <p>Produce Older Person Housing Strategy</p>	<p>November 2018</p> <p>July 2018</p>	<p>is projected To be fully spent.</p> <p>This is on track</p> <p>This is being reviewed as there is a new Service Lead in Adult's Commissioning who is reviewing this area</p>
<p>2. Robust regulation of the private rented sector to ensure health and safety standards are met.</p>	<ul style="list-style-type: none"> Effective use of forthcoming legislation to tackle Rogue Landlords including 'Banning Orders' for persistent offenders and the Rogue Landlord Database, introduced by the Housing and Planning Act 2016.' Cabinet report to be submitted on 20th Nov '17 proposing a new civil penalties of up to £30,000 as an alternative to prosecution for certain offences under the Housing Act 2004. We will shortly begin a feasibility study of introducing a property / landlords Licensing Scheme. The initial evidence based report to Cabinet in January 2018 To formalise / develop a proactive risk based intervention rather than the current reactive approach. We intend to proactively identify and tackle rogue landlords who continuously break the law and exploit the most vulnerable. 	<p>Effective implementation once enactment date has been announced.</p> <p>Full implementation of new penalties and required policies & Procedures Published</p> <p>Feasibly, approval process and consultation completed</p> <p>Required policies & procedure consulted, agreed and published</p>	<p>March 2019</p> <p>April 2018</p> <p>October 2018</p> <p>March 2019</p>	<p>Report going to Cabinet on 17th September 2018</p> <p>As above</p> <p>As above</p> <p>As above</p>

	<ul style="list-style-type: none"> Carry out the feasibility of introducing a Landlords Accreditation Scheme to support good Landlords. 	Proposal developed, consulted and approval obtained	October 2018	As above
3. Make best use of existing public sector housing stock	<ul style="list-style-type: none"> Review voids process and consider introducing innovative approaches, to reducing void times Review Mutual Exchange Scheme to create more opportunities for tenants Consider other creative approaches to increase more lettings for council tenants Existing commercial partnerships with Osbornes & Savills to develop from the stock condition survey and conclude the Asset performance Evaluation & HRA Asset Management Strategy 	<p>Achieve best in class turnaround times</p> <p>Achieve at least 10 mutual exchanges</p> <p>Set up time-limited group to look at what other authorities are doing and bring back a discussion paper for consideration</p> <p>Look at requirements for extensions/loft conversions</p> <p>Options Appraisal Phase 2 recommendation to December Cabinet (2017) includes appraisal of rationalisation and alternative options for non effective HRA assets inc stock remodelling</p> <p>Programme of RMI targeted £100m investment; Years 1 – 7 and optional for years 8 to 10</p>	<p>August 2018</p> <p>March 2019</p> <p>June 2018</p> <p>April 2018</p> <p>June 2018</p> <p>April 2018 to 2027</p>	<p>Void process being reviewed with contractor</p> <p>Scheme is undergoing review and currently looking at what other authorities provide</p> <p>Looking at Multiple Exchange Transfer Scheme particularly for bedroom tax cases</p> <p>Currently reviewing a number of sites to check feasibility for extensions. This work is continuing</p> <p>This is continuing. A number of sites have been identified for modular construction</p> <p>Ongoing</p>
4 Use our enabling powers to influence development across all tenures and with a diverse range of partners for local people.	<ul style="list-style-type: none"> Deliver Action Plan for Theme 1 of the Housing Strategy. 	Formal annual monitoring of Action Plan on Theme 1	By March 2019	267 affordable housing starts are programmed this year but this is subject to delivery

	<ul style="list-style-type: none"> • Deliver Direct New Build programme of 190 homes. • Set up, develop and maintain Housing Association Liaison Group • Identify sites through the Options Appraisal for Council development or development by partners. 	<p>Number of new homes started each year</p> <p>Introduction of partnership meetings with Housing Associations.</p> <p>Select sites which are surplus to requirements</p>	<p>By March 2019</p> <p>By May 2018</p> <p>By June 2018</p>	<p>43 affordable housing units are due for completion this year. However, there is insufficient in the programme to meet the target</p> <p>The first meeting took place and this is to continue at least every quarter.</p> <p>Currently identify sites from the Options Appraisal work for further development phases. Also site assembly taking place of approx' 500 units for government bidding programme – deadline 7th Sept' 2018.</p>
5 Prevent homelessness where possible through early intervention and using a range of housing options	<ul style="list-style-type: none"> • Monitor the Homelessness Prevention Strategy to ensure prevention measures are being effective. • Review the Homelessness Forum to ensure the correct partners are around the table and are inputting positively to effective prevention measures. 	<p>Action Plan to be monitored at the Homeless Prevention Board</p> <p>Levels of homelessness acceptances.</p> <p>Compare use of forum with like authorities and review with existing members</p>	<p>By March 2019</p> <p>Every month</p> <p>June 2018</p>	<p>Homeless Strategy has been drafted but due to the unprecedented levels of homelessness there is a review being undertaken in the homelessness service and the draft Homelessness Strategy will be considered in the light of the review</p>

	<ul style="list-style-type: none"> With assistance of the Commissioning Team ensure that voluntary sector provision for single homeless groups is appropriate and effective. Ensure good practice by setting up and maintaining a family of authorities for benchmarking the service 	<p>Map existing provision and need and make suggestions for change in conjunction with the Homeless forum</p> <p>Set up benchmarking group</p>	<p>April 2018</p> <p>April 2018</p>	<p>This is to be reviewed. Single homeless supported provision is funded through Adults Commissioning and the new Service Lead is looking at this area</p> <p>This is up and functioning</p>
<p>6 The Council will actively promote a new garden suburb in an area to the north of Slough</p> <p>19/08/21</p>	<ul style="list-style-type: none"> Include Masterplan for expansion in Council's response to South Bucks Local Plan Make representations at South Bucks Local Plan Inquiry. Pursue Duty to Co-operate and joint growth study. 	<p>Make representations to South Bucks Local Plan submission stage</p> <p>Council appear at Inquiry</p>	<p>May 2019</p> <p>Late 2019</p> <p>On going (note: South Bucks have move targets)</p>	<p>There is ongoing work taking place in this area</p>

*This will be a requirement over the whole scheme and not just within the affordable housing mix

Last Updated: 19/08/18 CM

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Scrutiny Panel

DATE: 6th September 2018

CONTACT OFFICER: Kavita Dill – Project Manager (Quality Assurance)
(For all Enquiries) (01753) 474 043

WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

STRATEGIC HOUSING SERVICES – SCRUTINY OVERVIEW INDICATORS1. **Purpose of Report**

This report provides an update on the Strategic Housing Service's performance regarding the agreed indicators. This approach has been altered over the past year, with six monthly updates alternating between Strategic Housing and Neighbourhood Services to be presented to the Scrutiny Panel.

2. **Recommendations**

The Panel is requested to note the update and make any comments on the performance of the Strategic Housing Service.

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

The Housing Service has an indirect impact on all of the Strategy priorities, but is directly linked to the following ones:

- **Homelessness and Temporary Accommodation**
 - Ensuring that Homelessness is prevented and those in Temporary Accommodation are there for as short a time as possible
- **Development and Housing Supply**
 - To ensure there is a sufficient supply of affordable housing.
- **Fraud**
 - Detecting where housing is fraudulently obtained.

Strategic Housing Services Performance Indicators are in key areas of operation and therefore contribute towards the Slough Joint Wellbeing Strategy and the Council's Five Year Plan.

3b. **Five Year Plan Outcomes**

Strategic Housing Services also supports the following Five Year Plan outcome directly:

Outcome 4 - Our residents will have access to good quality homes.

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

Housing Demand - Homelessness:-

The Homeless Reduction Act came into force on 3rd April 2018 which dramatically changed the way the Team undertake their roles.

The Housing Demand Team must ensure that new legislation is enforced and preventative measures are adhered to with regards to the wellbeing of these individuals.

Temporary Accommodation:-

With increasing numbers of Homeless Households in the Borough, it is imperative that we are keeping households in TA for as short a time as possible meeting Strategic Well Being priorities.

Allocation of Voids

The team to provide nominations in a timely manner, to facilitate the efficient turn-around of void properties in meeting the demand for good quality Housing.

Development and Housing Supply:-

To ensure that there is sufficient Supply of Affordable housing to meet the demands of our community

Fraud

We are passing any suspicion of fraudulent activity to the relevant department.

4. **Other Implications**

a) **Financial**

There are no direct financial implications arising from this report although there are budget pressures as a result of the Temporary Accommodation position.

b) **Risk Management**

There are no current Risk Management Issues arising from this report.

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

There are no legal implications to the content of this report. Strategic Housing Service is fully compliant with all aspects of related legislation.

d) Equalities Impact Assessment

The creation of this report has not required an Equalities Impact Assessment.

5. **Supporting Information**

- 5.1 At the meeting on 4th April 2018, the Panel agreed that Neighbourhoods and Strategic Housing Services present their scrutiny overview indicators separately.

Furthermore, on 25th June 2018 the Panel agreed for each service to alternate in providing six monthly updates. This report is the first from Strategic Housing under this system; however, the indicators themselves have been discussed and selected by the Panel previously.

- 5.2 However, the Panel may wish to decide how these will be presented in the future (e.g. reporting by exception, covering only indicators causing concern). With this being the first such report, the whole suite of performance statistics can be found at Appendix 1.

Strategic Housing Scrutiny Indicators

The Key Performance figures are the agreed indicators which Scrutiny agreed previously. The Scrutiny Panel may wish to review these.

- 5.3 ***Temporary Accommodation (TA):-***

The number of households in TA at the end of the financial year (2017/18) is 404 and this has risen in Quarter 1 (2018/19) to 470.

Homelessness:-

The number of approaches from Homeless households was 506 at the end of the financial year (2017/18) and since the Homelessness Reduction Act has come into force on 3rd April, we have already received 521 approaches during Quarter 1 (April – July 2018).

	End of Financial Year 17/18	1 st Quarter – July 2018	Comments
Temporary Accommodation	404	470	Risen by 66 households in Quarter 1 (April – July 2018)
Homelessness - Approaches	506	521	Within 4 months there has been 521 approaches.
Preventions	86	20	

- 5.4 ***Total Net cost of all Temporary Accommodation in 2017/18***

The figure is £1,020,996 without staff costs or any other additional costs.

5.5 **% of debt that is former Tenant Arrears (end of June 2018)**

- £847,053.41 43% of the total Tenants Arrears
- £43,222.80 68% of the total Garage Arrears
- £302,931.47 64% of the Temporary Accommodation Arrears

5.6 **% of Former Tenant Arrears written off**

The total amount of write offs were in 3 lots during the year

June 2017	77 cases	£23,431.57
Sept 2017	82 cases	£39,713.46
Feb 2018	88 cases	£38,222.74

Total £101,367.77

5.7 **Percentage change in the number of homeless applications taken against previous year.**

Period	April 17 – August 17	April 18 – August 18
Cases	142	212

Total – 33% Change

5.8 **How many right-to-buys have been completed this year?**

Total 11 (7 Houses and 4 Flats)

5.9 **The number of council tenant households subject to the benefits Cap.**

Council Tenants subject to benefit cap are 72 (as at 30th June 2018)

6. **Comments of Other Committees**

This report has not been considered by any other Committees at Slough Borough Council.

7. **Conclusion**

The Panel is requested to consider the performance of the Strategic Housing Service and discuss its response and any recommendations it may wish to make on that basis.

8. **Appendices Attached**

- 'A' - Strategic Housing Monthly Performance Table
- 2017/2018
 - April - July 2018

9. **Background Papers**

Strategic Housing Performance Reports

APPENDIX A

- **Strategic Housing Monthly Performance Table**
 - **2017/2018**
 - **April 2018 – July 2018**

STRATEGIC HOUSING MONTHLY PERFORMANCE

TABLE - 2017/18

Month: March 2018

No	Key Performance Indicator	Year Target	Month Actual	Cumulative To Date	RAG Month	DoT	Comment
1	Homelessness						
1.1	Approaches	472	65	506	Amber	↓	69 HA cases opened in March
1.2	Nos Pending Decision	60		133	Red	↓	
1.4	% Acceptances	12.7% (60)	61% (20/33)	62% (303/488)	Red	↓	
1.5	% Decisions within 33 days	100%	52%	59%	Red	↑	
1.7	Preventions	103	0	86	Red	↓	
2	Temporary Accommodation						
2.1	Numbers in TA	258	+73 -40	404	Red	↓	Month: no. going in (+) & left (-) TA. YTD & RAG: no. in TA at month end.
2.1.1	1 Bed & Breakfast	0	+9 -3	15	Red	↓	
2.1.2	2A Other Nightly Paid Shared	34	+29 -17	68	Red	↓	
2.1.3	Nightly Paid Shared Acc'(over 6 weeks)	0%	57%	57%	Red	↑	
2.1.4	2B Other Nightly Paid Self Contained	0	+12 -4	72	Red	↓	
2.1.5	3A Hostel	0	-	0	Green	← →	
2.1.6	3B Refuge	0	-	0	Green	← →	
2.1.7	4 Private Sector Leased	120	+17 -11	165	Red	↓	
2.1.8	5 Direct with PSL	0	-	1	Amber	← →	
2.1.9	6 Own Stock	50	-	22	Green	← →	
2.1.1 0	7 RSL stock	14	+1 -2	13	Green	↑	
2.1.1 1	8 Other	40	+5 -3	48	Red	↓	

2.2	Arrears (current)	£85,981		£120,629	Red	↓	
2.3	Arrears (former)	£352,559		£288,036	Green	↑	
No	Key Performance Indicator	Year Target	Month Actual	Cumulative To Date	RAG Month	DoT	Comment
3	Housing Applications						
3.1	Number on Waiting List (HR)	2579		2546	Green	↑	
3.2	Applications accepted	816	38	602	Green	↑	
3.3	Applications rejected	512	67	497	Amber	↑	
4	Supply						
4.1	Number of Completed units	927		850 est.	Amber		Figures to be finalised at end of April.
4.1.1	Affordable RSL and section 106 completed units	n/a	0	41 RSL		↔	
4.1.2	Number of James Elliman homes completed	20	4	22	Green	↑	
4.1.3	Number of affordable SBC units (affordable/Slough living rent/Slough target rent)	38	16	73	Green	↑	
4.1.4	Number of private units completed	n/a		740 est.			
4.2	Planning Permissions not Started	n/a		850 est.			
4.2.1	Number of units granted planning permission	n/a		1650 est.			
4.2.2	Number of units started on site	n/a		800 est.			
5	Lettings						
5.1	Homeless	116	7	127	Green	↓	
5.2	Housing Register	267	14	241	Green	↓	
5.3	Transfers	94	3	64	Green	↑	
5.4	Private	30	3	43	Green	↓	
6	Rent and arrears						
6.1	Amount of current tenant arrears	£1m		£1,181,619	Red	↓	
6.2	Percentage in arrears over £120	25%		26%	Amber	↓	
6.3	Current arrears rate	2.75%		3.29%	Red	↓	Week 52 was not a debit week
7	Complaints Responses On Time						
7.1	Customer Complaints	100%	50%	82%	Red	↓	Mar: 1/2
7.2	Enquiries	100%	86%	88%	Red	↑	Mar: 6/7

7.3	Councillor casework	100%	100%	95%	Amber	← →	Mar: 7/7
7.4	Freedom of Information	100%	100%	68%	Red	↑	
8	Leasehold Management						
8.1	RTB Applications Received	144	8	110	Green	← →	
No	Key Performance Indicator	Year Target	Month Actual	Cumulative To Date	RAG Month	DoT	Comment
8.2	Number of RTB Sales	60	7	37	Green	↓	
8.3	Decisions Required Outside of Deadline	5	3	3	Green	↓	
8.4	Amount of Income Generated Through Other Income Streams	£9000	£720	£9,665	Green	↑	
8.5	Amount of Income Generated Through Arranging Lease Extensions	£500k	0	£272,860	Red	↓	
8.6	Buybacks Applications Received	12	4	12	Green	↑	
8.7	Buybacks Completed	12	0	8	Red	↓	
9	Reviews						
9.1	Part 7 Reviews Received?	24	3	48	Red	← →	5 households in TA under review
9.2	% Part 7 Reviews Completed on Time	100%	0%	47%	Red	↓	0/2. 10 open. Ave. 65 days YTD
9.3	Part 6 Reviews Received?	153	11	123	Green	↓	
9.4	% Part 6 Reviews Completed on Time	100%	77%	42%	Red	↑	10/13. 31 open. Ave. 108 days YTD
10	Home Improvement Agency						
10.1	Cases Received	70	19	154	Green	↑	
10.2	Cases Completed	70	5	82	Green	↓	
10.3	Cases Outstanding	20		83	Red	↓	
10.4	Capital Spend	£750,000	£91,068	£608,068	Red	↑	
10.5	Income Received	£112,500	£9,885	£87,885	Red	↑	
11	Finance						
11.1	GF Budget – organisation total			£1,924,000 of £741,000	Red		

STRATEGIC HOUSING MONTHLY PERFORMANCE
TABLE - 2018/19
Month: July 2018

No	Key Performance Indicator	Year Target	Month Actual	Cumulative To Date	RAG Month	Do T	Comment
1	Homelessness						
1.1	HRA approaches	1500	126	521	Amber	↑	420 open cases on Jigsaw
1.2	Homeless cases	481	C: 41	C: 191	Red	↕	
1.7	Preventions	150	C: 3	C: 20	Red	↓	
1.4	% Agreed	40%	C: 65%	C: 58%	Red	↓	
2	Temporary Accommodation						
2.1	Numbers in TA	396	+ 53 -47	470	Red	↓	Month: no. going in (+) & left (-) TA. YTD & RAG: no. in TA at month end.
2.1.1	1 Bed & Breakfast	14	+ 3 - 6	19	Red	↑	
2.1.2	2A Other Nightly Paid Shared	66	+ 19 - 22	91	Red	↑	
2.1.3	Nightly Paid Shared Acc'(over 6 weeks)	0%	+ 8%	69%	Red	↓	
2.1.4	2B Other Nightly Paid Self Contained	70	+ 3 - 4	92	Red	↑	
2.1.5	3A Hostel	0	0	0	Green	↔	
2.1.6	3B Refuge	0	0	0	Green	↔	
2.1.7	4 Private Sector Leased	162	+ 24 - 8	183	Red	↓	
2.1.8	5 Direct with PSL	1	0	1	Green	↔	
2.1.9	6 Own Stock	22	+ 0 - 1	21	Green	↑	
2.1.10	7 RSL stock	13	+ 1 - 2	13	Green	↑	
2.1.11	8 Other	48	+ 3 - 4	50	Amber	↑	

2.2	Arrears (current)	£100,000	+ £3,486	£167,322	Red	↓	
No	Key Performance Indicator	Year Target	Month Actual	Cumulative To Date	RAG Month	Do T	Comment
2.3	Arrears (former)	£255,000	- £4,259	£302,346	Red	↑	
3	Housing Applications						
3.1	Number on Waiting List (HR)	2575	+ 16	2654	Amber	↓	
3.2	Applications accepted	612	25	92	Green	↑	
3.3	Applications rejected	468	20	77	Red	↓	
4	Supply						
4.1	Number of Completed units	927					Annual
4.1.1	Affordable RSL and section 106 completed units	100	0	0	Red	↔	
4.1.2	Number of James Elliman homes completed	50	12	16	Green	↑	
4.1.3	Number of affordable SBC units (affordable/Slough living rent/Slough target rent)	38	0	0	Red	↔	14 expected in Aug
4.1.4	Number of private units completed	827					Annual
5	Lettings						
5.1	Homeless	152	10	33	Red	↑	
5.2	Housing Register	264	16	63	Green	↑	
5.3	Transfers	60	14	28	Red	↓	
5.4	Private	57	7	21	Green	↑	
6	Rent and arrears						
6.1	Amount of current tenant arrears	£1,025,000	- £22,185	£1,045,282	Amber	↑	
6.2	Percentage in arrears over £120	24%	-	26%	Amber	↔	
6.3	Current arrears rate	2.75%	- 0.2%	2.76%	Amber	↑	
7	Complaints Responses On Time						
7.1	Customer Complaints	100%	88%	70%	Red	↑	7/8 Jul
7.2	Enquiries	100%	82%	85%	Red	↓	14/17 Jul
7.3	Councillor casework	100%	100%	96%	Amber	↔	17/17 Jul
7.4	Freedom of Information	100%	100%	100%	Green	↔	2/2 Jul
8	Leasehold Management						
8.1	RTB Applications Received	120	10	32	Green	↓	Lower than target
8.2	Number of RTB Sales	36	2	11	Green	←	

						→	
8.3	Denials/Withdrawals due to anomalies on the RTB Application	15	6	16	Green	↑	
8.4	Amount of Income Generated Through Other Income Streams	£9000	£1,320	£3,700	Green	↑	
8.5	Amount of Income Generated Through Arranging Lease Extensions	£350k	£0	£78,100	Red	↓	
8.6	Buybacks Applications Received	12	1	6	Green	↓	
8.7	Buybacks Completed	12	1	1	Red	↑	
No	Key Performance Indicator	Year Target	Month Actual	Cumulative To Date	RAG Month	Do T	Comment
9	Reviews						
9.1	Part 7 Reviews Received?	50	4	7	Green	↓	
9.2	% Part 7 Reviews Completed on Time	100%	25%	43%	Red	↑	1/4 Jul. Ave. 70 days YTD
9.3	Part 6 Reviews Received?	120	0	32	Green	↑	
9.4	% Part 6 Reviews Completed on Time	100%	60%	90%	Amber	↓	3/5 Jul. Ave. 67 days YTD
10	Home Improvement Agency						
10.1	Cases Received	155	29	85	Green	↑	
10.2	Cases Completed	86	6	15	Red	↑	
10.3	Cases Outstanding	50	186	186	Red	↓	
10.4	Capital Spend	Budget: £564K	+ £70k	£184k	Amber	↑	
10.5	Income Received	£84K	+ £11k	£28k	Amber	↑	
11	Finance						
11.1	GF Budget – organisation total	£1,200,480	+ £699k	£947k	Red	↓	

Key:

Red	Year to date figure is outside 10% of target.
Amber	Year to date figure is within 10% of target.
Green	Year to date figure is meeting target.
↑	Month figure has a higher performance than the previous month.
↓	Month figure has a lower performance than the previous month.
↔	No change in monthly performance.
-	No change month on month.
N/A	Data not available.

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 6th September 2018

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

WARDS: All

PART I
FOR COMMENT AND CONSIDERATION

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2018/19 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 2018/19 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 2018/19 Municipal Year

7. **Background Papers**

None.

NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL
WORK PROGRAMME 2018/19

Meeting Date
1 November 2018
<ul style="list-style-type: none"> • Local Plan • Residents' experiences • Development Initiative Slough Housing • Licensing of housing in multiple occupancy
15 January 2019
<ul style="list-style-type: none"> • Review of first year of Repairs, Maintenance and Improvements contract • Review of first year of Housing Allocations Strategy • Neighbourhoods – performance statistics • Market Lane – Network Rail
28 February 2019
Proposed date - Crime and Disorder Reduction Panel
3 April 2019
<ul style="list-style-type: none"> • Housing – performance statistics

To be programmed:

- Review of plans to expand low and medium rise housing

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MEMBERS' ATTENDANCE RECORD

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2018 – 19

COUNCILLOR	MEETING DATES					
	25/06/2018	06/09/2018	01/11/2018	15/01/2019	28/02/2019	03/04/2019
N. Holledge	P					
Kelly	Ap					
S Parmar	P					
Plenty	P					
Rasib	P					
Sabah	P					
A Sandhu	P					
Shah	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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