

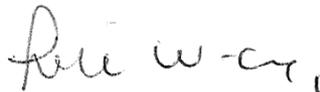
Date of despatch: Monday, 15 July 2019

To the Members of Slough Borough Council

Dear Councillor,

You are summoned to attend a Meeting of the Council of this Borough which will be held in The Venue - The Curve, William Street, Slough, SL1 1XY on **Tuesday, 23rd July, 2019 at 7.00 pm**, when the business in the Agenda below is proposed to be transacted.

Yours faithfully



JOSIE WRAGG
Chief Executive

PRAYERS

AGENDA

Apologies for Absence

	<u>PAGE</u>
1. Declarations of Interest	-
<i>All Members who believe they have a Disclosable Pecuniary or other in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 4 paragraph 4.6 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed.</i>	
2. To approve as a correct record the Minutes of the Council held on 16th May 2019	1 - 12
3. To receive the Mayor's Communications.	-

Public Questions

4. Questions from Electors under Procedure Rule 9.	-
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Recommendations of Cabinet and Committees

[Notification of Amendments required by 10 a.m. on Monday 22nd July 2019]

- | | | |
|----|--|----------------------------|
| 5. | Recommendations of the Cabinet from it's meeting held on 15th July 2019 | 13 - 92 |
| | <ul style="list-style-type: none">• A. Statutory Service Plan – Food Safety• B. SBC Annual Report 2018/19 |
(13 – 56)
(57 – 92) |
| 6. | Recommendation of the Slough Wellbeing Board from it's meeting held on 8th May 2019 | 93 - 112 |
| | <ul style="list-style-type: none">• Slough Wellbeing Board Annual Report 2018/19 | |

Officer Reports

- | | | |
|----|---|-----------|
| 7. | Appointment to Director of Transformation - New Post | 113 - 114 |
| 8. | Appointments to Committees, Panels and Outside Bodies | 115 - 120 |

Motions

- | | | |
|----|--|-----------|
| 9. | To consider Motions submitted under procedure Rule 14. | 121 - 122 |
|----|--|-----------|

Member Questions

- | | | |
|-----|---|---|
| 10. | To note Questions from Members under Procedure Rule 10 (as tabled). | - |
|-----|---|---|

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.

MINUTES OF COUNCIL PROCEEDINGS

At the Annual Meeting of the Council for the Borough of Slough held at The Venue - The Curve, William Street, Slough, SL1 1XY on Thursday, 16th May, 2019 at 7.00 pm

Present:- The Worshipful the Mayor (Mr Sohal), in the chair; Councillors Ajaib, Ali, Anderson, Basra, Bedi, Begum, Brooker, Carter, Chaudhry, A Cheema, H Cheema, Dar, Davis, Dhaliwal, Gahir, M Holledge, N Holledge, Hulme, Hussain, Kelly, Mann, Minhas, Mohammad, Nazir, Pantelic, D Parmar, S Parmar, Plenty, Qaseem, Sabah, Sadiq, A Sandhu, R Sandhu, Sharif, Smith, Strutton, Swindlehurst and Wright.

Apologies for Absence:- Councillors Bains, Matloob, Rasib and Sarfraz

1. Declarations of Interest

None received.

2. To Elect the Mayor for the 2019/20 Municipal Year

The Mayor called for nominations for the office of Mayor of the Borough of Slough for the ensuing municipal year. Councillor Swindlehurst proposed and Councillor Hussain seconded the nomination of Councillor Avtar Cheema.

The nomination was put to the vote which was agreed unanimously and the Chief Executive declared Councillor Avtar Cheema elected Mayor of the Borough of Slough for the 2019/20 municipal year. Councillor Avtar Cheema, having made and signed the requisite declaration of acceptance of office, was thereupon installed in the Chair.

Resolved - That Councillor Avtar Cheema be elected as Mayor of the Borough of Slough for the Municipal Year 2019/2020.

(The Worshipful the Mayor, Councillor Avtar Cheema, in the Chair)

3. To Elect the Deputy Mayor for the 2019/20 Municipal Year

The Mayor called for nominations to the office of Deputy Mayor of the Borough of Slough for the 2019/20 municipal year. Councillor Anderson proposed and Councillor M.Holledge seconded the nomination of Councillor Brooker.

The Mayor put the nomination to the vote which was agreed unanimously.

The Mayor declared Councillor Brooker elected Deputy Mayor of the Borough of Slough for the 2019/20 municipal year. Councillor Brooker made and signed the requisite declaration of acceptance of Office of Deputy Mayor.

Resolved - That Councillor Brooker be elected as Deputy Mayor of the Borough of Slough for the Municipal Year 2019/2020.

Council - 16.05.19

4. To approve as a correct record the Minutes of the Council held on 23rd April 2019

Resolved – That the minutes of the Council meeting held on 23rd April 2019 be approved as a correct record.

5. To receive the Mayor's Communications.

The Mayor welcomed newly elected and re-elected Members to the meeting and wished them well in fulfilling their duties.

Reverend Linda Hillier was thanked for her role as the Mayor's Chaplain for the past 10 years and the Mayor, on behalf of the Council, wished her well for the future.

Details of the Mayor's reception were still to be confirmed and would be sent once arrangements had been finalised.

6. Report of the Returning Officer - Local Election 2 May 2019

Details of the Election held on 2nd May 2019 were noted.

Resolved – That the report be noted.

7. Review of the Constitution - Recommendation of Audit and Corporate Governance (Constitution) and Cabinet (Policy on Maternity, Paternity and Adoption Leave for Members)

It was moved by Councillor Swindlehurst,
Seconded by Councillor Hussain,

- a) "That the revisions to the Council's Constitution as set out in the report and Appendix A, be approved.
- b) That the Policy on Paternity, Maternity and Adoption Leave for Members, as set out in Appendix B, be approved.
- c) That Responsibility for Council Functions: Licensing Committee be amended to read as - (11 Members of the Authority) No Executive Member other than the Lead Members with responsibility for Licensing Functions. Not the Mayor."

The recommendations were put to the vote and agreed unanimously.

Resolved –

- a) That the revisions to the Council's Constitution as set out in the report and Appendix A, be approved.
- b) That the Policy on Paternity, Maternity and Adoption Leave for Members, as set out in Appendix B, be approved.

Council - 16.05.19

- c) That Responsibility for Council Functions: Licensing Committee be amended to read as - (11 Members of the Authority) No Executive Member other than the Lead Members with responsibility for Licensing Functions. Not the Mayor.

8. Appointment of Committees and Allocation of Political Officer Support

It was moved by Councillor Swindlehurst,
Seconded by Councillor Hussain,

- (a) "That Committees be appointed and seats thereon allocated to political groups in accordance with the rules of proportionality as set out in Appendix 1.
- (b) That appointments be made to Committees in accordance with the nominations received from political groups as set out in Appendix 2
- (c) That the report of the Leader on appointment of the Deputy Leader and Commissioners (the Cabinet) and their portfolios be received.
- (d) That the Chairs and Vice-Chairs of Committees be appointed as set out in Appendix 2.
- (e) That the Labour Group be allocated 1 FT (37 hours) Political Officer Support and the Conservative Group be allocated 0.34 FTE (12 hours) Political Officer Support.
- (f) To note that, in accordance with Article 7 of the Constitution, the Leader holds office until 28th November 2021.
- (g) That appointments be made to quasi-judicial and other bodies as set out in Appendix 3."

The recommendations were put to the vote and agreed unanimously.

Resolved -

- (a) That Committees be appointed and seats thereon allocated to political groups as set out in Appendix 1.
- (b) That appointments be made to Committees as attached at Appendix 2.
- (c) That the report of the Leader on appointment of the Cabinet be received as attached at Appendix 2.
- (d) That the Chairs and Vice-Chairs of Committees be appointed as attached in Appendix 2.
- (e) That the Labour Group be allocated 1 FT (37 hours) Political Officer Support and the Conservative Group be allocated 0.34 FTE (12 hours) Political Officer Support.
- (f) To note that, in accordance with Article 7 of the Constitution, the Leader holds office until 28th November 2021.
- (g) That appointments be made to quasi-judicial and other bodies as set out in attached Appendix 3.

9. Appointments to Outside Bodies 2019/20

It was moved by Councillor Swindlehurst,
Seconded by Councillor Hussain,

“That the appointments and nominations to the outside bodies as set out in Appendix 4, for the Municipal year 2019/20 be agreed.”

The recommendation was put to the vote and agreed unanimously.

Resolved - That the appointments and nominations to the outside bodies as set out in Appendix 4, for the Municipal year 2019/20 be agreed.

10. Localism Act 2011 - Dispensations

It was moved by Councillor Swindlehurst,
Seconded by Councillor Hussain,

“That the grant of general dispensations, as set out in paragraph 5.1 of the report, be approved.”

The recommendation was put to the vote and agreed unanimously.

Resolved – That the general dispensations, as set out in paragraph 5.1 of the report be approved.

APPENDIX 1**ALLOCATION OF SEATS – COUNCIL MAY 2019**

	Total No. of Seats on Body	Labour (37) (88.1%)	Conservative (4) (9.52%)	Independent (1) (2.35%)
Cabinet (Executive)	8	8		
Trustee Committee	7	6	1	0
Audit and Corporate Governance	7	6	1	0
Overview & Scrutiny	9	8	0	1
Planning	9	8	1	0
Licensing	11	10	1	0
Employment & Appeals	9	8	1	0
TOTAL SEATS ALLOCATED	45	40	4	1
GROUP SEAT ENTITLEMENT (Basket)		40	4	1

**APPOINTMENTS TO THE CABINET, COMMITTEES
AND OTHER BODIES 2019/20**

CABINET

Leader of the Council – Regeneration and Strategy	Councillor Swindlehurst
Governance and Customer Services (Deputy Leader)	Councillor Hussain
Children and Schools	Councillor Sadiq
Transport and Environmental Services	Councillor Anderson
Housing and Community Safety	Councillor Nazir
Health and Wellbeing	Councillor Pantelic
Inclusive Growth and Skills	Councillor Carter
Planning and Regulation	Councillor Mann

LICENSING COMMITTEE

Chair – Councillor Davis

Vice-Chair – Councillor H Cheema

Councillors Anderson, Bains, Chaudhry, Dhaliwal, M.Holledge, Mann, D. Parmar, S. Parmar, Strutton.

PLANNING COMMITTEE

Chair – Councillor Dar

Vice-Chair – Councillor M Holledge

Councillors Davis, Gahir, Mann, Minhas, Plenty, Sabah, Smith.

EMPLOYMENT & APPEALS COMMITTEE

Chair – Councillor Bains

Vice-Chair – Councillor Bedi

Councillors Brooker, Chaudhry, N. Holledge, Hulme, Mohammed, Rasib, Smith.

OVERVIEW & SCRUTINY COMMITTEE

Chair – Councillor Dhaliwal

Vice-Chair – Councillor Sarfraz

Councillors Basra, Gahir, Hulme, D.Parmar, S.Parmar, R. Sandhu, Sharif.

AUDIT & CORPORATE GOVERNANCE COMMITTEE

Chair – Councillor Sabah

Vice-Chair – Councillor Wright

Councillors Ali, Hussain, D. Parmar, S. Parmar, Plenty.

Independent Co-Opted Members

Mr Zafar Iqbal

Mr Alan Sunderland

Vacancy

Vacancy

Independent Person

Dr Louis Lee

Parish Council Representatives

Councillor TBA (Britwell Parish Council)

Councillor TBA (Wexham Court Parish Council)

Councillor Andrea Escott (Colnbrook with Poyle Parish Council)

Joint East Berkshire Health Overview Scrutiny Committee (3 total, 3 deputies)

Berkshire Pension Fund Advisory Panel (I - Chair of Employment & Appeal Committee)

Councillor Bains

Thames Valley Police and Crime Panel (1 Member)

Councillor Nazir

Investigating and Disciplinary Committee (4:1 Only one Executive Member: Not Leader or Cabinet Member with responsibility for Human Resources or Finance)

Bedi, Dar, Dhaliwal, Pantelic, 1 Conservative (tbc)

Appeals Committee (4:1) (4:1 Only one Executive Member: Not Leader or Cabinet Member with responsibility for Human Resources or Finance)

Bains, Brooker, Davis, Mann, 1 Conservative (tbc)

Trustee Committee

Chair – Councillor S Parmar

Vice-Chair – Councillor Strutton

N Holledge, Matloob, Rasib, A.Sandhu, Swindlehurst

QUASI-JUDICIAL AND OTHER BODIES 2019/20

MEMBER PANEL ON THE CONSTITUTION

Chair – Councillor Hussain

Bedi, H Cheema, Dar, Minhas, Sabah, 1 Conservative (tbc)

JOINT PARENTING PANEL (to include the Cabinet Member for Children and Schools)

Co-Chair - Councillor Sadiq

Councillors Ali, Bedi, Brooker, Mohammed, Sarfraz, Strutton

SOCIAL SERVICES COMPLAINTS REVIEW PANEL (1 Member) (plus up to 3 deputies)

Councillors Begum, D.Parmar

FOSTER PANEL (1 Member)

Councillor Brooker

SLOUGH WELLBEING BOARD

Cabinet Member for Health and Wellbeing	Healthwatch Representative
Chief Executive Slough Children’s Service Trust	Local Police Area Commander
Chief Executive, Slough BC	Royal Berkshire Fire and Rescue Service Representative
Director of Adult Social Care	Director of Children’s Services
Strategic Director of Public Health for Berkshire	Voluntary and Community Sector Representative
East Berkshire Clinical Commissioning Group Representative	NHS Commissioning Board Representative
Acute Sector Representative	Two Local Business Representatives
Slough Youth Parliament Representative	

STANDING ADVISORY COUNCIL ON RELIGIOUS EDUCATION (5 Members (4:1))

Committee 1 - Christian Denomination and other Faiths

The Free Churches	Sue Elbrow (until 2020)
Black Free Churches	Vacancy

The Roman Catholic Church	Vacancy
Hinduism	Gulzari Lal Babber (2021)
Islam	Julie Siddiqi (until 2020) Zubayr Abbas-Bowkan (until 2020) Waqar Bhatti (until 2020) Shujah Hamid (2021)
Judaism	Vacancy
Sikhism	Hardip Singh Sohal (until 2020) Ashpreet Singh Nainu (until 2020)
Baha'is	Vacancy
<u>Committee 2 – The Church of England</u> The Church of England	The Rev Andrew Allen (until 2020) Christine Isles (until 2020) Andrea Sparrow (until 2020) Vacancy
 <u>Committee 3 - Associations representing Teachers (6)</u>	
National Union of Teachers	Lynda Bussley (until 2020)
VOICE (Formerly Professional Association of Teachers)	Vacancy
National Association of Head Teachers	Vacancy
Secondary Heads Association	Vacancy
National Association of School Masters/Union of Women Teachers	Vacancy
Association of Teachers and Lecturers	Vacancy
<u>Committee 4 – Representatives of Local Authority (No Cabinet Member)</u>	Basra, Brooker, Qaseem, H Cheema, Conservative Vacancy

SCHOOL ADMISSION APPEALS / EXCLUSION REVIEWS

POOL OF PANELLISTS (Education or Lay Member)

Mr D Bryce (Lay)	Mrs L Parminter (Lay)
Mrs F Doran (Education)	Mrs S Punj (Lay)
Mrs C George (Lay)	Mrs J Putnam (Education)
Mr A Ghanie (Lay)	Mrs D Sandhu (Lay)
Mr J Griffiths (Education)	Mr R Saund (Lay)
Mrs T Khan (Lay)	Mr S Sharma (Lay)
Mrs J Lloyd (Education)	Mrs L Simmons (Lay)
Mrs S MacAdam (Education)	Mrs L Smit (Lay)
Ms R Mohan (Education)	Mrs E Strange (Lay)
	Ms D Toomey (Education)

APPENDIX 4**MUNICIPAL YEAR 2019/20**
APPOINTMENTS TO OUTSIDE BODIES

LEVEL 1 - CORPORATE BODIES WHERE MEMBERS HAVE SIGNIFICANT LIABILITY AND/OR THE BODY HAS SIGNIFICANT RESPONSIBILITY FOR SERVICE DELIVERY

OUTSIDE BODY	APPOINTMENTS/ NOMINATIONS REQUIRED	MEMBER(S) APPOINTED
Berkshire Healthcare NHS Foundation Trust	1 Member (preferably Lead Member for Health and Social Care)	A. Sandhu
Berkshire Local Transport Body	1 Member (preferably Lead Member for Transport and Environmental services) and 1 named Deputy	Anderson
Board of Development Initiative Slough Housing Ltd (DISH)	3 Members	Swindlehurst Nazir Mann
Frimley Health NHS Foundation Trust	1 Member (preferably Lead Member for Health and Social Care)	Pantelic
Slough Local Asset Backed Vehicle (LABV) Board	1 elected Member and 1 named Deputy	Ajaib (Sabah)
Royal Berkshire Fire Authority	3 Members	Plenty Parmar (until 31/12/19) Hulme (from 1/1/2020) Smith
Safer Slough Partnership	1 Member	Nazir
Slough Children's Partnership Board	1 Member (Lead Member for Children and Education)	Sadiq
Slough Local Safeguarding Children Board	1 Member (Lead Member for Children and Education)	Sadiq
Slough Safeguarding Adults Partnership Board	2 Members (including the Lead Member for Health & Social Care)	Pantelic
Thames Valley Athletics Centre Management Committee	1 (Lead Member for Environment and Leisure) +1 Deputy	S. Parmar (Anderson)
Thames Valley Athletics Centre Trust	1 (Lead Member for Environment and Leisure) +1 Deputy	S. Parmar (Anderson)
Slough Children's Services Trust Board (Remuneration rate of £200/day)	1 Member	D. Parmar

MUNICIPAL YEAR 2019/20
APPOINTMENTS TO OUTSIDE BODIES

LEVEL 2 - NO SIGNIFICANT LIABILITY/RESPONSIBILITY FOR SERVICE DELIVERY

OUTSIDE BODY	APPOINTMENTS/ NOMINATIONS REQUIRED	MEMBER(S) APPOINTED
Heathrow Airport Consultative Committee	1 Member (suggested Lead Member for Regeneration Strategy)	Replaced by the Heathrow Community Engagement Board J. Swindlehurst
James Elliman Trust	1 Members	S. Parmar
Parking & Traffic Regulation Outside London Joint Committee (PATROLJC)	1 Member	Anderson
Slough Local Access Forum	2 Members	S. Parmar M. Rasib
Berkshire Community Foundation	1 and 1 Deputy (Member or Officer)	Bedi (Basra)
Groundwork South	1 (Member or Officer)	Dar
South East Employers	2 Members & 2 Deputies (Chair of Employment & Appeals Committee plus a Cabinet Member) (NB. Should not be employee of another local authority or official of any of the local government unions)	Bains (Chair E&A) Swindlehurst (Leader, SBC) (Hussain (Deputy Leader, SBC)) (Bedi (Vice-Chair E&A))
St Mary's School Charity	2 Members	Brooker Plenty
Standing Conference on Archives	1 Member	Basra
Strategic Aviation Special Interest Group (SASIG)	1 Member (plus deputy)	H. Cheema (SBC officer)
Slough Council for Voluntary Service	1 Member + 1 Deputy	Hulme (Hussain)
Local Government Association	3 Members	Swindlehurst Hussain Minhas

Chair

(Note: The Meeting opened at 7.00 pm and closed at 8.05 pm)

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SLOUGH BOROUGH COUNCIL

REPORT TO: Council **DATE:** 23rd July 2019

CONTACT OFFICER: Nick Pontone, Senior Democratic Services Officer
(For All Enquiries) (01753) 875120

WARD(S): All

**PART I
FOR DECISION****RECOMMENDATIONS OF THE CABINET FROM ITS MEETING HELD ON 15th JULY 2019****A. STATUTORY SERVICE PLAN – FOOD SAFETY****1 Purpose of Report**

To seek approval for Statutory Service Plan (the Plan) in relation to: Food Safety Service in accordance with the requirements laid down by The Food Standards Agency (FSA).

2 Recommendation

That the Statutory Service Plans in relation to the Food Safety, Health & Safety and Trading Standards Services be endorsed.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**3a. Slough Joint Wellbeing Strategy Priorities –****Increasing life expectancy by focussing on inequalities**

- Supporting and encouraging all the food outlets in Slough to provide safe food through inspections and interventions and the Food Hygiene Rating Scheme (FHRS)
- Reducing risks in the work place with investigations, interventions and specific projects based upon Slough's needs and those based on national priorities
- Increasing awareness of food labelling, allergens and healthy eating, and in doing so contribute to reducing obesity rates in Slough.

3b Five Year Plan Outcomes

The statutory service plan, along with those for Trading Standards and Health & Safety identify positive impacts towards all the 5 year Plan Outcomes, which is detailed in the individual action plans, and in particular:

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

The plans also focus on developing entrepreneurial skills in the teams and commercialisation skills as a tool to maximise income. They also support the council's digital transformation by promoting agile front line working and channel shift to encourage better use of the council's website.

4 **Other Implications**

(a) Financial - It is anticipated that the plans will be implemented within existing resources. However, the situation will be closely monitored as unplanned reactive pressures, such as major investigations, will have resourcing implications which will be reported to members for their consideration.

(b) Risk Management

Recommendation from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score the risk	Future Controls
Statutory Service Plans in relation to the Food Safety, Health & Safety and Trading Standards work undertaken by the Council be endorsed.	Risk from complex criminal investigations or disease outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work. National enforcement bodies may intervene and ultimately direct us to complete statutory work or take over the service. This creates reputational risk.	Mitigated by the re-prioritisation of resources where possible. Utilise MOU arrangements with other Berkshire Unitary Authorities The income from Primary Authority work and further commercialisation of services can be used to offset cost of service delivery	4 (probability: Very Low x severity: Marginal)	All risks of serious failures to complete statutory duties and serious deviations from the service plans will be highlighted to the Director and Cabinet.
	There is a shortfall of 2.5 FTE, based on the FTE required to complete <u>all</u> obligations and targets within the service plans	Resources will be allocated based on risk and the best outcome. Some low risk inspections and aspirational	4 (probability: Very Low x severity: Marginal)	The FSA are aware that the expectations on local authorities outweigh what can be delivered, and a national review on the delivery

		health and safety projects will not be undertaken. Premises deemed as low risk will be managed so their risk is reviewed regularly, and should their risk rating increase, the premises will immediately be subject to interventions.		of food safety regulation is under review, namely 'Regulating our Future'. We will continue to undertake quality inspections, not quantity.
	EU Exit may bring with it additional demands on the services through business and consumer demands for advice and support.	Officers are trained and competent to deal with EU Exit transitional issues and legislation. SBC contingency plans	3 (probability: Low x severity: Negligible)	Trading standards and Food Safety Teams have contributed to Brexit preparedness, have put in place mitigation arrangements and are represented locally, regionally and nationally on relevant EU Exit panels and forums.

The National Local Authority Enforcement Code and Supplementary Guidance have been issued to assist local authorities with their enforcement responsibilities. Whilst there is no statutory requirement to have a published service plan, paragraph 42 of the Code recommends that publically available risk-based service plans and information on health and safety interventions, enforcement and prosecution activity is an effective way of being accountable to the public and businesses.

Section 40 of the Food Safety Act 1990 allows Ministers to issue codes of practice on the execution and enforcement of the Act. The Food Law Code of Practice is produced under this power and within it is a reference to the requirement for a documented Food Service Plan (Chapter 5, para 5.1.1).

The Food Law Enforcement Service Plan is part of the policy framework and therefore reserved to Full Council for approval under the council's constitution and as such requires referral from Cabinet to full Council.

(c) Equalities Impact Assessment

Equalities Impact assessments have been completed on key policies contained within the Plans. However, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms of Equality Impact Assessment.

5 Supporting Information

5.1 National guidance on the delivery of the Authority's enforcement activities is issued by The Food Standards Agency, the Health and Safety Executive and the Department for Businesses, Innovation and Skills; setting out standards for service provision, monitoring and auditing arrangements, in order to ensure that local enforcement activities are undertaken in a robust, fair and consistent manner in line with the Regulators Code and our Enforcement Policy.

5.2 The Plans are an important part of the process to ensure national priorities and standards are addressed and delivered to meet local needs effectively; they will be reported to and scrutinised by the national agencies. These Plans, which are required to be reviewed and updated annually, will

- focus on local priorities and the needs of our local community
- provide an essential link with financial planning
- set objectives for the future, and identify major issues that cross service boundaries;
- and provide a means of managing performance and making performance comparisons
- in addition the plans will provide an essential link between statutory enforcement responsibilities and the teams support for the council's strategic priorities of the Five Year Plan.

5.3 Local authorities are required to include in their Statutory Service Plans

- Information about the services they provide
- the means by which they will provide those services
- the means by which they will set/monitor performance targets and standards
- a review of performance against proposed targets

5.4 Charging for non-enforcement services and Primary Authority (PA) work has allowed for increased cost recovery activities which have helped to off set the cost of service delivery. PA is a statutory scheme which enables contractual partnerships to be formed between business and local authorities. The aim being to streamline and simplify the national regulatory compliance demands on local businesses in relation to trading standards, food and health & safety matters.

5.5 We currently have about 40 partnerships with national and international businesses such as; Reckitt Benkiser, Mars, Telefonica (O2), Superdrug, Wyevale Garden Centres, Furniture Village and Burger King. It is our intention to continue to enhance the entrepreneurial skills of the teams and further develop commercialisation of the services over the next year. The promotion of the Business Advice and Support Partnership, a partnership network involving Slough, Hampshire, Kent and East Sussex County Councils will help to achieve enhanced opportunities to develop

commercial success by sharing capacity and infrastructure whilst offering much needed resilience and capacity.

- 5.6 The Statutory Service Delivery will continue to focus very specifically upon areas of high risk and evidenced need whilst aiming to reduce the regulatory burden on compliant business. The plans provide the framework to ensure we continue to make the best use of the resources we have available, enabling residents and businesses to access high quality support, ensuring positive outcomes and value for money, supporting business growth whilst protecting our residents and communities.

6 **Comments of Other Committees**

Cabinet will consider the Statutory Service Plans at its meeting on 15th July 2019 and is recommended to refer the Food Safety & Standards Service Delivery Plan to Council for approval. Any amendments arising from the meeting will be reported to Council.

7 **Conclusion**

The proposed plan illustrates our commitment to continuous improvement and accountability, whilst responding flexibly to ongoing changes in both the regulatory and consumer landscapes nationally and locally in Slough. They also show how the Council has successfully adopted a balance of techniques and approaches to support local businesses; drive up compliance by enabling businesses to access information & advice more effectively; enhance consumer protection and promote, with our partners, safety and wellbeing in the workplace and our communities. This is being achieved whilst at the same time off-setting the cost of delivery by appropriate charging for discretionary services.

It is clearly illustrated within the Plans how our work contributes significantly towards supporting the outcomes of the 5 Year Plan and the Slough Joint Wellbeing Strategy.

8 **Appendices Attached**

A) Food Safety & Standards Service Delivery Plan 2019/20

9 **Background Papers**

- '1' Food Standards Agency Code of Practice (March 2017)
<https://www.food.gov.uk/about-us/food-and-feed-codes-of-practice>
- '2' The Consumer Protection & Business Compliance Enforcement Policy
<http://www.slough.gov.uk/council/strategies-plans-and-policies/regulatory-and-enforcement-services-enforcement-policy.aspx>

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Food Safety & Food Standards

Service Delivery Plan 2019/20



The Food and Safety Team, sit's within Regulatory Services, which is an outward facing service group made up of:

- **Food & Safety**
- **Primary Authority**
- **Trading Standards**
- **Licensing**
- **Community Safety**
- **CCTV & Careline**
- **Community Safety**
- **Registration Services**
- **Cemetery and Crematory**

Our aim is to deliver a wide range of effective and responsive public protection services for our residents, businesses and visitors.

Here are some facts about Slough Borough Council's Food Safety & Standards Service:

- We are responsible assessing compliance with food safety and food standards legislation at all food businesses within Slough. This role is shared between the Food & Safety Team and the Trading Standards Team. The teams are **also** responsible for:
 - Health & Safety enforcement
 - Infectious disease control
 - Consumer protection
 - Animal health
 - Imported food and products control
 - Primary Authority Partnerships
 - Smoke Free enforcement



- We provide a responsive service that aims to achieve a balance between enforcement and advice; taking a minimum tolerance approach on issues of serious concern, in line with our enforcement policy, whilst supporting compliant businesses.
- We work closely with businesses and key stakeholders like the Food Standards Agency, Public Health England and other partners within the Council such as Public Health, Neighbourhood Enforcement, Licensing, Building Control & Planning
- We have the equivalent of 3.5 officers dealing with food hygiene and 1 dealing with food standards issues.

The purpose of this plan is to inform you about how we are achieving our aims and of work we are doing, in conjunction with our partners and agencies, to enhance public health and will being. We do this by:

- Completing Risk Based Interventions, focusing on the highest risk businesses and the poorest performers
- Using a range of interventions to support business in Slough whilst protecting customers to increase the % of Broadly Compliant food businesses.
- Promoting well performing businesses through the **Food Hygiene Rating Scheme** and also identifying those businesses which seek an economic advantage from non-compliance and so put Slough residents and visitors at risk
- Food quality and composition sampling
- Investigating food complaints
- Acting as '**Primary Authority**' for large businesses and manufacturers both inside Slough and nationwide, which involves formal liaison with other local authorities, giving advice and support to the business in the Primary Authority partnership. Primary Authority is a cost recovered charged service.
- Investigating food poisoning outbreaks and infectious diseases; taking action to prevent infection and spread
- Inspecting imported food, food products and the verification of imported organic food arriving via Heathrow airport
- Training food handlers to a level 2 qualification in Food Safety in Catering
- Wide range of promotional activities

This plan will be reviewed annually which provides the opportunity to record our achievements and identify those key issues that still need to be addressed. We welcome your views, comments and suggestions on how it could be improved. Please forward your views to:

Levine Whitham – Food and Safety Manager

Tel: 01753 477901 or e-mail: levine.whitham@slough.gov.uk

or

Andrew Clooney, Group Manager – Consumer Protection

Tel: 01753 875988 or e-mail: andrew.clooney@slough.gov.uk



Our Vision

The focus of work within the Food and Safety service is to ensure that the Council is able to fulfil its statutory obligations under the relevant legislation, whilst protecting wider public health and wellbeing and supporting local businesses.

We care deeply about the work we do for our town and its residents, visitors and businesses; all the people we are **accountable** to. We are **ambitious** in our plans for the borough, **innovative** in our thinking and actions; all the time listening and **responsive** to those who need us, **empowering** and supporting everyone to reach their goals. All the work we do is geared towards Slough's specific community and business needs, based on local intelligence and our work with partners.

We are one team. We are Slough Borough Council

The Council's 5 Year Plan and the Joint Wellbeing Strategy set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Our work underpins the 5 Year Plan objectives.

The Action Plan at the rear of this service delivery plan shows, in detail, how we are going to achieve this. It demonstrates the golden thread and shows how the Team's work links with the 5 year plan to achieve the council's wider outcomes. The Action Plan should be read in conjunction with our Enforcement Policy.

The Enforcement Policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions.

We recognise that most people want to comply with the law; therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Firm action, however will be taken, including prosecution, where appropriate. The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough.

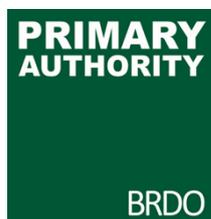
Our service plan is ambitious and aspirational. Its important to note the comments made in the resourcing section below, in particular, the level of resource needed to meet the plans objections and that available are not equal. Ultimately we do not have the resources available to complete all aspirations within the plan. This is also mirrored in the Health and Safety Service Plan. It is likely that some of the planned work will be re-prioritised throughout the year, particularly if unforeseen demands on the service arise such as serious investigations.

How we performed last year:

The Food Safety Service can be divided into key activities listed below:

- Primary Authority Scheme and our Commercial offer
- High Risk Food Premises Inspections and Interventions
- Food Alerts and Incidents
- Food Complaints & Enquires
- Imported Food Control
- Food Poisoning and Infectious Disease Investigations
- Training and Promotions
- Sampling
- Food Standards
- Enforcement Action
- Striving for Excellence & resourcing

Primary Authority Scheme



Primary Authority (PA) Partnerships comprises a legally binding contract between the Authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health & safety.

Our Officers are able to provide companies which trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure that local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011 we have already secured more than 40 successful PA partnership agreements. These services are uniquely provided by in house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships with an hourly charge for any work undertaken; in 2018/19 our income was £89,000 (jointly with the trading standards team). This cost recovery enables the Council to support businesses in Slough and increase the availability of specialist officers who are funded from PA at no extra cost to the Council. Last year the food & safety team had over 487 hours of advice interactions with our PA companies; a high proportion of this was advice and support requests from our partners.

As a Primary Authority we have had communication with many other Council's to ensure that inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

In July we formally launched our Business Advice and Support Partnership (BAASP). BAASP is a partnership agreement with Kent County Council, Hampshire County Council and East Sussex County Council to increase our capacity to provide and share specialist knowledge and Primary Authority advice in the following areas:

- Trading Standards
- Food & Safety
- Health & Safety
- Fire Safety
- Licensing



Although the partnership is in its infancy, we have been trialling it for some time. This partnership has been recognised by the OPS&S as a strategic Primary Authority provider.

The number of businesses joining and leaving Primary Authority Partnerships with the Council remains changeable; however the demand on PA has remained relatively constant over the past year. As a service we currently maintain 40 partnerships.

More information on Primary Authority Partnerships can be found on the website <https://primary-authority.beis.gov.uk/about>. Businesses that would like to join the scheme can email primary.authority@slough.gov.uk

Our Commercial offer

In line with last year's service plan we have been looking at ways of supporting businesses at no cost to Council or residents. We introduced a new range of Business Support packages which have been advertised and made available to local food businesses. Businesses are offered bespoke advice packages either on start-up or before a planned intervention. These are charged at cost price and enable businesses to get additional advice on what they specifically need to do to improve their compliance with legal requirements and additionally to improve their Food

Hygiene Rating. Last year we supported 24 local businesses which made an income of £5,115.

High Risk Food Premises Inspections and Interventions

Slough Borough Council is a Competent Authority and is responsible for ensuring that Official Food Controls are undertaken on behalf of the EC. We aim to undertake all of the interventions required by the FSA's Food Law Code of Practice (FLCoP) (which is a Statutory Code of Practice), this includes 100% of all due food hygiene interventions. However, if there is a gap between the resources available to deliver these interventions and the demands on the service then our priority will be to complete interventions to food businesses which present the highest risk. In order to maximise the effective use of resources we will take advantage of Alternative Enforcement Strategies (AES) for low risk category E premises and other flexibilities in the code such as alternating between official interventions and non official controls to medium risk category D premises.

The intervention figures for 2018/19 show that we completed 100% of due inspections to our high and medium risk premises ('A', 'B', 'C' & 'D' rated premises). We inspected all of the non-broadly compliant premises that were due for interventions at the beginning of the year. In total, approximately 89% of all interventions due at the beginning of the year were undertaken (including low risk & those overdue from previous years). As with previous years our focus continued to be on premises which present the highest potential risk to the public.

Changes in staffing has meant that the number of permanent FTEs working in the team has reduced slightly this year- this has placed additional demands on other operational members of the team. During the year we have used the services of a temporary contractor to assist the team. The contractor focussed on medium risk food hygiene inspections; allowing us to achieve 100% of the high and medium risk businesses.

At the beginning of 2018/19 the proportion of premises in the Borough which were broadly compliant with food safety legislation was 79.8% and at the end of 2018/19 this was 82%. This improvement is encouraging but we continue to find that businesses are not making sufficient positive progress between interventions and that has therefore reduced our confidence in their management. This results in a change in the risk assessment, indicating that the business is 'non-broadly compliant'. Additionally any business that is unrated is counted as non-broadly compliant, although we have reduced the proportion of unrated businesses on our database this does have an impact on the overall percentage of compliant businesses. Officers have participated in local and national consistency exercises to ensure that we are applying the scoring in the code accurately. We will continue to use a range of advice and enforcement tools, including social media messaging, to seek improvements in the number of businesses that are broadly compliant.

We assess new businesses on registration and send free start up advice to all businesses. However, we prioritise higher risk businesses for visits.

There are currently 870 registered food premises within the borough, ranging from large manufacturing premises to small corner shops. This number is a 3.8% decrease from last year. We continue to monitor new businesses in Slough, are in regular dialogue with the Town Centre Manager and support the Town Team.

This table shows the number of interventions required and carried out at each category of premises.

Risk Rating	Frequency of intervention	Number of interventions due at beginning of 2018/19	Number of interventions outstanding at the end of 2018/19.	Total number of interventions** of carried out in 2018/19
Premise Rating - A	6 months	6	0	21
Premise Rating - B	12 months	81	0	152
Premise Rating - C	18 months	113	0	159
Premise Rating - D	24 months	137	0	141
Premise Rating - E	Alternative Intervention	209	44	145
Premise Rating – Unrated at Apr 17	Awaiting initial inspection.	43	20*	121
TOTAL		589+	64	739

* All but one of the unrated premises that have not been inspected are low risk businesses. They have all been assessed and have been given advice on food safety as part of our initial screening assessment.

**Interventions include inspections, revisits, complaint and sampling visits and self assessment questionnaires completed.

+This figure does not include the 117 new businesses that opened during the year.

The table below shows our current premises profile and interventions due for 2019/20 – this includes all interventions that were outstanding at the end of 2018/19.

Risk Rating	Frequency of intervention	Number of food premises	Number of interventions due in 2019/20
<i>Premise Rating – A</i>	<i>6 months</i>	<i>3</i>	<i>6</i>
<i>Premise Rating – B</i>	<i>12 months</i>	<i>69</i>	<i>69</i>
<i>Premise Rating – C</i>	<i>18 months</i>	<i>213</i>	<i>141</i>
<i>Premise Rating – D</i>	<i>24 months</i>	<i>311</i>	<i>166</i>
<i>Premise Rating – E</i>	<i>Alternative Intervention</i>	<i>245</i>	<i>77</i>
<i>Premise Rating – Unrated at Apr 19</i>	<i>Awaiting initial inspection.</i>	<i>19</i>	<i>19</i>
<i>Outside programme</i>	<i>N/A</i>	<i>10</i>	<i>0</i>
TOTAL		870	478

Food Hygiene Rating Scheme

FOOD HYGIENE RATING

We have now been operating the National Food Hygiene Rating Scheme for a number of years. The scheme helps consumers to choose where to eat out or buy their food by giving them information about the hygiene standards in food businesses. The scheme also encourages businesses to improve standards.

There are 6 levels of rating- zero to five. Assessments for a Food Hygiene Rating are carried out during routine food hygiene inspections when inspecting officers look at:

- How hygienically food is handled- including preparation, storage and temperature control.
- The condition of the structure of the building- including cleanliness, layout, facilities and maintenance.
- How the business manages and records what it does to make the food that it sells safe.

At the end of 2018/19 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	2
1	68
2	49
3	99
4	128
5	333
Total	679

As indicated earlier our broadly compliant percentage has gone up slightly in the past year- this has a knock on effect on the proportion of our premises that are rated 3-5 (generally satisfactory or better). Working to improve standards in our 0-2 rated premises will contribute to our target of increasing our percentage of broadly compliant businesses in the Borough.

We received 14 requests for Food Hygiene Rating Rescore visits during the year, we charge a fee of £210 for these. We also had one appeal against a Food Hygiene Rating, this was reviewed in line with our internal procedures and the original rating was amended

We have not been regularly tweeting the businesses who have been awarded Ratings of 5 or 0 to promote the scheme and encouraging businesses to improve their standards. All food hygiene inspection results are published at <http://ratings.food.gov.uk/authority-search/slough>

Town Centre Project

Last year the team undertook a project to support poorly performing food businesses within the Town Centre to improve their FHRs, subsidised by the Council as a Town Centre priority to improve the image of the town and the offer on the high street.

23 business was selected to form part of the project having a FHRs of 0-2. Over the duration of the project, 6 of the 23 businesses closed and re-opened with a different FBO. These businesses then fell out of scope. An additional 3 businesses failed to engage and did not wish to participate in the project. 14 businesses remained in scope and wished to participate. All eligible 14 businesses received support visits approximately 1 month prior to their due food hygiene inspection. This timing was purposely planned, as it was hoped that advice given by officers would be fresh in the Food Business Operators mind, along with sufficient time to implement their agreed action plan. Food hygiene inspections were then undertaken and assessment of standards made to determine the new FHR score.

In total 9 businesses achieved an improvement in their FHR score. However, 1 business was closed voluntary due to an imminent public health risk. Enforcement action is being taken against this business as a result. Of the 14 premises that were included in the project 64% improved their FHR score, 50% are now 'broadly complaint' FHR 3 or above with. 33% are now rated at a 4 and 11% achieving a FHR 5.

Whilst improvements were achieved in the majority of businesses for the remaining businesses which did not achieve any improvement, barriers such as willingness and desire to improve are most likely. This is also supported by the perceived lack of care regarding the FHR score from some customers. Further work is planned to continue to support food business within the town centre in 2019/20.

However an unexpected positive outcome of the project is that one business was so satisfied with the support he received, that he requested longer term advice and support which has resulted in a formal Primary Authority partnership with us.

Food Alerts and Incidents

All Food alerts and incidents are dealt with in line with the Food Standards Agency's (FSA) Code of Practice and protocols, based upon risk.

During 2018/19 we were notified by the FSA of over 65 Food Alerts for Information and product withdrawals, we check all notifications for potential impacts and carry out further enquiries on local distribution where information suggests it is needed. This year there were no known impacts on food handled by businesses in Slough.

Food Complaints & Enquires

We dealt with **564** complaints and enquiries from or about food businesses in Slough during 2018/19. This is approximately a 7% increase on the number of referrals made to the team in the previous year. A range of enquiries were responded to. In particular:

- **126** reporting concerns about food businesses/poor food handling practices.
- **64** notifications of Imported Food
- **124** requests for new business start up advice
- **30** complaints about food (including contamination with foreign bodies and mould).
- **29** complaints of food poisoning and suspected illness
- **33** requests for information about food hygiene training

We follow a procedure in relation to complaints and aim to keep the customer informed of our progress and outcome. The reasons for investigating food complaints include;

- Providing a service to the public;
- Resolving problems that may pose a risk to public health;
- Providing information to the food business operators help them improve their standards;
- Comply with our statutory requirements
- Prevent similar complaints from happening again.

The continued levels of service requests indicate that demand for the service remains high. Based on data from previous years it is likely that demand will slightly increase through the coming year.

Imported Food Control

We check and either authorise or reject consignments of imported food notified to us as entering the borough from outside the EU. We also check, and either authorise or reject all consignments of organic produce entering the Borough. In addition, we also carryout selected checks on imported food found inland, within food premises, such as corner shops and supermarkets, to ensure it has been imported correctly and does not pose a health risk.

On a daily basis we check many consignments of imported food that have entered the EU via Heathrow. We undertake detailed documentary checks on consignments of imported food based on risk and intelligence. **This year we stopped 14 consignments of food.** Some consignments contain many different food items; each individual item must be checked for composition and restrictions. Advice is given to the importer or agent on how to correctly import the consignment and of any controls that may exist for a given food type. If the food has been imported illegally this will be subject to detention and destruction/re-exportation depending on the circumstances. This may result in visits to physically check the consignment at the custom bonded warehouse. Some of the food checked includes:

- Illegally imported Gelatine Capsules from India
- Honey from Togo
- Protein drink powder from the USA
- Egg noodles from China
- Food supplements from China
- Honey from China
- Food supplements from the USA
- Peas from Kenya

Of the food checked, 13 consignments of illegal Product of Animal Origin (POAO) were detained and notified to HMRC, and 1 consignment of illegal Non-Products of Animal Origin was detained and destroyed.

Food Poisoning and Infectious Disease Investigations

Last year, the Food and Safety Team were notified of 283 infectious diseases and food poisoning related illnesses. This figure shows a **4.7% decrease** in reported infectious diseases from the previous year.

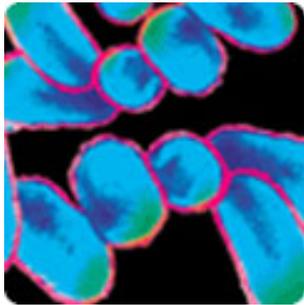


Public Health
England

Many of the infectious diseases reported to us require investigation and some require the completion of a food history. We co-ordinate investigations with Thames Valley Public Health England (TVPHE) on the basis of a regionally agreed protocol, and sometimes visit and inspect implicated food premises.

The most common food poisoning reported in Slough is **Campylobacter** which made up 57% of the reported illnesses; this corresponds with national trends, as campylobacter is the most common type of food poisoning in the UK.

Some food poisoning related illnesses affect more than one person; in these cases the possibility of an outbreak is considered and, depending on the circumstances, the team may be required to assist Public Health England with their investigation.



This year we have been involved in the following investigations linked to outbreaks of infectious disease:-

A number of cryptosporidium cases in the same area were noted and this was communicate to TVPHE- officers assisted the control team by visiting some premises to check the controls in place and offering advice to prevent the spread of the illness, speaking to cases and their families and participating in Outbreak Control Team (OCT) teleconferences.

A local business required investigation after possible links with a large outbreak of illness at an event in Central London. Members of the team visited the premises on a number of occasions, took food samples and participated in the OCT teleconferences

Training and Promotions

We operate an accredited food hygiene training course on a quarterly basis which is open to all members of the public. This is an important service, and ensures all food handlers can attend essential food hygiene training, resulting in better educated and trained personnel, preparing safer food for consumers. In addition, registered tutors from the Team also provide food hygiene training for individual businesses on request, often during school holidays and at weekends.

We continue to use Highfield as the awarding body, who are regulated by Ofqual. The course we provide is a regulated qualification that complies with the Regulated Qualifications Framework (RQF).



Approved HABC Centre

The Level 2 Food Safety in Catering continues to be a valued and sought after qualification for many individuals and businesses, although we have seen fluctuations in demand over the past year. Larger organisations including local schools and children's centres have continued to book our bespoke courses which provide them a dedicated course for several of their own staff, often in their own venues, whereas individual bookings from small food business operators for our public courses has dwindled. The popularity of cheaper (but often inferior) on-line

training courses could be a factor, but many also value the face-to-face traditional teaching approach that our training courses offer.

We will continue to actively promote our open courses over the coming year and respond to demand, with the possibility of laying on additional courses if required.

Fees for food hygiene courses have not increased this year in order to stay competitive with the rest of the market & to make them as affordable and accessible as possible to both individuals and businesses.

The team has over the last year:

- Run **9** courses (down from 12 the previous year)
- Trained **89** candidates (down from 136 the previous year)
- Had an average pass rate of **96.6%** (up from 95.6% the previous year).

This will contribute towards an improvement in the food safety standards within Slough, due to better trained and educated food handlers. This will ultimately contribute to a reduction in food poisoning cases, within Slough and to people passing through the borough using its facilities.

Sampling

The team took 77 microbiological samples last year (consisting of swabs, food samples and water samples), which was a 60% increase on the previous years sampling activity.



Our emphasis again was on participation in both national and regional sampling surveys, which this year included:

- Ready to eat pastry based foods from catering and retail premises;
- Microbiological quality of plastic containers used to store food in takeaway premises;
- Swabbing in catering premises;
- Sushi

The ready to eat pastry based foods survey looked at the microbiological quality of these products, such as pies, pasties and samosas, which are hot held, in chilled cabinets or at kept at ambient temperature after cooking. A range of retailers including convenience stores, smaller supermarkets, takeaways and petrol stations were visited and of the 13 samples taken, just 1 sample was unsatisfactory, with an elevated bacterial count.

The study looking at the microbiological quality of plastic containers used to store food in takeaway premises was a Berkshire wide initiative. A total of 7 samples, comprising of swab tests were taken in 3 premises (all high street takeaways). Our findings revealed a high proportion of unsatisfactory results, primarily due to elevated levels of Enterobacteriaceae, but 2 samples also had detectable levels of Bacillus cereus. The results reflected poor practices such as the continual re-use of plastic containers (that were perhaps only ever designed for single use, such as mayonnaise & ice cream cartons); poor cleaning & disinfection methods; the use of containers that are not intended for food contact (such as general use storage boxes) and the poor quality of some of the containers that were visually damaged. Given these poor results, further sampling of this nature is planned for the coming year.

In the national study on swabbing in catering premises, which was similar in nature to that of the plastic containers, but swabbed a wider range of equipment and surfaces, our results from the 14 samples taken were marginally better. Here we sampled 3 premises, 1 of which returned completely satisfactory results (4 samples). The second premises had just 1 unsatisfactory result (from 5 samples) but the final premises had 3 out of 4 samples providing unsatisfactory results from swabs of a cloth, fridge door handle & hand wash basin tap.



Lastly, we contributed 4 samples to a regional study looking at the microbiological quality of sushi, from 1 premises producing fresh sushi in Slough. All samples returned satisfactory results, in line with the standards set for food of this nature.

Last year we decided to include some local sampling priorities into our sampling programme, to look at the microbiological quality of food and the cleanliness of surfaces in some of our manufacturing premises. In total 13 samples, consisting of 8 food samples and 5 swabs, were taken from 2 premises. All of the food samples returned satisfactory results, however there were 2 unsatisfactory swab samples (from a fridge door handle and tap at the same premises). The failed samples were unsatisfactory for Enterobacteriaceae, possibly demonstrating a lack of effective or regular cleaning to these hand contact surfaces.

In all cases of unsatisfactory samples, letters were sent to each of the implicated businesses on how to improve hygiene and cleaning & these will be followed up during the next visit/interventions.

Our reactive sampling was carried out in response to 2 incidents that arose during the year to help inform the investigations. The first was a case of foodborne illness, for which we took 14 food samples from a catering premises. All results returned satisfactory results. In the second incident 12 water samples were taken from 1 domestic address and 3 manufacturing sites in response to an investigation concerning cases of Legionnaires disease. There were no positive results from any of the samples taken.

Food standards

Trading standards successfully completed 100 per cent of their high risk routine food standards inspections in 2018/19, in addition to other food standards enforcement visits.

A total of 214 food standards visits were carried out last year. Which resulted in the following Interventions:

- 72 Written Warnings issued
- 92 Compliant on First Visit
- 24 Non-compliant on first visit
- 30 Compliant on Contact
- 6 Non-compliant on contact
- 1 Compliant on Revisit
- 0 Non-compliant on revisit

We also undertook further work on giving advice on food labelling to new food businesses; providing detailed food standards advice to the relevant Primary Authority partners, and taking part in the following food sampling and food related projects:

- Trading Standards South East (TSSE), Traceability. Sampling meat species and coconut water, Total 13 samples
- Trading Standards South East (TSSE), free from Allergens, Total 5 samples
- Slough Trading Standards Traceability Project, Total 37 samples

These projects entailed visits to food business outlets (predominately take-aways and mobile food vans) to determine if the food being advertised was as described. It completed in conjunction with the Food Standards Agency (FSA), TSSE and the Public Analyst.

It was found that many of these outlets were incorrectly labelling the food and the business owners were advised at the time of the visit of the legal requirement.

Over the course of these projects:

- 9 Improvement Notices were served: 7 Improvement Notices were complied with.
- Of these Improvement notices 3 were for failing to supply allergen information
- The remaining 7 improvement notices were for misdescribing the meat species
- 2 Improvement Notices are pending, awaiting the Public Analyst results
- 25 non-compliant (68%) in Traceability, Allergens & Genetically Modified Declarations
- Product Descriptions increased 32% to 89%
- Allergen compliance increased from 54% to 95%
- Genetically Modified Declarations increased 54% to 84%

A separate Trading Standards 2019/20 service plan has been produced which includes Food Standards, which is available via www.slough.gov.uk/business/trading-standards/the-trading-standards-service.aspx

Enforcement Action

We use a comprehensive set of measures to protect residents of Slough, people who work here and visitors and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals. Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy. A full copy of the policy can be found on our website: www.slough.gov.uk/council/strategies-plans-and-policies/regulatory-and-enforcement-services-enforcement-policy.aspx

The following enforcement action was taken by the Food team in 2018/19

Hygiene Emergency Prohibition Notices	1
Hygiene Improvement notices	45
Written warnings/Letters sent	350
Prosecutions completed	1
Simple Caution	0
Seizure and Destruction of Food (excluding imported food)	0
Detention of Food (excluding imported food)	0
Voluntary Closure	2

Striving for Excellence and Resourcing

Providing excellent customer services is important to us. We will always:

- Be polite, friendly and offer a helpful service



- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect

Customer Pledge

We aim to provide every customer with a quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target / Response Times
Respond to customer complaints and enquiries	Within 5 working days
Provide a full response	Within 10 working days

Customer Feedback and Quality Assurance

We use feedback questionnaires following each intervention. Last year the amount of feedback we received was low, as with previous years. This is a combination of officers failing to hand out the feedback questionnaire, and a poor response from the business. However of what we did receive, 100% agreed or strongly agreed that their business was treated fairly, that they understood the information given to them and that they found it useful.

Only 1 complaint was received regarding the service, which followed the closure of a food business. This complaint was investigated and the outcome was that officers conducted their work in a professional and correct manner. The team is committed to working with local businesses and the local community ensure high levels of satisfaction. We aim to enhance the quality of life of residents within the borough, and will work on improving our feedback going forward. All feedback received is used to inform and improve our service.

We undertake monthly quality assurance (QA) on the whole range of our service delivery. Our QA procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

Members of the Team represent the Authority in a number of regional bodies with the aim of sharing good practice, including the National Food Hygiene Focus Group,

Berkshire and Oxfordshire Food and Health & Safety Liaison Group, The Regional Sampling Group, CIEH food experts advisory panel and the Berkshire Infectious Disease group.

Resourcing

The Full Time Equivalent (FTE) staff allocated to food safety & standards work is **5.18 FTE**. This includes the food and safety manager (0.2 FTE) and a Business Support Officer (0.5 FTE). 1 FTE officer is also allocated to Trading Standards work (included in this figure)

The cost of the service during 2018/19 to meet the Food Standards Agency (FSA) Food Law Code of Practice obligations will be approximately **£350,000**, for both Food Safety and Food Standards. A breakdown of the resources committed to Food Safety and Standards work is contained in Appendix A.

There is an estimated shortfall of 2.5 FTE, based on the FTE required to complete all of the FSA guidance obligations, and that currently allocated to food work.

We will aim to make efficiencies and create income to offset this shortfall. However to complete all of the obligations within this plan is ambitious. Ultimately priority will be based on risk and outcome, and work may be re-prioritised as needs change. Some low risk inspections and aspirational health and safety projects will not be undertaken. Premises deemed as low risk will be managed so their risk is reviewed regularly, and should their risk rating increase, the premises will immediately be subject to interventions. Where possible we will make use of flexibilities within the guidance and other smarter, agile and mobile working initiatives, all of which are detailed in the Action Plan attached as **appendix A**.

The FSA are aware that the expectations on local authorities outweigh what can be delivered, and a national review on the delivery of food safety regulation is under review, namely 'Regulating our Future'. We will continue to undertake quality inspections, not quantity.

Quarterly monitoring of team performance will be undertaken, and any significant shortfalls or non compliance will be raised with Service Lead and Members, along with the associated risks. Where necessary a request for additional resources will be submitted.

Areas for development

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year;

- Continuing to develop and expand income generating streams

- Increasing the number of businesses within Slough achieving a 3, 4 and 5 score in the FHRS (broadly compliant % figure)
- Reviewing and updating the information we have on the CIVICA data base about local food businesses including childminders.
- Updating our general procedures
- Improving our customer feedback

Staff Development

On going development of the work force is paramount to ensure a comprehensive service is provided to the customer, whilst maintaining continuous improvement and providing value for money.

The Food Standards Agency requires that the Council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically. The town's close location to Heathrow airport places additional training requirements upon the team in relation to complex Imported Food legislation.

Variation from service plan

Departures from this service will be exceptional, capable of justification and be fully considered by the Group Manager for Consumer Protection, Andrew Clooney, before varying action is taken. Reasons for any departure will be fully documented. **The action plan for 2019/20, which outlines planned work for the year in Appendix B.**

APPENDIX A

Resource Requirements for Food Service Delivery 2018/19
Calculations

Service Provision	Expected output	FTE required	Resource
Food Hygiene Interventions to all premises due, including revisits	Cat A 6 Cat B 69 Cat C 141 Cat D 165 Cat E 77 Unrated 60 Total due 518	3.14	S/EHO
Primary Food Standards Inspections	High Risk 7 Medium Risk 74 Low Risk 23 Unrated 132	1.0	EHO/TSO
Imported Food Control	Difficult to estimate demand	0.1	EHO/TSO
Complaints & Service Requests	564	0.50	EHO/TSO
Sampling	100	0.12	EHO/TSO
Primary Authority Food Related Work	Difficult to estimate demand	1.0 (self funding)	EHO
Enforcement Action – emergency procedures, case files, simple cautions & prosecutions	May vary	0.50	EHO/TSO
Food Hygiene Training	Undertaken in officers own time	0.0	EHO/TSO
QA and updating of procedures		0.2	Manager/ Team Leader
Day to day management of service delivery		0.5	Manager
Administration		0.75	Business Support Officer
Total (including admin & management of service)		7.81	

EHO = Environmental Health Officer

TSO = Trading Standards officer

FOOD SAFETY & STANDARDS ACTION PLAN 2019/20

Directorate: Adults and Communities	Service Manager: Levine Whitham
Division: Regulatory Services	Budget: £350,000 (including Food Standards)
Team: Food and Safety Team, and Trading Standards Team	Number of staff employed: 5.18 FTE Dealing with Food Safety and Hygiene, and Standards (including Food & Safety Manager 0.2 and Business Support Officer 0.75)
<p>Service Objectives:</p> <p>We have strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the Food Safety & Standards teams is essential in securing safe foundations from which the council can deliver its plan. Without the basics, such as safe places to eat and protection against disease and food related illness, it would be impossible to build a safe, healthy and vibrant place to live, work or visit. We are the prerequisite for a fit and resilient Borough.</p> <p>Protecting public health via Food Safety; Income generation via the Primary Authority Scheme and Commercialisation; and Supporting local businesses in Slough.</p> <p>Provide a value for money food safety service within the Food & Safety and Trading Standards Teams with excellent customer focus and well motivated competent staff to deliver our statutory obligations and the specific needs and priorities of Slough.</p> <p>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and developments within the Town Centre.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Income generation</p>	<p>Maintain income targets</p> <p>Develop existing PA's and explore new PA opportunities, creating income in line with projected target.</p> <p>Support the Business Advice and Support Partnership (BAASP) and its strategic objectives.</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2020</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Number of PA's in Portfolio</p> <p>Virtual PA management team</p>
Income Generation and Commercialisation	<p>3. Slough will be an attractive place where</p>	<p>Maintain income target</p>	<p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p>	<p>Generate income</p> <p>Improved standards,</p>	<p>Food & Safety Manager</p>	<p>March 2020</p>

	<p>people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Income generation & effective use of resources</p>	<p>Develop commercialisation opportunities to generate income, in line with projected income target.</p> <p>Support the Business Advice and Support Partnership (BAASP) and its strategic objectives.</p>	<p>Grow and promote our offer of chargeable business support options for all types of businesses, both inside and outside Slough, including, but no limited to:</p> <ul style="list-style-type: none"> • Primary Authority • Tailored business advice • Assessment of labelling/brochures/website • Pre-start up advice • Pre-Inspection support visits • Regulatory Health Check • Training & Talks • Training needs assessment • Analysis of statutory defence • Review of policy & procedures • Audit of systems • Support in achieving 5 FHRS • Supply of SFBB material • Buy with Confidence • Assured Trader Schemes • Funded projects from regional or national groups (TSSE/NTS) <p>Generate income from charging for Food Hygiene Rating Scheme re-score visits and SFBB packs.</p> <p>Sent quarterly emails to all businesses due for inspection within the forthcoming quarter reminding them of their due food hygiene inspection date, and current FHRS, whilst offering a chargeable pre-inspection visit.</p> <p>Provide easy to access payment services, including telephone and online payments.</p> <p>Promote and advertise services, including working with</p>	<p>efficiencies and compliance within businesses.</p> <p>Reduced the amount of regulation required by the council via business paying for support and improving standards before statutory inspections are undertaken.</p> <p>Developed skilled workforce, with a range of business support abilities.</p>	<p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>Monthly Reports on hours and income generation</p> <p>Number of businesses given chargeable business support.</p> <p>Number of businesses achieving 5 FHRS.</p> <p>Time spent on regulation, and number of planning inspections achieved.</p> <p>Number of hits on our website.</p> <p>Number of press released and publicity campaigns</p>
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			<p>other council departments, leaflets, press releases, and information on website.</p> <p>Benchmark where possible with other local authorities who have embarked on commercial enterprises to highlight best practice.</p>			
<p>Interventions with food premises in Slough</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Statutory Requirement</p> <p>Income generation & effective use of resources</p>	<p>100% of due food interventions, including approved premises in line with FSA CoP</p> <p>All approvals to be issued within time limits as defines in FSA CoP</p> <p>Assess compliance with allergen information to consumers and safe handling of allergens during food interventions</p> <p>Deal with complaints and service requests in line with Customer Service Charter and Pledge</p> <p>Explore focused interventions and sector specific</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice and other relevant advice.</p> <p>Stagger interventions & AES to support the service in achieving statutory requirements in FSA CoP.</p> <p>Share intel and concerns regarding allergens with trading standards, and take action to ensure compliance and consumer safety where necessary.</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's Enforcement Policy and business growth agenda.</p> <p>Recover costs for service of Hygiene Emergency prohibition Notices.</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Offer chargeable business support options as detailed above.</p>	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Reduced incidence of food poisoning</p> <p>Increase in proportion of premises achieving 3, 4 & 5 in the Food Hygiene Rating Scheme (FHRS)</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food</p> <p>Number of concerns raised and intel shared</p> <p>Number of businesses taking up chargeable business support</p>	<p>Food & Safety Manager</p> <p>Food Safety Team Leader</p> <p>All Food Safety Officers</p> <p>TS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	<p>Ongoing until March 2020</p> <p>Monthly and Quarterly review</p>

		<p>projects on high risk premises or where local intelligence suggests necessary</p> <p>Ensure all new food business registrations are risk assessed & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p> <p>Where possible undertake joint food hygiene and standards visits to make efficiencies and reduce burden on business.</p>	<p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Publicise non compliant businesses who put public health at risk by tweeting 0 FHRS</p> <p>Publicise and award those businesses that do well, but tweeting 5 FHRS</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Use professional curiosity when visiting premises to identify concerns and share intelligence with relevant bodies</i> - <i>Raise aware of CSE and safeguarding when visiting premises, by handing out leaflets and information</i> - <i>Assessing compliance with Smoke Free requirements</i> - <i>Identify H&S matters of concern and take appropriate action where necessary</i> - <i>Assess pest activity and waste issues external to food premises and share intel with NET team</i> 	<p>Number of joint food hygiene & standards visits undertaken</p>		
<p>Reactive Investigations, response to intelligence from other areas of work, Food Complaints & response to</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will</p>	<p>Respond to 100% of service request within 5 days and in line with customer charter.</p> <p>100% of investigations</p>	<p>Investigate service requests and where issues are identified use a full range of enforcement options to ensure compliance and safety.</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter.</p>	<p>Safer food businesses in Slough.</p> <p>Reduced incidence of food poisoning</p> <p>Consumers feel able to eat out and purchase</p>	<p>All officers</p>	<p>Ongoing until March 2020</p> <p>Assess during 1:1 meetings and Case Reviews</p>

<p>service requests</p>	<p>attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Statutory Requirement</p>	<p>proceeding to formal action to be reviewed by Team Leader/Manager at monthly 121's</p>	<p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p> <p>Explore alternative enforcement opportunities on a case by case basis.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Work to support % increase in BC businesses</i> 	<p>food safely in businesses within Slough</p> <p>All complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>		<p>Number of businesses and customers provided with regulatory support</p>
<p>Food Hygiene Rating Scheme</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p>	<p>Continue to implement FHRs in Slough food businesses in line with FSA Brand Standard</p> <p>Increase in premises achieving 2, 3, 4 and 5 score in the FHRs</p> <p>Improved customer awareness of the Scheme, and better informed choices when eating out</p>	<p>Risk based interventions focusing on 0 & 1 FHRs scoring premises, to increase scores and hygiene standards, and their business potential</p> <p>Publicise the scheme monthly via tweeting 0 & 5 FHRs businesses, to increase peer pressure on low performing businesses to achieve higher scores.</p> <p>Publicity campaigns around key dates, such as Valentines and Christmas to raise awareness of FHRs.</p> <p>Provide free guidance to businesses on the scheme and how to achieve 5 FHRs.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Work to support % increase in BC businesses</i> - <i>Support compliance businesses and target those</i> 	<p>Measurable improvement on risk ratings</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food.</p>	<p>Food Safety Team Leader</p> <p>All Officers to support</p>	<p>March 2020</p> <p>Monthly review</p> <p>Number of publicity actions to raise customer awareness.</p>

			<p><i>seeking financial gain from non-compliance</i></p> <ul style="list-style-type: none"> - <i>Peer pressure to improve ratings and threat of adverse publicity</i> 			
<p>Supporting the Town Centre</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p>	<p>Attend Town Team meetings and walk arounds</p> <p>Project lead on getting a regular market into on the High Street</p> <p>Support businesses within the town in achieve good food hygiene and safety standards.</p>	<p>Project to improve the number of food businesses in the town centre with a good or very good food hygiene rating: Identify poor performing food businesses, including restaurants, take away's and retailers, within the town centre area and offer subsidised support to improve their FHRs (aiming for a 5 FHRs), and in turn attractiveness to customers.</p> <p>Offer a suit of chargeable business support options, along with free signposting aforementioned, to allow business growth.</p>	<p>Improvement in FHRs scores within businesses in the town centre</p> <p>Number of businesses participating in the project</p>	<p>Food Safety Team Leader</p> <p>All Officers to support</p>	<p>March 2020</p>
<p>Level 2 Food Hygiene Training Programme</p>	<p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Income generation &</p>	<p>Offer food hygiene courses, minimum of 4 courses a year, to members of the public both inside and outside Slough.</p> <p>Offer courses to other service uses, such as the Councils Training & Development Team,</p>	<p>Develop a publicity campaign to advertise course, and where appropriate discounts to attract bookings.</p> <p>Undertake annual internal audit of course procedures to ensure in line with Highfield requirements.</p> <p>Evaluate course feedback and where necessary take appropriate action to ensure course delivery to high standard.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>self funding training reducing delivery costs to SBC</i> 	<p>Improve food safety knowledge amongst food handlers, in turn improving food safety standards within businesses & increase in % of broadly compliant premises</p> <p>Supports businesses in regulatory compliance, including those with</p>	<p>Sandi Johal</p> <p>Support from all food officers</p> <p>Support material from training provider</p>	<p>March 2020</p> <p>Quarterly review</p> <p>Feedback from candidates</p> <p>Number of candidates taught and pass rates</p>

	effective use of resources	<p>and other private businesses.</p> <p>Maintain procedures required for an accredited training centre</p> <p>Maintain the high standard of course delivery currently achieved.</p> <p>Provide quick and easy payment methods.</p>	- <i>Positive impact on BC %</i>	enforcement notices served.		
Imported Food Controls	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Statutory</p>	<p>Intelligence and risk lead checks on 100% of imported food notifications.</p> <p>Continue to support and facilitate Onward Transmission (OT) arrangements with clearing agents in Slough, regarding high risk food imported and subject to BIP testing.</p>	<p>Duty officer to monitor and respond to all notifications of imported food on a risk based approach, taking appropriate enforcement action where necessary.</p> <p>Maintain close working arrangements with both MHMRC, Hillingdon, Stanstead and Felixstowe BIP, regarding the sharing of intel, OT's and location of ETSF's.</p> <p>Undertake verification of organic imported food and issue certificates to imported organic food were requested</p> <p>Control of onward Transmission referrals and notifications of Personal Imports</p> <p>Investigations into illegally imported Products of Animal Origin (POAO) and other restricted foods (NPOAO), both at ETSF's and inland.</p>	<p>Safe and complaint food imported into the EU via Slough.</p> <p>Food businesses in Slough, offering safe and complaint imported food.</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2020</p> <p>Quarterly Review</p> <p>Number of imported food consignments checked and notices serviced.</p> <p>Number of inland food investigations undertaken & notices serviced.</p>

	<p>Requirement</p> <p>Income generation & effective use of resources</p>		<p>Work with clearing agents and importers regarding the safe and legal import of non EU foods, including signposting to information and advice on our website and elsewhere.</p> <p>Issue of export certificates to businesses inside and outside Slough, regarding the export of foods outside the EU.</p> <p>Annual review of internal procedures, including keeping abreast of know and emerging issues and rapid changes in import controls.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Slough community, the rest of the UK and other EU countries are protected against illegal and hazardous imports from third countries</i> 			
<p>Sampling</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>Statutory Requirement</p>	<p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p>	<p>Regional sampling to be agreed at Berkshire Food Liaison group.</p> <p>Explore funding avenues from external organisations e.g. Food Standards Agency</p> <p>Undertake appropriate APT (adenosine triphosphate) testing in local businesses on cleaning practices, giving immediate results during interventions and projects to increase awareness of effective cleaning.</p> <p>Timely follow up on 100% of sampling results, including investigation into unsatisfactory results where necessary.</p> <p>Explore joint sampling initiatives with Food Standards Officers where appropriate</p> <p>Undertake imported food sampling where intelligence suggests necessary</p>	<p>Contribute to local and national sampling intelligence, which will support improved both hygiene and food standards levels in Slough and nation wide.</p> <p>Safer food locally and nation wide.</p>	<p>Julie Snelling</p> <p>All officers to support</p>	<p>March 2020</p> <p>Quarterly review</p> <p>Number of samples taken</p>

<p>Infectious Disease Notifications & Control, and Public Health</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>Statutory Requirement</p>	<p>Investigation of Infectious Notifications including suspected food poisoning outbreaks in line with Public Health England (PHE) protocols</p> <p>Support Public Health Initiatives</p>	<p>100% of notified infectious disease cases investigated in line with PHE Protocols. Appropriate action taken where food handlers, or high risk groups are involved, including exclusion from work until clear of infection.</p> <p>Where source can be identified, take appropriate action to prevent reoccurrence, including enforcement.</p> <p>Link in with the Public Health team to support initiatives where possible, including obesity.</p>	<p>Reduced incidents of infectious disease.</p> <p>Increased intelligence on sources of infectious disease, locally and nation wide</p>	<p>Food Safety Team Leader</p> <p>All Officers to support</p>	<p>March 2020</p> <p>Quarterly reviews</p>
<p>Food Standards Inspections and work.</p>	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p>	<p>100% of due food standard inspections.</p> <p>Carry out Intel led - Sampling on Takeaway meals for:- traceability, colours, GM oil, meat & fish speciation, and allergens at catering premises. Project to establish which food operators are gathering the appropriate documentation to verify the authenticity of their</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Inspections based on risk;</p> <ul style="list-style-type: none"> - 100% inspection of A, B, C and all other non complaint food businesses - Identified poor performing businesses targeted with appropriate interventions and re-rating the risk <p>To tackle Food Fraud</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing</p>	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Increased awareness among traders of their legal responsibilities in respect of Food Standards.</p> <p>Working alongside our colleagues in Food Safety the aim will be to provide consumers with greater information on food standards and local business hygiene</p>	<p>Trading Standards Manager/ Food Standards Lead Officer</p> <p>Food Safety Team Leader</p> <p>All TS Food Officers</p> <p>FS/NET/ Licensing acting as 'eyes and ears'</p>	<p>Ongoing until March 2020</p> <p>Monthly and Quarterly review</p>

	<p>Statutory Requirement</p>	<p>food products.</p> <p>Calculate amount of traders brought into compliance.</p> <p>Participation in national/regional sampling programmes as directed by TSSE or the Public Analyst. Including Internet sellers within the Borough.</p> <p>To work collaboratively with TSSE to undertake the Food Standards that have been identified as a regional national problem</p> <p>Ensure all new food business registrations are risk assessed & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p>	<p>‘incubation periods’ where suitable.</p> <p>Provide free regulatory advice for new businesses starting up.</p> <p>Alternative interventions to low risk premises, including newsletter, SAQ’s, targeted advice sessions and other relevant advice.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice for businesses on SBC web site</p> <p>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, health nutritional information, additives, allergens, colourings, GM Oil and traceability etc.), with further follow up enforcement as required.</p> <p>Undertake sampling as part of a suite of interventions to improve food standards and food hygiene focus on high risk and local needs and intel lead information.</p> <p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Offer chargeable business support options as detailed above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise</p>	<p>standards in order that they can make informed choices on where to eat and purchase food.</p> <p>Working in partnership on local, regional and national basis.</p> <p>Better understanding of compliance levels in take away sector in relation to food standards.</p>	<p>Support material from the FSA</p>	
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			<p>improvements.</p> <p>Enhance advice and signposting for businesses on SBC web site.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with all consumer protection legislation</i> - <i>Identify matters which may be relevant to other services</i> 			
<p>Page 52</p> <p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of Food Hygiene issues and involvement in joint projects with other partners</p> <p>Community engagement</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p>	<p>Publicise and direct users to councils website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible.</p> <p>Work with the Town centre manager to support local shops</p> <p>Undertake monthly tweets of businesses with 0 & 5 FHRS.</p> <p>Participate in the FSA national food safety week campaign.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as product recalls, local enforcement against poor performing premises, local</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of food hygiene and standards</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2020</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

		<p>Increase awareness of food hygiene issues via local press and the Council's website</p> <p>Promote channel shift via all communications with stakeholders, to the trading standards dedicated council website, whilst being sensitive to the needs of 'at risk' persons and isolated stakeholders. All press releases and forms to direct readers to website. Aim is to reduce avoidable contact whilst promoting existing digital options.</p>	<p>food hygiene award winners.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Explore social media to profile work of the service and to reach food businesses, such as Facebook & use Whatsapp to ease burden on businesses when sharing information</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p> <p>Monitor website hits and advice requests received, for decide in requests, and increase in website hits.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Improve awareness and compliance of food safety and standards issues</i> - <i>Supports Income generation</i> 			
Safeguarding & intelligence sharing	<p>1. Slough Children will grow up to be happy, healthy and successful</p> <p>3. Slough will be</p>	<p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely</p>	<p>Use the 'Concern Card', and assess effectiveness of this avenue to rapid reporting</p> <p>All staff to undertaken SBC online training for safeguarding adults and children on a annual basis</p> <p>Safeguarding to be on the agenda and discussed at team</p>	<p>Improve the safety of children and vulnerable people in Slough.</p> <p>Improved life's of people in Slough</p>	<p>Food & Safety Manager</p> <p>All officers to support</p>	<p>March 2020</p> <p>Monthly review and feedback to Head of Service in CP&BC monthly</p>

	<p>an attractive place where people choose to live, work and stay</p>	<p>manner, 100% of the time.</p> <p>Ensure all staff are trained in safeguarding and following the SBC safeguarding principles.</p> <p>Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration & RBFRS</p>	<p>meetings, 121's, and appraisals.</p> <p>All officers to be vigilant and aware of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised.</p> <p>Holistic approach to all operations which involve potential victims with safeguarding issues.</p>			<p>meetings</p>
<p>EU Exit Preparedness</p>	<p>3. Slough will be an attractive place to live, work and stay</p>	<p>Ensure all contingency has been put in place to ensure all trading standards staff can perform their duties effectively on Day 1 leave.</p> <p>Ensure all authorisations and delegations are in place to entitle trading standards staff to ensure they are authorised, in accordance with the councils, constitution to carry out all</p>	<p>To maintain presence on her majesty's government Local Authorities Border Delivery Steering group to prepare for EU Exit.</p> <p>Maintain active participation of all council contingency plans in relation to Brexit preparedness.</p> <p>To ensure trading standards relevant news in relation to residents and business is profiled through council communications.</p> <p>Ensure we liaise with all necessary partner agencies and regulators to ensure we can support and help business and residents in lead up to, and in the aftermath of EU exit.</p> <p>Be mindful of opportunities EU Exit will bring in terms of profile for the council and the trading standards service and be an exemplar of change and support by maintaining a high profile locally, regionally and nationally.</p>	<p>Ensures a holistic approach to EU Exit issues and bring with it resilience and capacity and expertise to deal with scenarios which involve Trading Standards and our liaison with business and consumers alike.</p> <p>A positive effect on business function and competitiveness, especially for SME's in the lead up to EU Exit where many may be confused with the wealth and mosaic of</p>	<p>Consumer Protection Group Manager</p> <p>Trading Standards Manager/Food Safety Manager</p>	<p>Ongoing</p>

		legislative duties.		information available. Use available resources to communicate any trading standards messages effectively and to target audience.		
Looking Ahead		Horizon scanning; providing a forward thinking service and fulfilling statutory obligations	<p>Keep abreast of developments from the Food Standards Agency on the future of the Delivery of Official Food Controls and align our service provision accordingly.</p> <p>Identification and registration (where appropriate) of primary producers of food (as identified in FSA National Enforcement Priorities).</p> <p>Continue to participate in the Food Standards Agency's Regulation Our Future work. Keep abreast of the future of the Delivery of Official Controls in light of the ROF and Brexit agendas and align our services accordingly.</p> <p>Implement new Acrylamide Regulations, following national guidance. Provide information to businesses via council website.</p> <p>Building links with other teams within the Council to ensure that changes in business ownership and nature are identified and acted upon in a timely fashion.</p>		Food & Safety Manager, Food team Leader and Enforcement Team Leader	Ongoing

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SLOUGH BOROUGH COUNCIL

REPORT TO: Council **DATE:** 23rd July 2019

CONTACT OFFICER: Nick Pontone, Senior Democratic Services Officer
(For all enquiries) (01753) 875120

WARD(S): All

PART I **FOR ENDORSEMENT**

RECOMMENDATIONS OF THE CABINET FROM ITS MEETING HELD ON 15th JULY 2019

B. SBC ANNUAL REPORT 2018-19

1. Purpose of Report

To seek the Council's endorsement of the Annual Report which details progress and achievements against the Five Year Plan for 2018-19.

2. Recommendation(s)/Proposed Action

The Council is requested to resolve that the draft Council's Annual Report for 2018-19 be approved, subject to any minor textual amendments before publication.

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

3a. Slough Joint Wellbeing Strategy Priorities and Joint Strategic Needs Assessment

The Five Year Plan relates to all aspects of the Slough Joint Wellbeing Strategy's priorities as set out below:

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing
4. Housing

The Five Year Plan has been developed using the evidence base of the Joint Strategic Needs Assessment and the Slough Story.

3b. Council's Five Year Plan Outcomes

The Annual Report sets out achievements against the five outcomes in the Five Year Plan 2018/1-2023:

- 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** – The Annual Report includes a summary of the budget for 2018-19.
- (b) **Risk Management** – There are no identified risks associated with the proposed actions.
- (c) **Human Rights Act and Other Legal Implications** – There are no direct legal or Human Rights Act implications.
- (d) **Equalities Impact Assessment (EIA)** – There is no requirement to complete an EIA in relation to this report.

5. Supporting Information

- 5.1 The Five Year Plan was launched in 2015 to define the Council's ambition; the opportunities and challenges faced; the role of the Council in meeting these and the priority outcomes against which resources will be allocated.
- 5.2 The Five Year Plan is therefore an important element of our strategic narrative in explaining our ambitions for Slough's future. It also describes the role of the Council in achieving this, recognising the importance of working with communities and putting people first in everything the council does.
- 5.3 The Five Year Plan is updated every year and an Annual Report is also produced to demonstrate progress against the Five Year Plan. The Annual Report includes case studies and performance indicators setting out how priority outcomes are being delivered.
- 5.4 The final version will be designed and formatted to include photographs that sit alongside the highlights and case studies for publication on the Council's website with a limited print run of hard copies.

6. Comments of Other Committees

Council's Overview and Scrutiny Committee discussed the Annual Report on 11 April 2019 and it will be considered by the Cabinet at its meeting on 15th July 2019. Any amendments to the draft as at Appendix A will be reported to Council.

7. Conclusion

The Annual Report is an opportunity to reflect on progress and achievements against the commitments in the Five Year Plan.

8. Appendices Attached

Appendix A – Draft Annual Report 2018/19

9. Background Papers – None

DRAFT Annual Report 2018/19

Contents:

1. Foreword - Leader of the Council
2. Introduction - Chief Executive
3. Personal Stories
4. Progress against Outcomes
 - Outcome 1
 - Outcome 2
 - Outcome 3
 - Outcome 4
 - Outcome 5
5. Budget
6. Performance Scorecard

1. Foreword - Leader of the Council

This Annual Report sets out the Council's achievements during the past year towards delivering the objectives in our Five Year Plan.

The outcomes in our plan set out a clear path and key strands of work to deliver our vision for Slough as a place of 'opportunity and ambition.'

I was elected as Leader of the Council in November 2017. I appointed a new cabinet and we refreshed the Five Year Plan early in 2018. This 2018-19 report is therefore the first full year of performance under my leadership of the Council. During 2018, we also appointed a new chief executive, Josie Wragg, with cross party support. Josie has been able to build on the work our team of directors have been delivering; and I thank them for their hard work and dedication.

During 2018/19 Slough Council, with its partners, has:

- Ensured financial stability, by setting a balanced budget not only for 2019-20 but through to 2022
- Helped supply good quality homes, through the completion of 846 net new dwellings, starting the construction of a further 865 and producing plans for up to 511 new council homes on former garage sites
- Improved the quality of local children's services, with our Children's Trust attaining a higher- ranked 'requires improvement to be good' rating at its Ofsted inspection in 2019.
- Continued working to make Slough an attractive place to live, work and stay - developing a cultural arts strategy, securing £3 million of Arts Council funding to support our work and creating a Business Improvement District following a successful business ballot.
- Taken action to lower carbon emissions and improve air quality by publishing the town's first Low Emissions Strategy and producing a 20 year transport vision to make public transport the dominant mode of transport in Slough
- Made significant progress to help residents manage their own care needs, with the integration of health and social care as part of the Frimley Integrated Care System.

We know that local government will continue to be under pressure as funding from central government reduces year on year and Slough is no exception. Despite this I am proud of the innovative ways in which we have approached the delivery of local services to our communities.

In the annual report we have set out a series of case studies and key statistics to evidence delivery of our achievements for our residents, businesses and visitors.

I would like to also thank our staff for the work they do every day to provide quality services to our residents.

Councillor James Swindlehurst
Leader of the Council

2. Introduction - Chief Executive

The single most striking impression that Slough has had on me since I joined in October 2018 is the enthusiasm and dedication of our staff to delivering the best outcomes for our communities.

I was delighted to be given the opportunity to join such a vibrant team and place – the opportunities we have are enormous, and while we have considerable challenges along with all local authorities, we have a proud track record of delivery and a plan for the future.

The Leader has highlighted just a few of the many achievements over the past year and there are many more in the annual report.

The key challenge set to me by the Leader was to ensure that the Council is fit for the future and has a plan to weather the storm ahead which will include acute pressure on our budget and the ongoing uncertainty of Brexit.

As such, our Transformation journey has begun with the development of a business case to deliver a new Operating Model for the Council which was signed off by Cabinet in April. I have been keen to spend as much time as possible with staff talking about the issues that frustrate them in their ambition to do the best job for Slough. As part of this I have attended over 25 roadshows and as a result had the opportunity to engage with over half the staff group. I have talked through the challenges we face, listened to the points made by staff about the aspects of their work that need to change, and been greatly encouraged by their willingness and ideas for change.

The year ahead will see us implementing the change we have outlined and indeed some of this has already begun – in particular the early decision to end our contract with Arvato and bring IT back in house.

I would like to join the Leader in thanking staff for their service and commitment to delivering the best outcomes for Slough. I look forward to maintaining this momentum and seeing Slough go from strength to strength in the year ahead.

Josie Wragg
Chief Executive

3. Personal Stories

- 1- Mavis is an 86 year old woman who lives alone in a home that she owns. Police officers visited her following reports that she had been burgled. She had no heating or hot water in her property. There were signs of a rodent infestation. She had some physical health issues and was starting to have falls. There were also concerns about financial abuse as Gary, a builder who had been undertaking work on Mavis' house for many months, had been carrying out work for cash and there had been occasions when he had accompanied her to the bank so she could withdraw money.

The first visit to Mavis was made by Police community support officers (PCSO's), who had already met her, a social worker and a trading standards officer. Mavis was supported by her neighbours, and Gary also attended for part of the visit.

Mavis was under the impression that she would be placed in a care home if she required support. The social worker explained that this was not the case; they assured her that she does not require that level of support and advised her neighbours that they were entitled to a carer's assessment for themselves, as they were undertaking a caring role. They said that they were able to support any assessments in the future, and Mavis was happy with this.

Trading Standards informed Gary to not carry out any work going forward and agreed with Mavis to discuss any future jobs being conducted. They also agreed to contact Fire Safety services to arrange an urgent home safety visit. A multi-agency clean-up of the house took place, with Mavis' permission, involving Police, Adult Social Care, neighbours and the Royal Berkshire Fire and Rescue Service.

With a specialist in hoarding providing practical support, Mavis agreed to complete essential tasks, including getting: pest control treatment, installation of telecare, heating and lighting restored, electrics made safe, a water leak repaired, telephone line reinstated, her garden tidied and smoke alarms in place. There are plans in place for Mavis' friend to act as her personal assistant to complete other tasks such as ongoing cleaning and another clear out of bulky furniture.

- 2- Greg is 45 years old and has a long term mental health condition. He is also a drug user. He is estranged from his family and has very little in the way of positive social support. Greg reported to the Police that he had been assaulted and had belongings taken, including the keys to his property and his bank cards. His flat had been taken over by drug dealers and he was too scared to return.

A multi-agency meeting was called between the Community Mental Health Team, Thames Valley Police (TVP) and Housing Services (including staff from the Enforcement team) to look at ways forward for Greg.

A referral was made to the Willow Project which offers crisis intervention, advocacy and longer term practical and emotional support. Housing Services arranged for emergency temporary accommodation out of area for Greg and paid for his transport there. A support worker from the Willow Project was able to meet with him and assist with an application for housing in that area. TVP carried out a forced entry to the property and were able to temporarily secure it.

Greg was supported to meet with his brother and reconnect. Because there was enough evidence to believe he was a victim of modern slavery, Greg was assigned a caseworker who found him accommodation in a different area with good links to drug and alcohol support services, mental health services and a family finding team to continue the work the Willow Project had started.

3- The Browns Project

Browns is a project funded by the Safer Slough Partnership to support people who have historically been difficult to engage and who have multiple social disadvantages. When Browns first started working with Joe he had no benefits. He was also not working with the council for housing and although he was attending probation, he was not able to complete the tasks requested of him between sessions. Since working with him, his situation has greatly improved. He has his benefits in place, he is in temporary accommodation, and he is engaged with his GP. His inappropriate attendance at the local A&E has reduced to zero and Browns have supported him in liaising with mental health services. By providing him with support around attending court, his GP, council, mental health and other appointments, Browns have greatly improved his chances of receiving support from the services available to him.

Julie's engagement with probation and other services was inconsistent and it was difficult to engage with her. When she started working with Browns her engagement increased and the support enabled her to reflect on how her choices had impacted on her life. The most important aspect of this work was the continual support from someone who wasn't emotionally connected to her family, and who was professional but in a solely supportive role. Speaking with Julie, Browns have been a fantastic support with her by attending court and social services meetings, as well as housing and budgeting meetings. She does not have this support outside of what Browns can offer, and without this support she would have struggled to stay as stable as she has.

4- Direct Payments for Carers

Mr P has been caring for his wife, who has a neurological disease, for several years and is supported by his family. He explained to his social worker that he has been feeling burnt out recently and would like a break as well as an opportunity to start a new hobby.

A carer's direct payment was agreed; Mr. P used it towards the costs of a three day fishing trip and equipment. He was able to take a break and now has a new, relaxing hobby that has introduced him to a new circle of friends.

4. Performance against Outcomes

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

Supporting families

Families are the bedrock of our society, in whatever shape they exist. Their job is to support parents and children to help them to get the best start in life. Our job is to help them.

We now have a new Early Help Hub to help families who need extra help. This means that where children need guidance and support to get on the right path, we can work alongside parents, guardians, schools and carers. We are also planning to support parents who struggle to manage conflict by offering support and training.

Stories and reading

It's very easy to take reading for granted but many people in Slough struggle to read. It can be a challenge. Supporting children in developing their reading skills is one of the best ways to help them get a great start, at school, and in life.

We are working with parents, through workshops and demonstrations, to help them to read with their children. We've developed home reading bags and we've used our revamped Children Centre gardens for storytelling sessions.

St. Andrew's Way Children's Centre has been involved in an exciting project based on work by the National Literacy Trust and Reading University's Hello2you project.

It's about improving reading and language skills and understanding for children aged 3 to 5 years. This is helping to prepare children for learning in school. The more parents are involved in children's language development and understanding, the better they are likely to do in school.

Children behave differently outside. They are more confident socially, a key skill in later life. So we've focused on the role of the outdoors in their education. And it's working.

- Children at St Andrew's Way achieving 'as expected' in communication and language - up from 69% to 79% in April 2019.
- Attainment in Literacy increased from 49% to 81% in April 2019

Achieving at school

In 2018/19 Slough children and young people have achieved excellent results. We're out-performing both national averages and our statistical neighbours.

In summer 2018:

- 74% of children achieved a 'Good' level of development at early years foundation stage (72% nationally).
- 69% of pupils achieved the expected standard of reading, writing and maths at Key Stage 2, (64% nationally)
- 57% of pupils achieved grade 5 or above in English and Maths GCSEs (43% nationally).

Schools

We are continuing our ambitious, multimillion-pound investment in school building. Pupils and teachers are working in buildings and in classrooms that help them do their best work. We have new extensions, new buildings and new schools.

It's important that professionals, parents and pupils have up to date information. So this year we launched The Link website which provides details on Slough schools, our approach to school improvements and how we are working to help make schools more effective.

The feedback has been encouraging. Users value having a source of useful and up to date information.

Safeguarding – keeping children and young people safe

Children must be kept safe. This is why safeguarding must be at the heart of what we do. We have introduced a new online safeguarding tool to improve the way we gather key information that helps us keep children safe. We've worked with schools to help them adopt best practice so that wherever Slough children are educated, they are as safe as possible.

All of our schools have adopted this approach. We are now using our safeguarding tool to build up a picture of ways in which we can further improve children and young people's safety. Throughout, we are able to provide feedback to our stakeholders.

Ofsted Inspection of Children's Services

One of the challenges we have faced in Slough is in supporting children who need help, care and protection. These are deep-rooted problems. But we have made progress since we were inspected in 2015. In January 2019, these services were re-inspected and received the improved rating of 'requires improvement to be good'. The leadership teams at both the Trust and council have robust plans in place to ensure progress continues.

Supporting children with special educational and disabilities (SEND)

It is vital that families are able to access impartial support and advice to them where their children may have special education needs and disabilities. This year there have been 521 referrals to our SEND Information Advice and Support Service.

We have also opened a new SEND resource base with places for 60 students with education, health and care plans where parents, carers and children will find a sensory room, 5 classrooms, 2 group rooms, a sensory room and a large entrance foyer that can also be used as a library area.

Hearing what young people think – and do

Our Slough Youth Parliament has gone from strength to strength over the past year. There was a 95% turnout in the 2018 Make Your Mark Ballot - the second highest in the country.

Working with the Parliament we held the Slough Youth Awards which highlighted the success of our young people. We also supported the Women Leading Women event promoting equality for all, celebrating the achievements of Slough women and inspiring future generations.

Healthy mouths, healthy lives

Healthy mouths contribute to healthy bodies and lives. We commissioned the 'Slough Healthy Smiles' project this year. This helped early years staff to develop the skills they need to support children in looking after their oral health. This took place through 39 information sessions - 176 hours worth of promotional activity. We have also been working with community dental practices in the Public Health England. 'Starting Well' initiative, supporting schools to supervise tooth brushing in Reception class and Year 1, and increasing the number of children and families using their local dentists.

Immunisations – keeping children safe

Vaccinating children is more important than ever, particularly as trust has waned in parts of Europe. It is vital that parents can see the benefits both to their children and to our wider society in vaccinating their children. We launched a new #IamVaccinated campaign to help overcome myths around vaccination through advertisements and engagement with schools.

We have worked closely with the Berkshire Healthcare NHS Foundation Trust to ensure that primary school children are vaccinated against fl. We helped to promote the MMR 'mop up' programme and we worked closely with secondary schools to support the delivery of the HPV vaccine to 11 and 12 year olds.

Case study – Active movement

The challenge we face

Four in ten children in Slough start secondary school overweight or obese, higher than the national average of 34%. Adults too carry too much weight. 67% of adult residents are overweight or obese, compared to the national average of 62%.

How we're tackling it

We commissioned 'Active Movement' programme in late 2017. It was a pilot with 2 children centres, 5 primary schools and 2 secondary schools aimed to explore how to work with pupils, teachers and their families to make being physically active part of the way that they live.

The programme is designed to educate and inspire children to be active. It will change over time as children mature, become more active and grow. It's about changing the way that they approach physical activity, making it part of their daily home and school lives.

Over the last year we have offered Active Movement to a further 18 primary schools, all 10 children centres, and to Slough Borough Council itself.

Impact

- **Active Movement has already reached over 10,000 pupils**
- 44% of pupils increased physical activity levels outside of school
- The waist circumference only increased by 3.6% in the intervention schools compared to an increase of 19.8% in the control school.
- There was an 8% increase in children showing an expected level of progress in physical development compared with previous years in Chalvey Grove children centres
- There was a 5.2% increase in the number of children showing expected levels of development in managing their feelings and behaviour in Chalvey Grove children centres

Next steps

We plan to commission the service across further early years sites in 2019, followed by offering the service to all secondary schools in September 2020.

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

Activity in Slough is increasing - bucking the national trend where more people are becoming inactive. It's a good start but there is much more to do.

Making leisure part of life

Being active is one the best ways to improve our lives. Activity is as good for our bodies as it is for our minds and our outlook. We will do whatever we can to help Slough people embrace being active.

- We opened four flagship leisure facilities this year: Slough Ice Arena, Salt Hill Activity Centre, Langley Leisure Centre and The Centre. This means that we now have swimming pools, ice-based fun, gym facilities and a large soft play area for 6 months to 9 year olds in the town.
- We've opened ten new green gyms. In the next year, everyone will have access to a free gym in a park in their area of Slough. We now have a network of 16 green gyms.
- 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.
- In the past year, Arbour Park's rooms and pitches were booked on over 1,600 occasions, generating an income of more than £180,000.
- Over a thousand people went for a run and a race this year after we brought back the Family Fun Run and Slough Half Marathon. These took place in October 2018 after an 18-year absence. 752 and 287 people signed up to Slough Half Marathon and Family Fun Run respectively. And despite bad weather conditions, 553 participants finished the Half Marathon.
- The Active Slough programme now offers over 100 sessions a week to people of all ages and abilities.

Growing leisure

We have built a new allotment site at Moray Drive has been built on what was derelict land. This will give people who live nearby somewhere to grow their own food.

We installed new refurbished raised beds at Cherry Orchard allotments site in May 2018 to help mobility-restricted plot holders. And we're planning a new toddler play area for Upton Court Park to give families somewhere to meet and play.

Mental well-being

Giving people autonomy and control over the services they use can help to promote mental well-being.

So alongside our Community Mental Health Team, we've been helping residents to become healthier and to better manage their own mental health care and support needs.

Last year, we increased the number of people receiving direct payments across all care groups from 405 to 552, well in excess of our 25% target. This year, we our target is a further 30% increase.

Enabling well-being

Our overriding focus is on prevention, earlier interventions and reducing inequalities in mental health care in Slough, helping people to address their mental health issues before they become too difficult for them to manage.

Our enabling approach has allowed people to establish independence from crisis interventions. It has significantly improved the quality of mental health care in Slough.

We have been able to cut costs to both the council and NHS services. The creation of an in-patient discharge coordinator for Slough has allowed for more timely and appropriate discharge and improved quality of communication between Slough Counter Mental Health Team and in-patient services.

Our Pathway programme, launched this year and working with our Community Mental Health Team has improved access to high-quality mental health care that more integrated with other Slough services.

It's been described as a "whole-town" concept, recognising the people interact with many services and projects in different ways. In Slough, these include Hope College, the psychologically led Assertive Stabilisation Team ('ASSiST') EMBRACE (Therapeutic Group Programme), Hope House supported living project, Peer Mentors and Social Prescribers, which work across health, social care, local supported living and voluntary sector providers.

The key to this approach is working with people to understand their needs and to create services that allow them to improve their mental health. Our job is to enable people to take control, where they can, of their own mental well-being.

We launched the #NotAlone campaign, in October to coincide with World Mental Health Day and was designed to transform residents' mental health and wellbeing.

From the launch of both of the strategies, from October until December, we held local events which attracted over 640 people.

The Pathway has been so successful that the Peer Mentors are now gaining employment within the system as Social Prescribers.

Hope College – recovery, life-skills, working towards recovery and peer support

We've focused on providing preventative mental health services, alongside reactive services. Hope College was formed in partnership with Berkshire Health Care Trust in 2015 to focus on asset-based conversations and increase use of personal budgets and direct payments.

Hope College has run more than 127 different courses, completed 1,000 enrolments, trained 34 Peer Mentors and Trail Blazers of whom 18 have gone on to volunteer in the community.

It now offers 4 pathways for its service users, which service users choose from, namely Recovery, Life-skills, Working towards Recovery and Peer Support.

It continues to focus on supporting more people to manage their mental health through the use of psychoeducation, and Peer Mentors utilising training and employment opportunities across Slough.

Working with people to help their wellbeing - Mental Health Co-production

Co-production and co-design means working with people to shape services, design interventions and help people take more control over their own lives and well-being.

Where people take responsibility for their own mental health and wellbeing, their strategies are far more likely to be successful. The approach encourages people to find the support they need, including the ability to look after themselves, get on with their lives and take care of each other, with the potential to reduce loneliness and isolation, common determinants to poor mental health and wellbeing.

Three co-production events were held last year as part of a wider Berkshire service user engagement event, led by Slough services. These have been well attended by service-users, carers and health professionals from across Berkshire.

Suicide Prevention Strategy

Cutting suicides remains a priority. Too many lives are lost this way. Through the Berkshire Suicide Prevention Strategy we are helping to reduce suicide in high risk groups. We are also tailoring the way we work to improve mental health in specific areas. This involves supporting the media in delivering sensitive approaches to suicide and suicidal behaviour, as well as providing better information and support to those bereaved or affected by suicide.

Working with people to improve how adult social care meets their needs

Our staff in adult social care are working closely with those who use our services. This helps to ensure that their views and ideas are considered during the design and running of social care services in Slough.

In March 2019, our new Adult Social Care Co-Production Network was launched, following a review of the previous Partnership Boards, in order to engage more deeply with local residents. The group is formed of 10 representatives from the community, and 8 staff from the council, Slough Clinical Commissioning Group (CCG) and Healthwatch.

Understanding the barriers to better health

Fewer people have had NHS Health Checks than we had hoped. So we are looking at this to understand why.

We're also trying to better understand how Slough people perceive their health and their attitudes to improving it through our Health Beliefs project. We'll also better understand the barriers that some of our communities face in improving their own health. We'll learn more about what is already working to improve health for individuals and the community. The project will focus on our key health inequalities.

Local Access Points

We will set up Local Access Points in each of the five Frimley localities. This will help our staff and other organisations prevent unnecessary admission where there are crises. This will stop multiple referrals to agencies, stop people having to "tell their story more than once", reduce unnecessary hospital or care home admissions. Overall, it will help us to make the best use of public resources.

Locality Teams

Three of our social care operational teams are now working away from HQ and developing closer working relationships with partners and better understanding our communities.

Tackling knife crime

Three traders are subject to a criminal for selling knives to under 18s. Trading Standards carried out two operations with Police looking at the sale of knives to persons under 18.

The Scams Initiative

Scams are increasingly common. The victims of these types of fraud are vulnerable, have learning or capacity issues, are elderly or isolated or a combination of all.

Last year, Slough Trading Standards carried out visits to 49 victims of mass marketing scams. The victims are made known to us through National Trading

Standards, who have systems and agencies involved in the interception of mass mailing fraud.

We did not only intercept the mail but also offered further support to each one of these victims, including a home fire safety inspection, opting into mail and telephone preference services and also directed to many providers of further support to vulnerable people.

Adult Safeguarding

We are now working more effectively to promote the safety of Slough residents. This means safeguarding and protecting children and adults from abuse, neglect and criminal activities including exploitation.

Our work is informed by available local intelligence, national research and experience, partners have worked together to approach the current and emerging challenges to the safety of Slough residents.

As a result of negotiations and engagement of partner agencies in Slough during 2018-19, we are developing a framework to support partners to work together to promote the safety of Slough residents.

Case Study - Technology Pilot for People with Learning Disability

Challenge

People with a learning disability face greater challenges than the rest of the population.

They are more likely to have additional health needs and are less likely to access health resources. They are also more likely to be obese and have lower rates of physical activity than the rest of us.

Action

One way of helping people with learning disabilities to tackle their challenges is to create more opportunities for healthy eating, including enhancing cooking skills, shopping skills and budget management for those with disabilities, including learning disabilities.

We believed that helping people with learning disabilities to use technology could help them with their health needs.

In 2017, the Adult Social Care team we secured funding from The Department of Health and Social Care to pilot the use of technology to improve the lives of people with learning disabilities.

We bought smartphones, tablets, Fitbits and software. 15 people with learning disabilities were trained over the past two years trained to use the technology to learn independent living skills and access services within the community.

This included healthy eating, basic cooking skills and health and safety within the home.

Impact

45% of the participants used the Fitbit to do more exercise, live a more active lifestyle and consequently felt fitter than before, and 55% felt more confident with engaging with the community and felt they had more friends.

40% of the service users used the skills they had developed using the devices to access the internet for information on community activities and events.

Next steps

We are planning to further explore how to embed the use of technology as part of the mainstream support offer or through personal budgets, how this approach could benefit people with different care needs such as older people, and those with physical and sensory impairment. We will also be looking at how to incorporate low level IT support as part of the services we commission to help people to access online banking and shopping or manage utility accounts.

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

How you feel about living here – the Place Survey

We conducted a Place Survey in October 2018. We received 1,700 responses by March 2019. The full report and headlines will be presented at lead members and directors in the new municipal year and will be available online.

But already the survey has prompted a response. The Slough Town Association of Residents (STAR) groups has been formed. They will provide the voices of people living in the town centre and help our future work.

We will be developing projects based on the key findings of the survey.

Million Bulbs

We planted over one million bulbs, 600,000 of which were planted with the community in the parks and open spaces during the last year.

We planted 200 trees in our parks and open spaces. We've also planted tulip trees in Upton Court Park to replace the diseased horse chestnuts and additional bulbs have been planted down the avenue.

Creating strong and attractive neighbourhoods

Our work on creating 'strong and attractive neighbourhoods' was successfully piloted with the Manor Park community project and is being rolled out to three further neighbourhoods - Trelawney Avenue, Foxborough and Chalvey. Recognising the importance of supporting neighbourhoods these pilots have now been extended to include vital involvement from key partners and have also been widened to cover initiatives aimed at improving health and economic prosperity outcomes for residents. The developing work on 'strong, healthy and attractive neighbourhoods' is an excellent example of cross team and partner working; linking closely with the broader Five Year Plan outcomes. Underpinning this ongoing work is the developing Community Cohesion Policy.

Making Slough a safer place to live - Safer Slough Partnership

Our Safe Place Scheme is growing, with the Ice Rink, Activity Centre and the Centre signed up and are displaying the sticker. There are now 24 sites in the town that provide safe places and can provide reassurance to our residents and visitors.

Our Safer Slough Partnership is tackling gangs and county lines drugs through its violent Crime Strategy.

Working with Office of Police and Crime Commissioner it secured £822,000 from the Early Intervention Youth Fund (Home Office).

The air that we breathe

Air quality matters. It has a big impact on how we feel about a place. We adopted a Low Emission Strategy in September 2018 which sets out 19 objectives to improve air quality in the town. Improved air quality impacts positively on people's health.

We have been working with the taxi and private hire trade to support the use of more low emission licensed cars, and since May 2018 the number of low emission vehicles has increased from 75 to 188.

The food we eat

We've helped 14 town centre food businesses improve their food hygiene rating (FHR), moving them from a rating of two or below to above three. 50% are now 'broadly complaint' FHR 3 or above, with 33% are rated at a 4 and 11% achieving a FHR 5.

The streets in our town

We can now keep our streets cleaner and at no extra cost. We are using Mayrise electronic scheduling/recording software. This has means we can respond quickly when needed. Notably our Town Centre and our Chalvey Ward activity have been re-profiled at no overall increase in cost.

The Slough Brand

Slough won Thames Valley Town of the year and more work on the Slough brand will take place this year with businesses and our communities.

Natural Environment

We are improving our natural environment. For example, the River Scheme with WW, commissioning a green infrastructure assessment to help inform the local plan; and the Mayors 550 trees and the Parks and Open Spaces Team are planting over 100 trees, restoring the Salt Hill Rose gardens, planting a new herbaceous border and many other developments.

FGM & Domestic Abuse

Identifying and tackling both Female Genital Mutilation and domestic abuse early is critical if we are to help those who suffer these indignities.

We are now working more closely with other public services through quarterly Domestic Abuse delivery group meetings and the FGM Progression Group. Both have an action plan and a core multi agency working group supporting the agenda.

In 2018/19, we trained 16 'Train the Trainers' from a wide range of multi agencies to develop and widen this remit during 2019/20.

Award-winning campaign to tackle Modern Slavery

In October 2018, we launched with the Safer Slough Partnership the Modern Slavery is Closer Than You Think campaign. The poster-driven campaign encouraged people to call the Modern Slavery Helpline – and led to a 400% increase in calls.

The campaign won the social impact category at the Outdoor Media Awards,. Next time you fill your car you could see our messages on your petrol pump. And if you see any signs of modern slavery, please report it.

Controlling Migration Fund

We have secured £149,000 to provide another Roma Worker, Roma Youth Offending Team worker, funding for activities and English for Speakers of Other Languages (ESOL) classes.

Fly-Tipping

We are taking steps to prevent fly-tipping. We have cut the cost for bulk waste collection. It has now reduced to £5 per item; minimum 3 items (£15), maximum 7 items (£35).

Anti-Social Behaviour

Antisocial behaviour can spoil community well-being. We are continuing to tackle it by installing gates, railings and fencing where it is required. This year, we completed both Lynch Hill Target hardening work to address the motorcycles issue and Tomlin Road / Whittaker Road alley gate installation. Gateway Site inspections assure us that streets are generally maintained to a high standard of cleanliness.

Dealing with Hate Crime

Whilst hate crime continues to be a challenge in the borough, the majority of seems to involve other offences such as a parking dispute or road traffic accident where name-calling occurs. That's according to a review carried out by the Slough Safety Partnership.

Importantly, all incidents are reported to the Police who review them daily.

Prevent

Prevent is a Home Office programme that aims to stop people becoming terrorists or supporting terrorism. Over the past year, we delivered 31 Prevent sessions with 1,153 staff from early years, primary & secondary schools, and seven Prevent sessions for 1,874 students from secondary schools.

Case Study - Clean, Safe, Vibrant

Challenge

We had a problem with litter in the high street and on the routes into the town centre. This alongside homeless people's tents in unused ground created negative perceptions.

Action

A recreated Town Team was established and first met in June 2018 with the initial emphasis upon rapid improvement of the town centre within '30 days'. The Town Team then delivered '100 day pledges to deliver Clean, Safe, Vibrant jointly with Outcome 5 and our partners'.

Impact

The streets are getting cleaner.

There are now 3 dedicated officers in Town Centre patrols.

- Over a nine day period we removed 15 fly tips, fly posters and we cleaned the alleyways. This work was supported by Slough Outreach who organised a litter pick in July 2018.
- As part of the Great British Spring Clean Campaign, 3 clean ups took place; two by Jubilee River and one in Cippenham Green. In total, 63 sacks of waste were collected in 6 hours.

We now have a co-ordinated events programme. In addition to flower baskets, 20 geranium balls were placed near the Curve and in the High Street pedestrian area, 31 new lamp column banners were designed and installed and 33 lamp columns were painted back, and all other signs painted or left as chrome, enhancing the look of the area.

The Paradise Garden, a space that was being used by rough sleepers and street drinkers, was created between the church and The Curve. A successful funding bid for 'pocket park' is due for completion on the share site at Paradise Gardens to help maintain its appeal to all our visitors and reducing the risk of recurring anti-social behaviour.

Outcome 4: Our residents will live in good quality homes

Homelessness

Giving residents sustainable and secure homes is vital to their wellbeing. Thanks to our work on preventing homelessness and early intervention the number of households in temporary accommodation decreased from 464 to 409 at the end of the year. However demand for temporary accommodation remains high and we continue to purchase new temporary accommodation through James Elliman homes and now have a dedicated, year-round outreach team to help rough sleepers access suitable accommodation and services.

Houses in Multiple Occupation

Slough has a high level of houses in multiple occupation (HMOs) and the number of licensed properties increased to 101 from 74 this year. To tackle this often poor quality housing provision, we have introduced wider and more extensive mandatory licensing for HMOs to raise standards and safety for residents. In the coming year will be running a campaign to encourage take up of the new licences.

Affordable Housing

We have invested £25 million to increase the supply of genuinely affordable housing for Slough families. 67 units have been bought and of these 29 have been let so far. The others are having works carried out to them. There are currently 10 properties under offer. At the end of December 2018, construction had started for 81 affordable homes.

Slough Canal Basin Development

As part of major regeneration plans we are working with Slough Urban Renewal to provide around 240 new homes, situated adjacent to the Slough Canal Basin, with construction anticipated to commence around the end of 2019. 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.

Buybacks

This year we have begun buying back council properties from leaseholders to increase our stock of affordable social housing. Five viable buybacks were completed, adding to the numbers of council homes available for those on the register.

Building More and Better Homes

Thanks to us prioritising new housing for local residents, 861 new homes were built in 2017/18. At the end of March 2018 there were a further 865 new homes already under construction in Slough with planning permission in place for a further 1,140.

We have also identified over 500 new homes for development on former garage sites to be delivered over the next three years. Planning applications are being prepared already

Chalvey Regeneration

We are transforming the site currently occupied by Tower and Ashbourne tower blocks to provide new high-quality social homes and a 60-bed extra care scheme. The team is also reviewing options to remodel social housing sites within Chalvey to upgrade and enhance them with refurbishment or renewal for local people.

Council Housing Maintenance

£17 million has been invested in our council homes which has resulted in 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 safety works to blocks of flats, refurbishment of Broom House and Poplar House and works to garage sites to address anti social behaviour and make improvements to parking.

Case Study - Rough Sleepers' Initiative

Situation

Following a successful bid for rough sleeper support money in July 2018, the council was awarded £260,000. The grant was to reduce the number of people rough sleeping in Slough. The official rough sleeper count was previously 29 and this year's count was 27.

Action

A Rough Sleepers co-ordinator and two outreach workers were appointed and tasked with bringing together a Rough Sleeper Partnership and creating a Rough Sleeper Charter for agencies to sign up to.

The Slough Night Shelter opened in December 2018 and was due to be closed at the end of March 2019. However, this was extended for a month. This was the first time Slough had its own building for the night shelter. Moreover, the London and Slough Run Homeless Charity opened a night shelter in January 2019 and, therefore, there was adequate provision for the first time in a long time.

Impact

During this period, 81 individuals were accommodated. A package of accommodation is currently being put together to move rough sleepers who are currently in short term accommodation into permanent accommodation. Our dedicated team are engaging rough sleepers on a daily basis, and there is increased collaboration with enforcement officers carrying out their work in the Town Centre.

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

Employment and Skills

The Building Better Opportunities project was launched this year to increase employment rates for adults over the age of 25 who don't have a job. Funded by the Big Lottery Community Fund and the European Social Fund we are working with Ways in to Work, Slough Refugee Support, WEA, Get Berkshire Active and Destiny Support and have been so successful so far, the project has been extended until 2022 and we have received even more external funding.

Sustainable Infrastructure

The multi-million pound investment of the old Centre, Farnham Road, has brought a brand new leisure centre that was successfully opened to the public in March 2019. The Centre was built by Slough Urban Renewal, a partnership between Slough Borough Council and Morgan Sindall Investments Ltd, which is driving regeneration across the town. Everyone Active, the council's leisure partner, will be running The Centre along with all of the other leisure facilities in Slough.

We obtained full planning approval for a permanent home in central Chalvey for Grove Academy which is temporarily located on the former Thames Valley University site.

Strengthening Business Relationships

Our relationship with business is stronger than ever with successful visits to MIPIM property and investment forum and the London Real Estate Forum promoting Slough as the perfect place for business investment.

We have also set up a town centre stakeholder group who are working together to attract business to the borough.

Businesses vote YES for town centre investment

Businesses in Slough have delivered a positive yes vote for the development of a Business Improvement District (BID) in Slough.

The BID will deliver more than £2 million of investment over its five-year term, which begins on April 1, 2020, and will see the delivery of projects aimed at improving the environment to do business in Slough town centre.

The investment comes from a small levy on the rateable value of business properties, and it is expected that the BID is able to attract additional funding from other sources.

The projects in Slough fall into five categories: safe and secure; environment; marketing and events; business support and representation. The package of improvements should see an increase in customer footfall, dwell time and spend in

the town centre, and give businesses a better opportunity to be involved in strategic planning.

A steering group of the town's businesses working with Slough Borough Council and others has driven the BID project

Heathrow Expansion

To help to ensure Slough residents get the best deal from the expansion of Heathrow we are working with the Heathrow Strategic Planning Group to inform and influence the draft Development Consent Order application and have major input into the joint evidence base and infrastructure study for the airport. We are also members of the sub-group of economy and skills which outlines the jobs and training needed for an expanded Heathrow airport.

Sustainable Transport

Slough's cycle hire is going from strength to strength with the expansion to 17 docking stations around the borough. There have been 7,248 hires since the scheme went live, equating to 34 uses per day.

'Better By' has coordinated competitions in schools to encourage walking and cycling to school as well as providing primary school walking buses with bespoke hi-vis vests. The team organise bike surgeries, adult cycle lessons and a very well attended cycling course in Salt Hill park for women who are members of the Meet and Mingle charity. The team organise events for schools, businesses on Slough Trading Estate and the High Street as well as for SBC staff.

Case study - The SMaRT Scheme

Situation

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. The scheme connects key areas of employment and economic activity such as the SEGRO trading estate, Bath Road Central and Slough Town Centre with local transport interchanges such as Slough Railway Station (where existing mainline and future Crossrail services can be accessed) and the key international transport hub at Heathrow Airport.

Action

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 at key junctions, the scheme aims to reduce the journey times for buses on the strategic route connecting Slough to Heathrow and improve the daily journeys of the 20,000 plus vehicles that use this stretch of road.

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 operated from the Slough depot along the Green Line 703 service. Further to the electric bus trial a pilot is underway in collaboration with the businesses for free travel for Slough residents in the off peak period.

The 'SMaRT' scheme includes £9m of capital investment from Slough and the Berkshire LEP through the Local Growth Fund. Four businesses have joined - O2, Lonza, Ipsen and UCB - with further enquires from other businesses. The service started operating to the public in February 2019 and is funded through businesses. The service runs around every 7 minutes in peak periods and every 15 minutes in the off peak. SMaRT has removed 4 independent shuttle services operating to the trading estate leading to less congestion around the train and bus station.

Since delivering Phase 1, the council have secured a further £13m of investment via the Berkshire LEP Business Rates Retention Pilot in order to deliver Phase 2 of the scheme. Phase 2 extends the bus lanes beyond junction 5 towards Heathrow and will add a Park and Ride facility in the Brands Hill area. This will have parking provision for over 600 vehicles, electric vehicle charging points, and contain a staff terminal building with cycle parking and hire facilities.

Impact

The SMaRT scheme increases travel choice and the sustainable transport offering for businesses and commuters, opens up possibilities of through ticketing with airlines or other operators, enhances traffic flow at key junctions to alleviate congestion, reduces journey times for buses, contributes to bettering air quality and economic prosperity. Phase 2 of the scheme further enhances the overall value and benefits of the scheme, bringing it closer to Heathrow and increasing parking provision and greater consumer choice.

DRAFT

5. Budget

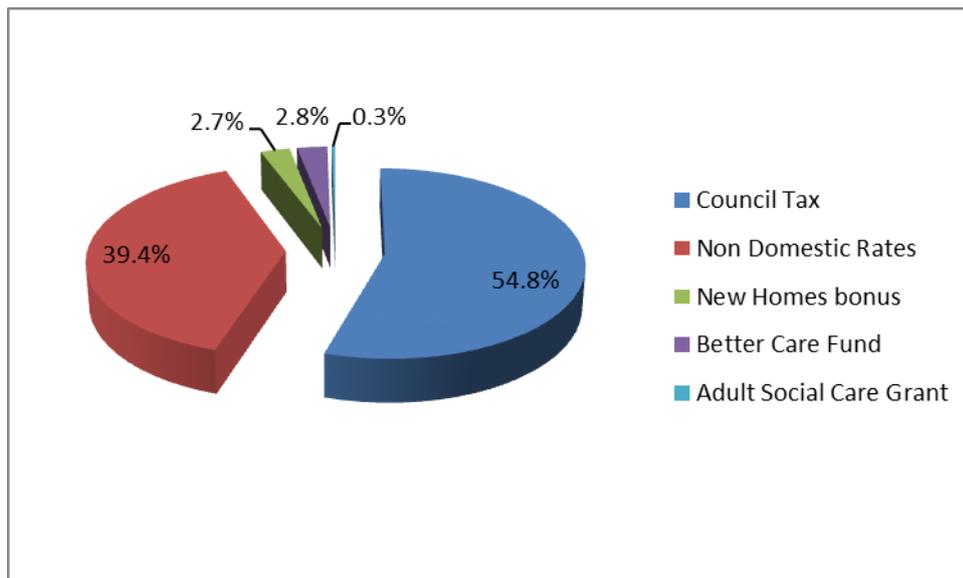
The council had a net overspend of £0.051m for the 2018/19 financial year. This position is summarised in the table below:

REVENUE GENERAL FUND 2018/19 - SUMMARY OUTTURN			
Directorate	Revised Full Year Budget	Final Outturn	Full Year Variance
	£'M	£'M	£'M
Adult and Communities	39.289	39.851	0.562
Children, Learning and Skills	29.112	30.395	1.283
Regeneration	7.372	8.796	1.424
Finance and Resources	9.838	11.601	1.763
Chief Executive Office	13.782	13.023	(0.759)
Non Service Areas	6.029	1.807	(4.222)
GRAND TOTAL	105.422	105.473	0.051

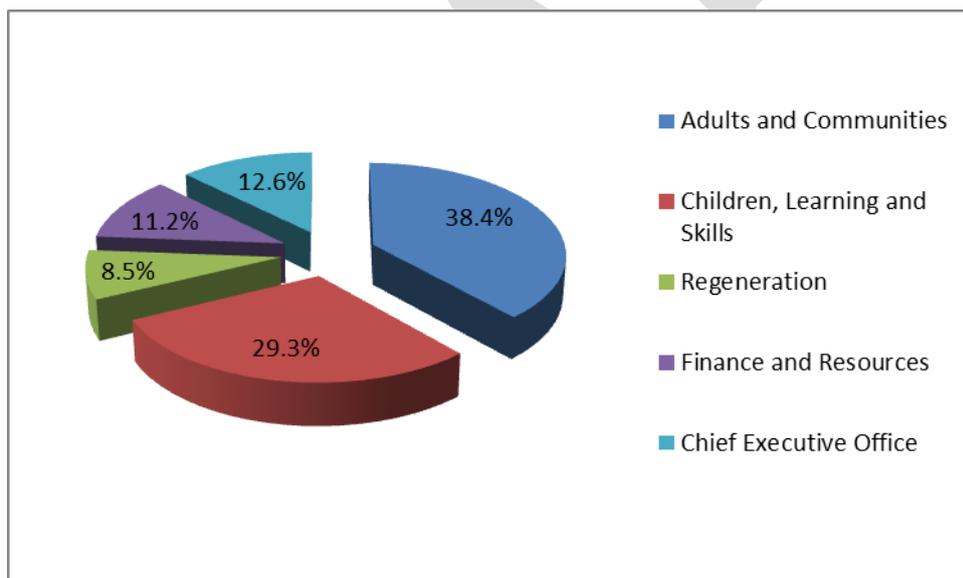
% of revenue budget over	0.05%
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The graphs below highlight where the Council has received income from for 2018-19 and where the gross expenditure to deliver services is.

Graph 2.1: Key income streams



Graph 2.2: Net expenditure on General Fund Council Services



* The council had five directorates in 2018/19 compared to six in 2017/18.

** The Chief Executive Office now includes Strategy and Performance and Environment Services.

The graph above highlights how the Council's financial position is changing. Income is reducing rapidly from Central Government grants and at the same time, there has been a much greater proportion of income generated through Council Tax (primarily through an increase in properties in Slough) and Business Rates.

6. Performance Scorecard - latest available data

Five Year Plan outcome	Performance measure	Date of latest available data	Outcome	Actions
1 Slough children will grow up to be happy, healthy and successful	The percentage attainment gap between all children and bottom 20% at early years foundation stage	Nov-18	Attainment gap narrower the national average (Slough 31%; National 32%)	The council will continue to work with individual schools and families to provide a targeted system of educational support, challenged and assistance. Our school effectiveness advisers work closely with schools and discuss their priority areas, which includes the achievement of disadvantaged pupils.
	The percentage gap between disadvantaged pupils and all others at key stage 2 in reading, writing and maths	Dec-18	Attainment gap narrower the national average (Slough 16%; National 20%)	
	The gap between disadvantaged children and all others at Key Stage 4 percentage achieving grades 9-5 in English & maths	Jan-19	Attainment gap wider than the national average (Slough 34.7%; National 25.4%)	
	Percentage of child protection plans started in the past year that were repeat plans within 2 years	May-19	13.8% (11 plans)	The council will continue to lead efforts with agencies and partners to ensure families are enabled and supported to provide their children with safe and healthy lives, whilst the Slough Children's Trust will step in on behalf of the council to ensure children are protected where needed.

	Percentage of 16 to 17 year olds not in education, employment or training (NEETs)	Oct-18	Local NEET rate well below the national average of 6.0% Slough 3.2% (2017/18)	Slough's 2018 combined NEETs rate was 3.2%, which is better than the target of 4%. This consists of 2.3% NEET rate and 0.9% for 'activity not known'. The council will continue to work with local schools, colleges, businesses and neighbouring local authorities to ensure a range of education, employment and training opportunities are available for all our young people.
2 Our people will be healthier and manage their own care needs	Number of adults managing their care and support via a direct payment	May-19	Increased from 405 clients and carers at the end of Mar-18 to 552 at the end of Mar-19 (265 clients + 287 carers)	The number of service users and carers supported through direct payments continues to rise. We have implemented a new system of prepayment cards which is making direct payments easier to manage and use. Guidance has been issued to staff to support direct payments as the default position when providing service.
	Uptake of targeted health check The percentage of the eligible population aged 40-74 who received a NHS Health Check	Jul-19	Increased from 7.3% for 2017/18 to 7.9% for 2018/19	The council will work with the local Clinical Commissioning Group (CCG) to increase the offer of health checks to targeted individuals alongside the CardioWellness4Slough programme.
	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	May-19	Local inactivity rate higher than the national average (Slough 35.9%; National 25.1%)	Physical inactivity is closely linked with a number of factors including deprivation and poor physical and mental health. Active Slough is working to target communities and individuals where high levels of inactivity are prevalent, enabling opportunities for great participation.

3 Slough will be an attractive place where people choose to live, work and stay	Level of street cleanliness	May-19	Increase from 2.42 (B) in 2017/18 to 2.69 (A-) in 2018/19	19 Gateway sites are inspected each quarter and awarded a score and EPA grade based on the level of cleanliness encountered.
	Crime rates per 1,000 population	May-19	Q4 data update not available yet Reduction in crime rate from 28.0 in Q1 to 25.6 in Q3	We have seen a reduction in quarterly crime rate for Slough in Q2 and Q3. Slough is currently positioned 7th out of 15 towns in our Most Similar Group (MSG) and in the Thames Valley; we have a lower crime rate Oxford and in line with Reading. Police and Council services will continue to monitor intelligence relating to criminal activity and respond, in partnership, to new and ongoing challenges.
	Residents' perception survey	Mar-19	Conducted in Autumn 2018	A large-scale residents' survey was initiated in Autumn 2018, following the same methodology used in a survey conducted in 2008. Headline results from more than 1,700 responses were received in March 2019 which will be used to drive improvements in service delivery.
4 Our residents will live in good quality homes	Number of homeless households accommodated by Slough Borough Council in temporary accommodation	May-19	Reduction in the number of homeless households placed in temporary accommodation, from 464 in Q1 to 409 in Q4.	There was a decline in the number of homeless households in temporary accommodation in 2018/19. This is not reflective of the demand for temporary accommodation, which remains very high.

	Number of permanent dwellings completed in the borough during the year	Mar-19	534 2018/19 Decrease since previous year; below target figure. (846 in 2017/18)	<p>The number of permanent dwellings completed in the borough during the year refers to net additional dwellings.</p> <p>Actions are to continue to be positive about development and growth subject to schemes complying with planning policies, promote sites with development potential and investigate why some planning permissions are not implemented. There are currently 856 homes under construction.</p>
	Number of licenced mandatory Houses in Multiple Occupation (HMOs)	May-19	Increasing (from 74 in 2017/18 to 101 in 2018/19)	<p>Although there has been an increase in the number of licensed mandatory Houses of Multiple Occupation (HMOs), the numbers are far lower than expected or than the estimated number of properties that should be licensed.</p> <p>We intend to run a wide ranging and sustained publicity campaign in relation to property licensing once we launch the new Online App.</p> <p>As per Cabinet agreement, we are giving landlords until October to come forward voluntarily and take advantage of discounted fees. After this date, the Housing Regulation Team will put in place a proactive programme to identify and fine those who fail to apply to license the relevant properties.</p>

5 Slough will attract, retain and grow businesses and investment to provide opportunities	Business rate income Business rate in year collection	May-19	In year collection rate of 97.3%	The collection rate at the end of March 2019 was in-line with target for the year. We will continue efforts in the future to ensure easy payments methods are available and that late payments are targeted.
	Access to employment Proportion of resident population of area aged 16-64 claiming JSA and NI or Universal credits	May-19	Claimant rate, although lower than national, has increased (both locally and nationally) due to the roll out of Universal Credit Full Service (Slough 2.3%; National 2.7%)	Under Universal Credit, a broader span of claimants are required to look for work than under Jobseeker's Allowance. This has the effect of increasing the claimant count. The council has commissioned a study to understand businesses needs and local priorities. We will continue efforts with our partners to increase employment opportunities and improve skills locally to secure reductions in overall unemployment.
	Journey times Average journey time from Heart of Slough to M4 J6 (M-F 16:30-18:30)	Apr-19	Average journey times remain well below the target of under 10 minutes	The council has carried out a number of junction improvements to help reduce congestion and improve journey times to influence punctuality. We will continue to implement traffic management schemes to decrease congestion and increase the use of dedicated bus land, including highway improvements, and the use of smart technology such as intelligent traffic light systems.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Council **DATE:** 23rd July 2019

CONTACT OFFICER: Nick Pontone, Senior Democratic Services Officer
(For all enquiries) (01753) 875120

WARD(S): All

PART I
FOR ENDORSEMENT

RECOMMENDATION OF THE SLOUGH WELLBEING BOARD FROM ITS MEETING HELD ON 8 MAY 2019

SLOUGH WELLBEING BOARD'S ANNUAL REPORT 2018/19

1. **Purpose of Report**

To present the Slough Wellbeing Board's Annual Report for 2018/19 to Council for endorsement.

2. **Recommendation**

The Council is requested to resolve that the Slough Wellbeing Board Annual Report for 2018/19 be endorsed.

3. **The Slough Joint Wellbeing Strategy (SJWS) 2016 – 2020, the Joint Strategic Needs Assessment (JSNA) and the Five Year Plan 2017 - 2021**

3a. **Slough Joint Wellbeing Strategy (SJWS) 2016 – 2020 Priorities**

The Annual Report 2018/19 relates to all aspects of the Slough Joint Wellbeing Strategy's priorities as set out below:

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing
4. Housing

3b. **Five Year Plan 2017 – 2021 Outcomes**

The work of the Slough Wellbeing Board directly contributes to the following outcomes in the Council's Five Year Plan:

- 1 Slough children will grow up to be happy, healthy and successful
- 2 Our people will be healthier and manage their own care needs
- 4 Our residents will live in good quality homes

4. **Other Implications**

- (a) Financial - There are no financial implications of proposed action.

(b) Risk Management - There are no identified risks to the proposed action.

(c) Human Rights Act and Other Legal Implications - There are no Human Rights Act implications to the proposed action.

(d) Equalities Impact Assessment - There is no requirement to complete an Equalities Impact Assessment in relation to this report.

5. **Supporting Information**

5.1 Slough Wellbeing Board has a commitment to openness and transparency in the way that it carries out its work and is accountable to local people. This includes a commitment to annually review progress against the Board's ambition to reduce health inequalities and improve health and wellbeing outcomes across the borough.

5.2 The Annual Report at Appendix A sets out a review of the Wellbeing Board's statutory responsibilities, key activities and achievements during 2018/19.

6. **Comments of Other Committees**

The Slough Wellbeing Board considered the matters contained in this report at its meeting on 8 May and agreed to make the recommendation to Council to endorse the Annual Report.

7. **Conclusion**

The Council is requested to endorse Slough Wellbeing Board's Annual Report for 2018/19.

8. **Appendices Attached**

A – Slough Wellbeing Board Annual Report 2018/19

Slough Wellbeing Board

Annual Report

2018-19

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Foreword

Welcome to the Annual Report of the Slough Wellbeing Board for May 2018 to April 2019.

The Board brings together Slough Borough Council, Slough's Clinical Commissioning Group, HealthWatch Slough, Thames Valley Police, the Royal Berkshire Fire and Rescue Service and the voluntary and community sector with a shared focus on improving the health and wellbeing in Slough, tackling health inequalities and focusing on prevention.

Our main focus as a Board is to make a difference to the lives of Slough residents and this year we have run three very visible and well received campaigns. In 2018 we launched our first social media campaign with #BeRealistic, a campaign that emphasises small incremental and realistic changes to diet and lifestyle can go along way to improving people's health and quality of life. The #ReachOut campaign was launched to assist people reaching out if they are feeling alone in Slough to find support and connection. We also launched the #NotAlone campaign where we held events and provided resources for people who are experiencing any mental health challenges.

The Board also held its annual partnership conference where we discussed how we can deliver better health and wellbeing outcomes for Slough. Building on the success of our partnership conference, we also held an away day with our partners to identify our common priorities and develop one vision and plan for Slough. The ideas generated at the away day have been insightful and will be used in the upcoming year as we find new and smarter ways to work together.

A useful set of principles and areas of focus were agreed to inform closer collaboration. The Wellbeing Board welcomed and considered the outcomes of the away day, in particular to identify one or two key issues to focus on over the coming year.

I hope this report gives you a valuable insight into the role of the Wellbeing Board and highlights the quality of the joint partnership work during the year. Our main focus as a Board is to make a difference to the lives of Slough residents.

I would like to thank my Vice Chair Jim O'Donnell for his support and leadership throughout the year. I would like also like to thank all of the Board's members and the wider partnership and other partners who have contributed to our work over the past year.

Councillor Natasa Pantelic
Chair of Slough Wellbeing Board

The Slough Health and Wellbeing Context

According to the Public Health England Health Profile for Slough, published in July 2018, the health of people in Slough is varied compared with the England average. About 15% (5,200) of children live in low income families. Life expectancy for men is lower than the England average. Life expectancy is 7.7 years lower for men and 4.0 years lower for women in the most deprived areas of Slough than in the least deprived areas.

People that are socio-economic deprived experience greater challenges to their health than those who are better off. Health inequalities can also be seen in ethnic minorities, those living with disabilities (particularly where there is mental illness or learning disability), LGBTI people and amongst groups where stigma or discrimination is more common.

Children's Health

The Public Health England profile identified:

- In Year 6, 26.0% (543) of children are classified as obese, worse than the average for England.
- The rate of alcohol-specific hospital stays among those under 18 is 16, better than the average for England. This represents 7 stays per year.
- Levels of teenage pregnancy, breastfeeding initiation and smoking at time of delivery are better than the England average.

The challenge for Slough is working with persistently high levels of overweight children and obesity, low physical activity, poor oral health, low immunisation rates and maternal mental health problems. This is especially significant as a good start in life can positively disrupt a cumulative cycle of disadvantage and poorer health outcomes over a person's whole life.

Adult's Health

The Public Health England profile identified:

- The rate of alcohol-related harm hospital stays is 591. This represents 711 stays per year. The rate of self harm hospital stays is 146, better than the average for England. This represents 219 stays per year.
- Estimated levels of adult physical activity are worse than the England average.
- The rate of TB is worse than average.
- The rate of sexually transmitted infections is better than average.
- Rates of violent crime and early deaths from cardiovascular diseases are worse than average.

The Wellbeing Board has identified that Slough has an issue with working age adults with that are overweight, obese and inactive. As a result of this, there is a large population with South Asian heritage that are at risk diabetes.

The smoking rate is high compared to other areas (16.6% in Slough vs 11.2% in Windsor and Maidenhead / 10.9% in Surrey). The knock-on effects include the higher rates of smoking-related hospital admissions (1,847/100,000 in Slough vs 1,051/100,000 in Windsor and Maidenhead).

Slough also has high rates of un-diagnosed hypertension and chronic obstructive pulmonary disease (COPD) (and to a lesser extent, undiagnosed diabetes and atrial fibrillation) which all contribute to the high rates of emergency adult admissions overall.

Slough has more than twice the death rate than the England average and this is strongly related to high rates of historically undiagnosed or poorly managed diabetes, hypertension and smoking.

In addition, a smaller number of working age people in Slough experience high rates of TB (almost unseen outside of London), late diagnosed HIV, substance misuse and mental health problems which are also important markers of social disadvantage and stigma.

Older people in Slough have higher rates of social isolation with more pensioners living alone (42.5% vs 26.3% in WHR and 31.5% in England). Social isolation is associated with both poorer mental and physical health.

The Slough Wellbeing Board

The Slough Wellbeing Board was formally established as a statutory committee of the council in April 2013; in accordance with the legislation passed in the Health and Social Care Act 2012.

The purpose of the Slough Wellbeing Board is to:

- Improve health and wellbeing
- Reduce gaps in life expectancy across Slough
- Focus on the wider determinants of health, such as education and training, housing, the economy and employment and
- Commission better, more integrated and efficient health and social care services.

The Slough Wellbeing Board has a commitment to openness and transparency in the way that the Board carries out its work and is accountable to local people. This includes a commitment to annually review progress against the Board's ambition to reduce health inequalities and improve health and wellbeing outcomes across the town.

This annual report sets out a review of the Wellbeing Board's progress over the last year and sets the context for the work of the Board during the year ahead.

The Board has a series of statutory responsibilities duties which are set out at Appendix 1.

Membership

The current membership of the Board (as of April 2019) is:

- Slough Borough Council
- NHS
- Slough Clinical Commissioning Group
- Slough Children's Services Trust
- Healthwatch Slough
- Thames Valley Police
- Royal Berkshire Fire and Rescue Service
- Slough Council for Voluntary Service
- Business sector
- Slough Youth Parliament

Decision making

The Board is subject to the same openness and transparency rules as other committees of the council. All meetings are held in public and all of its agendas, reports and decisions are available to view on the council's website. The Board is also subject to scrutiny through the council's Health Scrutiny Panel.

Sharing Information

The Board has an Overarching Information Sharing Protocol, which is updated annually, to ensure information between member organisations is shared consistently and securely.

How the Wellbeing Board works with the key partnership groups in Slough

The Board works closely with the following:

- Health and Social Care Partnership Board
- Safer Slough Partnership
- Slough Local Safeguarding Children's Board

- Slough Adult Safeguarding Board
- Joint Parenting Panel
- Early Help Partnership Board
- Special Educational Needs and Disabilities (SEND) Partnership Board

Each of these partnerships contributes to the delivery of various aspects of the Slough Wellbeing Strategy. Updates on their work have been included in the 'Wellbeing Strategy Priorities' section of this report.

The Wellbeing Strategy 2016 – 2020 explains there is a wider partnership network operating across the town which the Board is seeking to better coordinate. The Board has a Protocol between it and the council's Health Scrutiny Panel and Healthwatch Slough. It sets out the respective roles and statutory responsibilities of each of these bodies and provides a framework for handling key issues and information between them in light of their individual functions.

Highlights of the Wellbeing Board 2018-19

Partnership Conference – October 2018

The 2018 annual partnership conference focused on tackling inequalities across Slough to improve health and wellbeing outcomes for our population.

The purpose of the conference was to:

- Share success;
- Understand health inequalities in Slough;
- Consider how the wider determinants of health impact on delivery of the priorities in the Slough Wellbeing Strategy;
- Review the role of the Slough Wellbeing Board and wider partnership network to deliver better outcomes for Slough.

Members gave their feedback on some of the key themes which came through from the event which included the need to communicate effectively to help partners and other organisations in Slough be well informed; ensure the governance arrangements were in place to improve the connections between operational activity; and the importance of being able to measure and track the progress of long term interventions.

Away Day – January 2019

Following up from the outcomes of the Partnership Conference, the Wellbeing Board and its partners held an away day in January to:

- Understand the key issues facing Slough
- Identify common priorities
- Develop a One Vision and Plan for Slough to make a difference together

The away day was useful in bringing key partners together and had confirmed the collective desire for closer working as a partnership network and system to deliver better health and wellbeing outcomes for Slough.

A useful set of principles and areas of focus were agreed to inform closer collaboration. The Wellbeing Board welcomed and considered the outcomes of the away day, in particular to identify one or two key issues to focus on over the coming year.

Priorities in the Wellbeing Strategy 2016-2020

The section below sets out highlights of the work undertaken against the four priorities of the Wellbeing Strategy 2016 – 2020.

Priority 1 – Protecting vulnerable children

The Board looked at a range of issues that helped protect vulnerable children. Specifically the Board looked at oral health in children and immunisation and screening in Slough. Both of these areas cover both Priority 1 – Protecting vulnerable children, and Priority 2 – Increasing Life Expectancy by focusing on inequalities.

The Board also reviewed the annual report of the Slough Local Safeguarding Children's Board for 2018-19. A major development for the Safeguarding Children Board in this period was the establishment of the Slough Safeguarding Executive Board where senior managers from the core agencies, Slough Borough Council, Thames Valley Police and the Clinical Commissioning Group to ensure common and coordinated approaches.

Oral Health

Oral health was an important 'marker' of health inequality and was linked to deprivation. There was particular concern about oral health of children in Slough with 41.5% of children having one or more decayed teeth compared to 23.3% in England.

The levels of decay were higher than would be expected taking into account Slough's deprivation and there were therefore other factors such as culture and language which influenced the position. The Council was taking action to address the issues and the evidence indicated that the greatest impact would be by focusing on oral health in children.

The Board noted the current oral health initiatives which included the oral health promotion project provided by Oxford Health NHS Foundation Trust; "Starting Well" initiative; Active Movement; and the Healthy Early Years and Healthy Schools coordinators. The "Starting Well" scheme had received £85,000 from NHS England and initially linked six schools in the most deprived wards with local dental practices. There were open days for families and it was considered that investing early would deliver long term results. It was hoped that funding could be secured for a further year and that the work could be embedded.

Priority 2 – Increasing life expectancy by focusing on inequalities

As discussed above, the Board did review a range of issues that cover both vulnerable children and health inequalities.

Frimley Health and Care Integrated Care System (ICS)

Local Authorities and local health organisations are working together as the Frimley ICS to provide a joined up health, care and wellbeing system. The Board received regular updates on the progress being made to deliver Frimley ICS' system operating plan.

We will produce a single system Operational Plan for 2019-20 which reflects the development of our Integrated Care System, partnership working and includes our Organisational and Local Place based Priorities, building upon the 2018-19 ICS Operational Plan. The coordinated operational system will assist in tackling health inequalities.

Tackling Slough's Health Inequalities and Wider Determinants of Health

Slough Borough Council introduced a report on health inequalities in Slough and how wider social factors affected health. The wider determinants of health were a key theme at the partnership conference on 4 October and the Board hoped it would be a focus of the Frimley Health and Care Integrated Care System (ICS).

The Board welcomed the presentation and agreed that addressing issues relating to the wider determinants of health was central to the work of health and wellbeing boards. The issue was health inequalities and the wider determinants of health were also the focus of the 2018 Partnership Conference and the Away Day in January 2019.

Leisure Strategy

In September, the Board received an update on the 2014 Leisure Strategy. This was a five year strategy aimed at improving the health of the people of Slough by providing them with a wider range of physical and social activities. The Board was pleased to note that the four key priorities of the strategy had been delivered.

- A new core leisure offer by investing in new and refurbished facilities: £62m had been invested in Arbour Park, the Ice Arena, Salt Hill Activity Centre and Langley Leisure Centre refurbishments and the new leisure centre on Farnham Road. The capital programme had been delivered on time and budget.

- A network of free and accessible facilities in neighbourhood parks and open spaces: 18 new green gyms and trim trails in local parks, six new and refurbished multi-use games areas, a parkour park and cricket facilities had been provided.
- A comprehensive programme of accessible opportunities for residents to participate in regular physical activity: The 'Get Active' programme offered over 80 sport and physical activity sessions weekly had been delivered. The evidence showed this programme was particularly effective in engaging females, children and people aged between 25- 44 years old.
- Procure a new leisure operator to manage the new core leisure facilities: Everyone Active had been contracted to manage and operate Slough Wellbeing Board - 26.09.18 four of the new Council leisure facilities with an estimated saving to the Council of over £15m in the next ten years. The provider indicated that there had been circa 60,000 additional visits to Montem Leisure Centre compared to 2017/18.

In 2019-20 the Board will be asked to contribute to the development of the new Leisure Strategy for the next five years.

First Annual Report on Immunisation and Screening in Slough

In March 2019, the board received the Annual Report on Immunisation and Screening in Slough. Historically, Slough has had some of the lowest uptake of screening and immunisation programmes in the South East of England, contributing to poor health in both adults and children and our health inequalities.

The aim of the annual report is to outline the picture of immunisations and screening in Slough, their current provision, the challenges and opportunities and future plans. The findings in the report will be used to assist the Wellbeing Board in 2019-20 in reducing health inequalities.

The report highlighted some recent successes that have benefitted the local population include programmes to increase uptake and improvements to data quality for closer monitoring of progress. A GP toolkit has been developed with tips and advice for primary care colleagues to improve immunisation uptake for their patients. The toolkit is implemented in many practices across Slough.

Data on immunisations delivered in primary care are now auto-extracted from the clinical record and entered electronically on the Child Health Information System which is not only more efficient but has also improved the accuracy of the data. Slough Borough Council, the school immunisation provider and NHS England have worked together to agree how they will address cultural and language barriers to further improve uptake in groups with lower historic vaccination rates.

The report is already proving to be a useful catalyst for bringing together key organisations and stakeholders who recognise the significant need identified within the Annual Report and to consider the most effective approach to action. The Report has provoked challenge at a system, place and locality level.

Priority 3 – Improving mental health and wellbeing

In 2018-19, the board placed considerable focus on mental health and wellbeing campaigns through social media campaigns and events.

#BeRealistic

The board's first social media campaign #BeRealistic focused on obesity. The aim of the campaign is to improve the health and wellbeing of Slough residents by encouraging small

positive changes in lifestyle and achieving and maintaining a healthy weight. The message was promoted by creating a webpage on the Slough website (www.slough.gov.uk/berealistic), social media campaigns via Twitter and Facebook and linking the campaign to all related events.

#ReachOut

The aim of this campaign is to improve the health and wellbeing of Slough residents by encouraging people to 'reach out' and seek help and support if they are feeling lonely or socially isolated; as well as offer advice to people wanting to help those who are lonely or isolated. Loneliness is a bigger problem than simply an emotional experience. It is seen by many as one of the largest health concerns we face and affects all local services.

The official #ReachOut launch took place on 1 August 2018 at the Salt Hill Park Playday. The event was an ideal opportunity to incorporate the ideas of reducing social isolation and loneliness in the borough with a social event for the whole family.

It was very well attended, with numerous stallholders from the voluntary and statutory sector including Thames Valley Police, Royal Berkshire Fire and Rescue Service, The Curve, Healthwatch Slough and groups including Aik Saath and Home-Start Slough, who have received Red Cross funding to reduce loneliness amongst new mothers.

#NotAlone

Building on the #ReachOut campaign the #NotAlone campaign was launched on Mental Health Day October 2018 to remind the community they are 'not alone' and they can seek support and help if they are experiencing mental health issues. The campaign signposts people to organisations and charities that can offer assistance or advice. Or if someone thinks they know someone who needs assistance, they can use this information to pass on.

A number of events have been held in Slough, bringing people together with diverse backgrounds to share their experience and find common ground. The events have been well attended and SBC has had direct face to face contact with around 640 people from different groups across the community. A number of useful resources have been added to the website and a Twitter campaign has been running along side the #NotAlone campaign.

Priority 4 – Housing

The Board received information about the work of the newly established Homelessness and Rough Sleeping Task and Finish Group.

The Board also considered a report about the current homelessness and rough sleeping situation in the borough. The report included the draft 'Single homeless and rough sleeping reduction plan' which was part of the Homelessness Prevention Action Plan 2018-2023.

The Wellbeing Board set up a Task and Finish Group to oversee Slough's approach to rough sleepers and to ensure that the partnership is fully engaging sufficiently to support the work which the Council and the voluntary sector are doing.

In November 2018, the Board received a report that provided an update on the following issues:

- Recent activity to tackle rough sleeping across Slough
- The strategy that is being developed to help prevent people from becoming homeless in the first place;
- Information on the 2018 Winter offer for rough sleepers
- Other work underlay that is connected to rough sleeping.

Statutory Responsibilities

Joint Strategic Needs Assessment (JSNA)

The Board has a statutory responsibility to undertake a Joint Strategic Needs Assessment (JSNA) for the town. The JSNA is an assessment of the current and future health and social care needs of Slough's population and the factors affecting their health, wellbeing, and social care needs. It brings together information from different sources and partners to create a shared evidence base, which supports service planning, decision-making, and delivery.

The JSNA presents key headlines from the most recent analysis of the data and includes population change, population groups, wider determinants of health (employment, housing, education, environment), health conditions and causes of death, lifestyles and service use. Supporting this information are ward profiles and links to Slough's Clinical Commissioning Groups profiles for those who require more detail.

A summary document is also produced each year drawing attention to key facts and figures, and highlighting priority issues for Slough. The JSNA is a continuous process and is updated as additional information becomes available, to support evidence-based commissioning and highlight gaps and areas for future work. A refresh of the JSNA is currently underway and will be published later this year.

Joint Wellbeing Strategy

The 2016-20 Strategy was developed following a review of the 2013-2016 Strategy and after a renewal of the borough's JSNA in 2016. It is being used to prioritise and underpin the work of the Board and its four priorities for the town are:

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing
4. Housing

Pharmaceutical Needs Assessment (PNA)

The Board has a statutory responsibility to undertake a Pharmaceutical Needs Assessment (PNA) every three years. The PNA aims to review the current pharmaceutical services for Slough and identify any gaps in provision through assessment, consultation and analysis of current and future local need.

Integration / Partnership Working

Throughout 2018/19 the Board has continued to oversee the development and delivery of a number of ambitious plans for local health and social care integration which underpin the town's health and wellbeing ambitions for the next five years.

These plans have provided the Board with a unique opportunity to drive forward its health and social care integration aspirations.

Frimley Health and Care Sustainability and Transformation Partnership

During the year, the board received updates from the Frimley Health and Care Integrated Care System and its progress in developing a single system Operating Plan for 2019/20.

The Board discussed various matters relating to the progress of the ICS including the priority given to prevention in the draft Operational Plan, the role of the Alliance Board and the engagement of local authority partners in the ICS. While it was recognised that good progress had been made in a number of areas, more work was needed to ensure that funding followed the agreed priorities such as prevention and tackling health inequalities.

Better Care Fund

In July 2018 the Board received and considered the summary of the Better Care Fund programme activity and outturn position for 2017-18.

The Better Care Fund programme is developed and managed between the local authority and CCG together with other delivery partners aims to improve, both directly and indirectly, the wellbeing outcomes for the people of Slough in the areas of:

- Increasing life expectancy by focussing on inequalities and
- Improving mental health and wellbeing.

Overall the activities within the BCF programme have continued to support and invest in areas of integrated care between NHS and adult social care services in Slough where they deliver better outcomes for residents and demonstrate effective use of funding by keeping people well and in the community, avoiding non-elective admissions to hospital where possible and supporting people home quickly if they go to hospital.

Safeguarding

The Board reviewed the Slough Adult Safeguarding Board and Slough Local Safeguarding Children's Board annual reports for 2017-18.

The Board discussed the proposed multi-agency safeguarding partnership arrangements in Slough which would further strengthen the links between the two bodies as it was recognised that there was significant commonality of membership, processes and core safeguarding issues. While the two boards would remain separate as statutory boards, it was proposed that their meetings would be coordinated, there would be a single safeguarding business plan and shared sub-groups. The Board was very supportive of the principle of improving the joint working between the two boards.

Conclusion

This annual report summarises the work of the board to improve health and wellbeing outcomes for people living in Slough throughout 2018/19. The approach is one founded on strong partnership working and an understanding that the challenges facing health and social care are too great for any single organisation to tackle alone.

Members of the board are committed to working together to ensure Slough has the right strategic plans and partnership arrangements to face these challenges.

During the course of 2019-20 the board will continue to review and strengthen its partnership structures and governance arrangements to build on the work that has been done to date to improve the health and wellbeing of local people.

The board will use the findings of this Annual Report to review progress against the priorities in the Wellbeing Strategy and check that these remain the right areas of focus for the year ahead. It will refresh these priorities and the Strategy where appropriate if the data and local context suggest that this is necessary.

The Slough Wellbeing Board will also consult on any changes that are required and will invite input from partners and stakeholders.

Appendix 1 – Statutory Responsibilities

The Wellbeing Board has the following statutory responsibilities (as set out in the Health and Social Care Act 2012):

- To prepare and publish a Joint Strategic Needs Assessment (JSNA) of the health needs of the people of Slough.
- To prepare and publish a Joint Health and Wellbeing Strategy (JHWS) for Slough.
- To give its opinion to the Slough Clinical Commissioning Group (the CCG) as to whether their Commissioning Plans adequately reflect the current JSNA and JHWS.
- To comment on sections of the CCG's Annual Report which describe the extent of the CCG's contribution to the delivery of the JHWS.
- To give its opinion, when requested by the NHS Commissioning Board, on the CCG's level of engagement with the Board, and on the JSNA and the JHWS.
- To encourage integrated partnership working between organisations that plan and deliver health and/or social care services for local people in the area.
- To work with partners to identify opportunities for future joint commissioning.
- To lead on the signing off of the Better Care Fund Plan (BCF).
- To publish and maintain a Pharmaceutical Needs Assessment (PNA).
- To give its opinion to the council on whether it is discharging its duty to have regard to any JSNA and JHWS prepared in the exercise of its functions.
- To ensure that strategic issues arising from Slough's Adult Safeguarding Board and Local Safeguarding Children's Board inform the work of the Board.
- To receive the annual reports from the Slough's Adult Safeguarding Board and Local Safeguarding Children's Board and ensure that partners respond to issues pertinent to the Board.
- To exercise any council function which the council delegates to it.

Appendix 2 – Members of Slough Wellbeing Board 2018/19

- Councillor Natasa Pantelic (Chair) SBC Lead Member for Health and Social Care
- Dr Jim O'Donnell (Vice-Chair) East Berkshire Clinical Commissioning Group, Slough Locality
- Cate Duffy, Director of Children, Learning and Skills, SBC
- Superintendent Sarah Grahame, Thames Valley Police
- Lisa Humphreys, Slough Children's Services Trust
- Ramesh Kukar, Slough Community and Voluntary Sector
- Tessa Lindfield, Director of Public Health
- Councillor Mohammed Nazir, SBC Lead Member for Corporate Finance & Housing
- Lloyd Palmer, Royal Berkshire Fire and Rescue Service
- Colin Pill, Slough Healthwatch
- David Radbourne, NHS England
- Raakhi Sharma, Slough Youth Parliament
- Alan Sinclair, Director of Adults & Communities, SBC
- Josie Wragg, Chief Executive, Slough Borough Council

WELLBEING BOARD WORK PROGRAMME 2018/19**9 May 2018**Items for Action/Discussion

- Feedback on the #BeRealistic campaign
- Draft SWB Annual Report for 2017/18

Themed Discussion

- Interim Director of Public Health's Annual Report 2017/18 (Draft): The natural environment

18 July 2018Items for Action/Discussion

- Frimley Health and Care Integrated Care System
- #BeRealistic Campaign Update
- #Reach Out Campaign: Progress Report
- Refreshed Terms of Reference and Update on the Recruitment of Two Business Representatives
- Arrangements for the 2018 Partnership Conference

26 September 2018Items for Action/Discussion

- Integrated Care System Update
- Refresh of Local Transformation Plan of the Children and Young People Mental Health and Wellbeing (East Berkshire)
- Tackling Slough's Health Inequalities and Wider Determinants of Health
- Delivering the Next Phase of the Leisure Strategy

20 November 2018

Items for Action/Discussion

- Integrated Care Systems (ICS) Update and Findings of the 'Your views matter: the big conversation' survey
- Annual Reports of the Slough Adult Safeguarding Board and Slough Local Safeguarding Children Board
- Oral Health in Slough's Children
- Outcome of 2018 partnership conference

14 January 2019

Items for Action/Discussion

- Frimley Health and Care Integrated Care System: Draft Operational Plan 2019/20
- Slough Clinical Commissioning Group Annual Report 2019/20

Themed Discussion

- Mental Health: Review of Impact of the #NotAlone Campaign and Shape of the Next Stage of the Campaign

26 March 2019

Items for Action/Discussion

- Terms of Reference, Membership and Outcome of January Away Day
- Frimley Health and Care Integrated Care System Update
- Thames Valley Police – Drug Diversion Programme
- First Annual Report on Immunisation and Screening in Slough
- Director of Public Health's Annual Report 2018/19

Themed Discussion

- Wider Determinants of Health – Priorities for Slough

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SLOUGH BOROUGH COUNCIL

REPORT TO: Council **DATE:** 23rd July 2019

CONTACT OFFICER: Sushil Thobhani, Service Lead Governance
(01753) 875017

WARD(S): All

**PART I
FOR INFORMATION****APPOINTMENT TO DIRECTOR OF TRANSFORMATION – NEW POST****1 Purpose of Report**

To advise the Council of a significant officer appointment in relation to its Transformation Programme.

2 Recommendation

The Council is requested to note that on 10th June 2019 the Council's Senior Management Team was changed to include a new chief officer post of Director of Transformation.

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

The Transformation Programme will deliver a new Operating Model for the Council and directly support all aspects of the Slough Joint Wellbeing Strategy's priorities as set out below:

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing
4. Housing

Other Implications**(a) Financial**

Funding for the new post is earmarked in the budget.

(b) Human Rights Act and Other Legal Implications

The Officer Employment Rules provide that the Appointments Sub Committee will appoint chief officers, and that no offer of employment to a chief officer shall be made where a material and well founded objection has been received from any member of the Cabinet.

5 Supporting Information

- 5.1 At its meeting on 15th April 2019, Slough's Cabinet approved a Transformation Programme, and delegated to the Chief Executive, following consultation with the Leader of the Council and the relevant Lead Member, authority for its delivery and implementation.

- 5.2 The business case attached to the Cabinet report envisaged the creation of an implementation team. This team is to be led by a new Director of Transformation that was planned to be in place by the end of July. It also identified both the cost and the budget for the team.
- 5.3 Decisions about the senior management structure and salary packages over £100,000 would normally be made by full Council. Following this route would have put at risk recruiting to the post of Director of Transformation by the end of July as envisaged by the Cabinet report.
- 5.4 The Chief Executive has powers under Part 3.6 para 1.4 of the Constitution to exercise council functions where the matter is urgent. Putting in place the leadership of the Programme and adhering to its agreed timetable was considered urgent.
- 5.5 Awaiting determination of these matters by full Council at the end of July, and the consequent delay to the recruitment to the post (in all likelihood until September) was considered not to be in the Council's interests and to have put at risk delivery of the savings promised by the transformation programme.
- 5.6 The Chief Executive consulted the Leader, the Lead Member for Transformation and the Leader of the Opposition prior to taking this decision.
- 5.7 On 25th June 2019 the Appointment Sub Committee met and following interview resolved to offer the new post to Joe Carter. No objections having been received from any member of the Executive, Mr Carter will take up his new post in late July 2019.

6 **Background Papers**

None.

SLOUGH BOROUGH COUNCIL**REPORT TO:** Council**DATE:** 23rd July 2019**CONTACT OFFICER:** Catherine Meek
(For all enquiries) Head of Democratic Services
(01753) 875011**WARD(S):** All**PART I**
FOR DECISION**APPOINTMENTS TO COMMITTEES, PANELS AND OUTSIDE BODIES****1. Purpose of Report**

To appoint to vacancies on various committees, panels and outside bodies and to inform the Council of the appointments made to casual vacancies under Procedure Rules as at Part 4.1 Paragraph 1.2 (vi).

2. Recommendations

The Council is requested to resolve:

- (a) That appointments be made to the vacancies on Committees, Panels and Outside Bodies in accordance with the nominations of political groups as at paragraph 4.2 of this report.
- (b) That the Council nominate a deputy member to join the Thames Valley Police & Crime Panel as at paragraph 4.3 to 4.5 of the report.
- (c) That the appointments to casual vacancies on committees under Procedure Rules as at Appendix A of this report be noted.
- (d) That the appointments to outside bodies as at Appendix B of this report be noted.

3. Slough Joint Wellbeing Strategy and Five Year Plan Priorities

Effective, transparent and equitable decision making processes are an essential pre-requisite to the delivery of all the Council's priorities.

4. Other implications**(a) Legal Implications**

The recommendations within this report meet legal requirements (primarily the Local Government Housing Act 1989 and associated regulations).

(b) Financial Implications

There are no other workforce, financial or other implications arising from this administrative report.

4. **Supporting Information**

Appointments to Committees, Panels and Outside Bodies

- 4.1 Appointments to Committees, Panels and Outside Bodies were approved by Annual Council on 16th May 2019. A number of changes have since been made arising from either vacancies or resignations. The Service Lead for Governance has approved a number of appointments made to casual vacancies under Procedure Rule as at Part 4.1 Paragraph 1.2 (vi). These are set out in Appendices A and B for the Council to note.
- 4.2 There are still several vacancies to Committees and Outside Bodies and the Council is requested to make nominations to the following:
- Joint East Berkshire Health Overview & Scrutiny Committee – 3 Members and 3 Deputies are required. The Joint Committee has not met in recent years, however, it is possible that it will be convened, as required, now that East Berkshire Clinical Commissioning Group has been established following the mergers of the CCGs covering Slough, Windsor & Maidenhead, Ascot and Bracknell.
 - Investigating and Disciplinary Committee – there is a vacancy for 1 Conservative Member to be appointed to the Committee which would, if required, deal with disciplinary matters relating to the relevant officers (the Chief Executive / Head of Paid Service, Monitoring Officer and Chief Finance Officer).
 - Appeals Committee – there is a vacancy for 1 Conservative Member to be appointed to the Committee which would, if required, deal with disciplinary matters short of dismissal relating to the relevant officers (the Chief Executive / Head of Paid Service, Monitoring Officer and Chief Finance Officer) .
 - Standing Advisory Council on Religious Education – there is a vacancy for 1 Conservative Member to be appointed.
 - Outside Bodies – there are vacancies for the following positions:
 - Deputy Member on the Slough Urban Renewal Board (following the resignation of Councillor Sabah).
 - 1 member on Slough Safeguarding Adults Partnership Board (to join Councillor Pantelic).

Thames Valley Police & Crime Panel

- 4.3 At the Annual Council meeting, Councillor Nazir, as Lead Member for Housing & Community Safety was appointed to the Thames Valley Police & Crime Panel. Since the meeting, the Panel has invited the Council to nominate a deputy Member to the Panel.

4.4 The Panel examines and reviews how the Police and Crime Commissioner for Thames Valley, Anthony Stansfeld, carries out his responsibilities of ensuring that Thames Valley Police runs effectively. The Panel also has a role to support the Commissioner in his work. It is made up of one councillor from each of the 18 local authorities in the Thames Valley, as well as two independent co-opted members.

4.5 The Council is invited to nominate Slough Borough Council's deputy Member to be appointed to the Panel.

5. **Conclusion**

5.1 The Council is requested to note and approve the appointments to committees, panels and outside bodies as set out in this report.

6. **Appendices**

- A) Summary of Appointments to Committees and Panels
- B) Summary of Appointments to Outside Bodies

7. **Background Papers**

None.

COUNCIL, 23rd JULY 2019**SUMMARY OF APPOINTMENTS TO COMMITTEES, PANELS**

Appointments made to casual vacancies under Procedure Rule as at Part 4.1 Paragraph 1.2 (vi) for the Council **to note**:

	Current/previous appointment	Appointment(s)
Employment & Appeals	Rasib	Hussain
Trustee Committee	Pantelic	Swindlehurst
Neighbourhoods & Community Services Scrutiny Panel	Ali	Matloob
SACRE	H. Cheema	Gahir
Member Panel on the Constitution	Vacant	Wright

	Current/previous appointment	Appointment(s)
Berkshire Local Transport Body	Vacant	Swindlehurst

COUNCIL, 23rd JULY 2019**SUMMARY OF APPOINTMENT TO OUTSIDE BODIES**

Appointments made to casual vacancies under Procedure Rule as at Part 4.1 Paragraph 1.2 (vi) for the Council **to note**:

	Current/previous appointment	Appointment(s)
<u>LEVEL 1</u>		
Berkshire Local Transport Body	Vacant	Swindlehurst

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SLOUGH BOROUGH COUNCIL**REPORT TO:** Council **DATE:** 23rd July, 2019**CONTACT OFFICER:** Shabana Kauser
(For all enquiries) Senior Democratic Services Officer
(01753) 787503**WARD(S):** All**PART I**
FOR DECISION**MOTIONS SUBMITTED TO COUNCIL UNDER PROCEDURE RULE 14**

The following motions have been received in accordance with Council Procedure Rule 14:-

A) Climate Change

(Moved by Councillor Swindlehurst, seconded by Councillor Anderson)

“This Council notes the UK Government and Local Government Association’s declaration of a national ‘climate emergency’, recognises that there is a growing urgency for national and international action to combat climate change, and commits to developing a Climate Change Strategy and Action Plan that will address the causes and consequences of climate change in Slough by tackling 5 key objectives:

- Reducing emissions from our estate and operations
- Reducing energy consumption and emissions by promoting energy efficiency measures, sustainable construction, renewable energy sources, and behaviour change
- Reducing emissions from transport by promoting sustainable transport, reducing car travel and traffic congestion, and encouraging behaviour change
- Reducing consumption of resources, increasing recycling and reducing waste
- Supporting council services, residents and businesses to adapt to the impacts of climate change.”

B) Anti-Semitism

(Moved by Councillor Smith, seconded by Councillor Strutton)

This Council expresses alarm at the rise in anti-Semitism in Britain, and resolves to:

- a) Endorse Labour Leader, Cllr. Swindlehurst’s, statement in relation to the Slough Labour Party dated May 2019, as follows:

‘I always have and will continue to condemn anti-Semitism and discrimination in any form. It is a scourge and should be called out and rooted out wherever it is found in our society.

There is no space for anti-Semitism to exist or be perpetuated within Slough Labour Party'.

- b) Acknowledge anti-Semitism as a fundamental issue and hereby adopt the International Holocaust Alliance's definition of anti-Semitism;

'Anti-Semitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of anti-Semitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities'.

- c) Write to Slough MP Tan Dhesi, requesting him to lobby Jeremy Corbyn to follow Slough Labour Party's lead in taking action against anti-Semitism.
- d) Welcome cross-party support within the Council to challenge anti-Semitism in all its manifestations. Furthermore, as a consequence of rising anti-Semitism, commit to promoting religious harmony and tolerance through Slough's Standing Advisory Committee on Religious Education (SACRE) to combat anti-Semitism.
- e) Withdraw Slough Borough Council funding from any organisation that practices or tolerates Anti-Semitism.