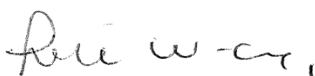


Date of issue: Wednesday, 23 January 2019

<b>MEETING:</b>	<b>OVERVIEW &amp; SCRUTINY COMMITTEE</b> (Councillors Arvind Dhaliwal (Chair), R Sandhu (Vice Chair), R Bains, Minhas, D Parmar, S Parmar, Rana, Sarfraz and Sharif)
<b>DATE AND TIME:</b>	THURSDAY, 31ST JANUARY, 2019 AT 6.30 PM
<b>VENUE:</b>	MEETING ROOM 3 - CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY, SL1 2SP
<b>DEMOCRATIC SERVICES OFFICER: (for all enquiries)</b>	SHABANA KAUSER 01753 787503

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.



**JOSIE WRAGG**  
Chief Executive

AGENDA

PART I

<u>AGENDA</u> <u>ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
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Apologies for Absence.

**CONSTITUTIONAL MATTERS**

- |    |                          |   |   |
|----|--------------------------|---|---|
| 1. | Declarations of Interest | - | - |
|----|--------------------------|---|---|

*All Members who believe they have a Disclosable Pecuniary or other 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.*



<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
2.	Minutes of the Last Meeting held on 10th January 2019	1 - 8	-
3.	Action Progress Report	9 - 10	All

### SCRUTINY ISSUES

4.	Member Questions  <i>(An opportunity for Committee Members to ask questions of the relevant Director/ Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated).</i>	-	-
5.	Revenue Budget 2019/20	To Follow	All
6.	Treasury Management Strategy 2019/20	To Follow	All
7.	Capital Strategy 2019/24	To Follow	All

### MATTERS FOR INFORMATION

8.	Forward Work Programme	11 - 16	All
9.	Members Attendance Record 2018/19	17 - 18	-
10.	Date of Next Meeting - 14th March 2019		

#### 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. By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings. 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.

**Overview & Scrutiny Committee – Meeting held on Thursday, 10th January, 2019.**

**Present:-** Councillors Arvind Dhaliwal (Chair), R Sandhu (Vice-Chair, from 6.34pm), R Bains, Minhas, D Parmar, S Parmar, Rana, Sarfraz (until 9.10pm) and Sharif

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

**PART I**

**44. Declarations of Interest**

Agenda Item 7: Contract Management, Overall Policy and Repairs, Maintenance and Investment Contract – Councillor Bains declared that a family member was employed by Osborne Property Services Ltd.

Agenda Item 9: Member Call In Chalvey Regeneration Strategy – Councillor Sharif declared that he was a signatory to the Member Call In and would participate in the discussion of the item but not vote on the matter.

**45. Minutes of the Last Meeting held on 15th November 2018**

**Resolved** – That the minutes of the meeting held on 15<sup>th</sup> November 2018 be approved as a correct record.

*(Councillor Sandhu joined the meeting)*

**46. Action Progress Report**

**Resolved** – That details of the Action Progress Report be noted.

**47. Member Questions**

None were received.

**48. Thames Valley Transactional Services Centre- Contract Year 7 Half Year Report April 2018 - September 2018**

The Committee received a presentation from the Council's Service Lead for Customer and Communications, Vijay McGuire, and Arvato's Key Account & Delivery Director, Kurt Goldman, that provided a strategic overview of the contractual performance of the Thames Valley Transactional Services Public Private Sector Partnership for the period between April to September 2018.

In line with previous requests from the Committee, the information provided a high level overview of performance and current issues which is summarised as follows:

## Overview & Scrutiny Committee - 10.01.19

- Collection rates for Council Tax and Business Rates continued to be closely monitored and whilst they were slightly behind the in year targets, Arvato had brought in additional resources to support the successful delivery of the targets by year end.
- There were pressures to meet the 20 day target for the average time to process benefits claims, but the figure was improving. The impact of Universal Credit roll out in Slough since April was noted.
- All transactional finance and 99.8% of transactional HR KPIs had been achieved during the period.
- KPI reporting for IT remained challenging due to system functionality but it was anticipated that a new IT service management tool would address this for future reporting.
- The commitment to deliver 117 apprenticeship opportunities over the contract period was on track with 67 young people benefitting to date.
- The contractual requirement to re-locate the head office to Slough had brought new business to Slough including 300 staff for BMW and 170 for Zara.

The Committee discussed the progress being made to encourage more use of online tools to handle customer enquiries rather than rely face-to-face or telephone contact. It was responded that the number of calls and face to face enquiries was going up and any shift to online would require investment in new technology. The Council was developing a new customer experience strategy and Arvato were engaged in the process and would be important in the delivery of any new approach.

A wide range of other issues were discussed including the delivery of KPIs relating to the number of complaints upheld and the timeliness of issuing Blue Badges. It was agreed that a breakdown of data relating to the KPI on the percent of complaints upheld or partially upheld to be available for Committee Members at a future meeting. Speaking under Rule 30, Councillor Strutton asked about the impact of a new ITIL Certified Service Desk Manager. It was responded that the appointment had only recently been made and the Committee would be provided with further information in the next report.

At the conclusion of the discussion, the report was noted.

**Resolved –** That details of the presentation be noted.

### 49. **Contract Management - Overall Policy and Repairs, Maintenance and Investment Contract**

The Committee considered a report that updated on the Council's contract management procedures and the progress made by the new Repairs, Maintenance and Investment (RMI) service partner, Osborne Property Services Ltd, in the first year.

Members were informed that a significant amount of work had been done to develop and improve the Council's approach to contract management in response to internal audit recommendations. A new corporate commercial

## Overview & Scrutiny Committee - 10.01.19

function had been established along with a new Commercial Strategy which was set out in Appendix A to the report. The Council had considered the options about how best to manage contracts in the future, either through a centralised or decentralised system, and had decided to pursue a hybrid model.

Detailed consideration was given to scrutinising the first year of the new RMI contract. The previous contract with Interserve was not considered fit for purpose and the new contract had been developed following extensive engagement with councillors, staff, tenants and leaseholders to address some of the historic issues that had emerged. Members were updated on the key features of the new contract that had supported improvements including the co-location of the SBC client team with Osbornes at Hawker House; a new payment mechanism; fully functional new IT interface; and strengthened governance arrangements. The progress in achieving key performance indicators was set out and it was noted that resident satisfaction levels, the number of calls to the contact centre lost and the average call waiting time had all improved through the first year. Representatives from Osbornes highlighted that the first year of the contract had focused on operational delivery and as good progress had been made the next year would also focus on the social return on investment.

The Committee discussed the accessibility of the services to elderly and vulnerable residents and it was responded that in addition to the enhanced access through the new app, more traditional methods such as the call centre were still available. A Member highlighted concerns about the data that had been available under the previous contractor and asked whether any further action had been taken to investigate any issues. The previous contractor had had exclusive ownership of the data and as it had not been inherited the priority had been to improve the future position. Huge changes had been made and, for example, residents could now track repairs online and check costs for the first time. An end of contract audit had taken place but this was separate from working with the new contractor to deliver improvements. Other issues discussed included the staffing position of the 108 people who transferred to the new contractor under TUPE.

Speaking under Rule 30, Councillor Strutton welcomed the improved governance and early indications of performance improvements. He highlighted the importance of ensuring suitably qualified staff were sent to make repairs and the process for training and upskilling the workforce was explained.

At the conclusion of the presentation, the Chair thanked the SBC team and representatives of Osbornes for the comprehensive report. It was agreed that the Committee receive six monthly updates on contractual performance in the future.

## Overview & Scrutiny Committee - 10.01.19

### Resolved –

- (a) That details of the report be noted.
- (b) The Committee note that the RMI report was an indicative report to be reviewed by the RMI Strategic Management Board at its meeting on 24th January.
- (c) That the Committee receive twice yearly strategic overview of contractual performance of the RMI partnership, from April – March to fit with budget monitoring and financial reporting for both partners. A summary report to be provided in May 2019 for 2018/19.

### 50. Childhood Obesity Update

The Public Health Programme Officer provided the Committee with an update on work being undertaken by the Council to reduce levels of childhood obesity.

Childhood obesity remained a local priority for a number of years and was an integral part of the Five Year Plan. Current data indicated that 20% of children in reception year were overweight or obese and this rose to 40% by year 6. It was recognised that childhood obesity was a complex issue and that changing the behaviours of children and families required a long term approach. The Council was seeking to address the problems by providing services in 20 primary schools and children's centre and with a range of programmes to promote activity and encourage healthier food choices.

The Committee discussed the Active Movement behaviour change programme which was originally piloted in two children's centres, five primary and two secondary schools in late 2017. Members commented that the programme was excellent and the Committee supported the roll out and expansion across Slough. Concern was raised about the unhealthy food choices often provided by parents in school lunchboxes and asked what action the Council was taking to address the problem. A healthy lunchbox scheme was adopted by a number of schools and recruitment was underway for two new posts to support schools and address gaps in provision.

The issues of takeaways near to schools and low levels of physical activity were raised and a Member suggested making swimming free at Council leisure centres. It was responded that there were free facilities such as green gyms and multi use games areas in neighbourhoods to promote activity and that behaviour change was the key to improving performance. It was recognised that parents had the most important role to play in this and should therefore be part of programmes to address the problem.

At the conclusion of the discussion the report was noted.

## Overview & Scrutiny Committee - 10.01.19

**Resolved** – That the expansion of the holistic ‘Active Movement’ programme to all early years settings and across all Secondary Schools to ensure that Slough children are provided with the best start in life to be active and look after their weight be supported by the Committee and thus ensure a continuous pathway of behaviour change to reduce sedentary behaviour and inactivity from early years through to primary and secondary schools and on into adulthood.

### 51. Performance and Projects Report: Quarter 2 2018/19

The Performance & Information Manager gave a presentation on the latest performance information for the second quarter of 2018/19; updated on the progress of key projects; and delivery against manifesto commitments.

It was noted that 9 of the 17 high level performance targets in the Corporate Balanced Scorecard were rated ‘green’, with a further 6 ‘amber’ and 1 ‘red’. One of the measures did not have a target assigned. There had been a deterioration in performance of four indicators since the previous quarter relating to child protection plans, uptake of health checks, crime rates and proportion of residents claiming certain benefits. However, there had been an improvement in several indicators including the number of 16 to 17 year olds not in education, employment or training which was 3.2% in Slough compared to 6% nationally.

The one ‘red’ rated indicator related to the number of homeless households in temporary accommodation which had risen significantly in recent years. The Council had taken action to address the problem including investment in James Elliman Homes and this had contributed to the first decline in the number for two years.

An overview of progress of the Council’s 25 key projects was provided and it was noted that they were largely on track. Members were updated on the latest position on the ‘red’ rated projects including some schools projects such as the Grove Academy. The delivery of manifesto commitments was also detailed in the report and of 57 pledges it was reported that 47 were rated ‘green’. At the conclusion of the discussion the report was noted.

**Resolved** – That the Council’s current performance as measured by the performance indicators within the balanced scorecard, the progress status of the gold projects and the manifesto commitments be noted.

*(Councillor Sarfaz left the meeting)*

### 52. Member Call-in: Chalvey Regeneration Strategy

The Committee considered a Member Call-in of the Chalvey Regeneration Strategy considered by the Cabinet on 19<sup>th</sup> November 2018.

## **Overview & Scrutiny Committee - 10.01.19**

Councillor Sharif, a ward member for Chalvey, explained the reasons for the Call-in which included the traffic, parking and pollution issues caused by planned major developments in Phase 3 of the strategy including significant new housing at the St Martin's Place and Montem sites, the redevelopment of Tower & Ashbourne Houses and the Grove Academy new through school. The major developments needed to include a corresponding improvement in supporting local infrastructure in Chalvey to avoid adverse impacts on existing residents.

The Director of Regeneration informed the Committee that there was a separate piece of work taking place on traffic and transport infrastructure, including for Chalvey, that would seek to address the pressures caused by regeneration. Councillor Sharif expressed the view that residents had not been fully consulted on the plans and that more engagement should have taken place.

Members agreed that it was important to ensure that the pressures arising from new development were properly addressed in an holistic way and that local residents were consulted. The Committee was concerned that the plans to increase the number of properties in the Tower & Ashbourne House scheme was overdevelopment and agreed to refer this view to the Cabinet. It was also agreed that the Committee state that the redevelopment on the Montem Leisure Centre site should include the provision of appropriate open space.

### **Recommended to Cabinet –**

That Cabinet give consideration to the following comments regarding Phase Three of the Chalvey Regeneration Strategy:

- (a) Redevelopment of Tower and Ashbourne – Subject to planning, this Council led project will see the demolition of the existing tower blocks, to provide circa 195 flats and houses – a net increase of 80-90 units. The Committee considered the proposals as over development of the site and that any final plans to include a children's play area.
- (b) Redevelopment of Montem Leisure Centre. The Committee sought assurance that there would be provision for appropriate green open space within the development.

### **53. Forward Work Programme**

Details of the Work Programme as detailed in the report were considered and noted.

**Resolved** - That details of the Forward Work Programme be noted.

### **54. Members' Attendance Record 2018/19**

**Resolved** – That details of the Members Attendance record be noted.



## **Overview & Scrutiny Committee - 10.01.19**

### **55. Date of Next Meeting - 31st January 2019**

The date of the next meeting was confirmed as 31<sup>st</sup> January 2019.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 9.37 pm)

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## Overview and Scrutiny Committee – Actions Arising from Meetings

10<sup>th</sup> January 2019

Minute:	Action:	For:	Report Back To: Date:
48	<p>Breakdown of data relating to KPI PI (% of complaints upheld or partially upheld) to be available for Committee Members at a future meeting.</p> <p>Information regarding the impact that the recruitment of an ITIL Certified Service Desk Manager had had on the service area to be included in the next report.</p>	Vijay McGuire	OSC July 2019
52	<p>Member Call In – Chalvey Regeneration</p> <p>Reference Report to be submitted to 21 January 2019 Cabinet meeting</p>	Shabana Kauser	Cabinet 21 January 2019

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Overview and Scrutiny Committee

**DATE:** 31<sup>st</sup> January 2019

**CONTACT OFFICER:** Shabana Kauser – Senior Democratic Services Officer  
(For all Enquiries) (01753) 787503

**WARDS:** All

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

**OVERVIEW AND SCRUTINY COMMITTEE – 2018/19 WORK PROGRAMME**1. **Purpose of Report**

For the Overview and Scrutiny Committee (OSC) to identify priorities and topics for its Work Programme for the 2018/19 municipal year.

2. **Recommendations/Proposed Action**

## 2.1 That the OSC:

- 1) identify the major issues it would like to cover in the 2018/19 municipal year;
- 2) agree, where possible, timing for specific agenda items during the 2018/19 municipal year; and
- 3) consider whether there are any items which it would like to request one of the Scrutiny Panels add to their Work Programmes for the 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 OSC, alongside the 3 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 scrutiny also reflects the priorities of the Five Year Plan, as follows:

- Slough children will grow up to be happy, healthy and successful
- Our people will be healthier and manage their own care needs
- Slough will be an attractive place where people choose to live, work and stay
- Our residents will live in good quality homes
- Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

3.3 Overview and Scrutiny is a process by which decision-makers are accountable to local people, via their elected representatives for improving outcomes relating to all priorities for the Borough and its residents. Scrutiny seeks to influence those who make decisions by considering the major issues affecting the Borough and making recommendations about how services can be improved.

#### 4. **Supporting Information**

4.1 The purpose of Overview and Scrutiny is to hold those that make decisions to account and help Slough's residents by suggesting improvements that the Council or its partners could make.

4.2 Prioritising issues is difficult. The Scrutiny function has limited support resources, and therefore it is important that the work scrutiny chooses to do adds value.

4.3 There are three key elements that make up the responsibilities of the Overview and Scrutiny Committee:

- provide transparency and public accountability for key documents relating to the financial management and performance of the Council;
- scrutinise significant proposals which are scheduled for, or have been taken as, a Cabinet/Officer delegated decision; and
- strategic shaping of service improvements relating to the Cabinet Portfolios of Finance & Strategy and Performance & Accountability

4.4 In considering what the OSC should look at under points two and three above, Members are invited to consider the following questions:

- *To what extent does this issue impact on the lives of Slough's residents?*
- *Is this issue strategic and pertinent across the Borough?*
- *What difference will it make if O&S looks at this issue?*

#### 5. **Suggested Topics**

5.1 It is generally recommended that a Scrutiny Committee should aim to look at no more than 3 or 4 items in any one meeting. This limited number can prove challenging, but does allow the Committee to delve down into specific subject areas and fully scrutinise the work that is being undertaken.

5.2 This will be a continuous process, and flexibility and responsiveness vital to success. It is important not to over-pack the Committee's agenda at the start of the year, which will not allow the flexibility for the Committee to adapt to take into consideration issues that have arisen during the year.

#### 6. **Resource Implications**

6.1 Overview and Scrutiny is supported by 1 FTE member of staff. Therefore, this is a finite resource and consideration must be given, in conjunction with the work programmes for the three Scrutiny Panels, as to how the resource is used during the year.

7. **Conclusion**

7.1 The Overview and Scrutiny Committee plays a key role in ensuring the transparency and accountability of the Council's financial and performance management, and strategic direction. The proposals contained within this report highlight some of the key elements which the Committee must or may wish to scrutinise over the coming municipal year.

7.2 This report is intended to provide the Committee with information and guidance on how best to organise its work programme for the 2018/19 municipal year. As previously stated, this is an ongoing process and there will be flexibility to amend the programme as the year progresses, however, it is important that the Committee organises its priorities at the start of the year.

8. **Appendices Attached**

A - Draft Work Programme for 2018/19 Municipal Year

9. **Background Papers**

None.

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**OVERVIEW AND SCRUTINY COMMITTEE**  
**WORK PROGRAMME 2018/2019**

Meeting Date
<b>14 March 2019</b>
<ul style="list-style-type: none"> <li>• Five Year Plan – Outcome 5 (Slough will attract, retain and grow businesses and investment to provide opportunities for our residents)</li> <li>• Heathrow – skills and investment</li> <li>• Performance and Projects</li> <li>• Voting Task &amp; Finish Group – final report and recommendations</li> </ul>
<b>11 April 2019</b>
<ul style="list-style-type: none"> <li>• Buses – fares and access for residents</li> <li>• Adult Social Care Transformation Programme</li> <li>• Scrutiny – Annual Report</li> <li>• Petitions – Annual Summary</li> </ul>

**To be programmed:**

- Arbour Park Stadium – update from call-in (July 2019)
- Obesity Task & Finish Group – progress on recommendations (Autumn 2019)
- Modern Slavery – Once a Year Review (as commissioned by Council on 27<sup>th</sup> November 2018)
- Contract Management RMI Contract – July 2019

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**MEMBERS' ATTENDANCE RECORD 2018/19**  
**OVERVIEW AND SCRUTINY COMMITTEE**

<b>COUNCILLOR</b>	<b>14/06/18</b>	<b>12/07/18</b>	<b>13/09/18</b>	<b>15/11/18</b>	<b>10/01/19</b>	<b>31/01/19</b>	<b>14/03/19</b>	<b>11/04/19</b>
R. Bains	P	Ap	P	P	P			
Arvind Dhaliwal	P	P	P	P	P			
Minhas	P	P	Ap	P	P			
D. Parmar	P	P	P	P	P			
S. Parmar	P	P	P	P	P			
Rana	P	P	P	P*	P			
R. Sandhu	P	P	P	P	P* (from 6.33pm)			
Sarfraz	Ab	Ap	P	Ap	P* (until 9.10pm)			
Sharif	P	P	Ab	P	P			

P = Present for whole meeting  
 Ap = Apologies given

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

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