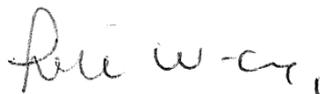


Date of issue: Wednesday, 3 April 2019

| | |
|--|---|
| MEETING: | OVERVIEW & SCRUTINY COMMITTEE (Councillors Arvind Dhaliwal (Chair), R Sandhu (Vice Chair), R Bains, Minhas, D Parmar, S Parmar, Rana, Sarfraz and Sharif) |
| DATE AND TIME: | THURSDAY, 11TH APRIL, 2019 AT 6.30 PM |
| VENUE: | VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF |
| DEMOCRATIC SERVICES OFFICER: (for all enquiries) | NICHOLAS PONTONE 01753 875120 |

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

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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



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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.

- | | | | |
|----|---|-------|-----|
| 2. | Minutes of the Last Meeting held on 14th March 2019 | 1 - 4 | All |
| 3. | Action Progress Report | 5 - 6 | 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. | Buses - Fares and Access for Residents | 7 - 10 | All |
| 6. | Adult Social Care Transformation Programme | 11 - 18 | All |
| 7. | Performance and Projects Report - Quarter 3 2018/19 | 19 - 70 | All |
| 8. | Annual Scrutiny Report 2018/19 | 71 - 98 | All |
| 9. | Annual Petitions Report 2018/19 | 99 - 116 | All |

MATTERS FOR INFORMATION

- | | | | |
|-----|----------------------------|-----------|-----|
| 10. | Members' Attendance Record | 117 - 118 | All |
| 11. | Date of Next Meeting | - | - |

13th June, 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, 14th March, 2019.

Present:- Councillors Arvind Dhaliwal (Chair), R Sandhu (Vice-Chair), R Bains, Minhas, D Parmar, S Parmar, Rana, Sarfraz and Sharif (from 6.41pm)

Apologies for Absence:- None.

PART I

66. Declarations of Interest

None were received.

67. Minutes of the Last Meeting held on 31 January 2019

Resolved – That the minutes of the meeting held on 31st January 2019 be approved as a correct record.

68. Action Progress Report

The Committee was provided with an update on actions arising from previous meetings.

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

69. Member Questions

None were received.

70. Community Engagement and Consultation - A One Council Approach

A presentation was made on the One Council approach the authority was seeking to take to strengthen community engagement and consultation.

The Service Lead Communities & Leisure informed the Committee that the Council had recognised the need for greater coordination and consistency in the way in which it engaged with communities. The One Council approach had been developed by a cross council project group established in 2017, with the intention of reducing duplication and to prevent ‘consultation fatigue.’ In addition, improvements had been made to the manner in which subsequent feedback to communities and residents were made following the outcome of a consultation. A tool kit had been developed to support staff to engage effectively and ensure good practice across the Council. The work that had been undertaken in Manor Park to promote community organising and social action was explained. It was considered to have been effective in improving engagement and empowerment and that more successful outcomes had been achieved by working with local people. The key lessons included understanding what communities wanted; providing clear and timely feedback

Overview & Scrutiny Committee - 14.03.19

on the actions taken; and working with communities to manage expectations. The next step was the roll out of the Council's health and attractive neighbourhoods initiative in Langley Kedermister, Foxborough and Chalvey.

(Councillor Sharif joined the meeting)

The Committee welcome the principles of the approach outlined and had a wide ranging discussion which is summarised as follows:

- Members emphasised the importance of reaching out to a wide range of people to fully understand local need, not only those who were already engaged or prominent within the community.
- The approach taken in Manor Park was praised by a Ward Member and the feedback from residents had been excellent.
- Members referred to the previous Sector Forums that they considered to have been successful and the various engagement methods were discussed. Different methods and tools would be used in each case depending on the issue or area to maximise the effectiveness of the engagement.
- A Member highlighted the concerns of many residents in Chalvey about the perceived lack of effective engagement in the proposed redevelopment of Tower & Ashbourne Houses which perhaps indicated that not all Council departments were using the best practice approach outlined. The comments were noted and the Officer responded generally that the approach being developed was Council-wide and would include liaison with all relevant departments to engage in a better way.
- Members highlighted examples of consultations in the past which they did not feel had been effective and asked how the One Council approach would make a difference in the future. It was recognised that a 'one size fits all' approach was not viable given the wide range of different types of consultation and engagement activity, however, the approach aimed to ensure greater consistency in how engagement was done.
- The roll out was discussed and Members asked how areas were chosen and when activity would take place. It was noted that ward with the highest levels of deprivation were selected first and that survey work would commence shortly after the elections focusing on the particular local issues in Langley Kedermister, Foxborough and Chalvey.
- Members noted the need to focus and prioritise on communities with the greatest need first, but hoped that the approach could be extended across the borough, particularly where there was major regeneration taken place to ensure residents' voices could be heard.

At the conclusion of the discussion the Committee noted that work being taken and agreed that future consultations by the Council utilise the One Council approach and tool kit.

Overview & Scrutiny Committee - 14.03.19

Resolved –

- (a) That details of the report and the approach developed based on best practice and case studies including Manor Park be noted.
- (b) That future Council consultations be carried out using the One Council approach and toolkit.

71. Five Year Plan - Outcome 5

The Committee received an annual update on the Five Year Plan Outcome 5 – *‘Slough will attract, retain and grow businesses and investment to provide the opportunities for our residents’*. The outcome also included plans to respond to the skills and investment opportunities arising from Heathrow’s expansion and other major economic development schemes.

The context relating to delivering the objectives of the outcome were noted and the key actions were summarised. These included progress on delivering hotels and housing on the old library site, regeneration of the former Thames Valley University site and transport schemes to promote a shift to public transport. In relation to the skills opportunities arising from Heathrow expansion it was noted that the Council had engaged consultants Hatch Regeneris to establish a baseline to inform a strategy to maximise the opportunities for residents. The Council had also recently launched the Slough Academy to grow and develop the authority’s workforce.

The Committee discussed the challenges facing Slough High Street both in terms of the declining retail offer and the lack of vibrant evening economy. The Economic Growth & Enterprise Manager commented that many neighbouring town centres faced similar challenges due to changing retail trends and the approach in Slough was to try to create a different type of High Street experience to attract visitors. In addition to the short terms plans to make the best of the current High Street the long term regeneration plans were expected to transform the centre of Slough. Members discussed the work to attract new investment into the town and the Council was taking opportunities to promote Slough, for example at MIPIM, and by working with businesses and other key partners.

The Committee highlighted the importance of tackling the problems of traffic congestion which was considered to be a barrier to economic growth. It was noted that the Council’s Transport Vision for the centre of Slough had been produced which aligned long term transport and regeneration plans to shape future development. Members emphasised the importance of ensuring that the Council was making long term plans to accommodate the expected growth of the town. In relation to Heathrow expansion it was noted that a Memorandum of Understanding had been agreed between the Council and airport to secure benefits to local residents from expansion.

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

Overview & Scrutiny Committee - 14.03.19

Resolved – That details of the report be noted.

72. Forward Work Programme

Resolved – That details of the Forward Work Programme be noted.

73. Members Attendance Record 2018/19

Resolved – That details of the Members Attendance Record be noted.

74. Date of Next Meeting - 11th April 2019

The date of the next meeting was confirmed as 11th April 2019.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.24 pm)

Overview and Scrutiny Committee – Actions Arising from Meetings

10th 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 |

31st January 2019

| Minute: | Action: | For: | Report Back To: Date: |
|----------------|---|---|----------------------------------|
| | The Committee to receive a report outlining the process regarding the allocation of funds from S106 receipts, information regarding why the Council currently held approximately £14.4m unspent S106 receipts, clarification relating to the time period the Council had to allocate/use the monies prior to it having to be paid back to developers and details of the number of incidents when this had occurred. | Sanjay Dhuna / Paul Stimpson / Laurence Moore | OSC July 2019 |
| | Contract Management RMI Contract report to include details / Performance Indicators regarding the Leisure Strategy – benefit/value for money for residents, number of users | Kamal Lallian / Alison Hibbert | OSC July 2019 |

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview & Scrutiny Committee **DATE:** 11th April 2019

CONTACT OFFICER: Savio DeCruz – Service Lead – Major Infrastructure Projects
(ext 5640)

(For all enquiries) Masum Choudhury – Transport Strategy (ext 4801)

WARD(S): All

PART I
FOR COMMENT AND CONSIDERATION

BUSES – FARES AND ACCESS FOR RESIDENTS**1 Purpose of Report**

The purpose of the report is to provide the Overview and Scrutiny panel a summary of local authority powers and considerations related to setting bus fares and accessibility.

2 Recommendations/ Proposed Action

The Committee is requested to note and comment on the information provided in this report.

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

Priorities:

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

Bus fares and accessibility are relevant to each of the SJWS priorities and the cross-cutting themes and needs identified in the JSNA.

3b. **Five Year Plan Outcomes**

The report would not deliver any of the outcomes but is relevant across the theme. Any strategy taken forward would directly impact on the following priorities:

Outcome 1: Slough children will grow up to be happy, healthy and successful

Outcome 2: Our people will be healthier and manage their own care needs

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

Outcome 5: Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

4 **Other Implications**

a) Financial

None.

There are currently no quantifiable financial implications from the recommendations or proposed actions of the report

b) Risk Management

| Risk | Mitigating action | Opportunities |
|-------------|--------------------------|---|
| None | None | There are no risks, threats or opportunities arising from the report. |

c) Human Rights Act and Other Legal Implications

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

(d) Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

5 **Supporting Information**

5.1 At present, most bus services in Slough are provided by commercial bus operators. The commercial risk of providing these services lies entirely with these operators, and hence fares are set at a level at which they can meet their costs. The major exception is route 81 (Slough – Colnbrook – Hounslow) which is procured by Transport for London as part of its London Bus Network. Hence the fares set by Transport for London apply on route 81.

5.2 Travel Concession Authorities (of which Slough is one) have a statutory duty to provide the English National Concessionary Travel Scheme. This provides free off-peak travel to people over the female pensionable age and to certain classes of disabled people. Travel Concession Authorities have, in addition, statutory powers to extend the concession (either through a free scheme or a discounted fare) to:

- Travel on bus services during the morning peak;

- All young people aged under 16; and
- Young people aged 16-19 and in education.

5.3 This paper considers the further legislative powers available to Local Transport Authorities.

Franchising

5.4 Franchising or tendering is one means by which local authorities can control bus fares as part of the overall service proposition. The Bus Services Act 2017 enables Combined Authorities (CAs) with elected mayors to pursue franchising. The Act allows for the Secretary of State to extend this power to other authorities, but for the time being any other local transport authority wishing to franchise bus services must be granted consent to do so by the Secretary of State.

5.5 The franchising process outlined in the Act can be summarised thus:

- Only a Mayoral combined authority may develop franchising proposals without the consent of the Secretary of State; and
- The authority must prepare an assessment of the franchising proposal. The Secretary of State will issue guidance on the preparation of the assessment.
- The Act states that the assessment must: "describe the effects [of] the proposed scheme" and "compare making the proposed scheme to one or more other courses of action". The authority must consider:
 - The extent to which the scheme contributes to policy;
 - How the scheme would operate;
 - Affordability;
 - Value for money;
 - The ability of the supply market to respond to the authority's requirements.

5.6 The authority must gain a report from an independent auditor before proceeding to consultation. The auditor must consider: the quality of the information relied upon; the quality of the analysis; and whether the authority had 'due regard' to the Secretary of State's guidance.

Other Means of Influencing Fares

5.7 The Bus Services Act also strengthens provision for partnership working but it must be emphasised that these provisions cannot be imposed upon operators without their consent.

5.8 As part of a suite of other requirements such as emissions standards or requirements on how passengers can pay their fares, local authorities may include provisions on maximum fare as part of an Advanced Quality Partnership Scheme (AQPS) in return for the provision of bus priority measures or other measures to reduce bus journey times and improve punctuality. However, it is a key tenet that any requirements imposed on bus operators are proportionate to the outcomes of:

- Improving conditions for passengers;
- Reducing congestion, air pollution or noise; or
- Increasing, or arresting a decline in, bus patronage.

- Operators may object to requirements including maximum fares. To succeed, an operator must demonstrate to the local authority that:
- It cannot comply with the requirements in time; or
- That it would not be commercially viable for a competent operator to provide services to the specified standard (including any maximum fare). This applies to all services that the operator provides taken as a whole, and not any one individual service.

Multi-operator ticketing schemes

- 5.9 These schemes exist so that passengers who pay a fare on one bus can travel on another bus service provided by a different operator. They take two forms. They can be as part of an Enhanced Quality Partnership, as defined in the Bus Services Act 2017. In this a local authority may make a multi-operator ticketing scheme and whilst it cannot constrain the prices of individual operators' tickets, it can set the price of the multi-operator ticket.
- 5.10 There is a formal process for making an Enhanced Quality Partnership with which the authority must comply, including consideration of compliance with the Competition Test similar to the one outlined above, and bus operators have a power of objection to the authority's proposals – if either operators running at least 25% of local services in the area or at least 50% of operators object then the authority cannot proceed with the process of making the Enhanced Quality Partnership.
- 5.11 The second form is that permitted under 'The Public Transport Ticketing Schemes Block Exemption' (Competition and Markets Authority, 2016). This is more restrictive in that it cannot be used to constrain the prices of operators' own ticket products or the types of tickets they offer.

6 Comments of Other Committees

- 6.1 This report has not been considered by any other committees.
- 6.2 The Committee is asked to note that the Disability Task & Finish Group presented a report to the Health Scrutiny Panel on 25th March 2019, which includes detailed work on the accessibility of public transport in Slough. The Task & Finish Group will develop an implementation plan prior to submission of its recommendations to Cabinet in July 2019. The report is available here:
<http://www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=140&MId=6194&Ver=4>

7 Conclusion

This report and the content within it is a summary of the current legislative framework that enables the setting of fares and standards on accessibility for a local authority. The Committee are asked to consider its content in order to inform and or consider against any recommendations or strategies.

8 Appendices Attached

None.

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview & Scrutiny Committee **DATE:** 11 April 2019

CONTACT OFFICER: Simon Lawrence, Adult Social Care Programme Manager
(For all Enquiries) (01753) 875121

WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

ADULT SOCIAL CARE TRANSFORMATION PROGRAMME

1. **Purpose of Report**

1.1 This report will provide the Committee with an update on the Adult Social Care Transformation Programme, which covers:

- New ways of working
- Developing social capital
- Implementing integrated care
- Promoting self care

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

The Committee is requested to resolve:

- a) That the update on the Adult Social Care Transformation Programme be noted.
- b) That Members consider whether further scrutiny is required.

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

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

The Adult Social Care Transformation Programme supports the following priorities of the Wellbeing Strategy:

1. Increasing life expectancy by focusing on inequalities
2. Improving mental health and wellbeing

Though not specifically a Wellbeing Strategy priority, the work of the Adult Social Care Programme also supports the reduction of loneliness and social isolation in the Borough, a core area of focus in 2019.

3b. **Five Year Plan Outcomes**

Outcome 2 (“Our people will become healthier and will manage their own health, care and support needs”) and Outcome 3 (“Slough will be an attractive place where people choose to live, work and stay”) of the Council’s Five Year Plan are supported through the delivery of the Adult Social Care Programme.

4. **Other Implications**

(a) **Financial**

Sections 5.1 – 5.7 cover the financial impact of the Transformation Programme. A further report on the budget for Adult Social Care will be taken to Health Scrutiny Panel once the Governments Green Paper on the sustainability of Adult Social Care is published.

(b) **Risk Management**

| Recommendation from section 2 above | Risks/Threats/ Opportunities | Current Controls | Using the Risk Management Matrix Score the risk | Future Controls |
|--|--|--|--|--|
| 2018/19 Financial risk – projected overspend | The Adult Social Care Budget is overspending due to demand, complexity of need and increasing prices. | Savings and recovery plans in place. An additional one off £515,000 Dept Health & Social Care funding. And one off improved Better Care Fund funding. Both of these areas are due to end in March 2020 | 5 | Governed with fortnightly management meetings and project boards established. |
| Financial risk - 2019/20 projected overspend | The Adult Social Care Budget is facing an overspend due to demand, complexity of need and increasing prices. | Savings and operational efficiency plans in place Reliance on one off government funding that is due to end in March 2020. | 4 | Governed with fortnightly management meetings and project plans in place for all savings and recovery areas. |
| Financial risk – long term funding solution | £3.36mn is currently provided by the NHS Improved Better Care Fund which is due to cease in March 2020 | England Green Paper due for publication at the first opportunity in 2019 | 4 | Review of paper, consultation through ADASS and LGA |

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act implications related to the undertaking of this programme of work.

(d) Equalities Impact Assessment

The main impact of implementing the Transformation Programme will be for older people and people with disabilities and their carers, as this is the single biggest demographic that forms our client base. The changes have introduced a more personalised approach, focused on individual wellbeing, resulting in a broader person and asset centred range of services being offered to people to meet their needs.

The main impacts of implementing the reform programme are:

1. People being more in control of their care needs
2. People getting the services and supports they need based on a person centred approach
3. Less people being in crisis and needing admission to hospital or care home
4. More targeted and universal prevention support provided by local community and voluntary sector identifying and supporting people at an earlier point

The strengths based approach to our assessment framework has also been embedded in the department's voluntary and community sector contract with SPACE and also through areas such as community development, social prescription and Making every Contact Count.

5. Supporting information

Funding for the Transformation Programme

- 5.1 The outlook on long term funding for Adult Social Care remains uncertain, the solutions for this, it is hoped, will be in the Government's Green Paper due to be published "at the first opportunity in 2019" (<https://researchbriefings.parliament.uk>)

As of period 11 2018/19 Adult Social Care is projecting an overspend of approx £0.6m.

These cost pressures facing the department stem from the following factors:

- a) People are staying longer in care homes
- b) Increasing levels of need especially for people already known to social care
- c) No inflation allowance allocated for 2018/19
- d) Provider inflation and price rate increases
- e) National minimum living wage obligations

The recovery plan to mitigate these pressures is based on a combination of transformation activities, some of which have been outlined below and a focus on three main areas of business and operational practice:

- a) **Direct Payments** - a direct payment gives you more flexibility, choice and control over the services that our residents need. The resident determines

the level of support and care that they need and this often results in a more personalised support plan and one that research shows is provided at less cost to Local Authorities. In the last 24 months the proportion of clients receiving a direct payment has increased from 16.8% to 26%, improving the outcomes for our clients and reducing the average cost of care packages.

- b) **Review Team** – over the past 18 months a multi-disciplinary review team has been established at specific points in our client pathways to ensure that care packages are reviewed and adjusted where necessary. Consequently, clients are provided the correct level of support and they are encouraged to regain independence at home.
- c) **Continuing Health Care** – over the past 24 months the department has worked on improving the understanding of CHC funding options for clients and worked with colleagues in at East Berkshire Clinical Commissioning Group to improve the assessment and approval process. Over recent months the CCG and Slough Borough Council have been working in partnership to remodel CHC operational practices and commissioning.

Outline of the Transformation Programme's Objectives

- 5.2 The changes initiated through the programme have introduced a more personalised approach, focused on individual wellbeing which in turn has resulting in a broader range of services being offered to people to meet their needs. The programme has also delivered £7.07 mn of the targeted £7.9 mn of savings (2015-19) and is on course to reach this year's savings target of £832,000 as part of this programme.

The programme has also made significant progress in moving the department away from a “deficit” based ‘assessment for services’ model and towards one that focuses on neighbourhood based support and care, maximising all available resources, assets and skills available to people and families where they live. This is one of the core principles in supporting the delivery of Outcome 2 and 3 of the Council's 5 year Plan.

The main impacts of implementing the transformation programme have been:

- a) Increasing the number of people that are in control of their care needs
- b) Increasing the number of people getting the services that supports their need based on a person centred and strengths based approach
- c) Less people being in crisis and needing admission to hospital or care home
- d) More targeted and universal prevention support provided by local community and voluntary sector identifying and supporting people at an earlier point
- e) Reducing the department's use of agency staff

Adult Social Care Transformation Programme – Tranche 2

- 5.3 At its meeting on 15 November 2018, the Oversight & Scrutiny Committee took an item on the update of ASC Transformation Programme. This section of the report provides an update on this area of important work for the department and partners. The following sections of this report will address these matters in greater depth.

Integrated Care Decision Making Programme

- 5.4 The Integrated Care Decision Making (ICDM) programme is part of the Frimley Integrated Care System (ICS) and comprises of five projects that are being replicated across the five ICS locality areas of which Slough is one. The ICDM model seeks to integrate health, social care and voluntary sector pathways to improve the delivery of services for people that are frail and those most likely to be admitted to a hospital or care home. Within each of the five projects improvements will be made to coordinate the care of individuals and their families, build a better understanding of professional values and strengths and to make the best use of public funds.

Building an 'infrastructure' to achieve cultural change of joint working and 'can-do' philosophy around neighbourhood and place

- 5.5 There are a total of 5 projects within the Frimley Integrated Care System ICDM programme. This report provides an outline of the three completed projects (Hospital In-reach, Anticipatory Care Planning and Community Multi-disciplinary Teams) and the Local Access Point project in Slough. The remaining project "Co-located Teams" is not scheduled to start until 2020 and will build on our understanding of Community resources and assets.

- a. **Hospital In-reach (Home First)** – this pilot went live November 2018 through an investment to develop a team of 3 staff providing an "In Reach" function to the wards at Wexham Park hospital for medically fit patients. Following a project evaluation improvements have been made to the Hospital Social Work team who will now assess patients at home and provided 72 hours of home care from a specialist quick response domiciliary care provider to allow community based services to formulate a medium term support plan. It is currently too early to provide evidence of the impact of this new service but evidence from other parts of the country that have introduced a similar model show a positive impact.
- b. **Anticipatory Care Planning (ACP)**– new ways of working that include risk stratification tools and additional care-planning interventions have been successfully implemented in Slough. The early results of this work indicate that Slough GP practices are the most progressed in the East Berkshire area in terms of identifying patients that need an Anticipatory Care Plan. These plans are then sent to the Community Multi-disciplinary Teams. Patients in this cohort have a 19% reduction in Non-Elective Admissions.
- c. **Community Multi-disciplinary Teams (MDTs)** – If needs of the ACP cohort cannot be managed solely within Primary Care then the GP is able to refer the case to be managed by a diverse team of professionals that will co-ordinate and integrate services for people who have complex care needs. The aim of this virtual team is to prevent and re-escalate any impending crisis for an individual. Since November 2018, the established Community MDTs have been re-modelled against the other component projects of the ICDM model. This has included extended the meetings from one to two hours to accommodate both the proactive and the anticipatory case, remodelling pathway, investing in staffing resources and undertaking a programme of organisational development and training courses.

- d. Local Access Points** – This project will set up a Local Access Point (LAP) in each of the five Frimley localities to enable staff and organisations to jointly manage risk in order to prevent unnecessary admission in crisis. Health and Social Care professionals will be co-located in the LAP to support the ACP and Community MDT pathways for cases in crisis where an immediate coordinated response is required. To enable this to happen a joint triage, assessment and response service will be established that will match the improved access to the 8-8 GP provision. The intended outcomes of this will be to remove multiple referrals to agencies, stop people having to "tell their story more than once", reduce unnecessary hospital or care home admissions and make the best use of public resources. The ICS business case is currently being developed across the localities.

The committee are asked to note that these improvements build on the previous high performance of the hospital social work and Reablement teams that have only seen very minimal delays in hospital discharge attributed to the Slough Adult Social Care department since September 2017.

Community Delivery and Engagement – Place Based Social Work

- 5.6 Following the pilot a lessons learnt exercise was undertaken on the project and consequently the Asset Based Community Development (ABCD) toolkit will be used as part of the development work taking place in "Stronger Neighbourhoods" programme and will also be used by the social care team and Wellbeing Prescribers to make links with and between community groups, associations and residents that need support. The project was expected to conclude with an evaluation of phase 2 in March, but due to the recruitment of a new project manager this has been put back to June 2019.

Early Intervention – 'Make Every Contact Count'

- 5.7 The Making Every Contact (MECC) approach continues to be expanded across frontline teams in the Council. Currently, 80 staff have been trained on the approach, with notable successes in the Library service, who have now built MECC in to their supervision processes.

The ambition to train 140 staff by March 2019 has not been met due to limitations in the train the trainer model employed. Consequently, alternative delivery models are currently being explored by the ASC Transformation & Commissioning team. These include working with the Frimley ICS project team to establish a sustainable long term solution that allows partners to access dedicated MECC training resources.

MECC was presented through a practical exercise at the March 2019 Member development session as part of the Customer Transformation Programme to underscore the importance of the approach for operational staff and Members. MECC has been added to the Member's development programme for 2019/20.

Citizen Led Design – Co-production

- 5.8 Co-production is a means in which citizens and decision makers, people who use services, family carers and service providers work together to create a decision or service which works for them all.

In Slough this approach will underpin our commissioning strategy so that we are able to meaningfully involve people that use services at all stages of the

commissioning cycle. This has required the team to remodel the partnership model, engage the public through a series of conferences, create the new model with our communities, establish a new co-production network and the roll out a co-production development programme for residents.

The intended outcomes of this project are:

- a. Understanding and valuing the experience and knowledge that people using services can bring
- b. Supporting people to be an equal part of the commissioning process
- c. Support outcome 2 of the Council's Five Year Plan through a focus on what is strong and not wrong with our communities
- d. Providing a true picture and insight into how we should be delivering services and working with our Market to find shared values and joint solutions

Over the coming months the project group and co-production board will be working together to identify ways to improve independence and wellbeing of people in our community and involve members of Slough's wider community in designing and developing new services and ways of working.

6. **Comments of Other Committees**

The comments from this report will be forwarded to the Health Scrutiny Panel for consideration and forward planning in 2019.

7. **Conclusion**

Funding uncertainties continue for Adult Social Care, with increasing reliance on one off government funding and the risk of this one off funding ending alongside the ending of the Better Care Fund in 2020 and in the delay in the publication of the green paper.

The short term funding solutions during 2018/19 provide partial relief, but the continued growth in demand, the increasing complexity of the people that we support and our increased statutory duties under the Care Act, require staff to continually innovate and deliver the service improvements mentioned above, whilst operating in an environment that is restrictive in terms of finances and resource.

8. **Appendices Attached**

None

9. **Background Papers**

Agenda papers and minutes, Overview and Scrutiny Committee, 15 November 2018

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview & Scrutiny Committee **DATE:** 11th April 2019
CONTACT OFFICER: Dean Tyler, Service Lead - Strategy & Performance
(For all enquiries) (01753) 87 5217
WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

PERFORMANCE & PROJECTS REPORT: QUARTER 3 2018/19**1 Purpose of Report**

To provide Overview and Scrutiny Committee with the latest performance information for the 2018-19 financial year as measured by:

- The corporate balanced scorecard indicators to date during 2018-19.
- An update on the progress of the 24 projects on the portfolio, which are graded according to project magnitude as gold (6), silver (12) or bronze (6).
- An update on the progress of the current manifesto commitments.

2 Recommendation(s)/Proposed Action

Overview and Scrutiny Committee is requested to note 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.

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

The report supports the Slough Joint Wellbeing Strategy by detailing how the Council has performed against its priority outcomes as follows:

- Protecting vulnerable children
- Increasing life expectancy by fostering on inequalities
- Improving mental health and wellbeing
- Housing

(b) Five Year Plan Outcomes

The report supports each of the Five Year Plan outcomes by detailing how the Council has performed against its priority outcomes, as evidenced in the performance balanced scorecard and gold projects reporting. The outcomes are:

- 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

4 **Other Implications**

(a) Financial

There are no financial implications.

(b) Risk Management

| Risk | Mitigating action | Opportunities |
|------------------------|--------------------------|----------------------|
| Legal | N/A | N/A |
| Property | N/A | N/A |
| Human Rights | N/A | N/A |
| Health and Safety | N/A | N/A |
| Employment Issues | N/A | N/A |
| Equalities Issues | N/A | N/A |
| Community Support | N/A | N/A |
| Communications | N/A | N/A |
| Community Safety | N/A | N/A |
| Financial | N/A | N/A |
| Timetable for delivery | N/A | N/A |
| Project Capacity | N/A | N/A |
| Other | N/A | N/A |

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act or other legal implications.

(d) Equalities Impact Assessment

There is no identified need for the completion of an EIA.

5 **Supporting Information**

5.1. This is the quarter three report to Overview and Scrutiny Committee reporting on the 2018-19 financial year in respect of the performance position of the Council.

5.2. Please refer to the attached corporate performance report (Appendix A) which summarises progress against the Council's priorities in quarter 3 of the financial year 2018/19.

5.3. The report comprises of the following three sections:

- The high-level performance indicators of the corporate balanced scorecard;
- The summary of highlight reports from the Council's Project Management Office (PMO);

- A summary of the current manifesto commitments.

6 **Comments of Other Committees**

As a result of Cabinet discussion on the 18th March 2019 the format and contents of the quarter 3 report were endorsed.

7 **Conclusion**

Corporate Balanced Scorecard

7.1. 47% (8 of 17) of the selected performance indicators are achieving desired target results with current near-misses in child protection plans, number of people active, number of homeless households in temporary accommodation and access to employment rates.

7.2. Key improvements this quarter:

- The percentage gap between disadvantaged pupils and all others at key stage 2 in reading, writing and maths reduced by 4% from 20% in 2016/17 to 16% in 2017/18 and is well below than the national average of 20%. This placed Slough in the top quartile nationally, ranked 18th out of 152 local authorities.
- For the first time, the number of adults managing their care and support via a direct payment has risen over the 500 mark threshold to 536 at the end of quarter 3. This has been achieved by primarily targeting carers who would benefit from direct payments.
- We have seen a decline in the number of households accommodated in temporary accommodation, currently stands at 428 compared to 446 from the previous quarter.

Project Portfolio

7.3. Progress continues on all major schemes and projects. Across all projects on the portfolio 46% (11 projects) were rated overall as 'Green' as on target, 38% (9 projects) were rated overall as 'Amber' and 17% (4 projects) were rated overall as 'Red'.

7.4. Key improvement this quarter:

- The Slough Half Marathon - successfully delivered in October 2018.

7.5. The portfolio is regularly reviewed to ensure that the projects deliver strategic objectives, including the Five Year Plan, Manifesto and Service Plans.

7.6. The Council's PMO maintains oversight of all projects included in the portfolio to ensure that risks and issues are managed and progress maintained.

7.7. The PMO routinely carries out Lessons Learned and Benefits reviews for key projects which is helpful to project managers implementing projects of a similar nature.

Manifesto Commitments

7.8. At the end of quarter 3, 96.5% (55 pledges) were rated overall as 'Green' as achieving or on schedule and 3.5% (2 pledges) were rated overall as 'Amber', signifying as working towards. None of the pledges were rated overall as 'Red'.

7.9. The following Manifesto pledges were reported as delivered this quarter:

- Invest £18 million in buying homes to increase the supply of genuinely affordable housing for Slough families.
- Use our new in-house waste service to keep our streets cleaner; roll out more bins across Slough; and reduce charges for bulky waste collection.
- Deliver a new frequent, rapid "SMaRT" bus service along the A4.
- Increase the number of cycle hire points, putting them where people want them; plus improve and expand walking routes across Slough.
- Improve our bus network by working with new partners to deliver better buses, reduced fares and a more accessible bus network.
- Invest over £2 million in our highway network; resurfacing roads and footpaths, improving pavements and landscaping the environment.
- Increase free sports facilities in our parks and install more green gyms.
- Bring back the Slough Half Marathon and 5k Family Fun Run.
- Carry out a town survey to gather residents' views on how best to improve the High Street.
- Give all school-starters a free book and library card, to help improve literacy.

8 Appendices Attached (if any)

- 'A' - Corporate Performance Report, December 2018
- 'B' - Manifesto Commitments, December 2018

9 Background Papers

Please email programme.managementoffice@slough.gov.uk for a copy of Project Highlight reports for this reporting period.

Slough Borough Council

Appendix A:

Corporate Performance Report

2018/19 – Quarter 3

(October to December 2018)

Strategy and Performance Service

Contents

| | |
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| Introduction | 1 |
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Introduction

Slough Borough Council uses a variety of performance indicators and evidence bases to monitor how well our services are performing in meeting the needs of our residents and businesses, and to monitor their efficiency and value for money. This report describes performance during the third quarter of the current year (October to December 2018) against the ambitions set out in Slough's Five Year Plan, and the pledges made in the Labour Party Manifesto.

The report looks first at the 'top line' set of our key performance indicators, which measure performance across a wide range of council activities including: school support, child safeguarding, youth services, adult social care services, public health, leisure services, street cleaning and waste management, crime reduction, communications, housing services, planning department, employment support, and traffic management. Many of these outcomes involve active joint working by the council with its partners, particularly schools, the health service, and the police.

Further information is provided to evidence how well we are progressing against the range of projects currently undertaken and monitored by the Council and the number of pledges we made to deliver within the current performance year. The individual pledges made in the ruling Labour administration's 2018 Manifesto are also explicitly addressed.

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This report is intended to provide a rounded and easily digested view of the councils overall performance across the totality of our services and across our corporate priority outcomes which are:

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

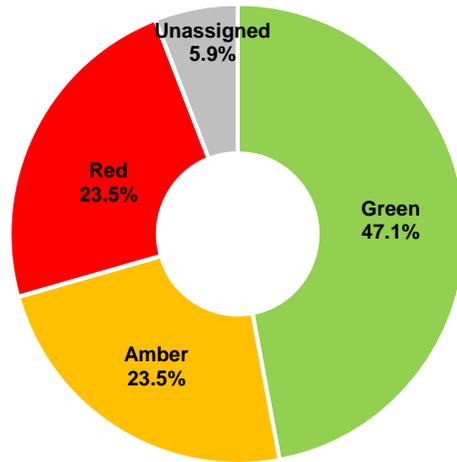
These 5 priority areas are described in the Slough 5 Year Plan:

(<http://www.slough.gov.uk/council/strategies-plans-and-policies/five-year-plan.aspx>)

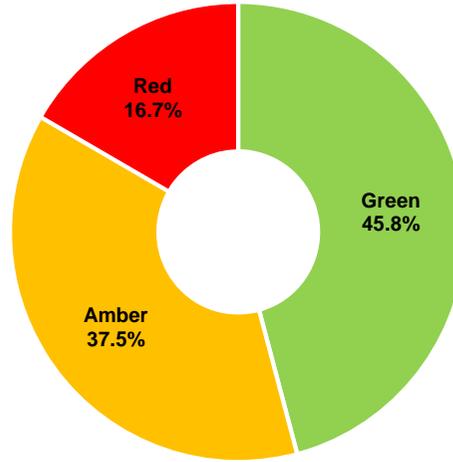
Performance against target (RAG)

The latest position at the end of quarter 3, an overview of the Council's performance was as follows:

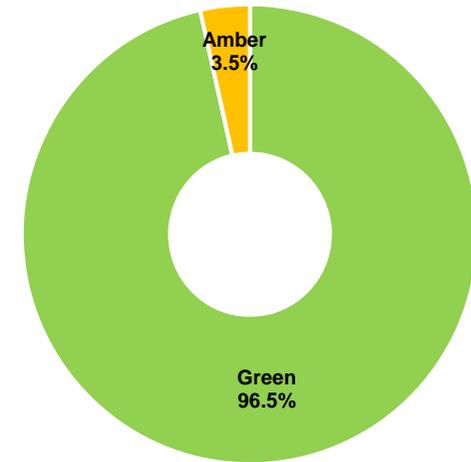
Key Performance Indicators



All Projects: Overall Status

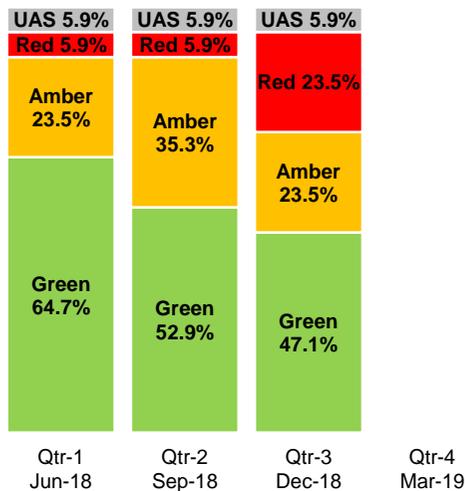


Manifesto Pledges: Overall Status

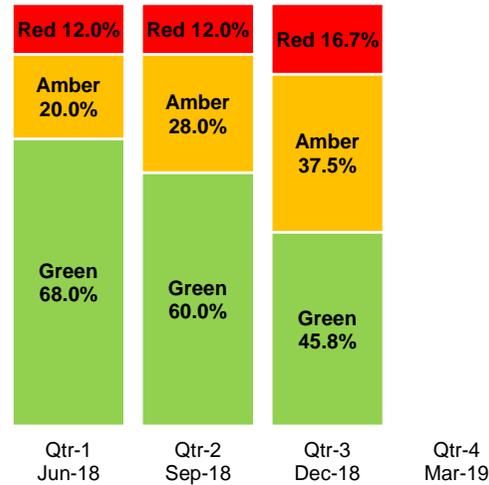


Comparison with previous quarter

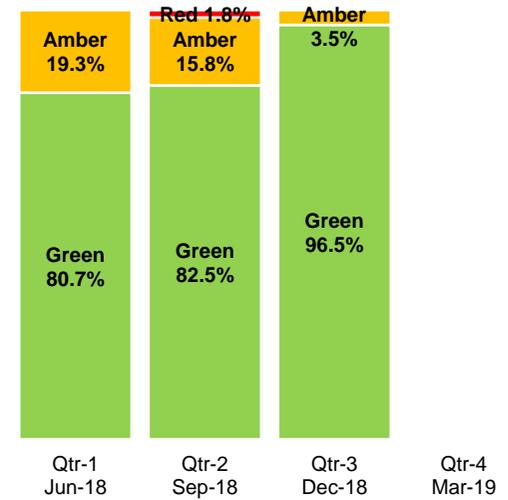
Key Performance Indicators



All Projects: Overall Status



Manifesto Pledges: Overall Status



Please refer to the relevant sections for detailed information on performance indicators (pages 3-12), projects (pages 13-18) and manifesto pledges (pages 19-22)

Performance Indicator Key

Direction of travel

The *direction* of the arrows shows if performance has improved, declined, or been maintained relative to the previous quarter or same period in previous year.

| | | |
|----------------------|-------------------------------|----------------------|
| ↑ | ↔ | ↓ |
| Performance improved | Performance remained the same | Performance declined |

For example for overall crime rate indicator where good performance is low:

- A decline in the crime rate would have an upwards arrow ↑ as performance has improved in the right direction.
- An increase in the crime rate would have a downwards arrow ↓ as performance has declined.

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Performance against target

The *colour* of the arrow indicates performance against target for each KPI.

Black arrows are used for indicators where performance has changed but no target has been defined.

| | | | |
|------------------------|------------------------|-----------------------------|--------------------|
| GREEN | AMBER | RED | GREY |
| Met or exceeded target | Missed target narrowly | Missed target significantly | No target assigned |

Targets and criteria for RAG status are shown for each indicator.

Benchmarking rankings compared to other councils are shown below each chart, where comparisons are available:

| | |
|------------|---|
| Dark Green | Local performance is within the top quartile |
| Green | Local performance is within the 2nd quartile |
| Amber | Local performance is within the 3rd quartile |
| Red | Local performance is within the bottom quartile |

Quarter 3: Performance Indicator Scorecard

Slough children will grow up to be happy, healthy and successful

Attainment gap between all children and bottom 20% at Early Years (annual)

 **31.0 %**

Attainment gap between disadvantaged children and all others at Key Stage 2 (annual)

 **16.0 %**

Attainment gap between disadvantaged children and all others at Key Stage 4 (annual)

 **34.7 %**

Percentage of Child Protection Plans started in year that were repeat plans within 2 years (quarterly)

 **10.6 %**

Proportion of young people not in education, training or employment (annual)

 **3.2 %**

Our people will be healthier and manage their own care needs

Number of adults receiving a Direct Payment (quarterly)

 **536**

Uptake of targeted NHS health checks (quarterly)

 **1.44 %**

Number of people inactive (annual)

 **34.8 %**

Our residents will live in good quality homes

Number of homeless households in temporary accommodation (quarterly)

 **428**

Number of permanent dwellings completed during the year (annual)

 **846**

Number of mandatory licensed HMOs (quarterly)

 **91**

Slough will be an attractive place where people choose to live, work and stay

Average level of street cleanliness (quarterly)

 **B (2.47)**

Total crime rate per 1,000 population (quarterly)

 **100.11**

* Residents' perception survey (annual)

.. tbc

Slough will attract, retain and grow businesses and investment to provide opportunities

Business rate in year collection rate (quarterly)

 **82.52 %**

Access to employment: unemployment rate (quarterly)

 **1.9 %**

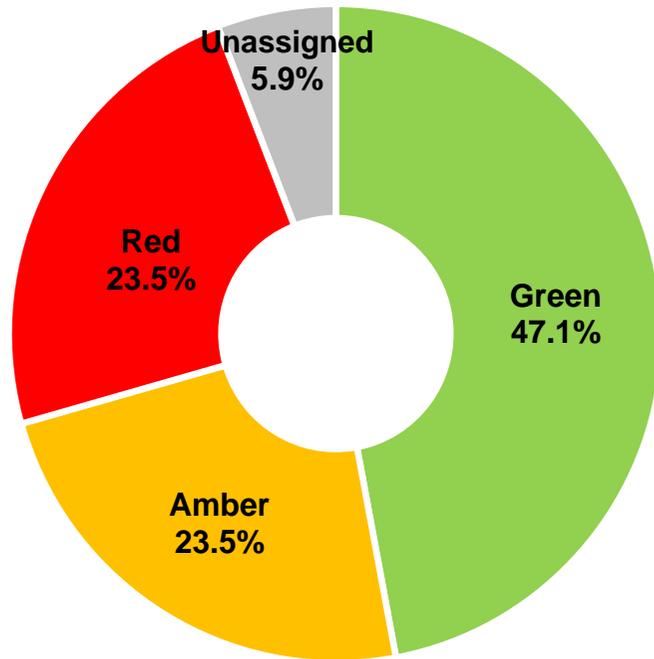
Average journey time from Heart of Slough to M4 Junction 6, morning rush hour (quarterly)

 **6 min 46s**

* This is a new measure. A large-scale Residents survey was initiated in the autumn 2018. Final survey results and the indicator to be used will be established during Quarter 4.

The latest position of the Council's key performance indicators at the end of quarter 3 was as follows:

Key Performance Indicators



Quarter 3 updates are not yet available for the following measures:

- Crime rates
- Uptake of targeted health checks

Of the 17 indicators reported, one indicator (residents' perception survey) has no agreed target value. This is a new indicator under outcome 3 which is a large-scale Residents survey initiated in the autumn 2018. Final survey results and the indicator to be used will be established during Quarter 4.

For the remaining 16 indicators with agreed target levels, four were rated as significantly under the desired performance level (**Red**), four were rated as **Amber**, signifying a near miss to desired performance level, and eight were rated **Green** as achieving or exceeding target performance.

Key areas of noteworthy concerns flagged as **Red** status are:

- **The gap between disadvantaged children and all others at Key Stage 4 percentage achieving grades 9-5 in English & maths.** The RAG status has dropped from **Green** to **Red**. Good performance is a narrowing gap between the most and least successful, but alongside a steady increase in the results obtained by all.

The gap widened to 34.7% compared to 25.4% nationally. This is due to outcomes for disadvantaged pupils falling by 7% whereas those for non-disadvantaged pupils increased by 3%. The 2018 achievement gap in Slough is similar to that in other LA's with grammar schools i.e. Bucks gap 36.3%, Reading gap 34.4%, Sutton gap 34.9%, Kent gap 32.0%.

However outcomes for disadvantaged pupils in Slough remain significantly above those for similar pupils nationally (Slough 30.8%, national 24.9%). Slough is in the top quartile nationally for outcomes of disadvantaged pupils at KS4, ranked 25th out of 152 LA's compared Bucks ranked 31st, Reading 119th, Sutton 18th and Kent 130th nationally.

- **Uptake of targeted health checks**
The percentage of the eligible population aged 40-74 who received a NHS Health Check

The RAG status has dropped from **Green** to **Red**

Public Health will be working with our providers to understand the recent downward trend and tackle the underlying issues. We anticipate that this means that over the coming 6 months, Public Health will work more closely with our community NHS Health Checks provider (Solutions4Health) for example, to start to more systematically engage with Slough workplaces and faith communities. This service (CardioWellness4Slough) is an integrated healthy lifestyle service for Slough residents which provides a one-stop shop for healthy lifestyle information and guidance on stopping smoking, healthy eating, physical activity and reductions in excessive alcohol intake. We have commissioned a sizeable piece of behavioural insights work (approx. Mar – Jul 2019) to better understand how residents feel about their health and how we can work with them to improve uptake of key services such as NHS Health Checks.

In addition to broadening coverage and increasing numbers of NHS Health Checks in the community, Public Health will also be working with GP practices to pilot pre-invitation risk stratification. We are looking to use existing GP data to better identify residents who already have cardiovascular risk factors and therefore more to gain from an NHS Health Check.

Thus, over the coming year we hope to both broaden and target our NHS Health Checks offer to improve the performance and impact of the programme.

- **Crime rates per 1,000 population: All crime (cumulative from April)**

The RAG status has dropped from **Amber** to **Red**

Year to date, the total crime rate per 1,000 population has increased by 5.71 between 12 months ending Sept-18, which

is greater than the national increase of 1.61 and MSG of 1.88. Slough had a higher crime rate than Milton Keynes, but lower crime rate than Oxford and Reading.

The larger than usual increase for Slough, Reading and Oxford will in part reflect changes in the way Thames Valley Police record reports of crimes, in response to the most recent HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services) inspection, which found the force to be under recording certain crimes

It is important to note, an increased crime rate may in part reflect improved reporting and/or detection of crimes, in response to awareness campaigns and/or targeted operations for example.

- **Business rate income: Business rate in year collection (amount & percentage rate accrued)**

The RAG status has dropped from **Green** to **Red**

Business rates are collected throughout the year; hence this is a cumulative measure.

By end of third quarter we had collected 82.52% of the expected in-year total, which is 0.88% below the profile target of 83.40% expected at this point. However this is 0.07% above where we were this time last year. The amount collected of £89.5m is above the amount collected this period last year of £88.3m.

This is partly due to one account which the rating agent is challenging and we are waiting on a tribunal date. Some improvements have been made at the end of Jan-19 with the collection rate of 91.32%. This is 0.08% below the profile target expected at this point.

Please refer to the Corporate Balanced Scorecard (page 8 onwards) for further details.

Key areas of performance improvement are:

- **The percentage gap between disadvantaged pupils and all others at key stage 2 in reading, writing and maths**

The RAG status remained **Green**

Good performance is a narrowing gap between the most and least successful, but alongside a steady increase in the results obtained by all.

The attainment gap in Slough has reduced from 20% in 2016/17 to 16% in 2017/18 and is well below than the national average of 20%. This placed Slough in the top quartile nationally, ranked 18th out of 152 local authorities.

- **Number of adults managing their care and support via a direct payment**

The RAG status has improved from **Amber** to **Green**

Direct Payments are a way of enabling those eligible for social care support to control the commissioning and procurement of support themselves. This leads to more personalised and controlled support, which evidence shows will deliver better outcomes.

We have taken several steps to make DPs easier to manage and use including pre-payment cards and managed direct payments accounts, bringing the recruitment of Personal Assistant's & employment support in house and reissuing staff guidance. We are specifically targeting carers who we feel would benefit from a Direct Payment to support them in their caring role.

- **Number of homeless households accommodated by SBC in temporary accommodation**

The RAG status has improved from **Red** to **Amber**

There has been a decrease in the number of households in TA since the last quarter (18 less households) and the

number in TA has remained relatively static for the past three months (Oct: 427, Nov: 431, Dec: 428).

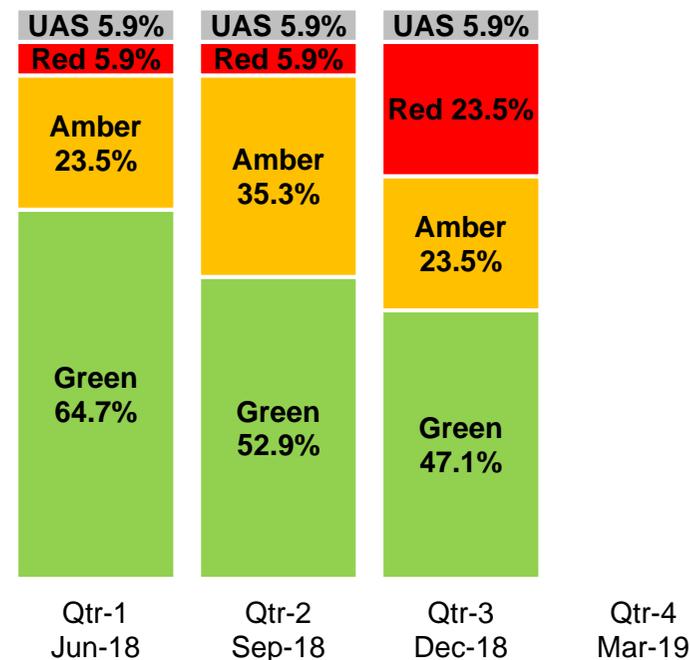
The demand for TA remains high with the number of approaches to SBC under the Homeless Reduction Act averaging at 139 households per month.

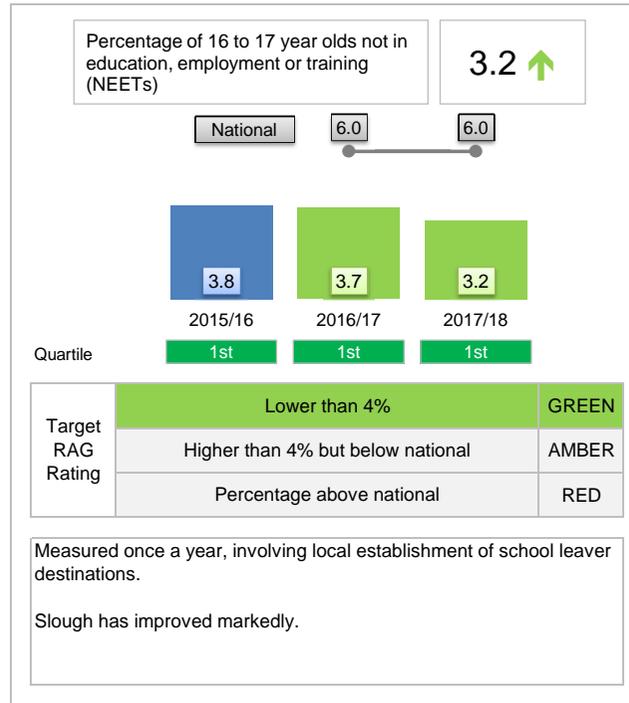
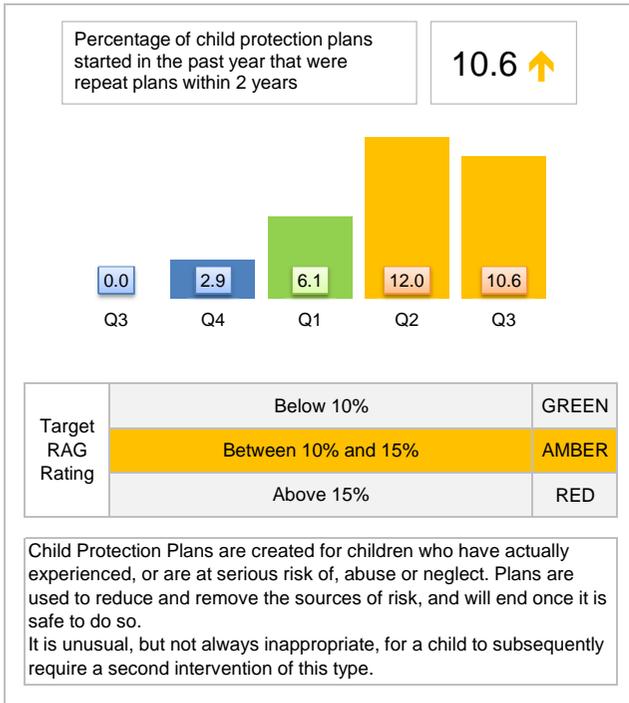
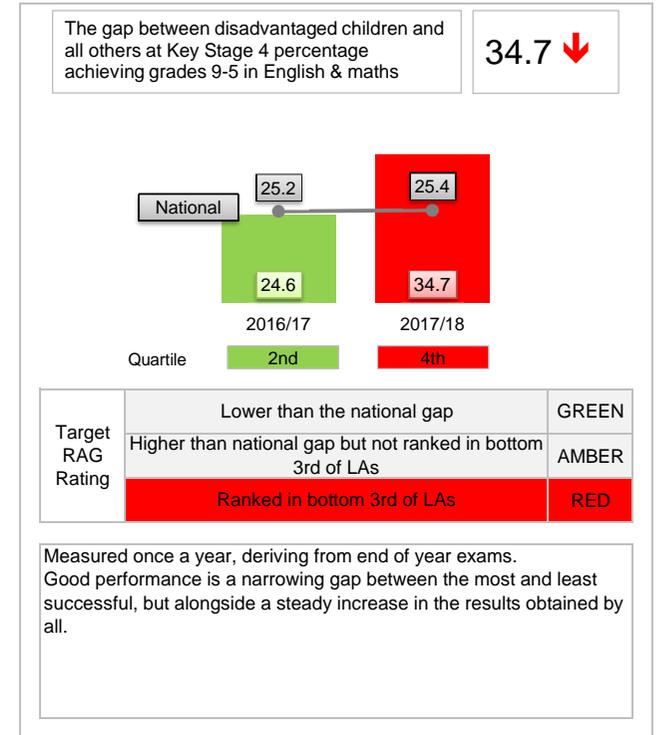
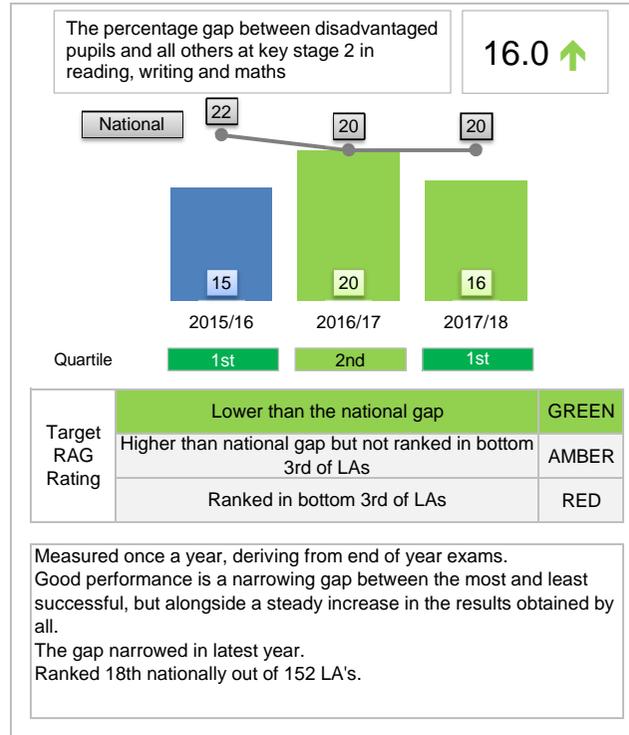
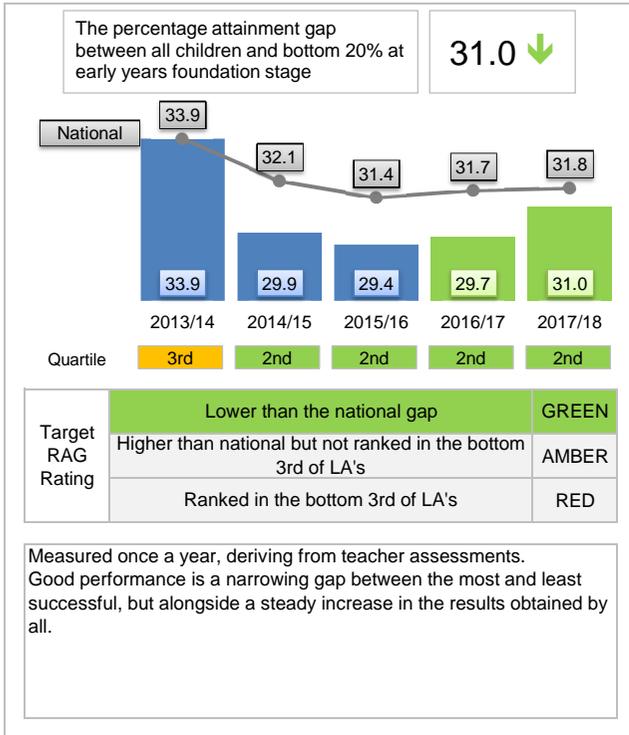
The amended Allocations Policy and offers in the private rented sector e.g. James Elliman Homes; continue to have an impact in reducing the number of households in TA by offering secure settled homes.

Comparison with previous quarter:

The bar chart compares the proportion of performance indicators assigned a RAG status at quarterly intervals.

Key Performance Indicators





Supporting commentary for the gap between disadvantaged children and all others at Key Stage 4 percentage achieving grades 9-5 in English & maths:

The gap widened to 34.7% compared to 25.4% nationally. This is due to outcomes for disadvantaged pupils falling by 7% whereas those for non-disadvantaged pupils increased by 3%. The 2018 achievement gap in Slough is similar to that in other LA's with grammar schools i.e. Bucks gap 36.3%, Reading gap 34.4%, Sutton gap 34.9%, Kent gap 32.0%.

However outcomes for disadvantaged pupils in Slough remain significantly above those for similar pupils nationally (Slough 30.8%, national 24.9%). Slough is in the top quartile nationally for outcomes of disadvantaged pupils at KS4, ranked 25th out of 152 LA's compared Bucks ranked 31st, Reading 119th, Sutton 18th and Kent 130th nationally.

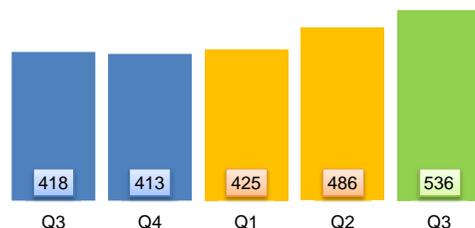
As a council we have an overview of results in the LA and this data has been discussed at the Slough School Improvement Board. We use the data to have conversations with schools and look at how to broker school to school support and disadvantaged students is an area of priority.

Our school effectiveness advisers work with schools and discuss their areas for priority which would include achievement of disadvantaged.



Number of adults managing their care and support via a direct payment

536 ↑



| Category | Q3 | Q4 | Q1 | Q2 | Q3 |
|----------|-----|-----|-----|-----|-----|
| Carers | 162 | 160 | 165 | 220 | 268 |
| Clients | 256 | 253 | 260 | 266 | 268 |

| Target RAG Rating | More than 500 recipients | GREEN |
|-------------------|--------------------------------|-------|
| | Between 410 and 500 recipients | AMBER |
| | Less than 410 recipients | RED |

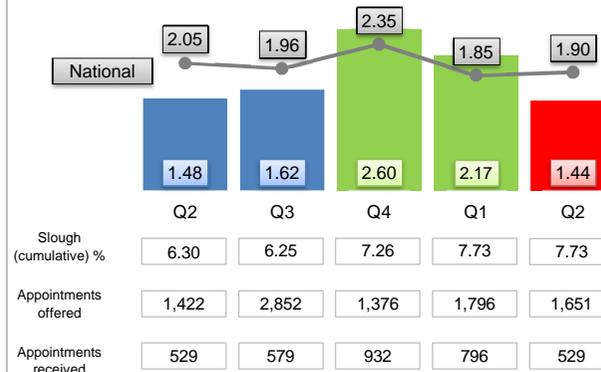
Direct Payments are a way of enabling those eligible for social care support to control the commissioning and procurement of support themselves. This leads to more personalised and controlled support, which evidence shows will deliver better outcomes.

Our primary strategy is to increase the use of Direct Payments by service users and carers, and to use this as the default position when providing a personal budget.

We have taken several steps to make DPs easier to manage and use including pre-payment cards and managed direct payments accounts, bringing the recruitment of Personal Assistant's & employment support in house and reissuing staff guidance. We are specifically targeting carers who we feel would benefit from a Direct Payment to support them in their caring role.

Uptake of targeted health checks
The percentage of the eligible population aged 40-74 who received a NHS Health Check

1.44 ↓



| Target RAG Rating | More than 1.90% | GREEN |
|-------------------|-------------------------|-------|
| | Between 1.50% and 1.90% | AMBER |
| | Less than 1.50% | RED |

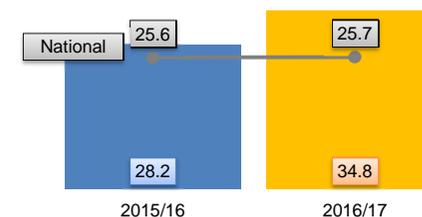
The NHS Health Check is a health check-up for adults aged 40-74, designed to spot early signs of conditions such as stroke, kidney disease, heart disease, type 2 diabetes and dementia, and to offer ways to reduce the risk of developing these conditions.

Health Checks are offered by GPs and the local authority, and Slough is seeking to promote a greater engagement amongst residents in taking up this offer

<https://www.nhs.uk/conditions/nhs-health-check/>

Number of people inactive
The percentage of people aged 16 and over who do not participate in at least 30 minutes of sport at moderate intensity at least once a week

34.8 ↓



| Year | Number of residents contacted |
|---------|-------------------------------|
| 2015/16 | 1,045 |
| 2016/17 | 974 |

| Target RAG Rating | Less than 34.4% | GREEN |
|-------------------|-------------------------|-------|
| | Between 34.4% and 34.8% | AMBER |
| | More than 34.8% | RED |

This measure is an estimate of physical inactivity amongst adults aged 16 or older, and derives from a nationwide survey (the 'Active Lives Survey') conducted and reported annually by Sports England.

In the latest results, one in three residents locally (34.8%) compared to one in four nationally (25.7%) were reported as not participating in at least 30 mins of sport at moderate intensity at least once a week. With only two full years of data it is too early to meaningfully review trends over time.

Physical inactivity is associated with poor physical and mental health, and the council is working actively to make it easier for residents to benefit from increased participation in sport and exercise, including the provision of significant investment in leisure facilities and open air green gyms, trim trails and multi use games areas ('MUGAs') in our parks.

Supporting commentary for uptake of targeted health checks:

Public Health will be working with our providers to understand the recent downward trend and tackle the underlying issues. We anticipate that this means that over the coming 6 months, Public Health will work more closely with our community NHS Health Checks provider (Solutions4Health) for example, to start to more systematically engage with Slough workplaces and faith communities. This service (CardioWellness4Slough) is an integrated healthy lifestyle service for Slough residents which provides a one-stop shop for healthy lifestyle information and guidance on stopping smoking, healthy eating, physical activity and reductions in excessive alcohol intake. We have commissioned a sizeable piece of behavioural insights work (approx. Mar – Jul 2019) to better understand how residents feel about their health and how we can work with them to improve uptake of key services such as NHS Health Checks.

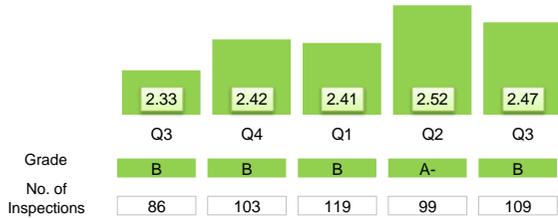
In addition to broadening coverage and increasing numbers of NHS Health Checks in the community, Public Health will also be working with GP practices to pilot pre-invitation risk stratification. We are looking to use existing GP data to better identify residents who already have cardiovascular risk factors and therefore more to gain from an NHS Health Check.

Thus, over the coming year we hope to both broaden and target our NHS Health Checks offer to improve the performance and impact of the programme.



Level of street cleanliness:
Average score for graded inspections of Gateway sites (Grade options from best to worst are: A, A-, B, B-, C, C-, D)

B (2.47) ↓



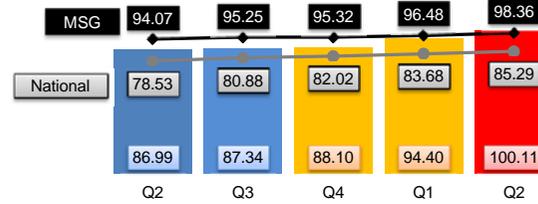
| Target RAG Rating | Criteria | Current Status |
|-------------------|------------------------------|----------------|
| GREEN | Average EPA grade B or above | GREEN |
| AMBER | Average EPA grade B- to C- | AMBER |
| RED | Average EPA grade D | RED |

Throughout each quarter, SBC officers conduct inspections of nineteen Gateway sites, and award a score and EPA Grade based on the level of cleanliness encountered.

This measure averages the scores of all inspections and produces an EPA Grade for that mean average.

Crime rates per 1,000 population: All crime (cumulative from April)

100.11 ↓



| Target RAG Rating | Criteria | Current Status |
|-------------------|--|----------------|
| GREEN | Lower than MSG average AND lower rate of increase over past year | GREEN |
| AMBER | 1. Lower than MSG average & higher rate of increase over past year 2. Higher than MSG average & lower rate of increase over past year | AMBER |
| RED | Higher than MSG average and higher rate of increase over past year | RED |

Measure derives from a validated total count of all police recorded crimes reported in the borough, and represents a total in the past 12 months to date.

Slough rates are compared particularly to a 'Most Similar Group' (MSG) of 15 local authorities, as well as the national position.

Year to date, the total crime rate per 1,000 population has increased by 5.71 between 12 months ending Sept-18, which is greater than the national increase of 1.61 and MSG of 1.88. Slough had a higher crime rate than Milton Keynes, but lower crime rate than Oxford and Reading.

The larger than usual increase for Slough, Reading and Oxford will in part reflect changes in the way Thames Valley Police record reports of crimes, in response to the most recent HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services) inspection, which found the force to be under recording certain crimes

It is important to note, an increased crime rate may in part reflect improved reporting and/or detection of crimes, in response to awareness campaigns and/or targeted operations for example. The 4 offence types for which the greatest increase is observed is violence without injury, vehicle offences, stalking and harassment, and violence with injury.

Residents' perception survey

| Target RAG Rating | Criteria | Current Status |
|-------------------|----------|----------------|
| GREEN | TBC | GREEN |
| AMBER | TBC | AMBER |
| RED | TBC | RED |

New indicator: A large-scale Residents survey was initiated in the autumn 2018, following the same methodology used in a survey conducted in 2008.

Additional mailings are scheduled for January 2019 to enhance the response rate, which was initially low.

Final survey results and the indicator to be used will be established during Quarter 4.

Supporting commentary for crime rates per 1,000 population (all crime):

Through partnership actions, we continue to focus on projects to target crimes against the person, which includes but is not limited to, domestic abuse, honour based abuse, child exploitation, serious violence, and modern slavery. In February half term, the YOU-TURN project, which has been commissioned by the Safer Slough Partnership, will work with young people from Slough who are involved in serious youth violence, county lines, gang activity, and who are out of education or employment. The week-long diversionary programme for 15-18 years olds will explore self-reflection, the consequences of actions, and introduce them to job opportunities through apprenticeships with local businesses.

The Community Rehabilitation Company are currently delivering the Positive Relationships Programme within Slough. The programme offers a 10 week intervention for men wishing to address negative cycles of behaviour, in relation to domestic abuse (DA) and violence. 'Train the trainer' DA training has been secured for 15 practitioners. The training will enable each agency within the partnership to deliver their own internal basic DA training, and promote the need for DA experts to be located in each setting within Slough, to improve the identification and support offered to victims.

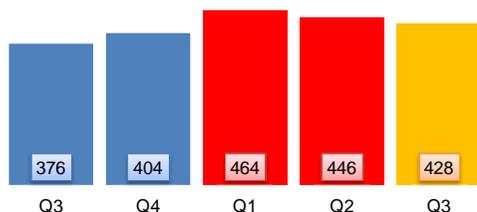
The multiagency DA delivery group which reports to the Safer Slough Partnership, is currently reviewing the training offer in Slough and has recognised the need for greater awareness amongst both practitioners and the wider community of Slough, in relation to honour based abuse, stalking and harassment, and coercive control; the group will work to identify the best methods of ensuring improved knowledge and awareness. TVP continue to monitor and react to vehicle offences.

As the town centre grows and develops, the Safer Slough Partnership will continue to monitor data relating to criminal activity, to inform a partnership response to new and ongoing challenges.



Number of homeless households accommodated by SBC in temporary accommodation

428 ↑



| | | |
|-------------------|--------------------------------|-------|
| Target RAG Rating | Less than or equal to 396 | GREEN |
| | Between 397 and 436 households | AMBER |
| | More than 437 households | RED |

Measure is a count of homeless households in temporary accommodation on final day of each quarter.

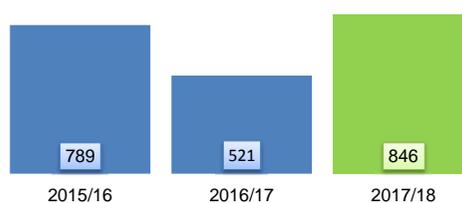
The amended Allocations Policy and offers in the private rented sector eg. James Elliman Homes, continue to have an impact in reducing the number of households in TA by offering secure settled homes.

There has been a decrease in the number of households in TA since the last quarter (18 less households) and the number in TA has remained relatively static for the past three months (Oct: 427, Nov: 431, Dec: 428).

The demand for TA remains high with the number of approaches to SBC under the Homeless Reduction Act averaging at 139 households per month.

Number of permanent dwellings completed in the borough during the year

846 ↑



| | | |
|-------------------|-------------------------------|-------|
| Target RAG Rating | 550 dwellings or more | GREEN |
| | Between 495 and 549 dwellings | AMBER |
| | Under 494 dwellings | RED |

Measure is a net count of all new dwellings added to Slough's housing stock each year.

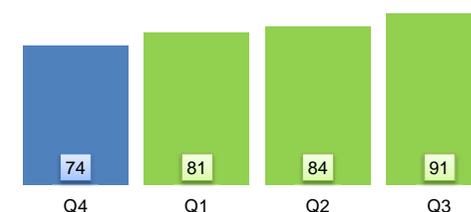
861 new dwellings were built in 2017/18 but 15 were lost through demolitions and changes of use; net completions were therefore 846.

At 31st March 2018, there were 865 new dwellings already under construction. Planning permission was in place for a further 1,140 homes although construction of these had not commenced.

The council and its partners are actively encouraging new home construction at several sites across the borough, as well as a programme of building additional stock ourselves.

Number of licenced mandatory Houses in Multiple Occupation (HMOs)

91 ↑



| | | |
|-------------------|---|-------|
| Target RAG Rating | Within 10% of target: 67 or above | GREEN |
| | 11-15% of target: 64-66 | AMBER |
| | Under 15% of target: Less than or equal to 63 | RED |

Measure is a count of total licenced HMO properties at end of quarter.

Despite the expansion of the scope of Mandatory HMO Licensing in October '18 although we saw some increase in the number of new applications, we have not received as many as we thought we would. We also have a list of landlords who are waiting for the online app to be implemented so that they can make their application online as well as paying online.

In addition, this is another reason for introducing additional licensing that covers all of the Borough for all HMOs regardless of whether they have more than 5 people.

The report for the Additional & Selective Licensing proposals goes back to Cabinet on 18th March after the consultation is completed.

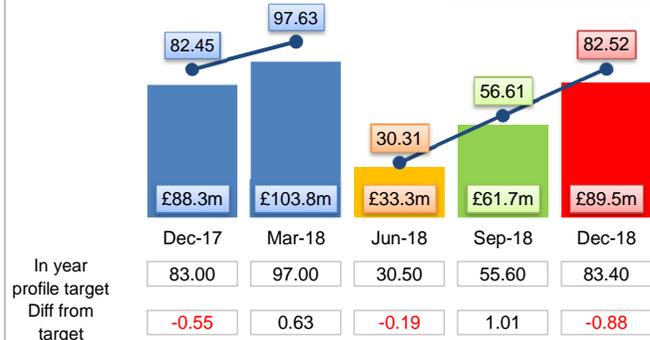
In relation to the online app we are still awaiting for Arvato to complete their part of the work before the Provider completes the implementation and we are able to go live.



Business rate income

Business rate in year collection (amount & percentage rate accrued)

£89.5M
82.52% ↓



| | | |
|-------------------|--|-------|
| Target RAG Rating | Inline or above the profiled target | GREEN |
| | Up to 0.5% below the profiled target | AMBER |
| | More than 0.5% below the profiled target | RED |

Business rates are collected throughout the year; hence this is a cumulative measure.

By end of third quarter we had collected 82.52% of the expected in-year total, which is 0.88% below the profile target of 83.40% expected at this point. This is partly due to one account which the rating agent is challenging and we are waiting on a tribunal date.

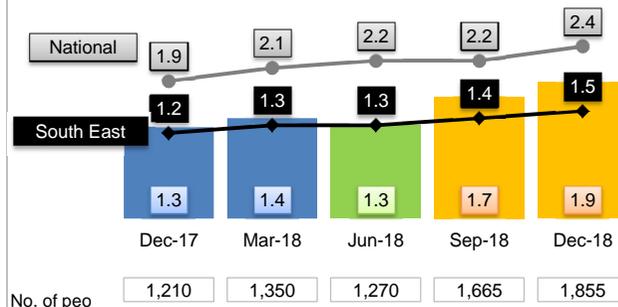
However this is 0.07% above where we were this time last year. The amount collected of £89.5m is above the amount collected for this period last year of £88.3m.

Some improvements have been made at the end of Jan-19 with the collection rate of 91.32%. This is 0.08% below the profile target expected at this point.

Access to employment

Proportion of resident population of area aged 16-64 claiming JSA and NI or Universal credits

1.9 ↓



| | | |
|-------------------|---|-------|
| Target RAG Rating | Below the national value and no more than 0.2% above South East value | GREEN |
| | Below the national value and between 0.3% - 0.5% above South East value | AMBER |
| | Below the national value and more than 0.5% above South East value | RED |

Data is released by Department for Work and Pensions each month. Slough's claimant rate for Dec 2018 of 1.9% comprises 1,855 people. Local unemployment rate is historically better than nationally but usually lags behind the South East of England.

The Council is carrying out a number of activities to support and provide employment opportunities. These include mapping all current providers of employment services and the creation of a portal based website to ensure easier access to support.

Journey times

Average journey time from Heart of Slough to M4 J6 (M-F 16:30-18:30)

6m 46s ↑



| | | |
|-------------------|--------------------|-------|
| Target RAG Rating | Under 10 mins | GREEN |
| | Between 10-13 mins | AMBER |
| | Over 13 mins | RED |

The average journey time from the Heart of Slough to M4 J6 during evening peak time (Mon-Fri 16:30-18:30) as at the end of Dec-18 was 6 min 46 seconds. This is quicker than the previous quarter of 7 min 33 seconds, however is marginally slower than this time last year of 6 mins 20 seconds.

The following initiatives are in place to improve the flow of traffic:

- Upgrade of Ledgers Road/A4
- Review and consolidation of signals between Tuns Junction and Ledgers Road.
- Further adjustments to the Cophorne Roundabout to manage congestion in Chalvey.

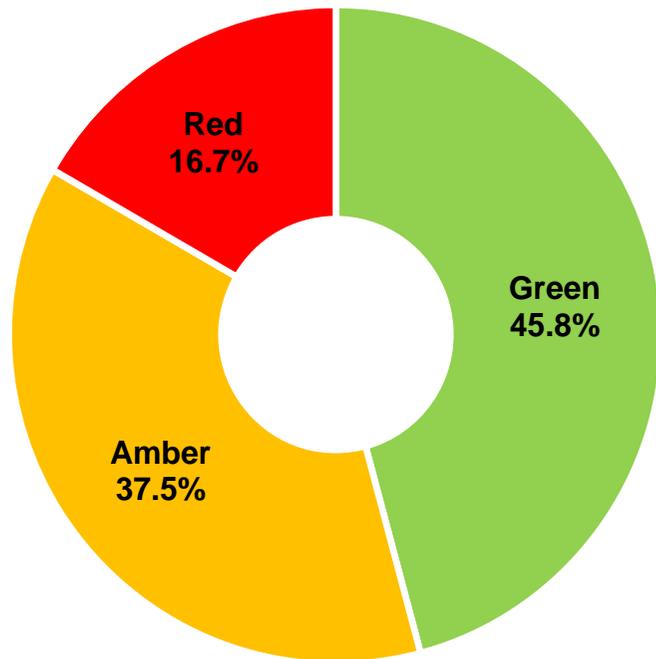
2018/19 Quarter 3: Project Portfolio

This section of the report provides a summary of progress on the range of projects currently being undertaken and monitored by the Performance Management Office.

The council runs a large number of projects throughout the year to deliver against the objectives laid out in our corporate plans. We grade these projects according to magnitude, taking into account a number of conditions including political importance, scale and cost.

The project portfolio has been reviewed and projects have been graded as Gold, Silver and Bronze (instead of Gold, High, Medium and Low). All Directors and Service Leads have been consulted to ensure that the projects on the Portfolio represent key activity at the Council to deliver its strategic objectives including delivery of the Five Year plan.

All Projects: Overall Status



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At the end of Quarter 3 there were 24 live projects on the portfolio, graded as follows:

| | Gold | Silver | Bronze | Total |
|-------|------|--------|--------|-------|
| Qtr-1 | 6 | 12 | 7 | 25 |
| Qtr-2 | 6 | 12 | 7 | 25 |
| Qtr-3 | 6 | 12 | 6 | 24 |

Each project reports monthly on progress towards target deliverables, and a summary RAG judgement of status is provided for each to describe compliance with project timescale, budget, and any risks and issues, as well as an 'overall' RAG status.

Across all projects on the portfolio, 45.8% were rated overall as **Green** (12 projects), 37.5% were rated overall as **Amber** (8 projects) and 16.7% were rated overall as **Red** (4 projects).

The projects rated overall as **Red** were:

- Grove Academy
- Haybrook College
- Highways and Transport Programme
- Slough Academy

A fully comprehensive report which details the status of each individual project, including reference to the key risks, issues and interdependencies is available as background papers.

Further details on the status of Gold projects (the most important ones) at end of Quarter 3 are set out below.

Arrows demonstrate whether the status is the same (⇔), has improved (↑) or worsened (↓) since the previous highlight report:

| Gold Project title | Timeline | Budget | Risks & Issues | Overall Status | Comments |
|---|------------|------------|----------------|----------------|---|
| Grove Academy | Amber ⇔ | Red ↓ | Red ⇔ | Red ⇔ | A public consultation meeting was held at Chalvey Community Centre. Planning applications for the school, hub and temporary nursery accommodation have been submitted. |
| Haybrook College | Amber ⇔ | Red ⇔ | Green ↑ | Red ⇔ | 323 High Street: works currently being undertaken by the school. Thomas Gray Centre: Increased budget approved following assessment of received tenders and following planning delays. Haybrook Annexe: The project has been delayed while market testing is being carried out. |
| Leisure Capital Programme | Green ⇔ | Green ⇔ | Green ⇔ | Green ⇔ | Building work continues including Mechanical & Electrical 1st and 2nd fixes and is on schedule to open on time. The Time capsule was installed on the 14th December. |
| Housing Strategy – Homelessness Reduction | Green ⇔ | Green ⇔ | Green ⇔ | Green ⇔ | Extra funding application sent off to the Ministry of Housing Communities & Local Government (MHCLG) Funding for Private sector access fund to develop an incentive scheme submitted. Consortium of 33 councils formed to secure funding for trial deposit insurance scheme. |
| Highways and Transport Programme | Red ↓ | Green ⇔ | Red ↓ | Red ↓ | Windsor Road Widening works now substantially complete. Works are continuing for other schemes including Burnham station, the A4 Cycle route and Langley station. |
| Building Compliance | Green ⇔ | Green ⇔ | Green ↑ | Green ⇔ | Risk assessment is in place and was presented at the last Health & Safety Board for approval. Housing development and contracts: 3rd party audits have now commenced to all compliance areas. Building Management: Contract audit currently taking place |

Background Papers:

Email programme.managementoffice@slough.gov.uk for a copy of Gold Project Highlight reports for this reporting period.

Key achievements this quarter:

Project achievements

Clean, Safe & Vibrant

More than 100 people were identified from the Town Centre Survey as wanting to input into the high street improvements.

Key issues to be aware of:

Project Dependencies

Grove Academy

The project is dependent on the outcome of planning applications for the school, hub and temporary nursery accommodation.

Budget

Haybrook College

Thomas Gray Centre: Increased budget approved following assessment of received tenders and following planning delays.

Haybrook Annexe: The project has been delayed while market testing is being carried out.

Timeline

Highways & Transport Programme

DSO has been asked to recruit fixed term contract staff to resource works.

Resources

The Slough Academy

Resource concerns regarding delivery of the project plan due to the management of apprentices.

Key lessons from projects reviewed this quarter:

The council's Programme Management Office (PMO) routinely carries out 'End Project', 'Lessons Learned' and 'Benefits' reviews for key projects. This learning has been helpful to project managers implementing projects of a similar nature.

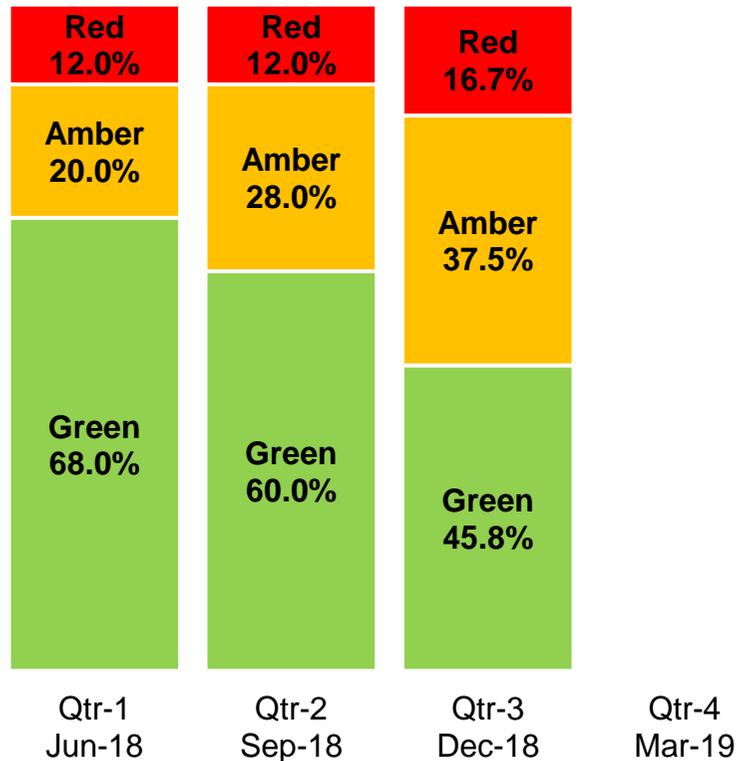
In the last quarter, the PMO undertook an End Project Review and recommendations included:

- Consideration of project board members and a project manager early in the project.
- The need to forward plan for reporting to CMT and members.
- The consideration of transition to Business as usual and HR processes for recruitment.
- The usefulness of project management tools and templates.

Comparison with previous quarter:

The bar chart compares the proportion of projects assigned a RAG status at quarterly intervals.

All Projects: Overall Status



Key areas of improvement:

Slough Half Marathon

The overall RAG status has improved from **Red** to **Green**.
Event was successfully delivered in October 2018.

Key areas of deterioration:

Slough Major Transport schemes

The overall RAG status has dropped from **Green** to **Red**.
DSO has been asked to recruit fixed term contract staff to resource works.

Adults social care programme

The overall RAG status has dropped from **Green** to **Amber**.
There are delays with the Management Information Project in both the server moves and permission to the development server to permit the ASC MIS developer to start the work on the data warehouse.

Server migration

The overall RAG status has dropped from **Green** to **Amber**.
Some works delayed until January 2019.

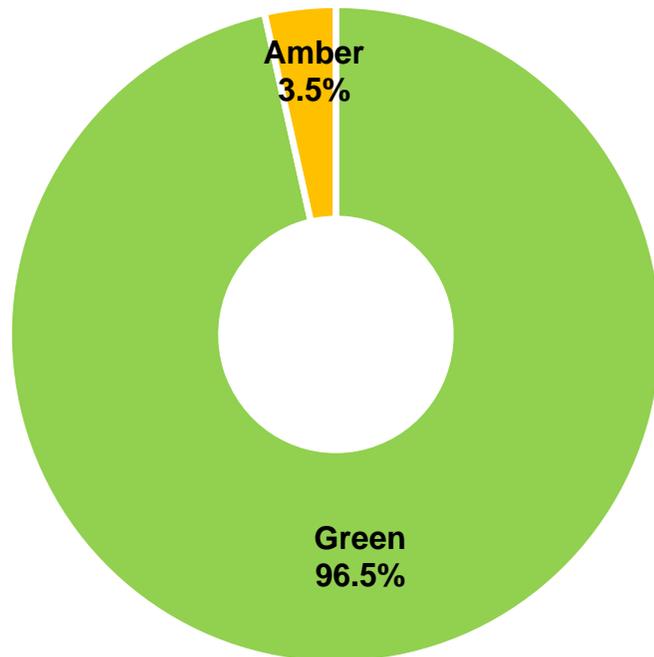
Slough Academy

The overall RAG status has dropped from **Amber** to **Red**.
Resource concerns regarding delivery of the project plan due to the management of apprentices.

2018/19 Quarter 3: Manifesto Commitments

The final section of the report provides a summary of progress against the Manifesto pledges made in advance of the Slough local elections, May 2018. Position stated is as at the end of Quarter 3 i.e. 31st December 2018.

Manifesto Pledges: Overall Status



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There are 57 Manifesto pledges across the key areas.

At the end of quarter 3, 96.5% (55 pledges) were rated overall as **Green** as achieving or on schedule and 3.5% (2 pledges) were rated overall as **Amber**, signifying as working towards. None of the pledges were rated overall as **Red**.

Key achievements this quarter:

The following Manifesto pledges were reported as delivered this quarter:

- Invest £18 million in buying homes to increase the supply of genuinely affordable housing for Slough families
- Use our new in-house waste service to keep our streets cleaner; roll out more bins across Slough; and reduce charges for bulky waste collection
- Deliver a new frequent, rapid "SMaRT" bus service along the A4
- Increase the number of cycle hire points, putting them where people want them; plus improve and expand walking routes across Slough
- Improve our bus network by working with new partners to deliver better buses, reduced fares and a more accessible bus network
- Invest over £2 million in our highway network; resurfacing roads and footpaths, improving pavements and landscaping the environment
- Increase free sports facilities in our parks and install more green gyms
- Bring back the Slough Half Marathon and 5k Family Fun Run
- Carry out a town survey to gather residents' views on how best to improve the High Street
- Give all school-starters a free book and library card, to help improve literacy

Key improvements this quarter:

The following Manifesto pledge RAG status improved in comparison to the previous quarter.

Plan and prepare designs to transform Cippenham Community Centre into a multi-use hub; with a new extension plus more services and facilities

The overall RAG status has improved from **Red** to **Amber**.
As the hub is on flood land the council is looking again at how this is delivered and further information will be fed back as part of the Community Hubs report being presented to Cabinet in February 2019. Regeneration Delivery team preparing proposals.

Increase the number of people managing their own care and support via direct payment.

The overall RAG status improved from **Amber** to **Green**.
We are continuing to promote Direct Payments as a method of securing and controlling personalised support care packages to all existing and new users of adult social care services.

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This quarter, there has been a significant increase in the uptake of Direct Payments for carers. We have also undertaken some analysis of existing care packages and are targeting those that would benefit from a Direct Payment. We have set up a direct payments project group to review and refine our approach.

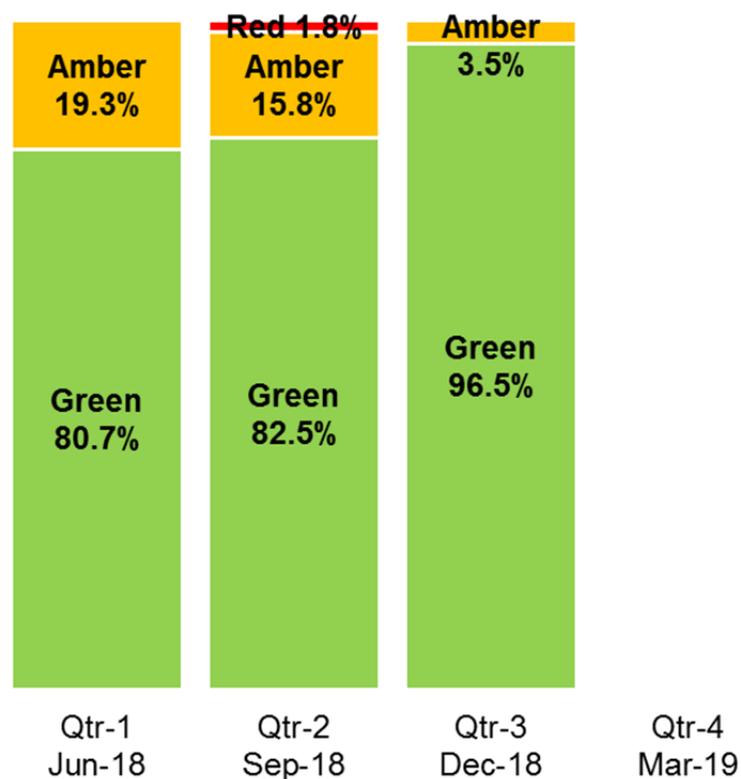
Key issues to be aware of:

None of the Manifesto pledge were rated overall as **Red** this quarter.

Comparison with previous quarter:

The bar chart compares the proportion of Manifesto pledges assigned a RAG status at quarterly intervals.

Manifesto Pledges: Overall Status



The table beneath summarises progress against the Manifesto pledges made in advance of the Slough local elections, May 2018. Position stated is as at the end of Quarter 3 i.e. 31st December 2018.

Further details on the actions taken can be found in the Appendix.

HOUSING AND REGENERATION

| Manifesto Pledge | Date for Delivery | RAG |
|---|-------------------|-------|
| Working with partners, start construction of 150 new social and affordable homes this year. | March 2022 | GREEN |
| Replace every property lost in the past 12 months through Right-to-Buy with a new social home | March 2019 | AMBER |
| Invest £18 million in buying homes to increase the supply of genuinely affordable housing for Slough families | COMPLETED | GREEN |
| Make £17 million in improvements to our existing council stock - fitting homes with new kitchens, bathrooms and more energy-efficient boilers | March 2019 | GREEN |
| Bring forward plans to regenerate the Canal Basin and TVU site with enhanced open space, and new homes, retail and community facilities | | GREEN |
| Deliver the next steps of the Chalvey regeneration by transforming the site currently occupied by Tower and Ashbourne Houses; providing new high-quality social homes | March 2022 | GREEN |

THE ENVIRONMENT AND NEIGHBOURHOODS

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| Manifesto Pledge | Date for Delivery | RAG |
|---|---|-------|
| Ensure all Slough's neighbourhoods reach the standard of the best | March 2019 | GREEN |
| Install measures to protect green verges from over-parking | Winter 2018/19 | GREEN |
| Step up parking regulation; introducing the next stages of our pavement-parking scheme | Winter 2018/19 | GREEN |
| Protect our residents from poor air quality by planning and preparing the launch of a Clean Air Zone across our worst-polluted areas | Winter 2019 (feasibility) Summer 2021 (implementation) | GREEN |
| Continue our alley-gating programme to help tackle anti-social behaviour | Ongoing | GREEN |
| Take action against fly-tipping by seeking prosecutions against serious and prolific offenders | Ongoing | GREEN |
| Use our new in-house waste service to keep our streets cleaner; roll out more bins across Slough; and reduce charges for bulky waste collection | COMPLETED | GREEN |
| Spread the benefit of regeneration from central Slough to local neighbourhoods | December 2019 | GREEN |

PARKING AND TRANSPORT

| Manifesto Pledge | Date for Delivery | RAG |
|---|-------------------|-------|
| Deliver a new frequent, rapid "SMaRT" bus service along the A4 | COMPLETED | GREEN |
| Increase the number of cycle hire points, putting them where people want them; plus improve and expand walking routes across Slough | COMPLETED | GREEN |
| Improve our bus network by working with new partners to deliver better buses, reduced fares and a more accessible bus | COMPLETED | GREEN |

| | | |
|--|----------------------------|-------|
| network | | |
| Increase the number of electric and hybrid vehicles in Slough by offering benefits to residents who switch from diesel and petrol | Summer 2019 (1st phase) | GREEN |
| Keep our highways and pavements to a good standard, and continue taking action to fill potholes more quickly than surrounding boroughs | Winter 2018/19 | GREEN |
| Invest over £2 million in our highway network; resurfacing roads and footpaths, improving pavements and landscaping the environment | COMPLETED | GREEN |
| Run a competition with industry and local business to find innovative ways to help people move around the Borough quicker and more cheaply | | GREEN |

COMMUNITY FACILITIES AND CUSTOMER CARE

| Manifesto Pledge | Date for Delivery | RAG |
|--|-------------------|-------|
| Plan and prepare designs to transform Cippenham Community Centre into a multi-use hub; with a new extension plus more services and facilities | | AMBER |
| Re-provide a new and improved Community Hub in Chalvey, as part of the enabling works for a brand new school in Chalvey | | GREEN |
| Relocate Slough Council's Headquarters to a site within the town centre, to support the regeneration of Slough High Street | | GREEN |
| Continue the improvement of Slough Cemetery and Crematorium, with a £300,000 investment in on-site facilities | End of 2021 | GREEN |
| Make significant improvement to digital services, and make it easier for the Borough's residents to access Council services online | | GREEN |
| Improve and expand online payments, making it easier for residents to transact with the Council, and working to 'get the right solution first time | | GREEN |

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LEISURE AND OPEN SPACES

| Manifesto Pledge | Date for Delivery | RAG |
|---|----------------------|-------|
| Open the refurbished and extended Langley Leisure Centre and open a brand new Family Activity Centre in Salt Hill Park | COMPLETED | GREEN |
| Increase free sports facilities in our parks and install more green gyms | COMPLETED | GREEN |
| Bring back the Slough Half Marathon and 5k Family Fun Run | COMPLETED | GREEN |
| Work to introduce more licenced wedding venues across Slough by seeking licences for Arbour Park and the Baylis House Hotel | COMPLETED | GREEN |
| Continue to provide flagship parks, allotments and public spaces; to help people manage their own health and wellbeing | Ongoing | GREEN |
| Plant 1 million bulbs and 200 trees across Slough, with the support of community groups | Ongoing, spring 2019 | GREEN |
| Complete the construction of Slough's new main Leisure Centre building on Farnham Road, ready for opening in Spring 2019 | Spring 2019 | GREEN |

OPPORTUNITY AND THE LOCAL ECONOMY

| Manifesto Pledge | Date for Delivery | RAG |
|---|-------------------|-------|
| Introduce a 'Slough Card' to give Slough residents priority and cheaper access to our services and facilities | Spring 2019 | GREEN |
| Work with employers to expand apprenticeships for local young people | September 2018 | GREEN |

| | | |
|---|---|-------|
| | and ongoing | |
| Support businesses to start, grow and locate in Slough | September 2018 and ongoing | GREEN |
| Continue to support the expansion of Heathrow; working with Heathrow Airport and local business to maximise the training, employment and travel opportunities available to local people | Ongoing: Colnbrook and Poyle Masterplan 'Dec 18 | GREEN |
| Ensure that Slough benefits from Crossrail and Heathrow's expansion; with new hotel and event facilities, and investment in our transport infrastructure | Summer 2018 onwards | GREEN |

HEALTH AND SOCIAL CARE

| Manifesto Pledge | Date for Delivery | RAG |
|--|-------------------|-------|
| Work with partners to increase the availability of health checks | March 2019 | GREEN |
| Construct new specialist housing for residents with learning disabilities on the former Rochfords Hostel site | | GREEN |
| Work with schools to ensure all children can access mental health services | Ongoing | GREEN |
| Make the Council an exemplar for Slough, by working to become a disability friendly and Stonewall-accredited organisation | March 2020 | GREEN |
| Increase the number of people managing their own care and support via direct payment | Ongoing | GREEN |
| Increase the number of local people supported by the community and voluntary sector | Ongoing | GREEN |
| Work with the NHS to try and co-locate more local health services within our neighbourhood-based hubs and other multi-use public buildings | Ongoing | GREEN |

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SLOUGH HIGH STREET AND THE TOWN CENTRE

| Manifesto Pledge | Date for Delivery | RAG |
|--|--|-------|
| Carry out a town survey to gather residents' views on how best to improve the High Street | COMPLETED | GREEN |
| Improve the immediate offer in the High Street, with street markets and community events - while longer-term major regeneration is prepared | September 2018 and ongoing | GREEN |
| Create a fit for purpose town centre; delivering the homes our residents need, and the quality jobs to match the ambitions of our young people | Ongoing | GREEN |
| Seek 'Purple Flag' accreditation for the town centre - having worked to ensure that it is able to 'provide an entertaining, diverse, safe and enjoyable night out' | Phased stages, July 2018 October 2018 October 2019 | GREEN |

CHILDREN AND YOUNG PEOPLE

| Manifesto Pledge | Date for Delivery | RAG |
|---|-------------------|-------|
| Invest over £40 million to expand and improve local schools; delivering adequate places, better sports provision and facilities for Slough children | By March 2021 | GREEN |
| Give all school-starters a free book and library card, to help improve literacy | COMPLETED | GREEN |

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| Work to bring a higher education facility back to Slough | Ongoing | GREEN |
| Increase post-16 skills and job training for young people with disabilities and special educational needs | | GREEN |
| Support the great work of Slough's Youth Parliament and champion the needs of Slough's Young People | Ongoing | GREEN |
| Create at least 400 new early years places across the Borough | By March 2023 | GREEN |
| Keep open all our Borough's Children Centres | Ongoing | GREEN |

Slough Borough Council

Appendix B:

Manifesto Commitments

2018/19 – Quarter 3

(October to December 2018)

Strategy and Performance Service

Manifesto Commitments 2018/19 Quarter 3

HOUSING AND REGENERATION

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|---|---|-------------------|---|---|
| 1 | Working with partners, start construction of 150 new social and affordable homes this year. | March 2019 | The Council is working with Osborne Property Services Ltd (RMI) and Slough Urban Renewal ('SUR'), registered housing providers and private developers to identify sites and other opportunities to start construction of 150 new affordable homes before end of March 2019. The projections are: 43 new build affordable housing completions in Slough (32 for rent and 10 for shared ownership). This includes the 6 new build James Elliman (JE) s106 purchases. Please note this does not include ex-RTB buybacks or JE second-hand acquisitions. 188 affordable housing 'Starts' are possible however this is a very cautionary figure. All the listed sites have Planning consent and developers have indicated they wish to commence construction, however there are many constraints beyond the council's control which could lead to delays or mothballing of any site on the list. Up to Q3, construction started on site for 81 affordable homes. | GREEN |
| | | March 2022 | Identified 511 new dwellings for development on former garage sites to be delivered over next 3 year period. We are still awaiting the outcome of the bids to central government for funding to support the building programme. The initial government bid to allow for borrowing has been superseded by the government's removal of the borrowing cap thus allowing those schemes that have been identified to proceed. The team is in process of submitting 17 pre-planning applications for a range of garage sites for the end of Jan-19. | |
| 2 | Replace every property lost in the past 12 months through Right-to-Buy with a new social home | March 2019 | In addition to the work to build new homes, the council will also continue with its policy of buying back properties from leaseholders. We have a target of 12 buybacks this year. Year to date, there have been 19 RTB sales (8 in Q3) and 16 new council build completions. 5 buybacks have been completed year to date (4 in Q3). | AMBER |
| 3 | Invest £18 million in buying homes to increase the supply of genuinely affordable housing for Slough families | March 2019 | Manifesto Pledge has been met The £18m for 2018/19 has been spent and we have received agreement to bring forward a proportion of the 2019/20 allocation. This will likely be about £7m. 67 units have been bought and of these 29 have been let so far. The others are having works carried out to them. |  |

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| 4 | Make £17 million in improvements to our existing council stock - fitting homes with new kitchens, bathrooms and more energy-efficient boilers | March 2019 £17m Investment | <p>The HRA Asset Management Strategy has a planned 5-year programme of works. This years commitment of £17 million has targeted substantive investment including replacement of 600 energy efficient boilers, 100 new bathrooms, 90 new kitchens, 250 new individual entrance doors, 220 properties having new energy efficient double glazed windows, 200 pre 1940s houses having new roofs including enhanced insulation, fire risk works to flatted blocks, refurbishment of Broom House and Poplar House, works to garage sites to address ASB, create parking and improvements</p> <p>Included within the programme is investment due to significant statutory compliance related work, particularly fire and asbestos risks. For technical reasons some of the delivery of these works will take time and not all can be completed in this financial year, budgets have therefore been adjusted to bring forward other works to ensure investment improvements are acheived</p> <p>This year's programme is the first year of a five-year programme with a new service partner Osborne Property Services Ltd, Osborne have been instructed to undertake all programmes, pre contract surveys and costs are now agreed and programmes for roofs, boilers, garage sites, Broom and Poplar are now onsite, with kitchens and bathrooms, windows and doors to follow shortly.</p> <p>There is as expected a slow start to delivery of the programme with a new service partner, completion of work and spend per month will increase steadily through Quarter 3.</p> <p>The Capital Investment Programme for 2019/20 will continue with works already on site in April and be delivered relatively evenly throughout the year.</p> | GREEN |
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| 5 | Bring forward plans to regenerate the Canal Basin and TVU site with enhanced open space, and new homes, retail and community facilities | | <p>Slough Urban Renewal are proposing a residential development of around 240 new homes, situated adjacent to the Slough Canal Basin, to be delivered jointly by SUR and a specialist waterside developer, Waterside Places. Plans for the proposal are 6 months behind the last reported schedule. The updated programme now assumes that the planning application will be submitted by June 2019, with construction anticipated to commence around the end of 2019.</p> <p>The new homes will be of mixed tenure and set within large areas of open space, with walkways from the development to the canal incorporated throughout, encouraging active use of the water, and the broader area will be enhanced with large areas of public realm.</p> | GREEN |
| 6 | Deliver the next steps of the Chalvey regeneration by transforming the site currently occupied by Tower and Ashbourne Houses; providing new high-quality social homes | 2022 | <p>The council's vision for the site currently occupied by Tower and Ashbourne Houses is the demolition of the two towers and redevelopment of the site to provide 196 new homes in total.</p> <p>During Quarter 2 we have held the 1st public consultation, met with the LPA and also presented the design to the South East Design Panel. A number of surveys such as: topographical, arboriculture, ecological, ground conditions, daylight and sunlight have already been completed, with others undertaken in Q3.</p> <p>The Service Lead, Housing Development and Contracts has signed off key design requirements such as sprinklers, CCTV and for all lifts to be fire-fighting lifts. Further refinement of the design is near completion and following planning committee feedback in December a formal planning application intended submission in January 2019.</p> | GREEN |

THE ENVIRONMENT AND NEIGHBOURHOODS

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|---|--|-------------------|---|-------|
| 7 | Ensure all Slough's neighbourhoods reach the standard of the best | March 2019 | <p>The government has produced a green paper that draws reference to service standards. These are currently been reviewed alongside wider estate and neighbourhood standards which have previously been circulated to cabinet members. The intention is to develop the service standards in consultation with residents by the end of the financial year.</p> <p>Building on the success of work undertaken in Manor Park this initiative is now in planning stages of being rolled out to the following three areas:</p> <ul style="list-style-type: none"> • Trelawny Avenue • Foxborough (Social Housing) • Chalvey <p>Following various discussion, the initiative is being extended and will include key partner agencies and will be known as strong, healthy and attractive communities. This allows us to seamlessly connect the work streams of the 5YP outcome 2 and outcome 3. In addition we will also be taking in to account economic prosperity as this plays a key role in the health and wellbeing within communities.</p> <p>A meeting to ensure all relevant SBC services are on the same page takes place on 9th January and this will be followed by meetings with partners and then soft launches in the identified communities.</p> | GREEN |
| 8 | Install measures to protect green verges from over-parking | Winter 2018/19 | CIF projects underway to introduce more parking bays, restrictions and more verge protection measures. | GREEN |
| 9 | Step up parking regulation; introducing the next stages of our pavement-parking scheme | Winter 2018/19 | Collating list of worst affected streets in the borough from ward members. Scheme feasibility in progress. Initial discussions with Leader undertaken around a process for potential full roll out. | GREEN |

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| 10 | Protect our residents from poor air quality by planning and preparing the launch of a Clean Air Zone across our worst-polluted areas | Winter 2019 (feasibility) Summer 2021 (implementation) | <p>This manifesto pledge is a long-term project.</p> <p>The Low Emission Strategy was approved by Full Council on 27th September 2018.</p> <p>A feasibility assessment for a Clean Air Zone will be undertaken by Winter 2019 that will consider different categories of CAZ and non-charging and charging CAZ. If the assessment concludes that a CAZ would be effective in improving air quality and complying with air quality standards, an economic viability assessment will be undertaken. A CAZ will require a full public consultation and an application to the Secretary of State for Transport. We are currently on track for full implementation by summer 2021.</p> | GREEN |
| 11 | Continue our alley-gating programme to help tackle anti-social behaviour | Ongoing | <p>The council will continue to work with our community to tackle anti-social behaviour, including installing gates, railings and fencing where this is required. The programme will be reviewed annually and budget forecast submitted for approval.</p> <p>Current target hardening projects which include gating:</p> <p>Lynch Hill Target hardening work to address the motorcycles issue, started just before Christmas. Will resume w/c 14/01/19.</p> <p>Tomlin Road / Whittaker Rd alley gate installation, ETA w/c 14/01/19.</p> <p>Order placed for staggered barriers in Stafford Ave / Farnham Rd alley and Northborough Rd / Faraday Rd foot path.</p> <p>Gating for garage area in Doddsfield Rd / Lydsey Close being considered.</p> | GREEN |
| 12 | Take action against fly-tipping by seeking prosecutions against serious and prolific offenders | Ongoing | <p>Fly-tipping is the illegal dumping of waste on land that doesn't have a licence to receive it. Waste can only be deposited at officially authorised sites.</p> <p>The council will investigate all instances of fly-tipping and attempt to identify those responsible, and will seek prosecutions.</p> <p>The App "Love Clean Streets" is to be customised to Slough and linked to the DSO's Mayrise Work Scheduling Software in March 2019 to allow residents, Cllrs and Officers to report fly tips, overflowing bins, graffiti etc. electronically to our Service Request Centre with the requester then informed electronically once "make good" work has been carried out.</p> | GREEN |

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| 13 | Use our new in-house waste service to keep our streets cleaner; roll out more bins across Slough; and reduce charges for bulky waste collection | Ongoing | <p>Manifesto Pledge has been met</p> <p>Gateway Site inspections assure us that streets are generally maintained to a high standard of cleanliness.</p> <p>New and additional bins are placed on request.</p> <p>The cost for Bulk Waste Collection has now reduced to £5 per item; minimum 3 items (£15), maximum 7 items (£35). Previously it was £30.75 for up to 5 items. Payment for these collections can now be done by credit card over the phone which saves residents having to come to the Chalvey office to pay by either cash or cheque.</p> |  |
| 14 | Spread the benefit of regeneration from central Slough to local neighbourhoods | December 2019 | <p>The council is developing proposals for a number of housing-led sites throughout the borough, including General Fund and Housing Revenue Account sites.</p> <p>Options appraisal of the HRA estates is currently near completion and is being led by the Housing Development and Contracts Lead which to date has identified over and above the garages site and a potential further 300 units that could be gained from remodelling or top hatting.</p> | GREEN |

PARKING AND TRANSPORT

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|----|--|-------------------|--|---|
| 15 | Deliver a new frequent, rapid "SMaRT" bus service along the A4 | Autumn 2018 | <p>Manifesto Pledge has been met</p> <p>The A4 Slough Mass Rapid Transit ('SMaRT') scheme is a programme of works to improve the A4 public transport corridor to enable dedicated bus lanes along its length.</p> <p>Highway construction works for Phase 1 (Slough Trading Estate to Slough Railway station) have been completed. The A4 has been widened at key points, and service roads utilised as bus lanes, to provide a bus service that is quicker, more frequent and more reliable. Through reducing congestion, the scheme also aims to improve the daily journeys of the 20,000+ vehicles that use this stretch of road.</p> <p>The council introduced an electric bus route on the A4 Slough Mass Rapid Transit ('SMaRT') dedicated bus lane, and has partnered with Thames Valley Buses to trial the first fully electric bus. The state-of-the-art electric bus has been operating from the Slough depot along the Green Line 703 service.</p> <p>The new service will start on 14th January with a photoshoot to follow.</p> <p>http://www.slough.gov.uk/parking-travel-and-roads/slough-mass-rapid-transit-smart.aspx</p> |  |

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| 16 | Increase the number of cycle hire points, putting them where people want them; plus improve and expand walking routes across Slough | Summer 2018 | <p>Manifesto Pledge has been met</p> <p>Slough has expanded the cycle hire scheme to 17 docks placed strategically across the borough. Two are yet to go live, after which the entire scheme will be promoted and incentivised. Currently the cycle hire scheme is transitioning to new management.</p> <p>Over 7,248 hires since the scheme went “Live” equating to 34.29 uses/day. 370 registered users who will transition to the new, easier to use system which allows users to pay and pedal model that will also permit easier sign-up.</p> <p>For more details on the scheme please visit https://www.cycleslough.com/</p> <p>Brunel Way Cycle Hub has been decommissioned. Options being considered to bring this aspect in-house to reduce costs, including re-negotiating new hub space with Network Rail and Great Western Railway.</p> <p>Walking routes are being reviewed via the Access Fund programme, to include improved signage around schools.</p> |  |
| 17 | Improve our bus network by working with new partners to deliver better buses, reduced fares and a more accessible bus network | Winter 2018 | <p>Manifesto Pledge has been met</p> <p>Thames Valley Buses are now located in Slough serving services 4, 5 and 6. The service 5 is now registered by Reading Buses as commercial with support from Slough on areas which do not have sufficient demand. The service 4 and 6 will soon go out to tender.</p> <p>HAL to lead on procuring a service to T5 and will engage with members and officers over the coming months.</p> |  |
| 18 | Increase the number of electric and hybrid vehicles in Slough by offering benefits to residents who switch from diesel and petrol | Summer 2019 (1st phase) | <p>Procurement for EV/ULEV car club partner will be complete by end of 2018/19 with phase 1 of EV/ULEV car club set up by summer 2019. We are slightly behind schedule.</p> <p>Slough council provides free electricity and parking at 10 charging points in Slough.</p> <p>http://www.slough.gov.uk/parking-travel-and-roads/electric-cars.aspx</p> | GREEN |

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| 19 | Keep our highways and pavements to a good standard, and continue taking action to fill potholes more quickly than surrounding boroughs | Winter 2018/19 | Additional funding for pothole repairs was agreed alongside government in-year funding. An on-going programme being put into place. | GREEN |
| 20 | Invest over £2 million in our highway network; resurfacing roads and footpaths, improving pavements and landscaping the environment | Autumn 2018 | <p>Manifesto Pledge has been met</p> <p>The council completed a consultation on the resurfacing programme for footways and carriageways earlier in the year, to inform a programme of planned works for the current year and beyond.</p> <p>Current year carriage and footway programme completed.</p> | ✓ |
| 21 | Run a competition with industry and local business to find innovative ways to help people move around the Borough quicker and more cheaply | | A commuter challenge is being devised and procured, working with local businesses to allow employees to compete against each other using various sustainable modes. In addition, a new carshare supplier is being procured to work with twenty businesses in Slough. Once established, a competitive element will be introduced into this carshare scheme as an annual event. | GREEN |

COMMUNITY FACILITIES AND CUSTOMER CARE

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|----|---|--|--|-------|
| 22 | Plan and prepare designs to transform Cippenham Community Centre into a multi-use hub; with a new extension plus more services and facilities | | As the hub is on flood land the council is looking again at how this is delivered and further information will be fed back as part of the Community Hubs report being presented to Cabinet in February 2019. Regeneration Delivery team preparing proposals. | AMBER |
| 23 | Re-provide a new and improved Community Hub in Chalvey, as part of the enabling works for a brand new school in Chalvey | | <p>The ESFA have appointed Wates as the contractor. The design of the hub has been agreed through a set of Client Engagement Meetings (CEMs) workshops and will be shared with the public at a consultation meeting on the 3rd October.</p> <p>A planning application for the new all-through School and Community hub was submitted in January 2019 and passed. Site will start to be decanted from March 2019 and the project will be on site by May 2019, with the New Chalvey Hub completing by June 2020.</p> | GREEN |
| 24 | Relocate Slough Council's Headquarters to a site within the town centre, to support the regeneration of Slough High Street | | <p>Purchase completed. Planning now underway to deliver the HQ relocation. Reported to Cabinet in October with progress updates.</p> <p>Project progressing well, various officers allocated to lead the different workstreams within this overall project.</p> | GREEN |
| 25 | Continue the improvement of Slough Cemetery and Crematorium, with a £300,000 investment in on-site facilities | <p>May 2019</p> <p>Nov 2018</p> <p>End of 2021</p> | <p>The council is developing business cases for transformation. Plans for new landscaping at entrance to Crematorium are in detail. The first phase contract for the extension of the cemetery project to provide a new burial area and Gardens of Remembrance is due to start on site by May 2019 with the second phase in May 2020. Open day for Members at Crematorium rescheduled to Spring 2019.</p> <p>In addition bulbs have been added during November 2019 to create more colour from Spring to Summer in the scattering of ashes area.</p> <p>New maintenance standards for the baby grave area of the cemetery to enhance the attractiveness of the area.</p> <p>Proposals underway for new café and flower shop to be built at the crematorium during 2020/2021.</p> | GREEN |

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| 26 | Make significant improvement to digital services, and make it easier for the Borough's residents to access Council services online | | <p>Implementation of online Adult Social Care portal for residents and carers. Self-Service portal for benefits and financial assessments.</p> <p>The Housing Benefits Self Service portal has been in place for some time now. Financial Assessments and Benefits (FAB) will be implemented once the ASC portal goes live.</p> <p>A Technology stack to support the implementation of Customer Strategy will be considered as part of the Customer Strategy Development.</p> <p>Adult Social Care system migrated to new infrastructure in September 2018 in preparation for ASC Portal. System upgrade scheduled for Feb 2019. ASC Portal build commenced November 2018 - targeted "go live" in April 2019.</p> | GREEN |
| 27 | Improve and expand online payments, making it easier for residents to transact with the Council, and working to 'get the right solution first time | | <p>Council Tax, Business rates, housing rents, rechargeable repairs, support payments, invoices, housing benefits, venue and pitch hire fees can all be paid online at: https://www.civicaepay.co.uk/Slough/Webpay_Public/Webpay/Default.aspx</p> <p>Four service areas are in the process of moving to online payments, and a further programme of online payment expansion will be developed as part of the Customer Strategy Delivery plan.</p> <p>Food safety payments and library payments are now available online. Chip and Pin devices installed in 4 main children centres. Waiting for scheduling by contractor for installation of further devices. Work ongoing for online school attendance payments.</p> | GREEN |

LEISURE AND OPEN SPACES

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|----|---|-------------------------|---|-----|
| 28 | Open the refurbished and extended Langley Leisure Centre and open a brand new Family Activity Centre in Salt Hill Park | Autumn 2018 & June 2018 | <p>Manifesto Pledge has been met The new Family Activity Centre was opened during Quarter 1, and the refurbished Langley Leisure Centre opened early in Quarter 2. http://www.slough.gov.uk/leisure-parks-and-events/leisure-centres.aspx</p> | ✓ |
| 29 | Increase free sports facilities in our parks and install more green gyms | Ongoing | <p>Manifesto Pledge has been met Slough now has 16 Green Gyms installed in parks across the borough (the latest opened in July). The council also provides and maintains 2 basketball courts, a bowling green, 5 Multi Use Games Areas ('MUGAs'), 4 skateboard parks, 3 tennis courts, 2 Trim Trails, cricket nets and football pitches.</p> <p>Quarter 1 saw the opening of Manor Park's newly installed MUGA and cricket nets. http://www.slough.gov.uk/leisure-parks-and-events/outdoor-gym-locations.aspx</p> <p>£150k funding secured from capital board and this added to CIF commitments will ensure roll out of next set of green gyms. However a full impact assessment will be undertaken prior to any additional commitments post these.</p> | ✓ |
| 30 | Bring back the Slough Half Marathon and 5k Family Fun Run | October 2018 | <p>Manifesto Pledge has been met Slough Half Marathon and 5k fun run took place in Oct 2018 5k fun run for 2019 is to take place in June. Planning for Slough half marathon 2019 has commenced.</p> | ✓ |
| 31 | Work to introduce more licenced wedding venues across Slough by seeking licences for Arbour Park and the Baylis House Hotel | | <p>Manifesto Pledge has been met, with both Arbour Park and Baylis House now licensed as "approved venues" for marriages and civil partnerships. Slough now has five approved venues: Arbour Park, The Venue (in The Curve), Baylis House Hotel, Heathrow and Windsor Marriott Hotel, and Hilton London Heathrow Airport Terminal Five. http://www.slough.gov.uk/births-marriage-deaths/weddings-at-approved-venues.aspx</p> | ✓ |

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| 32 | Continue to provide flagship parks, allotments and public spaces; to help people manage their own health and wellbeing | Ongoing | <p>The council manages more than 254 hectares of public parks, open green space and play areas, and more than 900 allotment plots on 12 sites throughout the borough.</p> <p>Three of our parks meet the international standard of quality for parks and green spaces, and have been recognised again in July 2018 with Green Flag awards.</p> <p>New refurbished raised beds were installed at Cherry Orchard allotments site in May, to help mobility-restricted plot holders grow their own produce.</p> <p>A new allotment site at Moray Drive has been built on derelict land to provide a place for people in the area to grow their own food. A new toddler play area is planned for Upton Court Park to provide a place for families to meet and play. Rose garden at Salt Hill park is being restored following volunteers for Eton School's work. New Avenue planted at Upton Court Park.</p> | GREEN |
| 33 | Plant 1 million bulbs and 200 trees across Slough, with the support of community groups | Spring 2019 and ongoing | <p>The parks service work with a range of community groups to engage local residents in the design and maintenance of their parks. We have planted over a million bulbs throughout the parks and open spaces in Slough. Trees have been ordered for planting this winter and they will be all planted before April. Plans to replace the diseased horse chestnuts in Upton Court Park are underway with the replacement avenue to be planted this winter.</p> | GREEN |
| 34 | Complete the construction of Slough's new main Leisure Centre building on Farnham Road, ready for opening in Spring 2019 | Spring 2019 | <p>Construction work on the new main Leisure Centre is well underway and on track, with an expected opening in early 2019.</p> <p>http://www.slough.gov.uk/business/regenerating-slough/the-centre.aspx</p> | GREEN |

OPPORTUNITY AND THE LOCAL ECONOMY

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|----|---|----------------------------|---|-------|
| 35 | Introduce a 'Slough Card' to give Slough residents priority and cheaper access to our services and facilities | Spring 2019 | The Slough App concept has superseded the Slough Card and has been phased to allow for short, medium and long terms developments. Phase 1 offers are being worked up now including discounts for cycle hire, shops and restaurants in High Street, community centres etc. A provider for the app development is being sourced. Procurement process may impact on timelines. An article has been inserted into The Citizen highlighting that this is soon available to local people with a link to our website providing further information. | GREEN |
| 36 | Work with employers to expand apprenticeships for local young people | September 2018 and ongoing | The council is reviewing its existing apprenticeship and employment offer to ensure it is an appropriate fit with the needs of our young people, and scoping a needs assessment. Slough Academy launched in Nov 2018 which will demonstrate how the Council is role modelling the agenda on Apprenticeships. | GREEN |
| 37 | Support businesses to start, grow and locate in Slough | September 2018 and ongoing | The council is working with various providers exploring options to support businesses. | GREEN |
| 38 | Continue to support the expansion of Heathrow; working with Heathrow Airport and local business to maximise the training, employment and travel opportunities available to local people | Ongoing | <p>A third runway at London's Heathrow airport is now the government's official policy and plan after parliament approved the National Aviation Policy Statement (NPS) on 25 June giving the go-ahead for Heathrow's expansion.</p> <p>The council will continue to work with Heathrow Strategic Planning Group ('HSPG'), and support expansion, plan to optimise benefits, and mitigate for negative impacts of expanded Heathrow in a review of the Slough Local Plan. A new economic development sub group has been formed. SBC economic development is a member of this group.</p> <p>Working group meetings are being set up with Heathrow Airport to look at collaborative schemes. The council will develop a strategy that sets out how Slough shares the benefits of an expanded Heathrow.</p> <p>Bi-lateral meetings progressing well with a list of objectives produced; will require input from members to agree the outputs the council is looking to achieve.</p> <p>PTL bid submitted for improvements to the Colnbrook area awaiting response</p> | GREEN |

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| 39 | Ensure that Slough benefits from Crossrail and Heathrow's expansion; with new hotel and event facilities, and investment in our transport infrastructure | Summer 2018 onwards | The council has been working in collaboration with partners to deliver station access improvements at Burnham and Langley in preparation for Crossrail in 2019. Burnham Station car park is now open to the public. Langley station on-going. We have submitted a new bid to HAL for improvements to the Colnbrook and Poyle area. | GREEN |
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HEALTH AND SOCIAL CARE

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
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| 40 | Work with partners to increase the availability of health checks | December 2018 onwards March 2019 | Our work continues with partners to increase use of a range of front-line workers trained in MECC (Making Every Contact Count). Part of this training supports raising awareness and uptake of NHS health checks across the community. Public Health is working with the Slough GPs to make it easier for each practice to be able to offer Health Checks or to partner within GP Networks, ensuring full coverage across Slough. We're working with GPs to design a short-term incentive to facilitate this new way of working and encourage uptake with the new approach. | GREEN |
| 41 | Construct new specialist housing for residents with learning disabilities on the former Rochfords Hostel site | Summer 2020 | We asked Osbornes and SUR to review the feasibility on this site, which they have done. We have met with Adults Commissioning and they have given us their requirements. We are reevaluating the financial viability so as to ensure that development will go ahead. This depends on review with planners, Osborne and SUR and it is still the intent for the development to be built by summer 2020 if all goes to plan. | GREEN |

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| 42 | Work with schools to ensure all children can access mental health services | Ongoing | <p>There has been some significant move forward in raising the profile of mental health in schools in this academic year which has included some fantastic partnership working with the CCG. Specific highlights include:</p> <p>Upskilling Year 12 students to become youth champions initially in 4 secondary schools.</p> <p>Using Public Health funding for two years for 2 wellbeing posts in Slough in schools and early years settings. The schools post will focus on supporting schools to develop MH strategies and activities and promoting resources for the PHSE.</p> <p>In Nov 2018, 16 secondary schools were trained on Mental Health First Aid with the aim to have at least 1 mental health lead in schools by 2025.</p> <p>A mental health directory has been developed outlining all MH services in Slough and nationally for use by staff and families via the Family Information Service (FIS).</p> <p>A tier 2 service of support for anxiety and depression, called Andy clinic has been embedded in the Early help system to provide direct and prompt access to low level (tier 2) services.</p> <p>PPE Care training has been actively promoted in schools and Slough has the largest uptake of this training.</p> <p>A Slough funded project of healthy choices has also been commissioned long term to support children and young people make informed decision in risky situations as part of PHSE starting with primary schools in January 2019 and roll out to secondary schools later in the year.</p> <p>The CCG local transformation plan pulled together an EOI bid. Deferred until the next phase as not ready to engage in round 1 of the project.</p> | GREEN |
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| 43 | Make the Council an exemplar for Slough, by working to become a disability friendly and Stonewall-accredited organisation | March 2020 | <p>The council has signed up to the Stonewall Diversity Champions programme, which includes formal submission to their Workplace Equality Index (2019/20) and tailored support and advice in furthering LGBT+ equality in the workforce and in council services.</p> <p>Stonewall has been reviewing HR policies, including Adoption, Transitioning, Dignity at Work, to ensure they are LGBT+ inclusive. Amendments are being made as per their recommendations; including language is gender neutral and up to date.</p> <p>The Stonewall Diversity Champions logo is now on all recruitment literature and websites, ensuring we are branding ourselves as a fully inclusive employer.</p> <p>SBC staff were invited to take part in the national 2018 Stonewall Workplace Survey (now closed). Results will be available in January 2019.</p> <p>Support has been given to the SBC LGBT+ and Allies Network Group, developing terms of reference.</p> <p>Stonewall will be attending January SLT to talk to senior leaders about key issues facing LGBT staff in the workplace and the role of senior managers in supporting this agenda.</p> | GREEN |
| 44 | Increase the number of people managing their own care and support via direct payment | Ongoing | <p>We are continuing to promote Direct Payments as a method of securing and controlling personalised support care packages to all existing and new users of adult social care services.</p> <p>This quarter, there has been a significant increase in the uptake of Direct Payments for carers. We have also undertaken some analysis of existing care packages and are targeting those that would benefit from a Direct Payment. We have set up a direct payments project group to review and refine our approach.</p> | GREEN |
| 45 | Increase the number of local people supported by the community and voluntary sector | Ongoing | <p>Continued development of the SPACE contract and delivery.</p> <p>Development of asset based conversations and community development. Following a successful pilot of ABCD in Foxborough, preparations are taking place to roll this across the town. We will be working with the VCS to support this initiative.</p> <p>Recruitment to a new co-production network has taken place and launch event is scheduled for March.</p> | GREEN |

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| 46 | Work with the NHS to try and co-locate more local health services within our neighbourhood-based hubs and other multi-use public buildings | Ongoing | <p>New Slough place based strategic meeting to start. Regular meetings between assets teams of council and NHS. Agree options - aligned between new service delivery options and existing/new assets.</p> <p>Adult Social Care Accommodation Project Board established to align the locality working model with the co-location. Options appraisal underway to establish next steps.</p> | GREEN |
|----|--|---------|--|-------|

SLOUGH HIGH STREET AND THE TOWN CENTRE

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|----|--|----------------------------|---|-------|
| 47 | Carry out a town survey to gather residents' views on how best to improve the High Street | Autumn 2018 | <p>Manifesto Pledge has been met A High Street survey has been carried out which has provided us a baseline from where we will be developing further work that respond to key findings in survey and more generally to improve the area.</p> | ✓ |
| 48 | Improve the immediate offer in the High Street, with street markets and community events - while longer-term major regeneration is prepared | September 2018 and ongoing | <p>The Town Centre team is negotiating a number of 'Meanwhile' uses for vacant buildings in the town centre to 'home' cultural infrastructure organisations - Home Slough and Learning to work. Work is progressing on a Business Improvement District. The 'meanwhile' offer is progressing at pace. We now have Home Slough up and running and are looking at 2 further shops. We are exploring options and clarifying the bigger pop up offer, based upon our needs.</p> | GREEN |
| 49 | Create a fit for purpose town centre; delivering the homes our residents need, and the quality jobs to match the ambitions of our young people | Ongoing | <p>Town Centre and 'Meanwhile use' strategies are under development. Significant regeneration is planned for the Town Centre and surrounding areas over the next few years, which will create additional homes, hotels, and business opportunities. Town Centre Transport Strategy to go to Feb 2019 Cabinet focussing on transport led development.</p> | GREEN |

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| 50 | Seek 'Purple Flag' accreditation for the town centre - having worked to ensure that it is able to 'provide an entertaining, diverse, safe and enjoyable night out' | <p>Clean Safe Vibrant Programme July 2018</p> <p>Self-Assessment October 2018</p> <p>Purple Flag Assessment October 2019</p> | <p>Works delivered via the Clean Safe Vibrant programme will support the town's progression to Purple Flag accreditation. 30 day pledges completed in the town centre with introduction of wardens, deep clean and fly tip removal, repainted lamp columns and new banners, additional floral arrangements.</p> <p>Self-assessment of the town centre against the Purple Flag conducted via a walkabout with Cllr Swindlehurst on 05/10/2018.</p> <p>Recommendations on next steps shared with Town Team Leaders and an action plan has been prepared. Agreed that likely Purple Flag footprint to include Windsor Road, Salt Hill Park, the Ice Rink and train station area (potentially also Herschel Park)</p> <p>Potential assessment for Purple Flag status in October 2019 – this will be dependent on progress made on Clean, Safe, Vibrant work streams. For more details on the Purple Flag accreditation scheme please see https://www.atcm.org/purple-flag</p> | GREEN |
|----|--|--|---|-------|

CHILDREN AND YOUNG PEOPLE

| | Manifesto Pledge | Date for Delivery | Actions taken | RAG |
|----|---|-------------------|---|-------|
| 51 | Invest over £40 million to expand and improve local schools; delivering adequate places, better sports provision and facilities for Slough children | By March 2021 | <p>£40 million will be spent over the period to March 2021 on a programme of planned works.</p> <p>Planned activities cover:</p> <ul style="list-style-type: none"> •The expansion of Wexham and Westgate Schools, adding 4.5 new forms of entry from September 2018. •Funding one additional form of entry at Langley Grammar School as part of their rebuild project. •Allocating more than £2m+ to non-academy schools to address high priority building condition needs and improve facilities. •Deliver a significant expansion of SEND and PRU places at schools including Littledown, Haybrook College, Arbour Vale and Marish Primary. <p>During Quarter 1, Priory School's new SEND resource based opened. This base provides 60 places for pupils with education, health care plans. Pupils at Wexham and Westgate Schools have starting using their new facilities.</p> <p>A number of SEND and PRU projects have been delayed due to budget issues which have triggered a review of the procurement strategy for large school projects.</p> <p>At present, all other works are proceeding as planned.</p> | GREEN |
| 52 | Give all school-starters a free book and library card, to help improve literacy | | <p>Manifesto Pledge has been met</p> <p>Each school was visited or visited a library last year with the offer of free membership and during the Summer Reading Challenge every school received an assembly visit to promote the challenge and encourage membership</p> | ✓ |
| 53 | Work to bring a higher education facility back to Slough | Ongoing | We have now submitted the cabinet paper to seek approval for the Slough Campus feasibility work and baselining work will commence shortly. Due at the end of April. | GREEN |

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| 54 | Increase post-16 skills and job training for young people with disabilities and special educational needs | Ongoing | <p>Supported internships are study programmes for young people aged 16-24 with learning difficulties or learning disabilities, who want to get a job and need extra support to do this. Internships are unpaid and last for at least six months, and deliver a personalised package of training, support and work skills.</p> <p>Quarter 2 saw progress made in preparation for the scheme's launch in the autumn term, including setting up a working group to oversee this activity.</p> <p>Meetings have taken place with Post 16 providers (Windsor Forest College Group, Berkshire College of Agriculture and Arbour Vale School) to discuss establishing a Supported Internship curriculum. BCA have piloted the programme and have enrolled 7 learners onto the course</p> <p>Funding for the role to support Children and Young People with EHCPs from Year 9 onwards has been agreed and will be delivered by Slough's YPS from Autumn term 2018. This role will help facilitate young people with SEND accessing Supported Internships</p> <p>Further work to be done with providers to establish cohort of young people that can access Supported Internships and to identify potential employers.</p> <p>SEND Supported Internship Grant to be used to employ member of staff to establish Supported Internship Forum and to fund training opportunities for providers.</p> <p>Quarter 3 has seen Supported Internships rolled out for a small number of Slough young people with Education, Health and Care Plans (EHCPs) at West London Community College.</p> | GREEN |
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|----|---|---------|--|-------|
| 55 | Support the great work of Slough's Youth Parliament and champion the needs of Slough's Young People | Ongoing | <p>The borough's first Youth Parliament was elected in January 2015, with second elections in January 2017.</p> <p>Members of Slough Youth Parliament ('SYP') serve for a two year term. SYP is made up of 33 elected young people aged 12-19. SYP meets monthly, facilitated by Slough Borough Council.</p> <p>In addition to their monthly meetings, youth representatives participate in a range of training and enrichment activities including volunteering at community events, membership of community forums and strategic boards and attending away days and residential stays. In April, we supported SYP representatives to attend the unveiling of a statue commemorating the life of the suffragist, Millicent Fawcett in Parliament Square.</p> <p>In June, we supported SYP representatives to attend a reception at the Houses of Parliament to collect an award for the Make Your Mark campaign, recognising the highest turnout of young voters in the UK. Make your Mark results for 2018 will be available by end of October 2018</p> <p>We will support the next SYP elections in January 2019, with awareness raising started in October 2018.</p> <p>The SYP manifesto is on track, and MSYPs are ensuring Slough young people's needs are championed.</p> <p>https://thelink.slough.gov.uk/schools/young-peoples-service/slough-youth-parliament</p> | GREEN |
|----|---|---------|--|-------|

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|----|---|---------------|--|-------|
| 56 | Create at least 400 new early years places across the Borough | By March 2023 | <p>The Early Years and Development service is working with providers across the sector to identify opportunities to extend provision. Capital funding to support the development of additional Early Years places has been approved and an Early Years Capital Board has been established. The Board is comprised of representatives from many council departments and includes PVI representation. Terms of reference have been decided upon and a meeting schedule prepared and instigated. The places will be developed in phases and cover a 5yr period (as detailed in the cabinet report February 2018). Section 106 developments are also being applied where appropriate to facilitate place creation.</p> <p>Update report on in year place development.</p> <p>During Quarter 2, the extension and refurbishment of Olive Tree Nursery was completed creating an additional 12 full time early years places. This brings the total number of places created this year so far to 139.</p> <p>This leaves a target of 261 places to be created by 2023.</p> <p>During 2019 we are anticipating the opening of 3 new nurseries across the borough developing a total of 94 places. Further place creation will be developed in 2019 aligned with the capital funding programme.</p> | GREEN |
| 57 | Keep open all our Borough's Children Centres | Ongoing | <p>The council operates 10 Children's Centres at accessible locations across the borough. Each delivers a range of support services and sessions for families with children aged under 5, and the network reaches 87% of under 5's across the borough. Partner organisations also operate out of the centres, promoting collaboration and providing an integrated offer for children and families.</p> <p>We are committed to keeping each of these centres open.</p> <p>https://www.sloughfamilyservices.org.uk/kb5/sloughcst/directory/directory.page?directorychannel=4</p> | GREEN |

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee

DATE: 11 April 2019

CONTACT OFFICER: Dean Tyler, Service Lead, Strategy and Performance
(For all Enquiries) (01753) 875847

WARDS: All

PART I
FOR COMMENT AND CONSIDERATION

ANNUAL SCRUTINY REPORT 2018/19**1. Purpose of Report**

1.1 The purpose of this report is to provide the Overview and Scrutiny Committee with the Annual Scrutiny Report which will be submitted to Council.

2. Recommendation

2.1 The committee is requested to endorse the report, subject to any amendments, that will be presented to council on 23 April 2019.

3. The Slough Joint Wellbeing Strategy, the Joint Strategic Needs Assessment 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 Overview and Scrutiny Committee, alongside the three 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. **Other Implications**

(a) **Financial**

The work of the scrutiny function is included within existing SBC budgets.

(b) **Risk Management**

| Recommendation | Risk/Threat/Opportunity | Mitigation(s) |
|---|--|---|
| Endorse that the report be presented to council on 23 April 2019. | The information and narrative is not agreed by the scrutiny committees | The report has been submitted to chairs and vice chairs of the committees for comment |

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

There are no Human Rights Act implications. The work of scrutiny functions in local authorities is outlined in the Local Government Act 2000.

(d) **Equalities Impact Assessment**

There are no Equality Impact Assessments required as a result of this report.

5. **Supporting Information**

- 5.1 At the last meeting of Overview and Scrutiny Committee for each municipal year the committee receives the draft Annual Scrutiny Report.
- 5.2 Annual reports are an opportunity to review the scrutiny work programme for the past year and assess the impact scrutiny has had on influencing policy. Looking at an annual report can help us to understand the nature of the work undertaken by Overview and Scrutiny and to assess its effectiveness. It also gives an opportunity to reflect on any lessons learned during the year to help guide future work.
- 5.3 The production of an annual report is a constitutional requirement and in addition the committee “must report annually to the full council on future work programmes and amended working methods if appropriate.” The Overview and Scrutiny Committee is provided with a draft of the Annual Scrutiny Report which highlights some key achievements from the year where scrutiny has made a difference.
- 5.4 There is scope to build on and develop different methods of scrutiny next year; particular attention needs to be given on using overarching policy documents such as the Five Year Plan and how they should shape the work of scrutiny. In addition, members may wish to consider increasing the variety of methods used by scrutiny (e.g. Task and Finish Groups, co-option of members). We will be undertaking some research into scrutiny best practice for consideration at a future date.

6. **Conclusion**

- 6.1 The Local Authority, through its Overview and Scrutiny Function, has an influential, as well as statutory, role in scrutinising the activities and performance of the Cabinet and External Bodies (e.g. the Clinical Commissioning Group). The Annual Scrutiny Report provides an opportunity to communicate the work the committee

and its panels have undertaken, challenges faced and the improvements made as a result of scrutiny.

6. **Appendices Attached**

A Draft Annual Scrutiny Report 2018/19

7. **Background Papers**

Local Government Act 2000 (Section 21)

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Annual Scrutiny Report

2018–2019



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Foreword

It gives me great pleasure to introduce the annual scrutiny report for 2018-19. This report highlights the key areas of work of the Overview and Scrutiny Committee and its three standing scrutiny panels (the Health Scrutiny Panel, Neighbourhoods and Community Services Scrutiny Panel and the Education and Children's Services Scrutiny Panel).

In 2018-19, the scrutiny committee and panels have undertaken vital work. In particular they paid special attention to Slough Borough Council's progress achieving its Five Year plan outcomes. The Five Year plan outcomes are:

- Outcome 1: Slough children will grow up to be happy, healthy and successful
- Outcome 2: Our people will be healthier and manage their own care needs
- Outcome 3: Slough will be an attractive place where people choose to live, work and stay
- Outcome 4: Our residents will live in good quality homes
- Outcome 5: Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

While every piece of work delivered by the council has these outcomes in mind, the committee and panels have played a role by scrutinising and challenging council officers on their delivery for the Five Year plan outcomes.

I am pleased to report that the main Scrutiny and Overview Committee and the panels have had a busy year which ended with two task and finish groups reporting back with their findings.

The disability task and finish group that reports to the Health Panel made recommendations in ways to make Slough a more inclusive and disability friendly town.

The children centres task and finish group, reporting to the Education and Children's Services Scrutiny Panel, made a number of valuable and insightful recommendations in its review of services provided at the children's centres in Slough.

I thank the task and finish groups for their valuable work and their findings. Their evidence based research will provide a valuable bank of knowledge as we move into 2019-20.

I would like to thank my own Vice Chair as well as the chairs and vice chairs of the panels for their support and leadership throughout the year. I would also like to thank sincerely all members, officers and partners who have contributed to the work of the overview and scrutiny function over the past year.

**Councillor Arvind Dhaliwal
Chair, Overview and Scrutiny Committee**

Introduction

In 2002, the Office of the Deputy Prime Minister set out the role of Overview and Scrutiny in local authorities, its powers and work.

“Overview and Scrutiny is potentially the most exciting and powerful element of the entire local government modernisation process. It places Members at the heart of the way in which Councils respond to the demands of modernisation. In addition, Overview and Scrutiny is the mechanism by which Councils can achieve community leadership, good governance and by which Councillors can become powerful and influential politicians.”

In order to do this, scrutiny committees have three key roles:

- holding the Cabinet to account
- policy development and review
- external scrutiny

Through requesting information and questioning decision-makers an overview scrutiny committee can review the quality of local services, hold decision-makers to account (whether the Cabinet or other statutory bodies such as NHS Trusts), and put forward ideas for developing and improving services.

The Centre for Public Scrutiny has set out the four principles for effective scrutiny as:

- critical friendship to decision-makers
- engaging the public, enabling the voice of the public and communities to be heard in the process
- owning the process with non-executive members driving the scrutiny process
- making an impact through driving forward improvements in public services

To achieve the desired quality of effective scrutiny, an overview and scrutiny function must:

- be independent
- be robust, rigorous and challenging
- fully engage all non-executive members
- come from a positive culture that supports and promotes the process
- involve local citizens and service users
- ensure that its purpose is clear and widely understood
- demonstrate the value added
- be creative in its ways of monitoring service performance
- have dedicated resources
- bring the conclusions of its reviews to the attention of full council
- have a comprehensive member development programme

The questions an overview and scrutiny function must ask itself in terms of its own effectiveness are:

- Is it effectively holding decision-makers to account?
- Is it helping to improve services?
- Is it building links between the Council, its partners and the community?
- Is it helping to improve the quality of life for local people?
- Is it adding value?

The annual report looks to assess the effectiveness of the work done by the overview and scrutiny function at Slough Borough Council in 2018–19.

Overview and Scrutiny at Slough Borough Council

The overview and scrutiny function at Slough Borough Council is made up of the Overview and Scrutiny Committee and three standing panels:

- Health Scrutiny Panel
- Neighbourhoods and Community Services Scrutiny Panel
- Education and Children’s Services Scrutiny Panel.

The panels enable greater focus on specific subject matter, while the overarching Overview and Scrutiny Committee focuses on cross-cutting issues, corporate, financial and performance management of the council. The committee and panels look to work closely together, using joint meetings where appropriate, to develop their work programmes and effectively scrutinise the work of the council and its partners.

Members on the Overview and Scrutiny Committee and three panels receive support from the policy and insight team; with democratic services also providing committee administration to the main committee and Health Scrutiny Panel.

Getting Involved

The Overview and Scrutiny Committee and all three panels meet in public, and welcome members of the public who wish to observe proceedings.

The agendas and related papers are published on the Slough Borough Council website five working days in advance of any meeting and are available to download.

Overview and Scrutiny Committee

Membership:

Councillor Dhaliwal (Chair)
Councillor Bains
Councillor Dilbagh Parmar
Councillor Rana
Councillor Sharif

Councillor Sandhu (Vice Chair)
Councillor Minhas
Councillor Satpal Parmar
Councillor Sarfraz

The Overview and Scrutiny Committee undertakes the following:

- review and scrutinise the decisions made by and performance of the executive, committees and council officers both in relation to individual decisions and over time
- review and scrutinise the performance of the council in relation to its policy objectives, performance targets, data quality and/or particular service areas;
- question members of the executive, committees and directors about their decisions and performance, whether generally in comparison with service plans and targets over a period of time or in relation to particular decisions, initiatives or projects;
- make recommendations to the executive and/or appropriate committee and/or council arising from the outcome of the scrutiny process;
- review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the committee and local people about their activities and performance; and
- question and gather evidence from any person (with their consent).

In order to undertake this work, the Overview and Scrutiny Committee has appointed three standing panels to cover specific remits of works:

- Health Scrutiny Panel – undertaking the council's statutory responsibility to scrutinise provision of healthcare in the local area, as well as the cabinet portfolio for Health and Social care.
- Education and Children's Services Scrutiny Panel – scrutinising the cabinet portfolio for Children and Education
- Neighbourhoods and Community Services Scrutiny Panel – scrutinising the Cabinet portfolios for Housing, Environment and Leisure and Planning and Transport.

This delegation of work allows the Overview and Scrutiny Committee to take an overarching view of the work of the council and its partners, as well as specifically focusing on the Cabinet portfolios of Regeneration and Strategy, Transformation and Performance, and Regulation and Consumer Protection.

Specific focuses of work

Five Year Plan Work

The Overview and Scrutiny Committee uses the Five Year Plan to map out its priorities and work for 2018-19. During the year, the committee focused on Outcome 3 and Outcome 5 of the Five Year Plan

Outcome 3 – Slough will be an attractive place where people chose to live, work and stay

Throughout the year the committee welcomed and endorsed the progress made on the four key actions identified by Slough Borough Council for delivering this outcome. These actions are:

- To establish a town team to ensure a clean and safe town centre
- Plant one million bulbs with our communities in our Parks and Open Spaces
- Town survey to ask residents what they felt about the town and use of the results to shape future plans
- Co-create strong and attractive neighbourhoods

Outcome 5 – Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

Our long term priorities are to:

- Collaborate on the Heathrow expansion
- Regenerate former Thames Valley University site and the town centre and maximise potential of Crossrail
- Work with major employers and Heathrow to reduce traffic congestion and emissions by encouraging the use of sustainable modes of transport.

During the year, members of the committee scrutinised Slough Borough Council's plans to respond to the skills and investment opportunities arising from Heathrow's expansion and other major economic development schemes.

Community Engagement

The committee scrutinised the work of the One Council Group that was formed in 2017. The group was formed to develop a joined up approach to community engagement. A joined up approach has many advantages, including reducing duplication and preventing 'consultation fatigue' by over surveying residents. Part of the group's brief was to develop a toolkit based on best practice which included the successful Manor Park case study. The toolkit and the work of the One Council group was well received by the committee

The Adult Social Care Programme

The committee focused on the Adult Social Care Transformation Programme. This programme was established to address the significant pressures on services arising from increased demand, cost and complexity of clients needs.

To date, the programme has delivered £4.814m of the targeted £7.9m of savings between 2015 and 2020. However, the overall Adult Social Care budget was showing a £1m overspend in 2018/19 which reflected the greater increased pressures on the service.

The committee welcomed the increased use of direct payments for social care support as it gives people more control over their own care. The committee sought reassurances that adequate systems were in place to monitor the payments to ensure they were not being misused.

Childhood Obesity

The committee examined the council's efforts in reducing the levels of childhood obesity in Slough. Reducing childhood obesity has remained a local priority for a number of years and was an integral part of the Five Year Plan. Current data indicates that 20 per cent of children in reception year were overweight or obese and this rose to 40 per cent by year 6.

The committee discussed the work of the Active Movement Programme which was originally piloted in two children's centres, five primary and two secondary schools in late 2017. The committee supported the roll out and expansion across Slough.

The committee also discussed its concerns about unhealthy food choices often provided by parents in school lunch boxes and asked the Council to consider what actions it can take to address this problem. The Committee also expressed concerns about takeaways near to schools and low levels physical activity.

Housing Strategy

The committee reviewed a report that provided an overview of the Housing Strategy focusing on the strategies theme 2, the private sector, and theme 3, council homes. The report set out the actions the Council was taking and planned to take which included strengthening the Housing Regulation Team and a process to issue civil penalties of up to £30,000 on 'rogue' landlords. The committee examined in detail the measures that the council was taking against rogue landlords and the increase of enforcement action in the private rented sector. The committee supported a proactive approach being taken against rogue landlords and requested statistics for the number of civil penalties issued in over the past five years.

Contract Management

In September 2017, an internal audit identified risks in the contract management procedures. At the September 2018 meeting, the committee received a progress report following the audit. The report identified historic issues relating to existing contracts that needed to be address as well robustness of recent major contracts such as the repair, maintenance and investment contracts. The committee agreed to take a more active role in scrutinising major contracts by widening its scope in scrutinising major contracts to include repair, maintenance and investment contracts.

Members welcomed the changes that had been introduced and the benefits to be gained from effective contract management were highlighted. The committee agreed to take a more active role in scrutinising major contracts by widening the scope of its regular scrutiny of the Arvato contract to include other contracts such repair, maintenance and investment.

In the January meeting 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 service partner, Osborne Property Services Ltd, in the first year. The committee scrutinised the significant work that had been done to develop and improve the council's approach to contract management in response to the internal audit recommendations. A new corporate commercial function had been established along with a new commercial strategy.

Note: The full work programme for the Overview and Scrutiny Committee for the 2018 – 19 Municipal Year is attached as Appendix A.

Health Scrutiny Panel

Membership:

Councillor Sandhu (Chair)
Councillor Ali
Councillor M Holledge
Councillor Qaseem
Councillor Strutton

Councillor Smith (Vice Chair)
Councillor Chaudhry
Councillor Matloob
Councillor Shah
Colin Pill (Healthwatch Slough)

The Overview and Scrutiny Committee appoints the Health Scrutiny Panel to undertake its constitutional role looking at the specific Cabinet Portfolio for Health and Social Care. In addition, the panel also undertakes the statutory council responsibility to scrutinise the provision for healthcare in the local area.

Specific focuses of work

Five Year Plan – Outcome 2 – Our people will be healthier and manage their own care needs

The panel scrutinised a report that updated on the progress of Outcome 2 of the Five Year Plan that focused on the health of local residents and enabling service users to take an active role in shaping the services available to them.

The four key actions for Outcome 2 are

- Support our residents to be more active
- Open a range of new leisure facilities (including Slough Ice Arena, Salt Hill Activity Centre, Langley Leisure Centre, The Centre and a network of green gyms in our parks and open spaces)
- Support more people to take control of their care needs including a direct payment
- Support more people to have a health check.

The progress being made against each of these areas was outlined to the panel. This included the major investment in new core leisure facilities and provision in neighbourhoods such as green gyms, trim trails and multi-use games areas.

Disability Task and Finish Group

During the Health Scrutiny Panel meeting in March 2018 a number of disability issues were raised in the agenda. Given the complexity of the matter, the panel established a Task and Finish Group which delivered its report and recommendations in March 2019.

The group investigated the issue in depth and concluded that the ultimate objective for Slough should be to create a town with full accessibility for all its residents and to provide a safe environment. Based on its investigations, the group have identified seven key areas which it would recommend form the basis of Slough Borough Council's approach to making Slough a Disability Friendly Town.

Air Quality

The panel received information on the causes of air pollution in Slough. These causes include the proximity to the motorway network, cross boundary effects from London and the continent, incineration and electricity generation and emissions from aeroplane take-off at Heathrow and unburned jet fuel.

The Panel raised a number of issues including:

- The potential risks of exercising in areas of high air pollution. Air quality varied throughout the day and the AirTEXT service was available to people to provide information. Members felt this could be more widely publicised.

- There was a high cost of poor air quality and it was considered that this was likely to be understated.

The panel welcomed the information that had been provided and it was agreed that strong action needed to be taken to address the air quality problems in Slough. Future actions discussed by the panel include an examination of local variations and measures that could be targeted to address particular problem areas and causes of bad air pollution.

Adult Social Care Programme – Stage 2

The panel scrutinised a report on Stage 2 of the Adult Social Care Transformation Programme. The report noted that there had been significant pressures on adult social care services, including a net reduction of 17 per cent in the budget since 2013 and a projected overspend in the current year of £1.8million.

The four key areas in the delivery of Stage 2 of the Transformation Programme were new ways of working; developing social capital; implementing integrated care; and promoting self care. The panel received a detailed update on the progress being made in each of these areas.

The panel expressed concerns about the medium and long term national funding shortfall and the impact on services and residents locally. This would be a key consideration in future budget decisions for the Council.

Note: The full work programme for the Health Scrutiny Panel for the 2018/19 municipal year is attached as Appendix B.

Neighbourhoods and Community Services Scrutiny Panel

Membership:

Councillor Plenty (Chair)
Councillor N Holledge
Councillor Rasib
Councillor Sandhu
Councillor Wright

Councillor Kelly (Vice Chair)
Councillor S Parmar
Councillor Shabah
Councillor Shah

The Overview and Scrutiny Committee appoints the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) to undertake its constitutional role looking at the specific Cabinet Portfolios for Corporate Finance and Housing, Planning and Transport, and Environment and Leisure.

Specific focuses of work

Five Year Plan – Outcome 4 – Our residents will have access to good quality homes

Our long term priorities are to:

- Maintain our council housing to a high standard
- Keep housing affordable for local people
- Drive up standards in the private and rented sector

The panel was provided progress in the council's actions in delivering Outcome 4 of the Five Year Plan. The panel discussed the Outcome 4 Action Plan that drew actions from the housing strategy.

The panel scrutinised the council's progress in these areas, but also looked in detail at homelessness in Slough and housing.

Housing

Throughout the year, the panel examined a number of issues to do with Housing. These included:

- Strategic Housing Services
- Licensing of Housing in Multiple Occupation
- Revised Housing Allocation Scheme
- 2019/20 Housing Rents and Service Charges.

Homelessness in Slough

The UK Government has recognised the rough sleeping concerns across the country and has provided some additional financial help to assist local authorities.

The panel discussed issues around homelessness in Slough which will be included in a Homelessness Plan. The panel will review the plan and determine how to proceed.

Fly tipping

The panel scrutinised a report on the potential options for tackling fly tipping in a more proactive and intelligence-led manner, including the use of CCTV as a deterrent or to identify offenders.

The Chair commended Slough Borough Council for the work undertaken with regard to commercial fly tipping and endorsed the proposed partnership work but expressed concern at the regular low level fly tipping. Members supported a trial of two to three

wards whereby hotspots were identified, signs erected and cameras installed should fly tipping continue.

Note: The full work programme for the Neighbourhoods and Community Services Scrutiny Panel for the 2018/19 municipal year is attached as Appendix C.

Education and Children's Services Scrutiny Panel

Membership:

Councillor Sharif (Chair)

Councillor Brooker

Councillor Matloob

Councillor D Parmar

Councillor Strutton

(Secondary Teacher Representative)

(Head Teacher Representative)

(Slough Youth Parliament)

Councillor Kelly (Vice Chair)

Councillor N Holledge

Councillor Minhas

Councillor Sandhu

The Overview and Scrutiny Committee appoints the Education and Children's Services Scrutiny Panel (ECS Scrutiny Panel) to undertake its constitutional role looking at the specific Cabinet Portfolios for Children and Education.

Outcome 1 of the Five Year Plan is states that Slough children will grow up to be happy healthy and successful. Our long term priorities are to:

- Work with our partners to ensure excellent outcomes for children and young people in Slough. We will do this through building on existing successful education and children's social care partnerships, ensuring children and young people are at the centre of what we do
- Reduce the numbers of children looked after and care leavers and young people with SEND who are not in education, employment or training
- Support the creation and promotion of pathways to high quality employment, including apprenticeships
- Reduce the 'conveyor belt' to social care through improved early help and early intervention

Specific focuses of work

The Curve

The panel reviewed the impact that the Curve has had on the community since it opened as a library in 2016. As well as a library it has acted as a community hub and has seen a 47.5% rise in the numbers. While the panel noted that the Curve provided a better service than other libraries and community centres regionally and nationally, it discussed efforts to encourage reading for pleasure for older secondary school pupils which is lower than reading group participation by younger pupils.

Annual report and updates from key stakeholders

The panel has a role examining stakeholders annual reports and updates, such as the Local Safeguarding Children's Board, Slough Youth Offending Team and the Joint Parenting Panel.

In October 2018, the panel scrutinised the Local Safeguarding Children Board Annual Report and suggested that the report in future provided a breakdown of issues such as female genital mutilation, forced marriage, modern slavery and prolonged school absence.

Children's Centres Task and Finish Group

In July 2018 a task and finish group was established to review the provision of services at Children's Centres in Slough. The group reported back to the panel and made the following recommendations/proposed actions:

- Maintain the standard of buildings with regular checking of facilities.
- Ensure the relationship with Heathrow is developed to support Children's Centres in the surrounding area.
- Investigate the cost of extending the offer to children and families across higher phases in Slough.
- Build on the excellent relationships with delivery partners to extend and consolidate the offer.
- Explore further the opportunities for other agencies to operate out of children's centres (e.g. libraries) to deliver satellite services.
- Establish more formal opportunities for children's centres to generate additional income by letting out parts of the building in a manner which does not impact on service delivery or compromise safeguarding arrangements.

Section 11 Audits

Section 11 audits are in place to ensure that local authorities are undertaking their duties to safeguard and promote the welfare of children. Compliance was judged on eight national standards, with SBC reporting to the Pan Berkshire Local Safeguarding Children's Board. SBC operated its DBS checking policy in line with Department for Education guidelines. While some councillors (e.g. Cabinet Member for Children and Education) required such a check, this was not the case for all members.

Education

In March 2019, the panel focused its attention on school standards, school places planning and the recruitment and retention of teaching staff.

Members received a report and presentation which provided an overview of education outcomes in the Slough Early Years Foundation Stage, Key Stage 2, Key Stage 4 and Key Stage 5. In considering patterns of achievement for schools and groups of pupils, there would be improved strategic planning.

The panel received a report which provided an update on current school expansion projects, the latest pupil projections and proposals for meeting future demand, as set out in the School Places Strategy 2018-23. The panel looked at provision of school places in relation to new housing developments and regeneration in the area and sought reassurance that the number likely to be required in the future had not been underestimated. The panel noted that some schools appeared to be oversubscribed whilst others were undersubscribed. While this may be due to popularity of certain schools with parents/carers, Members indicated that it would be useful to have a discussion on the reasons for this at a future meeting.

The panel received a report which provided an overview of the national and local picture in relation to the recruitment and retention of teachers. The panel expressed support in terms of raising the profile of the borough's academic success and to link this with the success in business. Celebration and promotion of the borough's successes in education may attract quality teaching staff.

Note: The full work programme for the Education and Children's Services Scrutiny Panel for the 2018/19 municipal year is attached as Appendix D.

Looking Forward

In 2018-19, the Overview and Scrutiny Committee and the three panels used the Five Year plan to map their priorities and work streams. The Five Year plan is a live document that is refreshed every year. In 2019-20 the Overview and Scrutiny Committee and the panels will continue to use the outcomes from the five year plan as their main framework.

In late 2018 Slough Borough Council began developing and defining its Transformation Programme which will guide the way the council works in the future. The aim of the Transformation Programme is to modernise the council, where customer services will be modern and efficient. The council will embrace a new fast-paced and dynamic culture which uses technology to drive improvements to services and our ways of working.

During 2019-20 the scrutiny function will challenge and track progress of the Transformation Programme.

OVERVIEW AND SCRUTINY COMMITTEE
WORK PROGRAMME 2018/19

| | |
|-----------------------------|---|
| 6 June 2018 | |
| Administrative Items | <ul style="list-style-type: none"> • Appointment of Panels • Work programme |
| 1 | Scrutiny Items <ul style="list-style-type: none"> • Voting Task and Finish Group |
| 12 July 2018 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Capital Strategy 2018/19 to 2023/24 • Housing Strategy – Private Sector and Council Homes • Performance and Projects Report – Quarter 4 2017/18 • Revenue Financial Report 2017/18 (Provisional Outturn) |
| 13 September 2018 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Thames Valley Transactional Services Centre Annual Report April 2017 – March 2018 • Five Year Plan – Outcome 3 • Contract Management |
| 15 November 2018 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Presentation by the Thames Valley Police and Crime Commissioner and Thames Valley Chief Constable • Performance and Project Report Quarter 1 2018/19 • Adult Social Care Transformation Programme |

| 10 January 2019 | |
|------------------------|---|
| Scrutiny Items | <ul style="list-style-type: none"> • Thames Valley Transactional Services Centre-Contract Year 7 Half Report April 2018 – September 2018 • Childhood Obesity Update • Contract Management – Overall Policy and Repairs, Maintenance and Investment Contract • Performance and Projects Report: Quarter 2 2018/19 • Member Call in: Chalvey Regeneration Strategy |
| 31 January 2019 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Revenue Budget 2019/20 • Treasury Management Strategy 2019/20 • Capital Strategy 2019/24 |
| 14 March 2019 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Community Engagement and Consultation – A One Council Approach • Five Year Plan – Outcome 5 |
| 11 April 2019 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Buses – Fares and Access for residents • Adult Social Care Transformation Programme • Performance and Projects • Annual Scrutiny Report • Annual Petitions Report |

HEALTH SCRUTINY PANEL
WORK PROGRAMME 2018/19

| 28 June 2018 |
|---|
| <p>Administrative Items</p> <ul style="list-style-type: none"> • Election of Chair • Election of Vice Chair <p>Scrutiny Items</p> <ul style="list-style-type: none"> • Frimley Health and Care Integrated Care System • Changing Behaviours – Work of Solutions 4 Health • Slough – A Disability Friendly Town • Co-Operation Between the Wellbeing Board and Health Scrutiny Panel |
| 11 September 2018 |
| <p>Scrutiny Items</p> <ul style="list-style-type: none"> • Adult Social Care Transformation Programme – Stage 2 • Resident and Service User Engagement – Co-Production • Solutions4Health – Deep Dives • Disability Task and Finish Group – Terms of Reference |
| 16 October 2018 |
| <p>Scrutiny Items</p> <ul style="list-style-type: none"> • Five Year Plan – Outcome 2 • Oral Health in Slough • Slough Wellbeing Board – Half Yearly Report • Slough Safeguarding Adult Board (SSAB) Annual Report |

| 21 November 2018 |
|---|
| Scrutiny Items <ul style="list-style-type: none">• Frimley Health and Care System Winter Planning 2018/19• Frimley Health and Care Integrated Care System• Air Quality and Health in Slough |
| 17 January 2019 |
| Scrutiny Items <ul style="list-style-type: none">• First Annual Report on Immunisation and Screening in Slough• Mental Health: Review of the Hope College and Mental Health Services• Frimley Health and Care Integrated Care System: Draft Operational Plan 2019/20 |
| 25 March 2019 |
| Scrutiny Items <ul style="list-style-type: none">• Adult Social Care Local Account 2017-18• Oral Health in Slough• Disability Task and Finish Group – Report and Recommendation |

NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL
WORK PROGRAMME 2018/19

| 25 June 2018 | |
|--|--|
| Administrative Items <ul style="list-style-type: none"> • Election of Chair • Election of Vice Chair | |
| Scrutiny Items <ul style="list-style-type: none"> • Safer Slough Partnership • Update on Garages Strategy • Neighbourhood Services Scrutiny Overview Indicators • Rechargeable Repairs Policy • Cycle Hubs | |
| 6 September 2018 | |
| Scrutiny Items <ul style="list-style-type: none"> • Five Year Plan – Outcome4 • Strategic Housing Services – Scrutiny Overview Indicators | |
| 1 November 2018 | |
| Scrutiny Items <ul style="list-style-type: none"> • Licensing of Houses in Multiple Occupation • Homelessness in Slough | |

| 15 January 2019 | |
|-------------------------|--|
| Scrutiny Items | <ul style="list-style-type: none"> • Local Plan for Slough 2013-36 • Revised Housing Allocation Scheme 2018-2022 • Neighbourhoods Services Scrutiny Overview Indicators • Development Initiative for Slough Housing Ltd – Cabinet Proposals • 2019/20 Housing Rents and Service Charges |
| 28 February 2019 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Fly Tipping • Rogue Landlords Database and Banning Orders Under Planning and Housing Act 2016 • Market Lane Road/Hollow Hill Lane Network – Proposals • Safer Slough Partnership – Update |
| 3 April 2019 | |
| Scrutiny Items | <ul style="list-style-type: none"> • Housing – Scrutiny Overview Indicators • Downsizing – Under Occupation of Social House • Progress with the implementation of the Housing Asset Management Strategy |

EDUCATION AND CHILDREN'S SERVICES SCRUTINY PANEL
WORK PROGRAMME 2018/19

| 17 July 2018 | |
|--|--|
| Administrative Items <ul style="list-style-type: none"> • Election of Chair • Election of Vice Chair Scrutiny Items <ul style="list-style-type: none"> • Joint Parenting Panel Quarterly Update • Children's Social Care – Verbal Update • Forward Work Programme | |
| 24 October 2018 | |
| Scrutiny Items <ul style="list-style-type: none"> • Local Safeguarding Children Board Annual Report • Impact of Curve on Library Services • Slough Youth Parliament • Slough Youth Offending Team Update Report • Youth Service and Vulnerable Children | |
| 6 December 2018 | |
| Scrutiny Items <ul style="list-style-type: none"> • Section 11 Audits • Joint Parenting Panel Quarterly Update | |
| 7 February 2019 | |
| Scrutiny Items <ul style="list-style-type: none"> • Children's Centre's Task and Finish Group • 30 Hours Extended Entitlement • Early Years Workforce Report | |

13 March 2019

Scrutiny Items

- School Standards
- School Place Planning Update
- Recruitment and Retention of School Teaching Staff

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SLOUGH BOROUGH COUNCIL**REPORT TO:** Overview and Scrutiny Committee **DATE:** 11th April 2019**CONTACT OFFICER:** Shabana Kauser, Senior Democratic Services Officer
(For all Enquiries) (01753) 787503**WARDS:** All**PART I**
FOR INFORMATION**ANNUAL PETITIONS REPORTS 2018/19****1. Purpose of Report**

The purpose of this report is to provide the Committee with details of the Annual Petitions Report and to provide Members with an opportunity to comment on the report.

2. Recommendation

The Committee is requested to note the Annual Petitions Report 2018/19.

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

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.

3b. Five Year Plan Outcomes

Overview and Scrutiny covers all of the five year plan outcomes:

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

4. Other Implications**(a) Financial**

There are no financial implications of this report.

(b) Risk Management

None associated with this report.

(c) Human Rights Act and Other Legal Implications

None associated with this report.

(d) Equalities Impact Assessment

None associated with this report.

4. **Supporting Information**

4.1 In accordance with the Council's Constitution, an annual summary detailing all petitions submitted under the Petitions Scheme will be reported to the Overview and Scrutiny Committee.

4.2 For the period 1 April 2018 to 31 March 2019 a total of 29 petitions were received - 25 paper petitions and 5 e-petitions. The table below summarises the subject matter and total number of signatures received for each petition.

| Paper Petition Title | Signatures |
|---|-------------------|
| 18-03 - Object to SBC Proposed Plans to Cut Grass Verge for Parking Spaces Opposite 172-206 London Road | 22 |
| 18-04 - Nuisance Business Parking on Salt Hill Avenue | 25 |
| 18-05 - Wylands Road Parking Issues | 31 |
| 18-06 - Permit Holders - Parking Request College Avenue | 26 |
| 18-07 - Removal of Double Yellow Lines - Arkwright Road | 22 |
| 18-08 - Unsociable Parking of Recovery Vans on Lascelles Road | 163 |
| 18-09 - Parking Permits on Norway Drive | 11 |
| 18-10 - Chalvey Road East – Request for Permit Holders Parking | 45 |
| 18-11 - Ragstone Road Request for Parking Permits | 60 |
| 18-12 - Residents Parking Problems - Uxbridge Road | 25 |
| 18-13 - Re-instate Free Swimming Sessions for Over 60s – Langley Leisure Centre | 274 |
| 18-14 - Hawker Court – Car Parking | 17 |
| 18-15 - Montem Leisure Centre Car Parking - Time Limit and Penalty Charges for Members | 271 |
| 18-16 - Lorne Close Residents Only Parking | 16 |
| 18-17 - Brammas Close Residents - Against Paying Service Charges | 20 |
| 18-18 - Claycots Town Hall Campus – Pedestrian Crossing | 406 |
| 18-19 - Removal of Yellow Lines - Thirkleby Close | 56 |
| 18-20 - Information Requests – Planned Development Works on 1-11A Moreton Way | 13 |
| 18-21 - Opposed to the Occupancy of Sheds at 128 & 130 Shaggy Calf Lane | 14 |
| 18-22 - Objection to Bradley Road Double Yellow Lines | 212 |
| 19-01 - Sheehy Way Car Park | 63 |
| 19-02 - Wylands Road Parking Bays | 22 |
| 19-03 - Turton Way Residents Parking | 25 |
| 19-04 - Stoke Road - Proposed Parking Restrictions | 28 |
| 19-05 - Parking Issues at Slough Cricket Club | 36 |

Date Range: 1st April, 2018 to 31st March, 2019 - 4 - ePetitions

| ePetitions Title | Signatures |
|---|-------------------|
| New Home for Slough Gymnastics Club | 1608 |
| Build more cycle friendly infrastructure | 0 |
| Not to Park in Pavement area - Glyncroft Lane | 1 |
| Odour Nuisance in Cippenham | 0 |

Responses to the petitions are detailed in Appendix A.

5. **Conclusion**

Overview and Scrutiny Committee Members are requested to note details of the report.

6. **Appendices Attached**

A - Annual Petitions Report 2018/19

7. **Background Papers**

None.

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**OVERVIEW AND SCRUTINY COMMITTEE
Annual Petition Summary Report**

Date Range: 1st April, 2018 to 31st March, 2019

25 - Paper Petitions

5 - ePetitions

| Paper Petition Title | Signatures | Date Responded / Response |
|---|------------|---|
| <p>18-03 - Object to SBC Proposed Plans to Cut Grass Verge for Parking Spaces Opposite 172-206 London Road</p> | <p>22</p> | <p>24th May 2018 Thank you for your paper petition received on the 8th May 2018.</p> <p>Slough Borough Council (SBC) as a Highway Authority in conjunction with elected members of the area (Councillors) were investigating and considering introducing parking spaces as outlined in the drawing you provided. The scheme was brought about by a request from members to consider new parking places due to inconsiderate drivers parking on the grass verge. The investigation was still being considered when we received your petition. The members of the area requested SBC to consider "at any time waiting restrictions" instead of parking spaces. SBC is considering this request as it involves the process of undertaking Traffic Regulation Orders (TRO's).</p> <ul style="list-style-type: none"> • In regard to your comments about the petition and the issues you raised in chronological order: SBC follow due process when investigating any scheme whether it will be implemented or not, (this may involve a feasibility study or detail design (or both) depending on the complexity of the scheme. I would like to bring to your attention that the plan you provided was obtained from the members of the area who were consulting with some of the residents to promote the scheme/seek their views. • The public highway can consist of a carriageway, footpath, pavement and grassed verge and in law nobody has any right to do anything on the highway except to pass and re-pass (i.e. to travel along the road or footway). SBC as the Highway Authority manages the roads and may make any changes or place controls on where vehicles can wait/park aligned to the parking guidance provided in the Highway Code, for reasons of improving general road safety and enhancing free flowing movement of traffic within the borough. • You raised issues relating to enforcement and resources, some of which are managed by the Council and others by the police, SBC is monitoring different areas at any given time and when necessary the enforcement will be taken through the issuing of penalty charge notices (PCN's). • SBC will endeavour to contact the Bus operator to seek clarification on this issue. • Air quality is an issue around the borough and something we take seriously however the widening works forming part of the SMaRT scheme have been checked and there were no impacts in terms of air, if there is an increase in noise please can you clarify where this has come from? • The scheme originated from the elected members; there are no further investigations or promoted schemes besides those stated above. |

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| | | <ul style="list-style-type: none"> • The Council has a policy of consulting residents and businesses when undertaking works on the highway which could impact on them. In the case of the cycleway this was raised by residents as a safety issue and was addressed as part of the SMaRT works. • I believe the planning approval was granted for the above site on its own merit following planning policies and criteria. • The Council cannot make comment on house prices. • The slip road is a “public highway” and if there is a lighting issue this should be raised with your local Councillor. • Requests for amendments/improvements on the highway are considered by SBC on their own merits and these should be forwarded to members for consideration in the first instance. • The request can be forwarded to your local members who can submit the proposals to SBC for consideration. • The request for the proposed “at any time waiting restrictions” have been received from the members, this will be investigated and if possible the process of TRO’s will be undertaken. <p>Please do not hesitate to contact Slough Borough Council for any further information.</p> |
| 18-04 - Nuisance Business Parking on Salt Hill Avenue | 25 | <p>19th June 2018 Thank you for submitting the attached petition.</p> <p>The obstructive parking you have mentioned is a borough wide problem but it can be combatted through the implementation of the Pavement Parking Scheme. This scheme involves an engineer visiting the reported locations and designing a scheme which prevents vehicles from being able to park obstructively on the road, pavements, junctions and bends. This would be addressed through a combination of prohibiting parking on narrow pavements, junctions and bends, and permitting parking with 2 wheels up on pavements that were wide enough to accommodate it. If this is something that interests you and the other residents then this would need to be discussed with your local ward councillors (in addition to the petition you had submitted) and we can then add it onto our list for consideration.</p> <p>Please see the following link for more information on this process; http://www.slough.gov.uk/parking-travel-and-roads/obstructive-parking.aspx</p> <p>If I can help with any other parking related queries in the meantime then please do not hesitate to contact me.</p> |
| 18-05 - Wylands Road Parking Issues | 31 | <p>13th June 2018 Thank you for your paper petition received on 6th June 2018 regarding Wylands Road bollards around the green area. Slough Borough Council (SBC) would like to clarify about non-notification of the works carried out by the contractor which was mentioned. SBC policy is to notify residents affected on any works carried on the highway network subject to:</p> |

| | | |
|---|-----------|--|
| | | <p>a) The work will take more than 2 days or will not be completed for more than 1 week, b) The work is inconveniencing road users of the area,</p> <p>The installation of bollards was necessary in order to protect the green area and was supported by the ward member. SBC as the Highway Authority acted in order to protect the highway verge which has been used for parking by residents. The prohibition of parking in the green areas within the Highway and Housing land across the borough has been consistent although on some occasions motorists have been ignoring. The work was deemed not to inconvenience road users and was undertaken within two days.</p> <p>In regard to vandalism happening in your garages: this should be reported to the police who will deal with criminal activities in your area. In regard to refuse and recycling collection vehicles and emergency vehicles having difficulties to manoeuvre within the Wylands Road: SBC will continue to monitor the situation and will continue to work with Thames Valley Police on anti-social behaviour and crime in order for residents to feel that their property is safe.</p> <p>Please do not hesitate to contact SBC for any further information.</p> |
| <p>18-06 - Permit Holders - Parking Request College Avenue</p> | <p>26</p> | <p>27th July 2018 I am writing to you in response to the above petition regarding your request for a residents parking scheme on College Avenue.</p> <p>I can confirm we have designed a residents parking scheme for the following roads; College Avenue, Martin Road, Kings Road, King Edward Street, Ragstone Road (the section between Kings Road and Windsor Road) and 160-196 Windsor Road Service Road, and the consultation has started today.</p> <p>The consultation process will last for 21 days and we will be accepting representations until Friday 17th August, 2018. A plan showing the details of the scheme can be viewed at our following offices:</p> <ul style="list-style-type: none"> • St Martins Place, 51 Bath Road, Slough, SL1 3UF; • My Council, Landmark Place, High Street, Slough, SL1 1JL; and • Library @ The Curve, William Street, Slough, SL1 1XY <p>Furthermore you can email us at parking@slough.gov.uk to request a copy of the plan to be sent electronically.</p> <p>If you would like to make representation all correspondence should be sent to: Parking Development Slough Borough Council St Martins Place 51 Bath Road Slough SL1 3UF</p> |

| | | |
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| | | <p>Or email to: parking@slough.gov.uk</p> <p>If you have any questions regarding this then please do not hesitate to contact me.</p> |
| 18-07 - Removal of Double Yellow Lines - Arkwright Road | 22 | <p>17th August 2018</p> <p>I am writing in response to your petition in which you have requested for the double yellow lines on Arkwright Road to be removed.</p> <p>I can confirm this request has been added onto the waiting restrictions request list 2018-2019 for consideration. This list will close at the end of September 2018 and after this all the requests will be looked into further.</p> <p>If I can help with any other queries in the meantime then please do not hesitate to contact me.</p> |
| 18.08 - Unsociable Parking of Recovery Vans on Lascelles Road | 163 | <p>7th August 2018</p> <p>I am writing in response to your petition regarding commercial vehicles parking on Lascelles Road.</p> <p>The only way to restrict this kind of parking is through the introduction of parking restrictions; however this would also then have an impact on the residents. I understand from previous conversations with my colleague, that this is not something the residents want and therefore unfortunately there is no other action that we can take.</p> <p>I understand you may be unhappy with my response and for this I apologise, however I would recommend speaking with your ward Councillors and other residents regarding the option of parking restrictions to see if this is something the residents would consider.</p> <p>If I can help with anything else in the meantime then please do not hesitate to contact me.</p> |
| 18-09 - Parking Permits on Norway Drive | 11 | <p>14th August 2018</p> <p>I am writing in response to your petition in which a residents parking scheme has been requested outside 10 - 32 Norway Drive.</p> <p>I can confirm I have added this request to our list for parking restrictions to be considered. We are in discussions with the local ward Councillors regarding funding for this scheme and as soon as this matter has been finalised, we will ensure a scheme is designed.</p> <p>If you require further information please do not hesitate to contact me.</p> |
| 18-10 - Chalvey Road East – Request for Permit Holders Parking | 45 | <p>15th August 2018</p> <p>I am writing in response to your petition in which you have requested a residents parking scheme on Chalvey Road East. You have also provided further comments regarding the proposed residents parking schemes on Ragstone Road, College Avenue and Martin Road which is currently out to consultation.</p> |

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| | | <p>I can confirm all your comments have been logged as a formal representation. The consultation will close on Friday 17th August, 2018 and after this date we will be collating and analysing all the consultation responses and a decision will be made on how best to proceed. Once a decision has been made, we will write to you with the outcome and any points you have raised will also be addressed.</p> <p>If you have any further questions about this in the meantime then please do not hesitate to contact me.</p> |
| <p>18-11 - Ragstone Road Request for Parking Permits</p> | <p>60</p> | <p>13th September 2018 I am writing to you in response to your petition in which you have requested a residents parking scheme and also highlighted some road safety concerns on Ragstone Road.</p> <p>I can confirm your request for a residents parking scheme on Ragstone Road has been logged as a formal representation to the consultation that has recently been conducted. The consultation has now ended and we will shortly be collating and analysing all the consultation responses and after this, a decision will be made on how best to proceed. Once a decision has been made, we will write to you with the outcome and any points you have raised will also be addressed.</p> <p>With regards to points (ii) the removal of traffic calming and (iii) reducing the speed limit to 20 mph and the provision of a zebra crossing facility, I have referred your enquiry to the Transport Strategy team and have received the following response.</p> <p>As a general consideration we would not remove traffic calming measures along the entire stretch of Ragstone Road, however we are aware of some known instances of vehicles colliding with traffic calming measures at specific points along this road and therefore will revisit the scheme to see if this can be resolved. Similarly, although 20 mph speed limits are a useful traffic calming measure they are not a popular option, as was the case for this area when it was proposed as an option several years ago. Greater consideration and buy-in is required from the community in addition to the residents immediately affected. A zebra crossing facility is usually introduced where there is significant pedestrian demand or where an anticipated growth of pedestrian activity is likely, such as the immediate vicinity of a school, or at or near a commercial or transport hub. Ragstone Road does not seem to qualify and there are currently no identified sources of funding for a scheme targeted at the area, however due to the issues and concerns raised the team has been assigned to revisit the area and consider if some changes are needed.</p> <p>This is at a very early stage and therefore we are unable to provide any further detail other than to say the points raised would be considered by a traffic engineer.</p> <p>If you have any other questions regarding the above information then please do not hesitate to contact me.</p> |

| | | |
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| <p>18-12 - Residents Parking Problems - Uxbridge Road</p> | <p>25</p> | <p>13th September 2018 I am writing to you with regards to the petition which has been submitted in which a request has been made for a residents permit parking scheme in front of the even numbered properties on Uxbridge Road.</p> <p>I can confirm this request has been added onto our waiting restrictions request list 2018-2019 for parking restrictions to be considered. This list will close at the end of this month and shortly after this all requests on this list will be looked into further.</p> <p>If you have any questions regarding this in the meantime then please do not hesitate to contact me.</p> |
| <p>18-13 - Re-instate Free Swimming Sessions for Over 60s – Langley Leisure Centre</p> | <p>274</p> | <p>12th September 2018 I am writing to formally respond to your paper petition which was received on 16th August, 2018.</p> <p>In May 2017 Langley Leisure Centre closed to the public to undergo a substantial refurbishment programme. At the same time the council was involved in a competitive tendering process to appoint a new leisure provider to operate and manage the council's new leisure facilities for the next ten years. Everyone Active was appointed as the Council's preferred leisure operator and took over the management of the council's leisure facilities in June 2017. It was always the intention of the council to stop paying any subsidy to a new leisure operator as this was not financially sustainable in the current financial climate. Therefore the ongoing provision of free swimming sessions, which were previously subsidised by the council at a cost of £20,000 per annum, was not an option when Langley re-opened to the public in July 2018.</p> <p>One free session a week is still being offered at Montem Leisure Centre on a Thursday 11am-12pm for the over 50's ('Young at Heart' session). This was a goodwill gesture from Everyone Active but will end in March 2019 when the centre closes.</p> <p>At Langley, Everyone Active has agreed to offer a reduced rate of £2.00 for an over 50's swim on Tuesday 10am-11am (the normal price for this type of session is £3.50 for a concession & £4.95 adult) and this is proving popular as it also includes use of the spa and steam room facilities.</p> <p>I note that your petition contains signatures of individuals who live in various areas of the borough (and some who do not live in Slough) therefore the session at Montem would be a valid alternative for those unable to afford the subsidised rate of £2.00 at Langley Leisure Centre. The free and subsidised swimming sessions at Langley and Montem are for Slough residents only as we are unable to offer subsidised activity to people who do not live in the borough.</p> <p>I know it is disappointing that Slough Borough Council is no longer financially able to support a free swimming session at Langley but hope that the reduced cost of £2 will not be a barrier for residents to continue taking part in this popular swimming session.</p> <p>In response to your petition, I will be working in partnership with Everyone Active to look at further</p> |

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| | | <p>opportunities to enhance programmes and sessions for older residents in the borough at subsidised rates. I will also ensure that local people are given the opportunity to contribute to these discussions and would welcome your input into this.</p> <p>Can I also bring to your attention a diverse programme of alternative activities that run regularly, at various venues across the borough, delivered by my 'Active Communities' team. Many of these sessions are free to participants. Details of this can be found on the following link: http://www.slough.gov.uk/leisure-parks-and-events/active-slough.aspx</p> <p>Please do not hesitate to contact me if you have any further enquiries.</p> |
| 18-14 - Hawker Court – Car Parking | 17 | <p>16th October 2018 I write in response to the tenant's petition received at our office on the 14th September, 2018 and our subsequent acknowledgement letter on the same date.</p> <p>I am sorry about the incident of the car park and it was good that the case was reported to the police, my understanding on the day was that, they will review the CCTV and investigate the case; hopefully they will identify the culprit.</p> <p>I have reported the uneven pavement to our maintenance and I have been assured that the work will be completed on 14th November, 2018.</p> <p>We have contacted the Council's Parking Team and have requested that this location is added to their work programme for this financial year. They have agreed this and will now lead on carrying out all the necessary investigations, design work and consultation to introduce a parking scheme that will allow tenants to park more easily. They may be able to redesign the area to allow more spaces to be created. Over the next few months the Parking team will be in contact with residents directly about this scheme.</p> <p>You will recollect in one of my meetings with the tenants that, I strongly advise against putting barriers in place, due to emergency access, barriers is an obstruction in an emergency, we will not be able to install it..</p> <p>Should you wish to discuss this further, I am happy to come and meet all the tenants, please let me know the best time to come.</p> |
| 18-15 - Montem Leisure Centre Car Parking - Time Limit and Penalty Charges for Members | 271 | <p>12th October 2018 I am writing to you with regards to the petition which has been submitted on 24th September where a request has been made for the three hours free parking limit to be doubled. It was also requested that existing fully paid members of the leisure centre should not be making a manual data entry of their car registration on a daily basis.</p> <p>The ANPR system was introduced to alleviate problems with unauthorised vehicles being parked at Montem Car Park and ensure a better parking facility for its visitors. Prior to introducing this</p> |

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| | | <p>system the leisure centre was consulted in relation to their member's usage of the car park whilst using the leisure facilities. Following receipt of the petition we have contacted the leisure provider who confirmed that 3 hours free parking is sufficient for most of their members. Therefore we would like to advice that should any leisure member need to park longer in the Montem Car Park whilst using the leisure facilities, they should inform the receptionist at the centre who will accommodate their request and the few that do stay longer are always accommodated with a longer parking provision.</p> <p>With regards to the suggestion that the system should not require leisure centre members to manually enter the car registration information, unfortunately it would not be economical to invest in upgrading or changing the system at this present time, as Montem Leisure Centre will close when the new leisure centre opens early next year.</p> <p>We can confirm that since the introduction of this system the oversubscription due to non leisure & SBC members parking in our facilities, there has been significant improvements. Whilst I understand your frustration I can only apologise for the inconvenience caused, we are continuously working to provide a safe, secure and appropriate environment for the benefit of all service users. I would also like to take this opportunity to let you know that we will pass on your feedback to the relevant parties to discuss the requirements for increasing the 3 hour limit so that this can be taken into account when a different system is installed in the new leisure centre.</p> |
| <p>18-16 - Lorne Close Residents Only Parking</p> | <p>16</p> | <p>23rd October 2018 I am writing to you in response to the above petition in which a residents permit parking scheme has been requested on Lorne Close.</p> <p>I can confirm this request has been placed on the waiting restrictions request list 2018-2019 which will be reviewed in the coming months and also sent to the ward members for authorisation. As lead petitioner we will keep you updated on the progress of this request.</p> <p>If you have any questions regarding this in the meantime then please do not hesitate to contact me.</p> |
| <p>18-17 - Brammas Close Residents - Against Paying Service Charges</p> | <p>20</p> | <p>19th October 2018 I am contacting you with reference to the paper petition that you issued to the council, from the residents of Brammas Close.</p> <p>I have investigated the issues raised regarding the maintenance of the block and can inform you as follows:</p> <p><u>Communal Walkway Lighting</u> Our contractor Osborne attended the block on the 16th October and have confirmed there is a wiring issue that requires further remedial works to rectify it. Due to the extent of the works required a follow on visit has been arranged for the 26th October 2018.</p> |

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| | | <p><u>Caretaking</u> I have been advised that caretaking is carried out on this block every Monday, walkways are swept, stairs are swept and mopped and external litter picking is carried out including the bin areas. As the walkways are open to the elements they are only mopped when necessary.</p> <p>I have been informed that this block has been visited every week since 2nd July, 2018 by the Estates Services Officers the only week that this block was missed was week commencing 30th August 2018.</p> <p><u>Doors</u> I have been informed that the communal door was last reported to be broken on the middle of September and was attended by the specialist contractor and resolved. Osborne have looked at the job history and it seems that there is an ongoing problem with doors being vandalised, there is no service failure as the contractor have attended and carried out repairs accordingly.</p> <p>Regarding the petition from residents against paying service charges, I wish to inform you that service charges are due as per the terms and conditions of your lease, if you require further information regarding the payment of service charges, please refer to the Summary Rights of Obligations as issued with your statement and invoice.</p> <p>Due to the confidentiality of individual service charge statements, I can only discuss the charges with the leaseholder of the property; I will therefore enclose a separate letter with a breakdown of the repairs carried out to the block.</p> <p>I hope this response answers the points raised by you and those that signed the petition.</p> <p>Should you require any further information regarding your property, please do not hesitate to contact Leasehold Services at the address as below, or via e-mail to Leaseholdservices@slough.gov.uk. If I can be of any further assistance, please do not hesitate to contact me again.</p> |
| <p>18-18 - Claycots Town Hall Campus – Pedestrian Crossing</p> | <p>406</p> | <p>23rd November 2018 Thank you for your petition handed to one of our officers and administered by Democratic Services on 22nd October, 2018 regarding a Pedestrian Crossing at the Claycots School (Town Hall Campus).</p> <p>We have been aware of issues with pedestrians and school users crossing at Montem Lane and hence introduced a School Crossing Patrol (SCP) to operate during school times. Unfortunately the role has been vacant for a significant period of time since the last SCP resigned and remains to be filled. Although we have been in the process of recruiting, unfortunately due to the nature of the role have found it difficult to attract applicants and find a suitable replacement. We are still actively pursuing this and hope to have someone in post imminently. The latest recruitment drive indicates yielding a more promising conclusion and we hope to have an SCP in operation in due course.</p> |

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| | | <p>In addition, we are exploring a pedestrian or zebra crossing facility and whether it would be suitable for this location based on current and expected future demand during am and pm peaks. We are aiming to evaluate potential solutions as part of the upcoming regeneration of the Montem Leisure Centre and St Martins Place. As part of these projects we would look to consider and evaluate some options and incorporate delivery as part of these larger schemes.</p> <p>I hope this information helps, and please do not hesitate to contact us with any follow up enquiries should you have them, at TfS@slough.gov.uk.</p> |
| 18-19 - Removal of Yellow Lines - Thirkleby Close | 56 | <p>19th November 2018 I am writing to you in response to the above paper petition which was received on Monday 22nd October, 2018.</p> <p>Since receiving this petition we have conducted several site visits which have shown the new double yellow lines to be necessary to assist with visibility and the flow of traffic at this location. However we have taken your comments on board and have therefore made the decision to continue monitoring this location for the next 2 months and as lead petitioner, we will write to you with the final outcome after this period has elapsed. During this time we will also be liaising with Ameys to ascertain if they are still having any issues during refuse collections.</p> <p>If you have any further questions in the meantime then please do not hesitate to contact me.</p> |
| 18-20 - Information Requests – Planned Development Works on 1-11A Moreton Way | 13 | <p>30th November 2018 I write to you and all the petitioners regarding the 1 – 11a Moreton Way Bases site and apologise for the delay in responding to your petition.</p> <p>The project leads considered your concerns and have reviewed the planned proposal for that site. Consequently, instead of making the parking area accessible to the general public, it has been decided to restrict its use to only authorised, licenced users to ensure that parking complications on that street are alleviated. Further outcomes of the review are outlined below.</p> <p>Individual structures on the bases The bases on this site were originally rented out as bases, without structures. Over the years, individuals opted to put up structures and subsequent users continued to use them. However, on terminating the licences for the use of the bases, they are expected to be returned to the council in the state they were originally designed. As a result, a licenced user of a base has the option to take down the garage/structure and remove it from site to enable vacant possession of the base to the council. The development project will demolish the structure/garage if it has not been removed but the council will not be paying any compensation as the garage/structure is the responsibility of the licensee.</p> <p>Development works on the site When the structures have been demolished and or removed, the existing bases will be retained.</p> |

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| | | <p>A top coat of 40mm tarmac across the forecourt and bases to fall as close to the existing drainage as possible will be laid down. A new concrete post and panel fence with concrete base panels will be installed to the rear of the garages to form a new permanent barrier to the garage site. White lines will be painted on the new surfaces to form parking spaces for the site. Lockable bollards will be provided for each space. Please note that the panel fence will not be as high as the existing structures and will not obscure sunlight or the view from the properties along the street any more than the existing structures may currently do. Plans for this site have not yet been drawn up and can be made available in the future on request.</p> <p>Licenced use of the site The proposal is that we will give first refusal as follows:</p> <ul style="list-style-type: none"> ➤ Residents that are already renting from the council an existing base on this site ➤ Residents whose properties adjoin the site ➤ Local residents within the immediate location of the garage site ➤ Local residents that have expressed an interest in a parking space in the area <p>This will be a sliding scale to give local residents the best opportunity to secure a parking space on the site.</p> <p>Driveway for houses 19 – 25 Regretfully, this request is not within the scope of this project. For further information about it, please go to the council website and either use “dropped crossings” in the search engine or send an e-mail to tfs@slough.gov.uk .</p> <p>We trust that the changes made to the proposed development on this site reassure you and your fellow petitioners that your concerns have been addressed and resolved.</p> |
| 18-21 - Opposed to the Occupancy of Sheds at 128 & 130 Shaggy Calf Lane | 14 | To Follow |
| 18-22 - Objection to Bradley Road Double Yellow Lines | 212 | <p>8th January 2019 I am writing to you in response to the above paper petition which was recently received.</p> <p>I have added Bradley Road to the waiting restrictions request list 2018-2019 to consider amending the parking restrictions. This list will be reviewed in the coming months and as lead petitioner I will be in touch with you as soon as I have any updates on this.</p> <p>If you have any questions in the meantime then please do not hesitate to contact me.</p> |
| 19-01 - Sheehy Way Car Park | 63 | <p>25th January 2019 Further to your petition letter dated the 14th January, 2019 I am able to respond as follows:</p> <p>The Council is not currently exploring the development and subsequent loss of the car park on Sheehy Way having withdrawn its planning application last year.</p> |

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| | | <p>The Council are currently in discussion with the Gudwara on Sheehy Way who have expressed an interest in taking over management/ownership of the site in order to secure its on going use as a car park.</p> <p>If you require any further information or an update please do not hesitate to contact me.</p> |
| 19-02 - Wylands Road Parking Bays | 22 | <p>29th January 2019</p> <p>I am writing in response to the above petition in which you have requested additional parking bays and a residents permit parking scheme in Wylands Road.</p> <p>The request for additional parking bays must be made via your local ward Councillors however with regards to your request for a residents permit parking scheme, I can confirm I have added this to the waiting restrictions request list 2019-2020 for consideration. This list will close end of September 2019 and after this date all requests on this list will be sent to the ward Councillors for approval.</p> <p>If you have any questions regarding the residents permit parking scheme in the meantime then please do not hesitate to contact me.</p> |
| 19-03 - Turton Way Residents Parking | 25 | <p>8th February 2019</p> <p>Through your petition and covering letter you have raised several issues that are managed via differing Council Departments. I hope that the following is reasonable response to those issues raised.</p> <p><u>Planning Permission and Parking Problems</u></p> <p>You have asked for Slough Borough Council to reconsider “the proposed planned development on the Turton Way Garage Site.” The decision to allow this redevelopment of the site was taken by the Planning Committee in December 2017. Comments and objections raised about parking in Turton Way were formally considered by the Planning Committee. However, we have listened to your concerns about the pressure of parking around Turton Way and want to outline the current parking provision and our plans for more parking in the near future.</p> <p><u>On street parking in Chalvey</u></p> <p>A number of streets and locations in Chalvey where people can park for free. This is not allocated parking and it is available on a “first come, first served” basis. The place where this parking is available includes Brammas Close, Spackmans Way, Clive Court, The Green, White Hart Road and Primary Road.</p> <p><u>Garages in Chalvey</u></p> <p>If you would rather rent a garage from us in Chalvey please contact Southteam2@slough.gov.uk to find out which garages are available. The garage locations are in Brammas Close and</p> |

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| | | <p>Spackmans Way. If we have a garage in a location that is suitable for you we will be able to offer a rent free period of 6 weeks. After the 6 week period you can continue to use the garage at our standard rent charge, or you will be asked to vacate the garage. From 1 April 2019 the rent of a standard garage for council tenants and leaseholders will be £9.72 per week.</p> <p><u>On street parking on Turton Way</u></p> <p>We will be changing the restriction on this road which will include removing the limited waiting bays and replacing with double yellow lines. This will allow us to then remove some of the double yellow lines on the side of the council-owned flats to create unrestricted kerb space. We anticipate that these changes will create up to 10 un-allocated car spaces for anyone to park. This process will take around 6 weeks to make the necessary changes to the road-markings and Traffic Orders (to stop enforcement action). This new parking will also be available on a “first come, first served” basis and cannot be reserved for particular cars.</p> <p><u>Additional parking on the ex-garage site</u></p> <p>As part of the housing development on the ex-garage site there will be 4 free parking spaces created. Like the current parking provision in Chalvey these spaces will be available on a “first come, first served” basis.</p> <p>Whilst we understand the pressures on parking throughout Slough, we understand that until the changes are in effect there will be added pressure on parking around Turton Way. We thank you for your patience at this time and apologise that this information was not available and relayed to you before the fencing was put in place. Thank you for your co operation in going forward to allow this new housing development and we appreciate your help in this matter.</p> |
| <p>19-04 - Stoke Road - Proposed Parking Restrictions</p> | <p>28</p> | <p>6th March 2019</p> <p>Thank you for your petition in response to the proposed parking restrictions in Stoke Road, I can confirm this has been logged as a formal representation.</p> <p>The consultation has now closed and we are in the process of collating and analysing all the consultation responses after which a decision will be made on how best to proceed. Once a decision has been made, we will write to you with the outcome and any points you have raised will also be addressed.</p> <p>If you have any questions in the meantime then please do not hesitate to contact me.</p> |
| <p>19-05 - Parking Issues at Slough Cricket Club</p> | <p>36</p> | <p>To Follow</p> |

| ePetition Title | Signatures | Date Responded / Response |
|---|-------------------|--|
| New Home for Slough Gymnastics Club | 1608 | To Follow |
| Build more cycle friendly infrastructure | 0 | 30 th November 2018 With reference to your Online petition request – Build More Cycle Friendly Infrastructure The Council is not able to accept this petition as it is has fallen below the minimum threshold of 10 signatories. |
| Not to Park in Pavement area - Glynecroft Lane | 1 | 15 th October 2018 With reference to your Online petition request – Not to Park in Pavement Area – Glynecroft Lane The Council is not able to accept this petition as it is has fallen below the minimum threshold of 10 signatories. |
| Odour Nuisance in Cippenham | 0 | 30 th September 2018 With reference to your Online petition request – Odour Nuisance in Cippenham The Council is not able to accept this petition as it is has fallen below the minimum threshold of 10 signatories. |

MEMBERS' ATTENDANCE RECORD 2018/19
OVERVIEW AND SCRUTINY COMMITTEE

| COUNCILLOR | 14/06/18 | 12/07/18 | 13/09/18 | 15/11/18 | 10/01/19 | 31/01/19 | 14/03/19 | 11/04/19 |
|-------------------|-----------------|-----------------|-----------------|-----------------|-------------------|------------------|------------------|-----------------|
| R. Bains | P | Ap | P | P | P | Ap | P | |
| Arvind Dhaliwal | P | P | P | P | P | P | P | |
| Minhas | P | P | Ap | P | P | P | P | |
| D. Parmar | P | P | P | P | P | P | P | |
| S. Parmar | P | P | P | P | P | P | P | |
| Rana | P | P | P | P* | P | P | P | |
| R. Sandhu | P | P | P | P | P* (from 6.33pm) | P* (from 6.50pm) | P | |
| Sarfraz | Ab | Ap | P | Ap | P* (until 9.10pm) | P | P | |
| Sharif | P | P | Ab | P | P | P | P* (from 6.41pm) | |

P = Present for whole meeting
 Ap = Apologies given

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

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