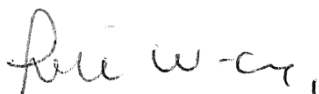


Date of issue: Monday, 6 January 2020

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Plenty (Chair), Wright, Ajaib, Gahir, M Holledge, Hulme, Matloob, Minhas and S Parmar) <u>Non-Voting Co-Opted Members</u> Manvinder Matharu (Residents Panel Board) Trevor Pollard (Residents Panel Board) Dave Watkins (Resident Panel Board)
DATE AND TIME:	TUESDAY, 14TH JANUARY, 2020 AT 6.30 PM
VENUE:	COUNCIL CHAMBER - OBSERVATORY HOUSE, 25 WINDSOR ROAD, SL1 2EL
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	JANINE JENKINSON 01753 875018

NOTICE OF MEETING

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



JOSIE WRAGG
Chief Executive

AGENDA

PART 1

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

Apologies for absence

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
CONSTITUTIONAL MATTERS			
1.	Declarations of Interest <i>All Members who believe they have a Disclosable Pecuniary or other Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 4 paragraph 4.6 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed.</i>	-	-
2.	Minutes of the last meeting held on 28th November 2019	1 - 6	-
3.	Member Questions <i>(An opportunity for panel members to ask questions of the relevant Director / Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated.)</i>	-	-
SCRUTINY ISSUES			
4.	Housing Rents and Service Charges Update	To follow	All
5.	Western Rail Link to Heathrow - Transport Modelling of Proposed Closure of Hollow Hill Lane	7 - 14	Colnbrook with Poyle; Foxborough; Langley Kedermister
6.	Airbnb Licensing	15 - 20	All
7.	Five Year Plan - Outcome 4 Update	21 - 60	All
8.	Food Poverty Task and Finish Group Update	61 - 66	All
ITEMS FOR INFORMATION			
9.	Neighbourhoods and Community Services Scrutiny Panel 2019/20 Work Programme	67 - 70	-
10.	Members' Attendance Record 2019/20	71 - 72	-
11.	Date of Next Meeting - 27th February 2020	-	-

Press and Public

Attendance and accessibility: 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 any items in the Part II agenda are considered. For those hard of hearing an Induction Loop System is available in the Council Chamber.

Webcasting and recording: The public part of the meeting will be filmed by the Council for live and/or subsequent broadcast on the Council's website. The footage will remain on our website for 12 months. A copy of the recording will also be retained in accordance with the Council's data retention policy. 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.

In addition, the law allows members of the public to take photographs, film, audio-record or tweet the proceedings at public meetings. Anyone proposing to do so 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.

Emergency procedures: The fire alarm is a continuous siren. If the alarm sounds Immediately vacate the premises by the nearest available exit at either the front or rear of the Chamber and proceed to the assembly point: The pavement of the service road outside of Westminster House, 31 Windsor Road.

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Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Thursday, 28th November, 2019.

Present:- Councillors Plenty (Chair), Wright (Vice-Chair), Ajaib, Gahir, M Holledge, Hulme, Matloob, S Parmar and Pollard

Also present : Mr Pollard (Residents Panel Board)

Apologies for Absence: Councillor Minhas

Absent: Mr Matharu and Mr Watkins

PART 1

31. Declarations of Interest

Agenda item 5 – Low Emissions Strategy Update (EV Network & Car Clubs)

Councillor Gahir declared an interest in that he was a taxi driver.

32. Minutes of the last meeting held on 31 October 2019

Resolved: That the minutes of the meeting held on 31 October 2019 be approved as a correct record.

33. Member Questions

Members noted the tabled responses to the two Member questions in relation to Airbnb and Indices of Multiple Deprivation (IMD).

In relation to Airbnb, a Member stated that there were 169 planning violations but it appeared that no action had been taken.

Members considered the response to the IMD question and discussed concerns in relation to crime, barriers to housing and services and those areas of Slough that had historically been deprived but were not listed. A Member indicated that it would be beneficial to hear what action the Council had taken in areas that had been 'deprived' for 10 years, such as Britwell and Chalvey, and how effective that action had been.

Resolved – That

(a) reports on Airbnb and IMD be submitted to the Panel; and

(b) the responses to the Members' questions, as tabled, be noted.

34. Food Hygiene

The Panel received a report which provided information on the hygiene risk rating of food businesses and the Food Standards Agency (FSA) Food Hygiene Rating Scheme and reassessment of scores.

Levine Whitham, Food and Safety Manager, gave a presentation which outlined the content of the report. Members made comments and asked a series of questions which were responded to as follows:-

- In terms of low risk premises, the Food Standards Agency advice was that alternative enforcement strategies, such as a questionnaire, could be used;
- Retailers were permitted to sell products that had gone past their 'best before' date on a reduced basis but not after the 'sell by' or 'use by' date due to the microbiological risk. It was expected that a consumer would check products such as fresh fruit and vegetables prior to purchase;
- 100% of Category B and C inspections would be completed by February 2020;
- Premises/ businesses could only be closed down via a Court Order and evidence was required of a public health risk. A Hygiene Improvement Notice could be issued to premises if there were concerns. The officer emphasised that a business could still operate whilst it was the subject of investigation/ was going through the Court process but that the team would work with the business to make improvements.
- There were currently 6 part time inspectors and 2 contractors. The officer reassured Members that contractors appointed met the qualification criteria and explained that the first inspections undertaking were quality assured.

The Chair thanked the officers for their work in this area.

Resolved – That the report be noted.

35. Low Emission Strategy Update (EV Network and Car Clubs)

The Panel received a report which provided an update on the low emission strategy (LES) including electric car charging points and car clubs.

Jason Newman, Environmental Quality Team Manager, outlined the content of the report and tabled appendix B, Outline Low Emissions Delivery Plan, which had been omitted from the agenda pack. In response a Member's concern at the lack of car clubs and lack of provision for on street car charging points, he explained that funding for car clubs had been secured over a number of years and that it was intended to initiate the car club programme from 2020. The programme would run over several years and its success and expansion would depend on the level of funding secured. There had been discussions with a car club operator but to set up the car club will be costly and it is necessary to use capital borrowing. In terms of EV charging points, the officer advised that on street charging points were an issue due to energy supply and enforcement considerations if funding were to be pursued. Savio DeCruz, Service Lead – Major Infrastructure Projects, added that road space was an issue and that the Parking officers were looking into this.

A Member questioned whether charging points could be built into the existing infrastructure and was advised that, whilst the technology for a lamp post charging point did exist, that parking enforcement to enable car drivers wishing to park charge their car was a key factor. In addition, superfast

charging was now starting to be rolled out but not all EV cars would be able to use this technology; all new EVs would be able if their battery management system enabled them to use the technology.

In response to a Member's question, an officer advised that the current estimated cost of the low emission programme was over £10m and that, to date, Slough had secured S106 contributions just over £200,000 with a potential of a further £400,000-£1,000,000 in the pipeline. Whilst there was commercial interest in Slough to progress the programme, it was unlikely that all the Section 106 monies required would be secured to meet the full cost of the programme, and therefore there is a need for private/public funding initiatives, Government grants and capital borrowing.

A Member expressed concern that the strategy did not give any recognition to those individuals who used public transport, cycled or walked and suggested that it might be more beneficial to improve public transport in Slough. She added that those residents in poor quality housing without off street parking would not see any benefit. The officer acknowledged that modal shift away from the use of the car was required and was one of the main themes of the transport vision. The Service Lead – Major Infrastructure Projects added that there was 100% focus on public transport and that the vision was to have less parking, an MRT through the town centre, improved bus connectivity and services and more infrastructure for car clubs.

In response to Members questions and comments, the officers advised:-

- The Corporate Management Team had approved the recruitment of two members of staff to progress the following low emission programmes, electric taxis, EV charging network and car clubs;
- Grant funding of up to £500 is available to residents who wished to install an electric vehicle charging point via the Government's Homecharge scheme;
- Significant consultation on the Lansdown Avenue junction had been carried out and the closure was unlikely to be removed; there had been no casualties since the closure;
- The Council subsidised bus services in Slough by approximately £150,000 pa excluding concessions;
- A feasibility study on the possible introduction of a Clean Air Zone in Slough was being carried out in 2020, subject to funding.

Resolved – That the report be noted.

36. Local Plan Update

The Panel received a report which provided an update on the review of the Local Plan for Slough.

Phillipa Hopkins, Principal Policy Planner, outlined the content of the report and progress on key elements in the emerging spatial strategy (interim framework for the centre of slough, Heathrow Airport Expansion, the

consideration of the northern expansion in the submission of the Chiltern Local Plan, and the reduction in the housing supply).

One Member asked what had changed that there was a five year supply and now there wasn't. The officer explained this was a combination of reasons and the Housing Action Plan provided an analysis as to why Slough no longer had a five year housing land supply and strategic methods to remedy this. A Member questioned whether the lack of 5 year housing supply would mean the size of rooms and number of windows in accommodation would be compromised. The officer advised that she did not have detailed knowledge; this level of detail would be dealt with at Planning Application stage e.g. for the Case Officer to negotiate. The Permitted Development right to convert offices to residential did mean that there was less control, however. Detailed knowledge of this would require a development management expert. In response, another Member expressed the view that if an officer was unable to attend the meeting or provide detailed answers, the agenda item should be withdrawn.

Resolved: That the report be noted.

37. Housing Strategy Update Report

The Panel received a report which provided an update on the progress of the new Housing Strategy and presented the emerging themes. An appendix detailing the current waiting list size for Council accommodation was tabled. Colin Moone, Service Lead – Housing (People) Services introduced the report and reminded Members that the deadline for submission of their comments on the Strategy was Friday 6 December 2019. The aim was to complete the final strategy by March 2020. Maggie Rafalowicz, Housing Consultant, reiterated that comments on the strategy would be welcomed and once received the document would be updated. An action plan would also be produced. A Member requested the definitions of 'Slough Living Rent' and 'Affordable Rent' and in terms of affordability, figures in terms of the cost of a house in the borough and neighbouring boroughs compared to average income. The officer explained that in previous years, affordable housing was 80% of the market rent so a Slough Living rent was produced which was below market rent. He explained that the Council was not currently catering for key workers or young people and that a number of 'products' were required in order to meet the needs of the community. Land values may deter developers from coming to Slough as grant rates were lower than in London. He added that there was a housing problem in the Borough and therefore height and density of accommodation and the large private rented sector would need to be considered. The strategy suggested how housing issues could be addressed.

In response to a Member's question, the officer advised that some residents, including those that had found themselves homeless, had been housed in temporary accommodation outside the borough. Although it was not currently Council policy to house residents permanently out of borough, this policy was to be reviewed.

Resolved- That the report be noted.

38. Asbestos report (for information)

The Panel received a report which provided information on the current status of asbestos within the Housing Revenue Account Housing Stock and the number of properties where asbestos had been removed. In response to questions as to who carried out surveys and removed asbestos, Colin Moone, Service Lead – Housing (People) Services reassured the Panel that asbestos was dealt with by the Council's contractor, Osbornes, who were fully qualified in this field of work. If more specialist work was required, the Council would appoint appropriate licensed contractors. A representative of the Residents Panel Board requested details of the contractors / analysts undertaking surveys and asbestos removal and suggested that this be monitored regularly by the Panel.

Resolved - That the report be noted.

39. Forward Work Programme

The Panel reviewed the current work programme.

Resolved – That

- (a) a report on Airbnb be submitted to the next meeting of the Panel;
- (b) a report on Indices of Multiple Deprivation be submitted to the Panel in the next municipal year; and
- (c) the work programme be noted.

40. Members' Attendance Record 2019/20

Resolved – That, subject to noting that Councillor M Holledge was a member of the Panel, the attendance record be noted.

41. Date of Next Meeting - 14 January 2020

Chair

(Note: The meeting opened at 6.30 pm and closed at 9.04 pm).

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

Date 14th January 2020

CONTACT OFFICER: Savio DeCruz, Service Lead. Major Infrastructure Projects
(For all Enquiries) (01753) 875640
Ruth Leuillet, Senior Sponsor, Network Rail
07710 961181

WARD(S): Langley Kederminster/Foxborough/Colnbrook with Poyle

PART I

FOR COMMENT AND CONSIDERATION

**WESTERN RAIL LINK TO HEATHROW –TRANSPORT MODELLING OF
PROPOSED CLOSURE OF HOLLOW HILL LANE**

1. **Purpose of Report**

To provide an explanation of the decision by Network Rail for the routing choice for the rail lines for the Great Western Main Line and Western Rail Link to Heathrow at Langley; the decision to close Hollow Hill Lane and not provide a replacement; and permission in principle/ permissive rights for a road bridge over the rail line to futureproof proposed mitigation/ compensation.

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

2.1 The Panel is requested to note the report and comment on it.

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

Whilst not directly delivering the strategy's four health and wellbeing priorities, the Western Rail link would improve connections to Heathrow which would support the JSNA vision for Slough as a place where "People are proud to live, where diversity is celebrated and where residents can lead safe, fulfilling, prosperous and healthy lives."

3b. **Five Year Plan Outcomes**

Western rail and its appropriate mitigation in Langley are key elements of the following outcome of the Five Year Plan:

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

Two of the Council's four long term priorities for Outcome 5 are "Collaborate on the Heathrow Expansion" and "Encourage modal shift to sustainable forms of transport to reduce traffic congestion and emissions". One of the performance measures for Outcome 5 is the journey time from the town centre to the M4 Jn6.

4. **Other Implications**

(a) Financial

There are no direct financial implications of the proposed action; however, there are significant wider economic benefits from the implementation of the Network Rail proposed Western Rail Link to Heathrow. The project will support employment opportunities at Heathrow as well as provide a direct fast rail service to Heathrow for passengers and employees living in the Slough area.

A S106 planning obligation would secure funding for works to be undertaken to improve highway junctions in Langley or measures with equivalent effect at the discretion of the local highway authority. The requirement to safeguard/ permissive rights for a road bridge over the rail line in the future will also avoid the costs of negotiating this at a later date should mitigation being proposed as a result of modelling be insufficient in practise.

(b) Risk Management

There are no risk management implications arising from this report.

(c) Human Rights Act and Other Legal Implications

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

(d) Equalities Impact Assessment

No Equalities Impact Assessment has been undertaken as part of this update. However; Network Rail will need to assess as part of the Development Consent Order process the impact on local communities and the vulnerable in order to satisfy the Planning Inspectorate.

5. **Supporting Information**

WRLtH Scheme Overview

5.1 The Western Rail Link to Heathrow scheme objective is to provide direct access to and from Heathrow Airport Terminal 5 from the West, avoiding the need to interchange at London Paddington.

5.2 The journey time from Slough to Heathrow will be just 6-7 minutes. Four train services per hour have been specified with all trains planned to call at Reading, Slough, Heathrow Terminal 5 and London Paddington, and (alternately) additionally at either Twyford or Maidenhead.

Routing

5.3 The new rail link would leave the relief lines to the east of Langley station before diving down in to a cutting and passing under 3 new bridge decks which will support the Great Western Main Lines (GWML) above. There is then a short section of open cut/cut and cover tunnel before entering 4.5km of twin-bore tunnels which pass under the M4, M25 and Heathrow Airport before connecting to the existing stub tunnels at Terminal 5. A new embankment is constructed to the north of the GWML which carries the up-relief on a permanent basis and the down-relief on a temporary basis.

- 5.4 The current design and delivery methodology have been developed in order to minimise the risk of disruption on the GWML (except for 6 major track possessions over Christmas and Easter Bank Holidays).

The Development Consent Order Process

- 5.5 The scale and nature of WRLtH means it is considered a Nationally Significant Infrastructure Project (NSIP) and the decision to give consent to implement it must be given at a national level by the Secretary of State for Transport through the Development Consent Order Process.

The process for approval

- 5.6 As an NSIP there is a requirement to submit a Development Consent Order (DCO) to the Planning Inspectorate (PINS). After an examination PINS will submit a report with recommendation to the Secretary of State. The SoS will then have three months to consider whether to provide the consent for a statutory instrument to implement the scheme. The DCO is scheduled to be submitted to PINS by Spring 2020, subject to receiving a funding statement from the Department for Transport (DfT).

Traffic and transport assessment methodology

- 5.7 The Development Consent Order process requires the applicant to carry out and consult on an “Environmental Impact Assessment” or EiA. The EiA enables all parties to assess the likely significant social, economic and environmental effects of the proposal during construction and operation. This then allows for the scheme to integrate mitigation measures into the design and operation of any approved scheme in order that the benefits outweigh the negative impacts.
- 5.8 The Preliminary Environmental Information Report (PEIR) is an intermediate stage of the EiA process to allow for consultation on the developing proposals and methods for assessing impacts.
- 5.9 In response to the (PEIR) published by Network Rail for the Western Rail Link to Heathrow statutory consultation, Slough Borough Council advised that the Slough Borough Traffic Model should be used to quantify the changes in traffic volumes and journey times. SBC also noted that the Environmental Impact Assessment (EIA) should present a comparison of journey times with and without the Proposed Scheme on all key routes affected using the updated model.
- 5.10 Network Rail consulted with the local highway authorities of Slough Borough Council, Buckinghamshire County Council and a decision was taken to use the Slough Multi-Modal Model (SMMM17) for the transport modelling (details will be set out in Volume 3 – Supporting Information – Appendix 20.1 of the WRLtH DCO Environmental Statement). At the time of the assessment, no other available model covered the road network near Hollow Hill Lane to a level of detail sufficient to undertake the assessment.
- 5.11 The use of the criteria for determining the “magnitude of change” took into account the volume of vehicular change in comparison with the underlying congested nature of the road network in Slough. For example, a 30% increase on a heavily trafficked road could be a major impact whereas a 30% increase on a lightly/uncongested road could be a minor impact as it could be accommodated within the residual capacity.

5.12 The full assessment details will be included in the traffic and transport chapter of the EIA that will accompany the Development Consent Order submission. (Environmental Impact Assessment: Environmental Statement – Volume 2: Chapter 20 Traffic and Transport).

5.13 Key outputs are summarised below.

Impact on local roads

5.14 Detailed analysis of the Slough highway assignment models data identified five junctions for further assessment: North Park/Sutton Lane, Station Road/Waterside Drive, Langley High Street/Parlaunt Road, Langley High Street/Trelawney Avenue, and A4 London Road/Langley High Street. Local modelling indicated only one would require specific improvement because of the Proposed Scheme: Station Road/Waterside Drive. The modelling indicates that other junctions would all operate within acceptable thresholds.

5.15 Network Rail have also proposed indicative measures for addressing significant effects on non-motorised users (NMU'S such as pedestrian and cyclist). Amenity and severance have been proposed on other local roads such as Langley Park Road, Station Road, Langley High Street, Meadfield Road.

Justification for preferred routing - Alternative tunnel alignments assessed

5.16 The Option Selection appraisal process was conducted between 2013 and 2015, and alternative tunnel alignments were considered, some of which would have had a greater or lesser impact on the functionality of Hollow Hill Lane. The alternatives considered are set out below and were assessed in the overall context of WRLtH scheme requirements.

5.17 There are a number of technical challenges with any options for keeping Hollow Hill Lane open and all of these have an impact. The proposed closure of Hollow Hill Lane at Chequers Bridge results in the existing trips on the highway network being re-distributed and the modelling assesses this impact. The overall aim of the WRLtH scheme is a modal-shift to encourage transfer of trips to/from Heathrow from road to rail, with a greatly reduced rail journey time achieved between Slough and Heathrow T5 (6-7 minutes train journey Slough-T5).

5.18 The Great Western Main Line (GWML) is on an embankment between Langley Station and just to the west of Thorney Business Park. Currently, where Hollow Hill Lane passes under the embankment at Chequers Bridge there is 4.2m clearance above the existing road level.

5.19 In order to construct the WRLtH the existing up relief line (slow line to London) needs to be diverted to the north of the proposed WRLtH. The proposed GWML up relief line in order to tie back into the GWML needs to be on an embankment as it crosses Hollow Hill Lane in order to maintain a level rail between Langley Station and Thorney Lane Business Park.

5.20 To minimise impact on the main line train services between London and the west the airport lines connect into the up and down relief lines which are the two northern most lines on the GWML. As a result, the proposed WRLtH needs to cross the GWML to head south towards Heathrow Terminal 5. To cross the GWML the WRLtH needs to either descend and go under the GWML or climb to go up and over the GWML.

- 5.21 Going over the GWML would require a structure to provide a minimum clearance of approximately six metres over the GWML to allow for overhead line electric power equipment (OHLE). To achieve this and provide suitable rail gradients a substantial structure and additional land take would be required. Once over the GWML the airport lines would need to descend into tunnel, due to the height over the GWML the proposed tunnel portal would need to move southwards by approximately 700m (the WRLtH line would be at ground level at North Park Road). This would require a new road bridge to take North Park over the WRLtH. In order to construct the bridge existing houses along North Park would have to be demolished and part of golf course would be lost. This is not considered an efficient or economic design proposal.
- 5.22 To pass under the GWML, the WRLtH will descend into a retained cutting. Where the airport lines cross Hollow Hill Lane they will be at existing ground level. To keep Hollow Hill Lane open on its existing alignment would either involve a bridge over or a tunnel under the proposed up relief line embankment, the WRLtH and the GWML embankment. Section A-A and the image in Figure 1 shows the level difference in the vicinity of Hollow Hill Lane.
- 5.23 A bridge over the three rail lines would require a clearance of approximately six metres to allow for the OHLE. The existing GWML embankment in this location is approximately five metres higher than the surrounding ground level. To achieve the required highway gradients, lengthy approach structures would be required either side of the railway. To the south this would sever the access to Chequers Bridge cottages and block existing views from the cottages towards the east. It would require the existing junction between Market Lane and Maplin Park to be remodelled and a new structure over the Horton Brook. To the north it would sever the farm land either side of Hollow Hill Lane and a new bridge would need to tie into the existing access to the caravan park and Meads Bridge over the Grand Union Canal. The new structures would be within Flood Zone 3 resulting in an increase in the proposed area of floodplain compensation. Overall this would increase the land take and potentially give rise to significant environmental effects for the project particularly in relation to townscape and visual amenity, socio economic and water resources.
- 5.24 Alternatively, a tunnel under the up relief line, WRLtH and GWML embankments would have much the same effects due to the approach structures required e.g. Chequers Bridge cottages would lose their access, existing road junctions would need to be remodelled and farm access to the north would be severed. In addition, the ground water in this area is quite shallow so additional drainage and pumping would be required to keep a tunnel dry. The Horton Brook would need to be diverted further south to allow for the tunnel approach.
- 5.25 Diverting the road to the west of Hollow Hill Lane is constrained by the residential area of Maplin Park. An option to divert the road to the east of Hollow Hill Lane would require a new road and bridge over the GWML and WRLtH. A new road running eastwards, to the south of the existing caravan park before turning south adjacent the existing public footpath IVE/15A/1 passing over the GWML and then over the WRLtH where it is in either retained cut or cut and cover tunnel. The road would then need to link up with North Park, See Figure 1. This would require approximately 1.3km of new road to be built within the greenbelt, this could be reduced if the road was combined with the Shaft 1 access road.

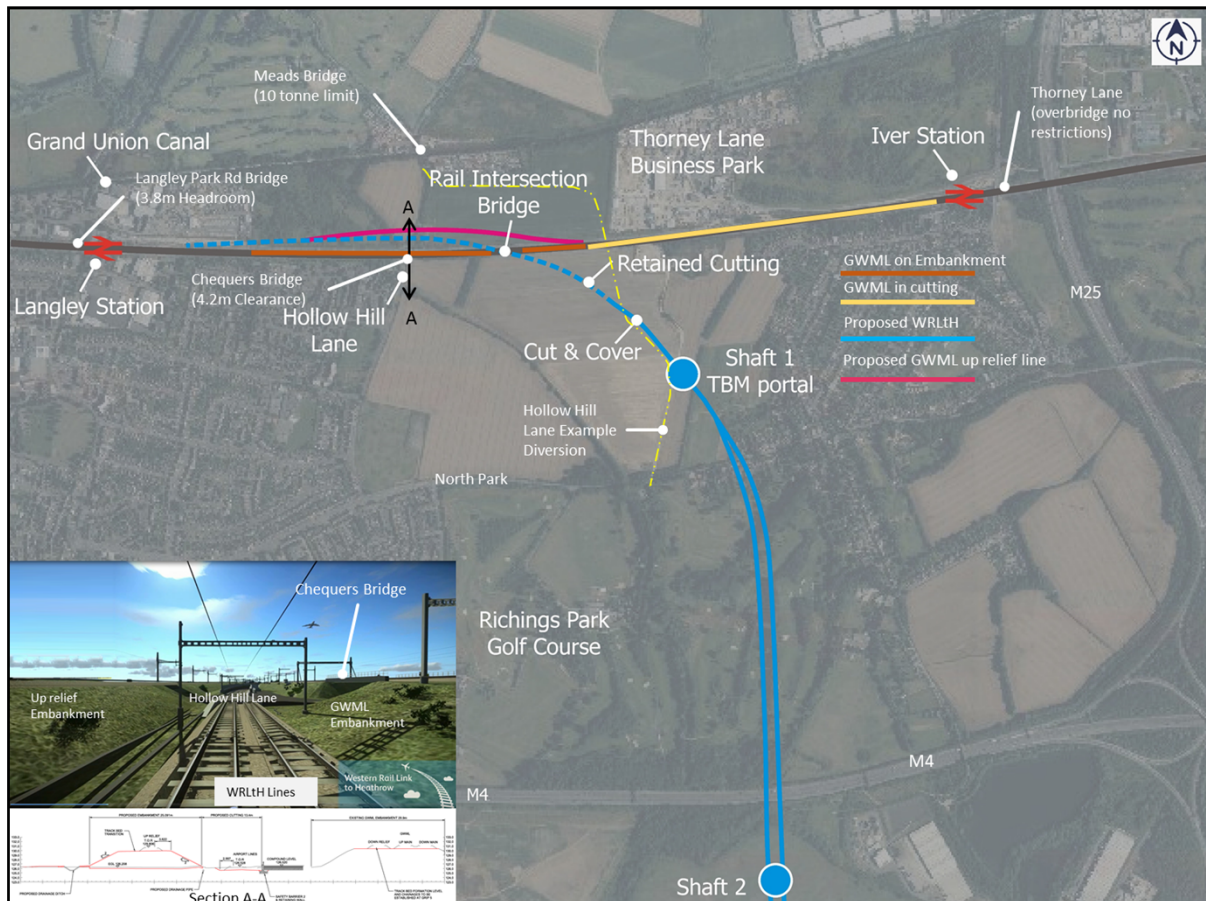


Figure 1: Hollow Hill Lane / WRLtH Issues and Constraints

5.26 The preferred route that has been taken forward for DCO submission was chosen because it avoided impacts on the Staines Moor Sites of Special Scientific Interest (SSSI) and Wraysbury Reservoir SSSI; required less construction through historic landfill sites; caused least disruption to the local community and environment; delivered the fastest rail journey times and the engineering solution was less complex and met the Department for Transport's scheme requirements.

Mitigation proposed

5.27 The council will liaise with Network Rail on the details of mitigation measures ahead of DCO submission.

5.28 The traffic modelling outputs demonstrate that with localised junction mitigations, the redistribution of the existing trips on the highway network is mitigated. If the proposal is approved, Network Rail will sign a planning obligation with Slough Borough Council to undertake the appropriate and proportionate junction mitigations, or alternative measures it considers to have an equivalent effect.

5.29 Following the adoption of these measures, the overall conclusion of the traffic and transport assessment is that there would be no significant adverse residual environmental effects for traffic and transport from the Proposed Scheme. As a result, none of the alternative road alignments involving bridges and/or tunnels are considered a proportionate response to the modelled impact of the proposed closure of Hollow Hill Lane that can be mitigated by other junction improvements. Therefore, there is no justification to support the additional cost or additional

environmental impact of providing a replacement to Hollow Hill Lane as part of the proposed WRLtH project.

- 5.30 Network Rail is a publicly funded company, accountable to Government via the Department for Transport (DfT). As such it has a responsibility to be cost-effective in its operations. Therefore, the cost of construction projects must be fully justified with any proposed mitigation proportionate to the assessed effects of the scheme and all expenditure is subject to public scrutiny.
- 5.31 The Council understand the parameters of the DCO process and will request that, alongside commitment to local road improvements, the DCO process delivers a mechanism (such as a “protective provision” and monitoring) to assess if the effects of the closure remove capacity on the road network required for Slough’s own future growth, and provide mitigation for this. This will include the preference for a road bridge over the Rail line at some point in the future as mitigation or compensation.
- 5.32 We will be seeking contributions towards AQ monitoring in Langley to determine the operational effect of potential increased traffic and emissions from closing Hollow Hill Lane.

6. **Comments of Other Committees**

That a further report be brought back to NCS Scrutiny from Network Rail.

7. **Conclusion**

The traffic modelling that has been undertaken to assess the impact of the Western Rail Link to Heathrow scheme using the Slough multi modal model is noted. The report explains the preferred routing option and how the impact on local roads from closure of Hollow Hill Lane can be mitigated for by junction improvements. Officers from SBC will continue to discuss suitable proportionate mitigations with Network Rail, noting the context of the Development Consent Order process for this Nationally Significant Infrastructure project and the need for proposals not to negatively impact the Borough’s future growth and the potential expansion of Heathrow.

8. **Background Papers**

‘1’ - Agenda Papers and Minutes, Neighbourhood and Community Services Scrutiny Panel, 8th September 2016.

‘2’ - Agenda Papers and Minutes, Neighbourhood and Community Services Scrutiny Panel, 27th February 2019.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 14th January 2020

CONTACT OFFICER: Laurence Moore, Planning Manager
(For all Enquiries) (01753) 875346

WARD(S): All

PART I**FOR COMMENT & CONSIDERATION****AIRBNB LICENSING****1. Purpose of Report**

To inform the Panel of the issue and what remedial action can be taken.

2. Recommendation(s)/Proposed Action

- The Panel is requested to note the information contained in the report and recommend that the issue of short term lets be monitored for a year and to report back to this Panel in February 2021.

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

- Housing

3b. Five Year Plan Outcomes

- Slough will be an attractive place where people choose to live, work and stay
- Our residents will live in good quality homes
- Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

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

There are no financial implications of proposed action.

(b) Risk Management

Category	Negligible	Marginal	Critical	Catastrophic
Economic/Financial	Existing resources to be used to	n/a	n/a	n/a

	investigate reported alleged breaches. However, if the Council were to adopt a more proactive approach to investigating short term lets, this will require additional resource. Leading to marginal impact.			
Political	The current number of investigations is negligible.	If future investigations discover the issue is having an impact on housing supply, then a marginal risk is considered at this time.	n/a	n/a
Health & Safety	n/a	n/a	n/a	n/a
Environment	Current number of reported breaches of planning control indicate short-term/temporary environmental damage	Should number of reported breaches increase, the impact on housing stock and supply could result in Borough-wide environmental damage	n/a	n/a
Legal/Regulatory	Current number of reported breaches and investigations have negligible impact. However, if a proactive approach and further detailed consideration is given to the issue, this			

	could escalate to marginal risk due to additional resources being needed.			
Management inc Contractual	Current reported breaches managed within existing resources.	Should number of reported breaches increase, or Council decides to investigate a range of options then additional resource required which may require specialist expert advice to be resourced.	n/a	n/a

The Table below must be completed fully for each recommendation from Section 2

Recommendation from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score the risk	Future Controls
The Committee is requested to note the information contained in the report and recommend that the issue of short term lets be monitored for a year and to report back to this Committee in February 2021	The number of reported breaches is negligible. However, should number of reported breaches significantly increase, this could lead to a marginal impact to the Council.	Current controls under the Town and Country Planning Act 1990 enable proportionate investigations to take place with regard to reported alleged breaches of planning control.	Negligible.	Ensure appropriate information is given to property owners. To monitor the use of short term lets in Slough for the next year.

(c) Human Rights Act and Other Legal Implications

Any action taken by the Council with regard to reported breaches must be proportionate taking account of the provisions of the Town and Country Planning Act 1990 and other associated planning legislation balanced against the provisions of the Human Rights Act. Furthermore, when the Council considers if formal enforcement action is to be taken under the Town and Country Planning Act, it must demonstrate it is expedient in the public interest to do so.

(d) Equalities Impact Assessment

Due to the relatively small number of alleged breaches of planning control, this report does not propose a new or substantially revised policy, procedure of function at this time.

(e) Workforce

Due to the relatively small number of alleged breaches, existing workforce is able to investigate accordingly.

5. **Supporting Information**

5.1 In 2008, Airbnb was founded. Airbnb, Inc. is an online marketplace for arranging or offering lodging, primarily homestays, or tourism experiences. The company does not own any of the real estate listings, nor does it host events; it acts as a broker, receiving commissions from each booking. The company is based in San Francisco, California, United States.

5.2 This has led to property owners, employees and tourists using the broker arrangement provided by Airbnb to enable property owners to let out rooms or whole properties for people seeking short term stays in an area, either for employment or tourist purposes. Whilst Airbnb suggests it may include bed and breakfast provided by the property owner being present to provide breakfast, which would lead to the operation being similar to a bed and breakfast guest house, the typical Airbnb operation involves guests 'renting' the property on a short term basis and usually self catering for their needs.

5.3 Website searches on 'Airbnb UK' undertaken on 19 December 2019 with search criteria for 2 adults and 2 children in Slough between Monday 27 January and Thursday 30 January 2020 revealed 168 places to stay. When this was filtered to 'entire place', it produced 61 results.

A further search also undertaken on 19 December 2019 with search criteria for 2 adults and 2 children in Slough between Friday 31 January and Sunday 2 February 2020 revealed 61 places to stay. When this was filtered to 'entire place', it produced 53 results.

Whilst the search entry was for Slough, some of the results produced were for properties outside the boundary of Slough Borough Council.

5.4 The Council's planning enforcement service, however, has only received 2 requests in 2018-2019, and 6 requests in the current 2019-2020 year to investigate alleged uses of properties for short-term lets provided by the third party agencies such as Airbnb.

5.5 The general issues to be considered with regard to short-term lets are:

- Short term lets booked through the website Airbnb can boost tourism and provide homeowners with an additional source of income.
- They can also cause harm, however, including loss of housing stock, “tourist behaviour” and noise disruption, and a loss of community.
- Changes to the law that have dis-incentivised buy-to-let rentings have led to some landlords to market HMO’s as large ‘party houses’ which can return a high yield over a short period of time.
- For planners and enforcement, it can be difficult to define the length of a ‘short term’ let, and when a material change of use has occurred.
- Most Local Authorities apply a rule of thumb that if a property is let either for more than 90 days, or on more than 10 separate occasions in a calendar year, a change of use has occurred.
- Enforcement action against these unauthorised changes of use tends to require a cessation of the use and the removal of online advertising, although the compliance period is generally set to allow existing bookings to be honoured.
- Aside from planning enforcement, against a change of use, there are other methods councils can use to challenge problematic short-term lets, including checking HMO licences, and charging business rates instead of Council Tax.

5.6 In Slough, planning enforcement investigations into the 8 cases referred to them has, at this time, led to evidence being collected to serve 1 enforcement notice. The other cases are still subject to ongoing investigations.

5.7 To proactively investigate all the properties advertised on the Airbnb website will take significant resource. In the meantime, planning enforcement will work with other internal departments to respond to complaints received from residents.

5.8 The Council’s website will include further information on the planning and building control website page to draw residents’ attention that letting out of homes for short term lets may require planning permission or licensing approval under the Housing Act 2004. Planning will also consult with corporate communications team on other suitable methods in getting the message out.

6. **Comments of Other Committees**

The matter has not been considered by any other Committee’s.

7. **Conclusion**

The relatively small number of reported alleged breaches of planning control are currently negligible. It is recommended that appropriate information be displayed on the Council website to inform property owners that short term lets may require planning permission and whilst there may be some benefits in terms of local economic benefits, this has be considered against whether the impact of short term lets has a detrimental impact on neighbouring residents amenities, the Council’s housing land supply and sustainable communities.

8. **Background Papers**

None.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 14th January 2020

CONTACT OFFICER: Colin Moone, Service Lead - Housing Services

(For all Enquiries) **01753 474057**

WARD(S): ALL

PART I

FOR COMMENT & CONSIDERATION

FIVE YEAR PLAN – OUTCOME 4 UPDATE

1. **Purpose of Report**

This report updates the Scrutiny Panel on progress of the Outcome 4 work stream of the Council's Five Year Plan for 2019/20.

2. **Recommendation(s)**

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

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

The Slough Joint Wellbeing Strategy, the JSNA

3.1 Housing is one of the key priorities of Slough's Joint Wellbeing Strategy (SJWS). It contributes to reducing inequalities in health through access to high quality housing. There are clear links between housing and the JSNA priorities around improving health conditions, particularly mental health and protecting vulnerable children.

3.2 **Five Year Plan Outcomes**

Outcome 4 of Slough's Five Year Plan 2019-2024 states: "Our residents will live in good quality homes". This outcome recognises the critical links between improved health and wellbeing and affordable good quality housing.

3.3 The updated Outcome 4, 2019/20, Action Plan can be seen at Appendix A. The action plan has followed the pattern of the previous action plan and was put together by the Outcome 4 Group. This group is a selection of officers across the Housing Service. The Action Plan is monitored regularly and updated periodically.

4. **Other Implications**

(a) **Financial**

There are no direct financial implications arising from this report. However, indirectly there are very significant financial implications for the Council given the numbers of homeless households residing in expensive temporary accommodation, for example.

(b) **Risk Management**

There are no direct risk management implications arising from this report.

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

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

(d) **Equalities Impact Assessment**

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

5. **Background Information**

5.1 The Outcome 4 Group interpreted the Five Year Plan 2019-2024, Outcome 4 “Our residents will live in good quality Homes” into nine actions: -

- 1) Implement new Housing Strategy;
- 2) Robust regulation of the private rented sector to ensure health and safety standards are met;
- 3) Make best use of existing public sector housing stock;
- 4) Review Delivery of Affordable Housing;
- 5) Prevent Homelessness where possible through early intervention and using a range of housing options;
- 6) Deliver effective stakeholder engagement across the borough;
- 7) Ensure that council tenants and leaseholders receive a best in class service through our contractor, Osbornes;
- 8) Effective Public Protection and
- 9) Temporary Accommodation Reduction.

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

6 **Summary**

6.1 **Implement new Housing Strategy**

6.1.1 The Interim Draft Housing Strategy was presented to the last Neighbourhoods & Community Services Scrutiny Panel on 28th November 2019. This was an opportunity for the Scrutiny Panel to discuss the emerging themes coming from the many discussions from stakeholders across the Council and partners.

6.1.2 The completed strategy will be available in April 2020 after a public consultation has taken place during February and March 2020.

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

6.2.1 The Housing Health and Safety Rating System (HHSRS) assesses 29 housing hazards and the effect that each may have on the health and safety of current or future occupants of a property in the private sector. The HHSRS provides a way that hazards can be assessed and the best way of dealing with them identified. If a hazard is a serious and immediate risk to a person's health and safety, this is known as a Category 1 hazard. If a hazard is less serious or less urgent, this is known as a Category 2 hazard. Examples of hazards are: -

- **Damp and mould growth**
- **Excess cold**
- **Excess heat**
- **Asbestos**
- **Biocides**
- **Carbon Monoxide and fuel combustion products.**

6.2.2 Since April 2019, 84 Category 1 hazards and 128 Category 2 hazards have been removed. Therefore, these actions have significantly reduced the risk of harm to vulnerable people in Slough by improving their housing.

6.2.3 Discretionary Licensing Schemes have been introduced in Chalvey and Central and in the last three months, officers have carried out 10 'raids' of suspected unlicensed properties and obtained a charging order against a landlord who refused to pay her £37,000 fine.

6.2.4 To date, 154 HMO licence applications have been received.

6.3 Make best use of existing public sector housing stock

6.3.1 Officers have identified a range of options to encourage existing council tenants in large properties to downsize. This includes offering creative financial incentives (possibly making, 'a welcome to your new home payment' for mutual exchangers, paying removal costs, providing white goods and/or carpets).

6.3.2 These suggestions will be presented to the new Scrutiny Group of the Residents' Board for their consideration before these are progressed. All ideas must be fully costed and the budget identified.

6.4 Review Delivery of Affordable Housing

6.4.1 Currently, the Housing Development and Contracts Service is working up plans to develop over 600 housing units over the next few years. These will predominantly be on housing land. However, the council acknowledges that the development of affordable housing is a key challenge for the borough. The new Housing Strategy will be giving specific focus to this issue. A draft of the strategy will be available by the middle of January 2020.

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

- 6.5.1 It is an uphill struggle to keep pace with homelessness. Since April 2019 until the end of November 2019, 1,059 homeless households approached the Council for assistance. Homeless approaches have tripled since the introduction of the Homelessness Reduction Act came into force on 3rd April 2018.
- 6.5.2 As at the 16th December 2019, there were 429 homeless households in all forms of temporary accommodation. This fell from 450 recently. However, the Council has been successful in preventing homeless households becoming actually homeless and entering temporary accommodation. Last year (2018/19), 205 homeless preventions were achieved. So far this year, to the end of November, 187 preventions have been achieved, averaging 23 preventions a month. At the end of the financial year, 2017/18, only 86 preventions were achieved.
- 6.5.3 This year's target is 238 preventions and if this is achieved, actual homeless preventions would have nearly tripled since March 2018.

6.6 Deliver effective stakeholder engagement across the borough

6.6.1 There has been a bit of activity across this area: -

- The Resident Board is fully constituted and recruitment is ongoing to 3 vacancies (1 leaseholder and 2 tenants);
- The Board are meeting bi-monthly and 3 members have taken up their places on the Neighbourhood & Community Services Scrutiny Panel;
- The Resident Scrutiny Group met for the first time on 10th December 2019 and have agreed their priorities for the next 6 months;
- The Resident Complaints Panel has continued to review complaints at Stage 3 of the process;
- The annual satisfaction survey and gap analysis against the Regulatory Consumer Standards have been refreshed and presented to the Resident Board who have delegated responsibility for the ongoing monitoring to the Resident Scrutiny Group;
- The Board are continuing to monitor compliance, particularly in relation to fire safety and the recommendations arising from the Phase 1 report of the Grenfell Inquiry;
- The Resident Board have completed an Introduction to Social Housing training day (together with members). Facilitation and presentation skills training arrangements are currently being finalised by Jules Potter – shared training with volunteers working with Adult Social Care;
- The Housing Service is continuing to work closely with community engagement colleagues across the Council to identify opportunities for joint working. The Housing Service continues to contribute to the One Council Group and will be exploring options for using social media to engage with residents;

- The annual satisfaction survey was carried out in September 2019 and presented to representatives from across the Council and Osborne Property Services in December 2019. On the summary, at Appendix B, comparisons can be seen from last year. The results will now be used to prioritise areas of low satisfaction through the various groups that are already in place, e.g. the Customer Experience Sub-Group and the Communications Sub-Group. The action plan will be made available once these groups have scrutinised the results.
- Two Landlords' Forums already delivered. One planned before the end of the financial year as well as an Options day for homeless households;
- The first Private Tenants' Forum was held in October 2019 and
- The last leasehold forums were held in September 2019 at two locations (minutes are available on the SBC Website).

6.7 Ensure that council tenants and leaseholders receive a best in class service through our contractor, Osbornes

- 6.7.1 At least one Neighbourhood Manager attends (and currently chairs) the Repairs, Voids and Caretaking Sub Group and the Customer Experience Sub Group. Other sub groups (Performance, Commercial, Compliance, Social Return on Investment (SROI), Communications etc., are attended whenever possible.
- 6.7.2 Senior officers also attend the Strategic Management Board, where officers of the Council and Osbornes meet to discuss issues. There are now a range of ways where the contract is discussed and performance managed, which going forward, will prove to be valuable for the residents of Slough.

6.8 Effective Public Protection

- 6.8.1 New warden arrangements have been implemented covering the Town Centre and Chalvey. Two full time wardens are deployed on Slough High Street as part of the Town Centre Project to provide a consistent presence in the area and to complement the 6 Enforcement officers who operate across the borough. Known sites are being continually monitored and any issues quickly identified and dealt with. This project is ongoing.
- 6.8.2 Community Safety Wardens continue to be deployed in key hot spot areas in Chalvey. Evidence has been collated to support legal action in 13 prosecution applications for Public Protection Space Orders (PSPOs). Evidence is currently being collated to support a wider operation in the area.
- 6.8.3 The Pilot Signage Scheme discussed and requested by Neighbourhoods & Community Services Scrutiny Panel, Project "Fly Capture" has been launched. To date, 5 vehicles have been seized and 1 search warrant executed. 2 prosecution cases are pending for multiple offences. A publicity campaign has been launched to raise the profile.

6.9 Temporary Accommodation Reduction

- 6.9.1 The temporary accommodation reduction target was set to 350 for the end of this year (2019/20), from a 2018/19 end of year position of 409. The current position is that there are 429 households in temporary accommodation, which is well above the position needed to achieve the target.
- 6.9.2 Officers continue to manage this situation as best as possible but there are a number of contributory factors impacting the numbers. The situation continues to be monitored on a monthly basis as well as action taken to mitigate further increases.

7. Conclusion

- 7.1 The Outcome 4 Action Plan covers a broad range of housing issues and will continue to be monitored until completion.

8. Background Papers

- 8.1 There are no background papers.

9. Appendices

- 9.1 Appendix A - Outcome 4 - 2019/20: December 2019 Update
Appendix B – Resident Satisfaction Survey, 2019, Summary

Outcome 4: Our residents will live in good quality homes

Updated: December 2019

Officer lead: Colin Moone

Key Action	Specific actions to deliver success	Target/ Performance measure	Timescale	Update
1. Implement new Housing Strategy	<ul style="list-style-type: none"> Complete Request for Quote Ensure effective stakeholder engagement Housing Strategy drafted 	<ul style="list-style-type: none"> Agree Consultant to carry out work Ensure SLT engagement Strategy consulted on and agreed 	<p>April 2019</p> <p>April 2019</p> <p>August 2019</p>	The Housing Strategy has moved from its initial stage of information gathering to an initial draft, which is due in December 2019. The final strategy will be available by the end of March 2020.
2. Robust regulation of the private rented sector to ensure health and safety standards are met	<ul style="list-style-type: none"> Implement Additional and Selective Licensing Scheme Explore pilot Renovation Grants Scheme Explore pilot Empty Property Grants Scheme 	<ul style="list-style-type: none"> Implementation of the new licensing scheme Draft business case for pilot scheme Draft business case for pilot scheme 	<p>July 2019</p> <p>May 2019</p> <p>May 2019</p>	<p>Scheme has now been fully implemented.</p> <p>This has been put back due to the additional work that the implementation of the licensing scheme has caused. This will be considered as part of the new Housing Strategy Action Plan.</p> <p>An empty property grants scheme has been</p>

				implemented. £200k has been made available in 2019/20.
3. Make best use of existing public sector housing stock	<ul style="list-style-type: none"> Review voids process and consider introducing innovative approaches, to reducing void times 	<ul style="list-style-type: none"> Achieve best in class turnaround times 	June 2019	Void times are still disappointing. Officers are still considering a number of initiatives to reduce the turnaround times and a dedicated Voids Coordinator will be employed, for a fixed period, to look at these issues. This will concentrate on the internal processes within Housing Services as remedial work carried out by Osbornes mean that they are on target with their part of the process.
	<ul style="list-style-type: none"> Review Mutual Exchange Scheme to create more opportunities for tenants 	<ul style="list-style-type: none"> Achieve at least 10 mutual exchanges through the use of new promotion materials 	May 2019	26 swaps have taken place in the past 12 months.
	<ul style="list-style-type: none"> Consider other creative approaches to increase housing opportunities for council tenants 	<ul style="list-style-type: none"> Set up time-limited group to look at what other authorities are doing and bring back a discussion paper for consideration 	June 2018	Time-limited group have met and have come up with a number of options. These will be presented to the Resident Board Scrutiny Group for progressing.
	<ul style="list-style-type: none"> Maximise the use of Homefinder UK 	<ul style="list-style-type: none"> Produce promotional material 	May 2019	Homefinder UK is now being used as a tool for helping residents to move out of the

	<ul style="list-style-type: none"> • Hold at least 4 Leaseholder Forums 	<ul style="list-style-type: none"> • 4 Leaseholder Forums held in both areas collectively 	September 2019 and March 2020	The last leasehold forums were held in September 2019 at two locations (minutes are available on the SBC Website). Leaseholders agreed that 2 forums each a year would be adequate unless there was anything particularly happening at the time.
7. Ensure that council tenants and leaseholders receive a best in class service through our contractor, Osbornes	<ul style="list-style-type: none"> • Attend Strategic Board Meetings • Attend Operational performance Meetings • Create accurate performance feedback tool • Performance statistics presented to the Resident Board and Leasehold Forums 	<ul style="list-style-type: none"> • Review performance issues at every meeting • Review performance issues at every meeting • Performance tool is accurate and timely • Statistics are accurate and timely 	<p>Every Month</p> <p>Every Month</p> <p>Performance statistics reviewed every month at Housing's Performance Review Meeting</p> <p>Every Meeting</p>	Neighbourhood Forums are now taking place. There have been six since the beginning of the financial year. Officers continue to attend performance meetings and challenge performance issues.
8. Effective Public Protection	<ul style="list-style-type: none"> • Review and Implement Warden Arrangements 	<ul style="list-style-type: none"> • Implementation of new Warden approach covering the Town Centre 	By May 2019	This has been implemented.

	<ul style="list-style-type: none"> Fly tipping pilot scheme launch 	and Chalvey <ul style="list-style-type: none"> Pilot Signage Scheme requested by Neighbourhoods & Community Scrutiny Panel 	June 2019	This has been implemented.
9. Temporary Accommodation Reduction	<ul style="list-style-type: none"> Monitor Temporary Accommodation numbers at Supply and Demand Meeting 	<ul style="list-style-type: none"> 350 households in all forms of TA 	March 2020	Temporary accommodation being constantly monitored but currently the numbers are significantly higher than the profiled target (for the end of December 2019) of about 390 – numbers are 429 as at 16/12/19.

Author: C Moone
 Version: 1
 Last updated: 21/12/19

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Slough Borough Council tenant & leaseholder satisfaction survey findings

Adam Knight-Markiegi

Method

Slough Borough Council commissioned M·E·L Research to carry out a tenant and leaseholder satisfaction survey to gather feedback from residents.

All 5,714 tenants and 1,106 leaseholders were invited to take part.

Page 34



Initial invite to take part sent by email



Postal survey sent to non-respondents



Postal reminder sent after three weeks

We received **1,998 responses** which is a **29%** response rate.

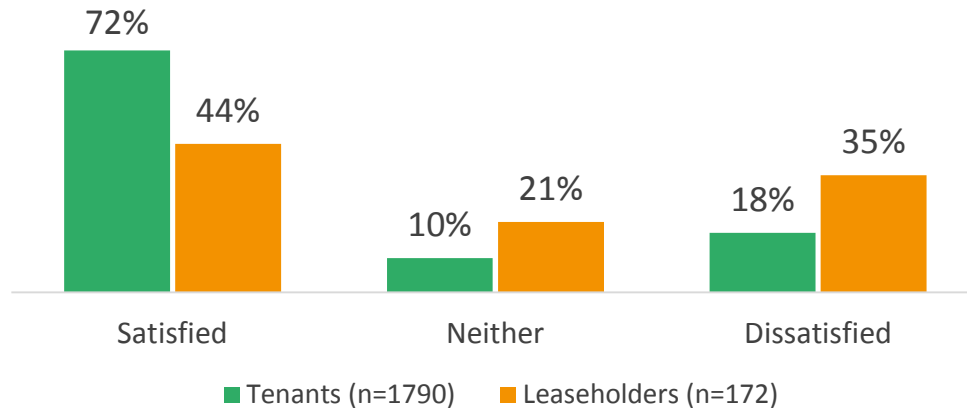
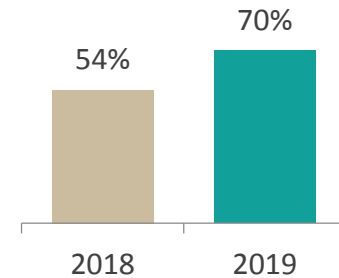
This gives a confidence interval of **±1.84%**



Overall satisfaction



70% satisfied
19% dissatisfied



18-54 < 65+

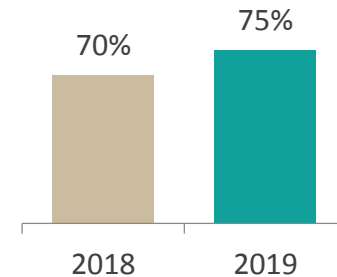


House/bungalow > flat

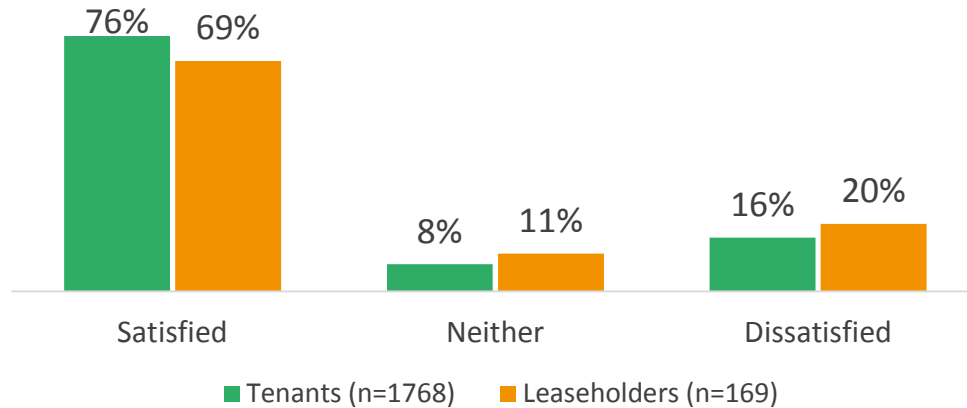
Overall quality of home



75% satisfied
16% dissatisfied



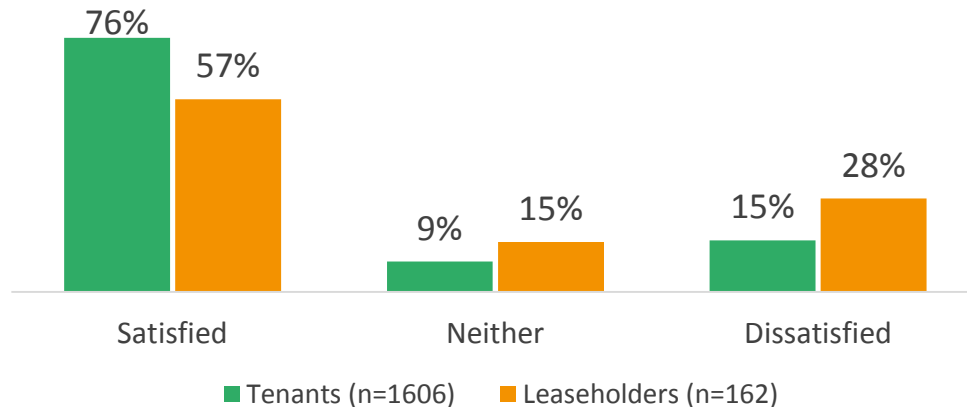
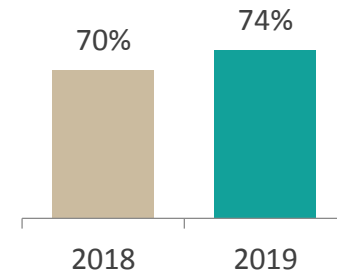
Page 36



Neighbourhood as a place to live



74% satisfied
16% dissatisfied

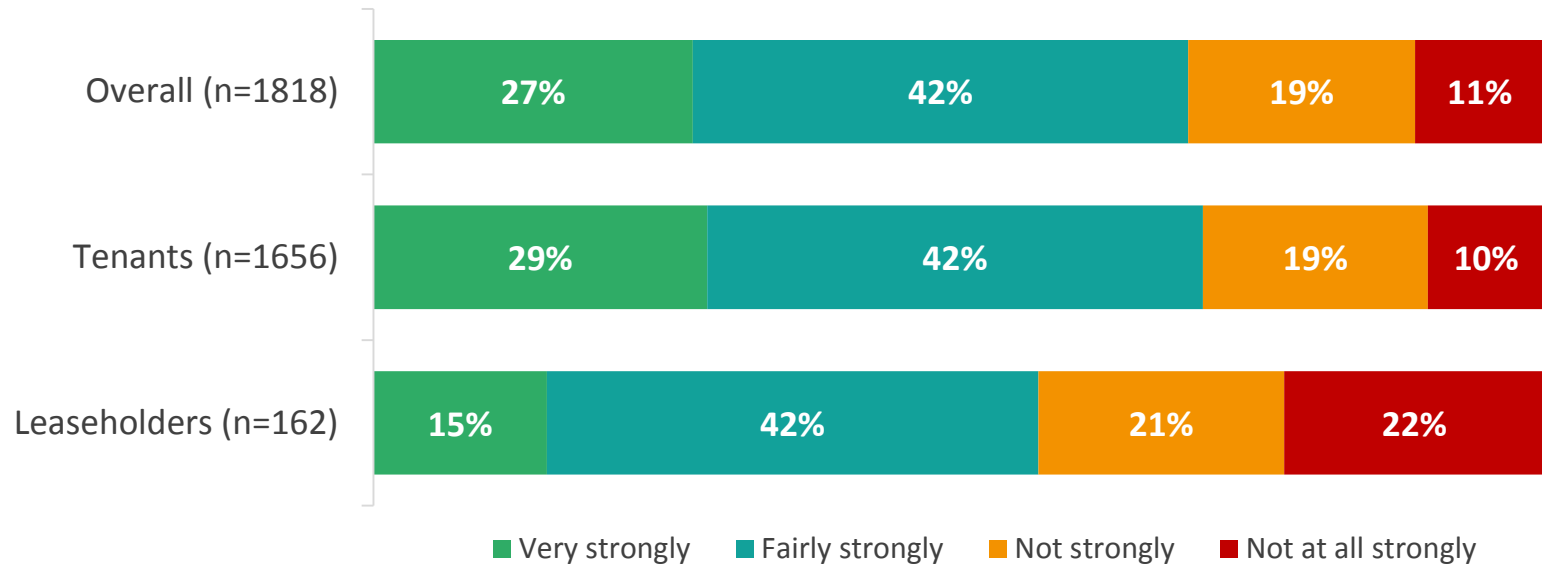


35-64 > 18-34
65+ > 35-64



House/bungalow > flat

Sense of belonging to neighbourhood



65+ > 18-34 and 45-54



House/bungalow > flat

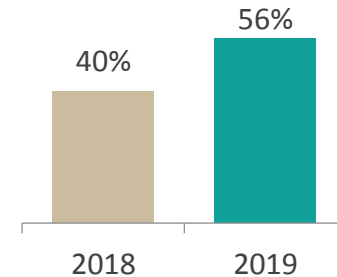


m.e.l
research

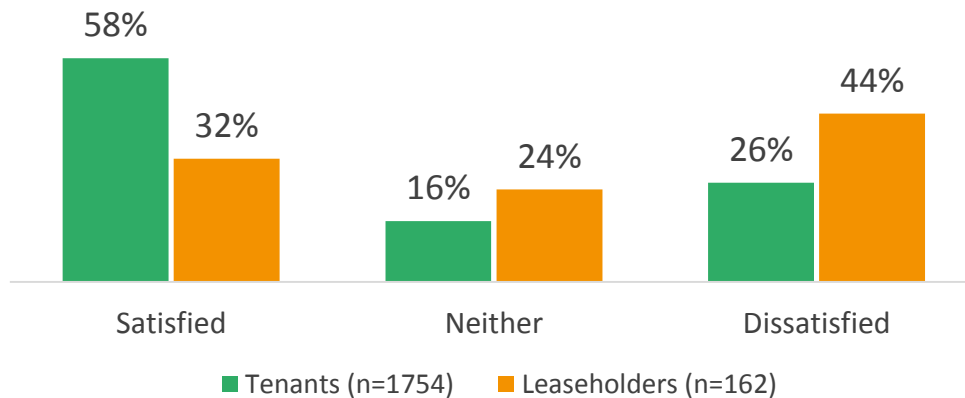
Listening to views and acting upon them



56% satisfied
27% dissatisfied



Page 39



18-34 < 75+



House/bungalow > flat



m.e.l
research

Base: 1,916 (1,754 tenants; 162 leaseholders)

Listening to views and acting upon them

Dissatisfied residents were asked to explain the reasons for their dissatisfaction. A total of 461 valid comments were left.

Theme	Count	%
Issues with repairs and maintenance service	238	52%
No follow up on complaints/ issues	96	21%
No response/ call back	62	13%
Takes too long to get through/ to get a response	48	10%
Don't listen	33	7%
Inexperienced/ unhelpful staff	31	7%
Don't know who Housing Officer is/ lack of interaction	18	4%
Ignored by staff/ Housing Officer	13	3%
Poor internal communication	7	2%
Rude/ bad experience	7	2%
Other	23	5%

"Had to report a roofing problem for 6 months before SBC dealt with the issue. No communication to this day of final outcome or even email response to resolution. Lost money as a landlord."

"I been writing emails for a year now, informing the council about poor services and front entrance door being broken for a year. Nothing has been changed or fixed, I really don't know why I pay for the services."

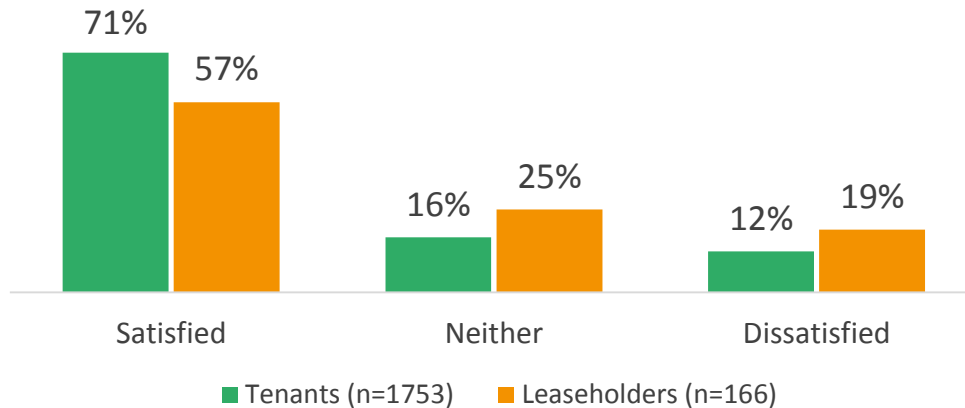
"Very difficult to get any response."

Being kept informed



70% satisfied

13% dissatisfied



75+ > 18-74



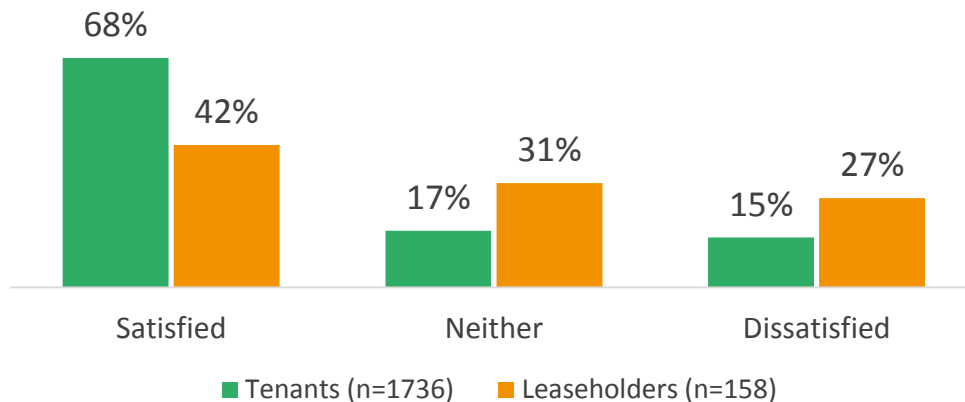
House/bungalow > flat

Treating residents fairly



66% satisfied

16% dissatisfied



18-34 and 45-54 > 65+

Treating residents fairly

Dissatisfied residents were asked to explain the reasons for their dissatisfaction. A total of 461 valid comments were left.

Theme	Count	%
Poor repairs & maintenance service	77	35%
Poor communication (don't respond, difficult to contact)	51	23%
They don't listen	45	21%
Don't follow up complaints or issues/ take too long	35	16%
Rude/ unhelpful staff	14	6%
Poor/ unfair treatment	14	6%
Don't stick to appointments	7	3%
Unfavourable to leaseholders	4	2%
Lack of service	1	0%
Other	22	10%

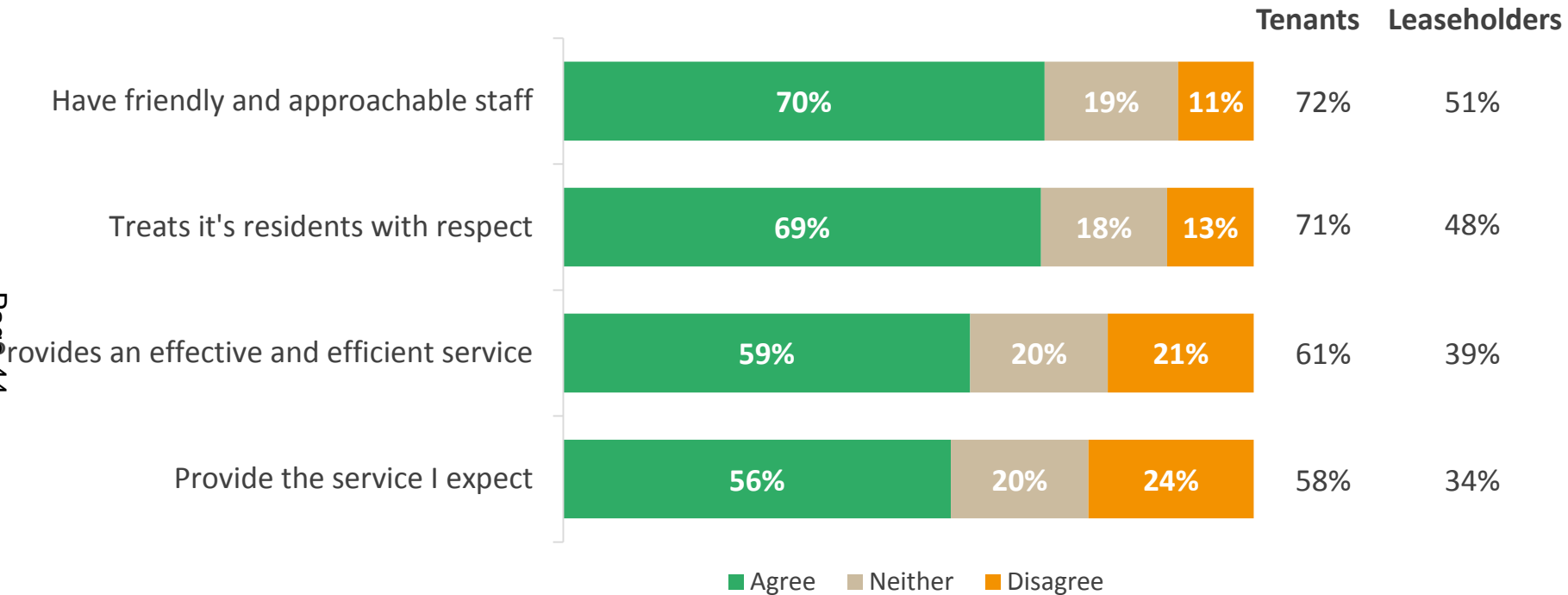
"They never listen to my complain when I raise them. Nothing is handled right."

"Very hard to contact your housing officer. No one to report concerns to and matters are not taken seriously. Very poor communication."

"You phone up for repairs. Takes ages to get through. Sometimes you don't. When they come and check, your still waiting for your repairs, day your going to come, and still waiting. When you want to come. Maybe another couple of years."

Perceptions of Slough Borough Council

Page 44

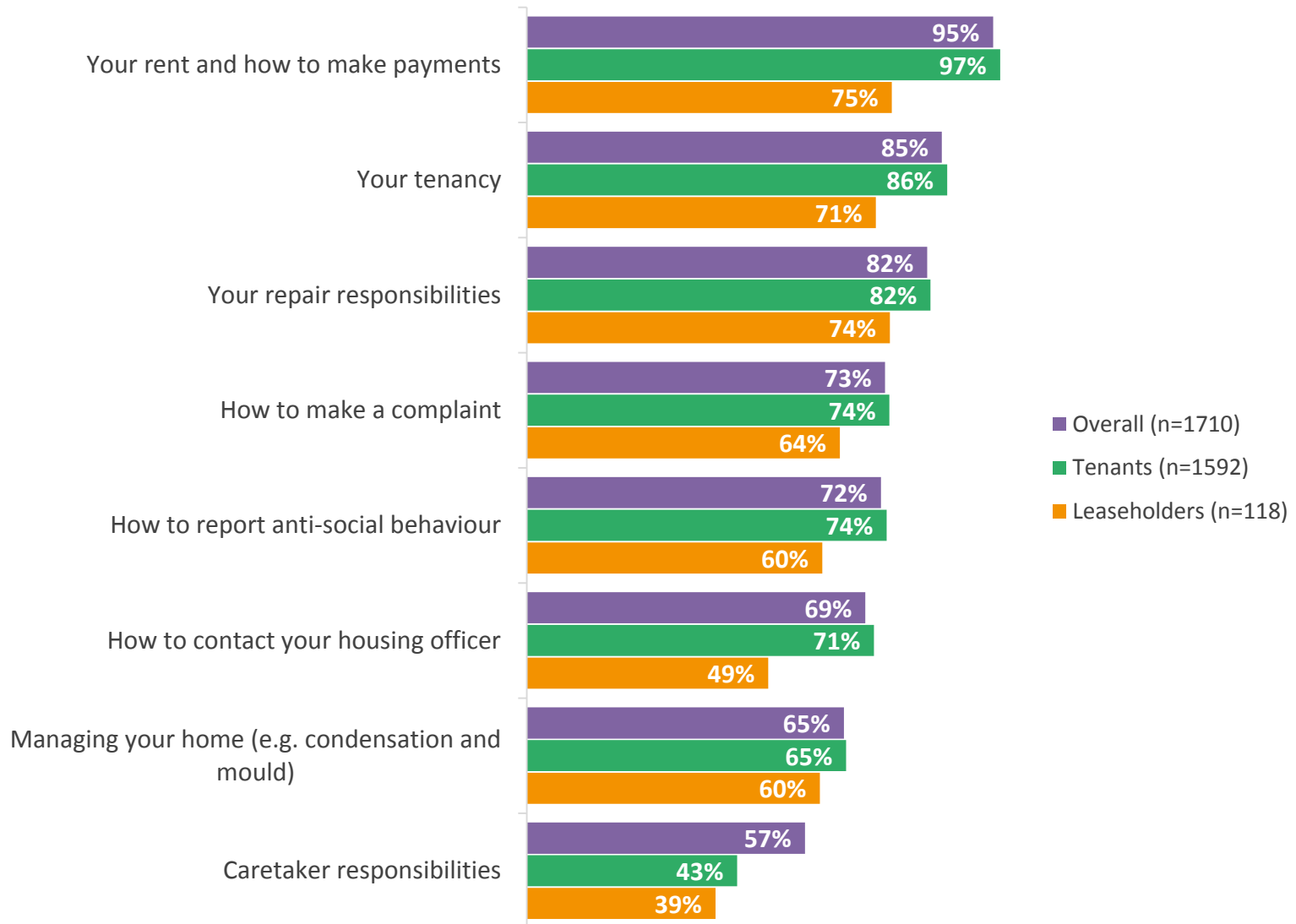


75+ > 18-74



House/bungalow > flat

Access to information



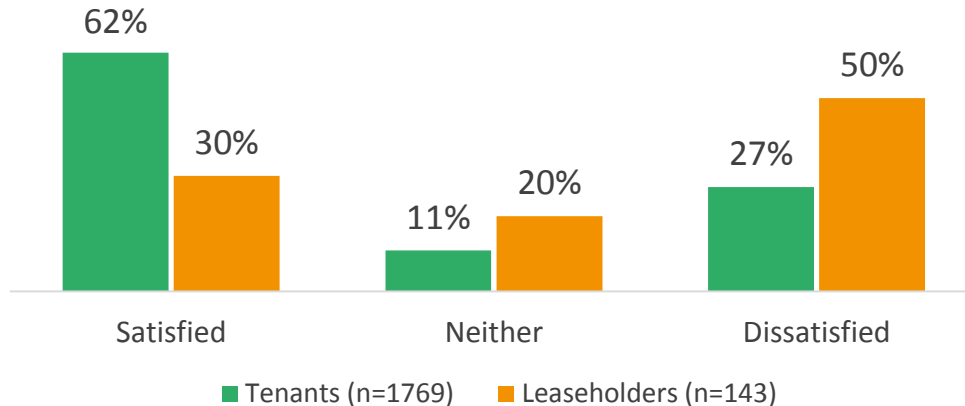
Repairs and maintenance service



60% satisfied

29% dissatisfied

Page 46



65+ > 18-54



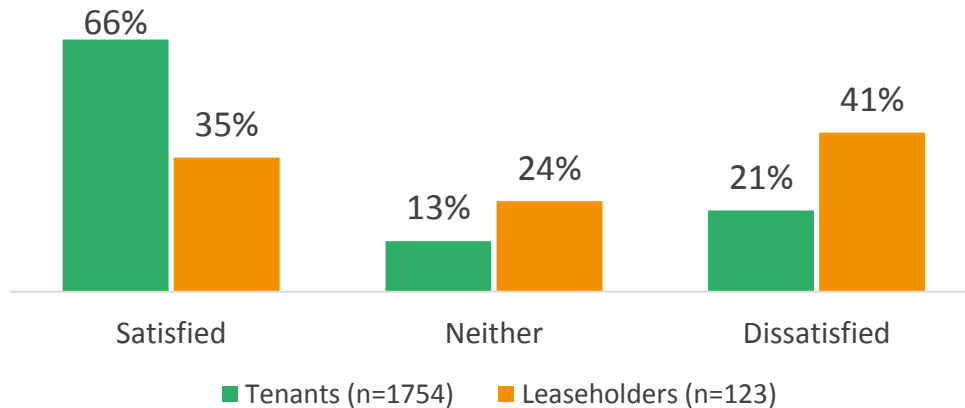
House/bungalow > flat

Osborne customer services



64% satisfied

22% dissatisfied



75+ > 18-64

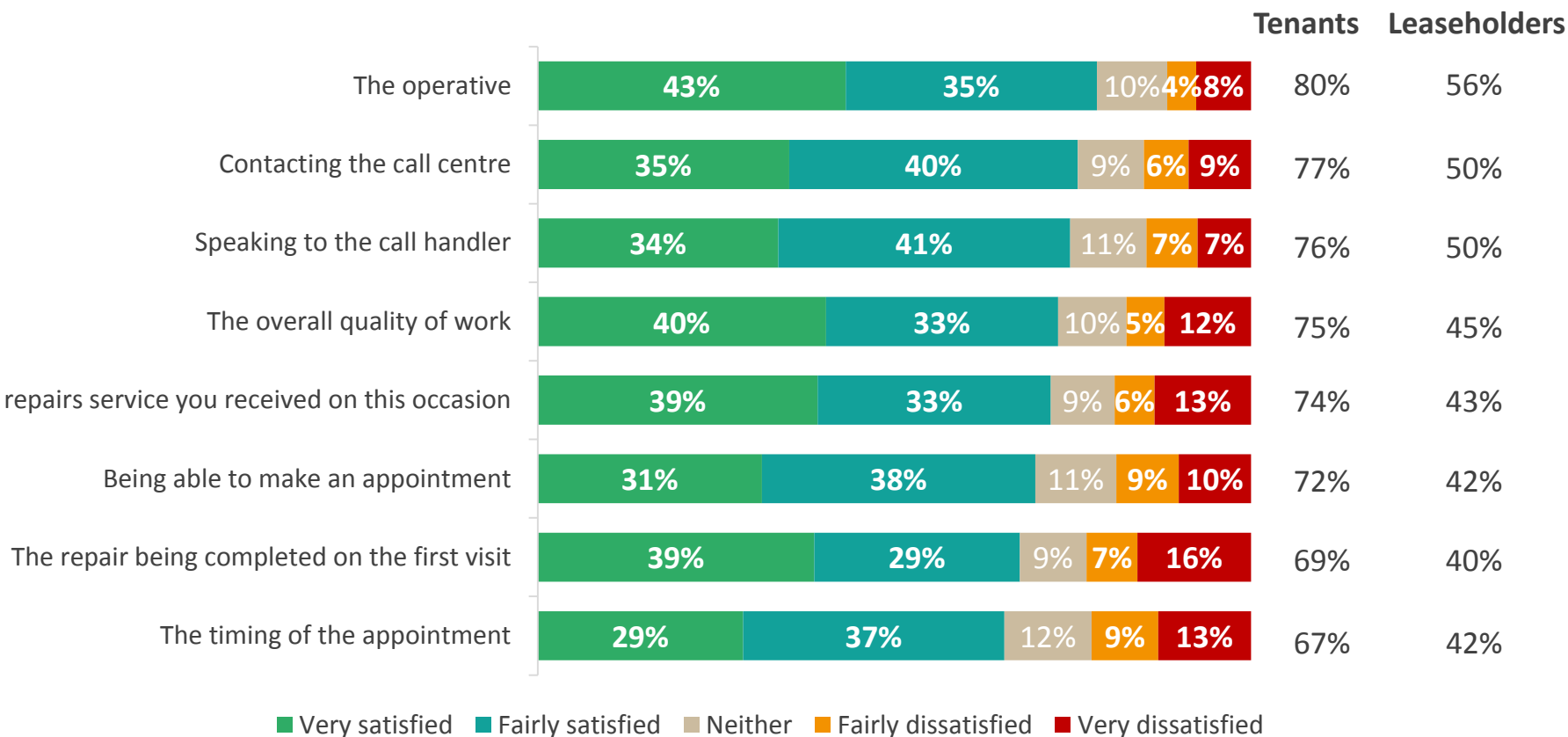


House/bungalow > flat

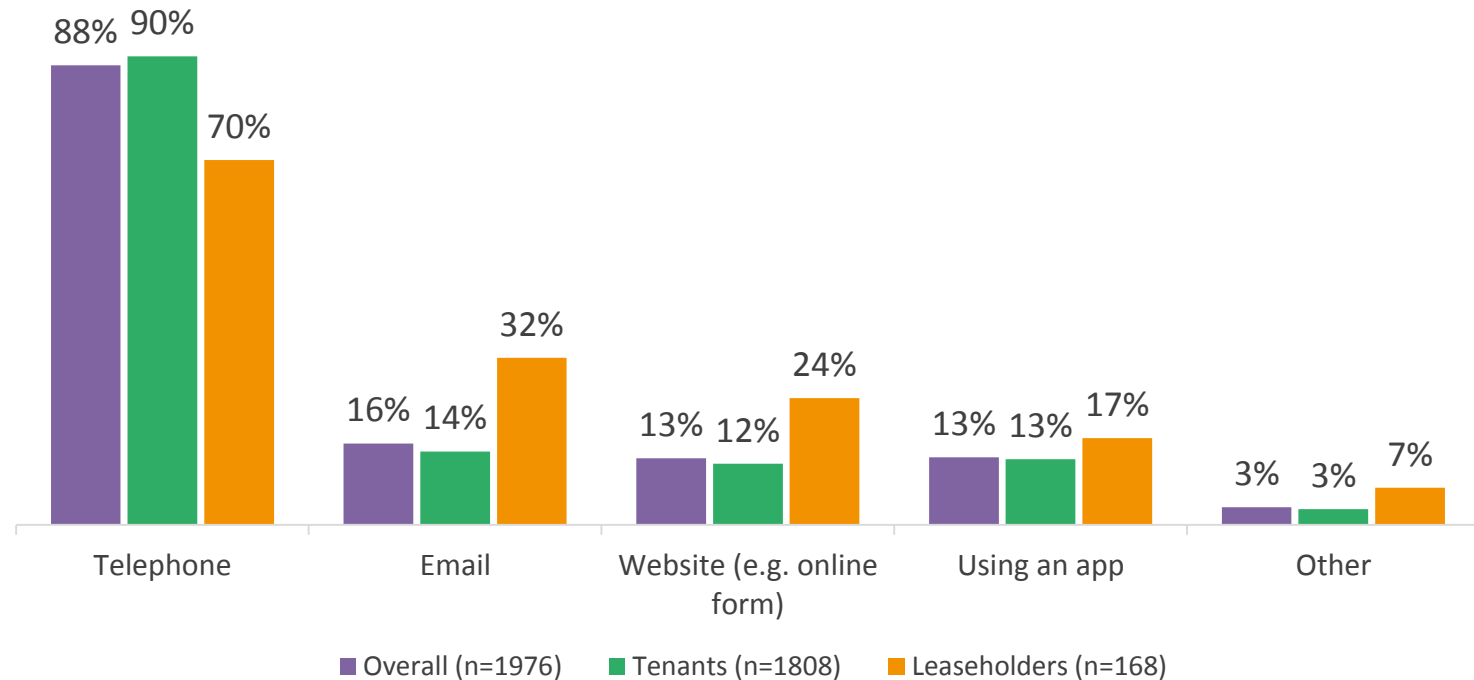
Satisfaction with last repair



Page 46



Method booked last repair



65+ > telephone than 18-64
18-64 > email than 65+

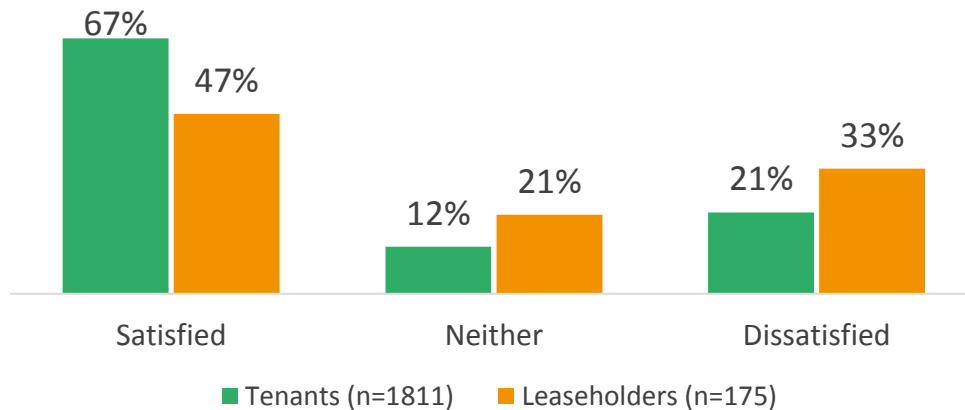
Overall appearance of the neighbourhood



65% satisfied

22% dissatisfied

Page 50



35-64 > 18-34

75+ > 35-64



House/bungalow > flat

Overall appearance of the neighbourhood

Residents were asked to explain the reasons for their satisfaction or dissatisfaction. A total of 1,027 valid comments were left.

Theme	Count	%
Messy neighbourhood (litter, fly tipping, poor maintenance)	457	44%
Well-kept neighbourhood	223	22%
Parking issues	114	11%
Good/ friendly neighbours	99	10%
All good/ fine	95	9%
Crime/ unsafe	61	6%
Quite/ peaceful	61	6%
Anti-social behaviour	54	5%
Poor neighbours	26	3%
Close to amenities	14	1%
Speeding	11	1%
No crime/ safe	9	1%
Traffic issues	5	0%
No amenities close	3	0%
Other	54	5%

"It's a disgrace there's no respect; rubbish, litter, cans, bottles, clothing and biggest bug bear is the littering of dogs."

"I am satisfied with the overall appearance of my neighbourhood because things are clean and tidy and friendly."

"The grass is neatly kept. The potholes are repaired promptly. The new housing and park facilities look really good."

"The communal areas are never cleaned. The lady who comes to do the cleaning seems to do nothing but just seen and well be gone. The bin area does need staff there is recycle as not then bin not collected."

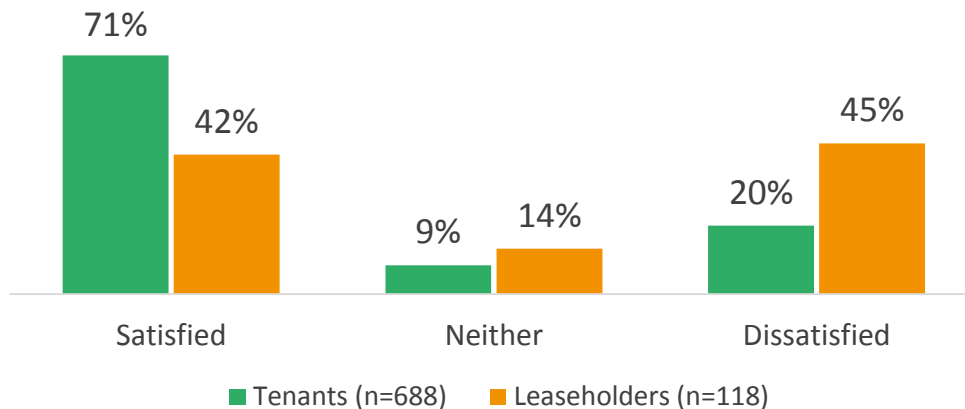
How often block is cleaned



67% satisfied

24% dissatisfied

Page 52



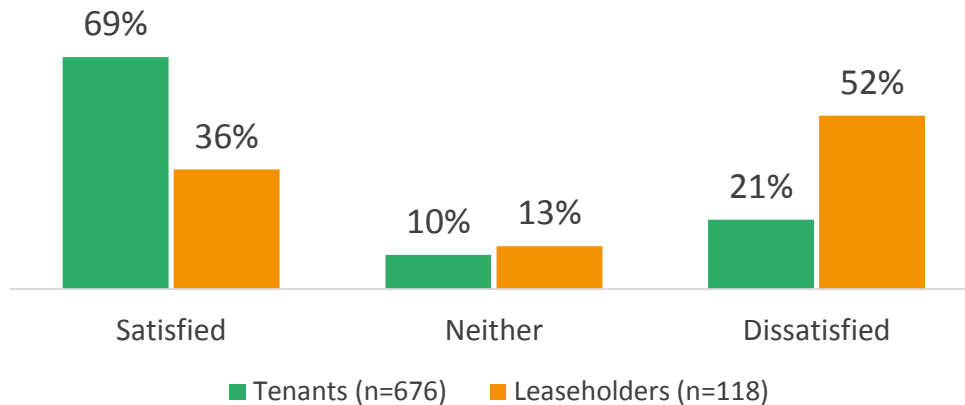
45-54 and 75+ > 18-44

Standard of cleaning in block



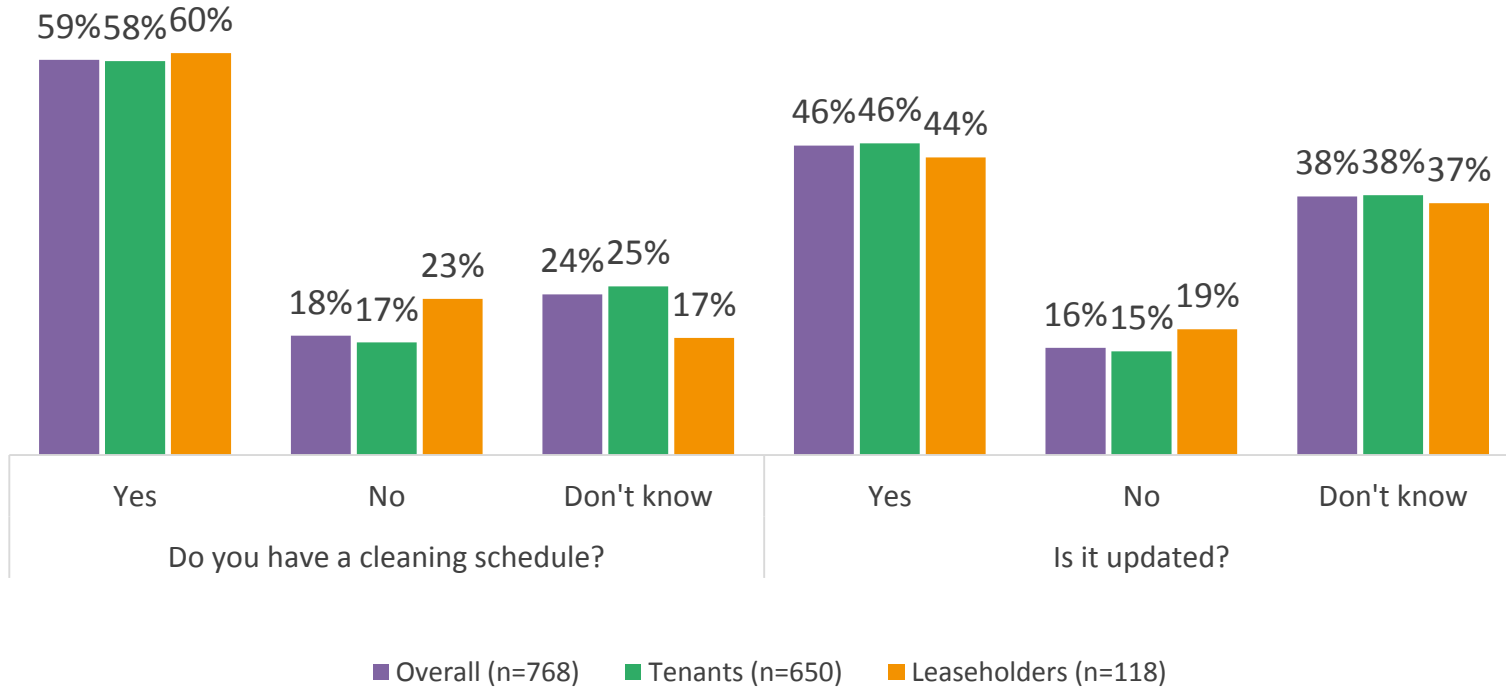
64% satisfied

25% dissatisfied



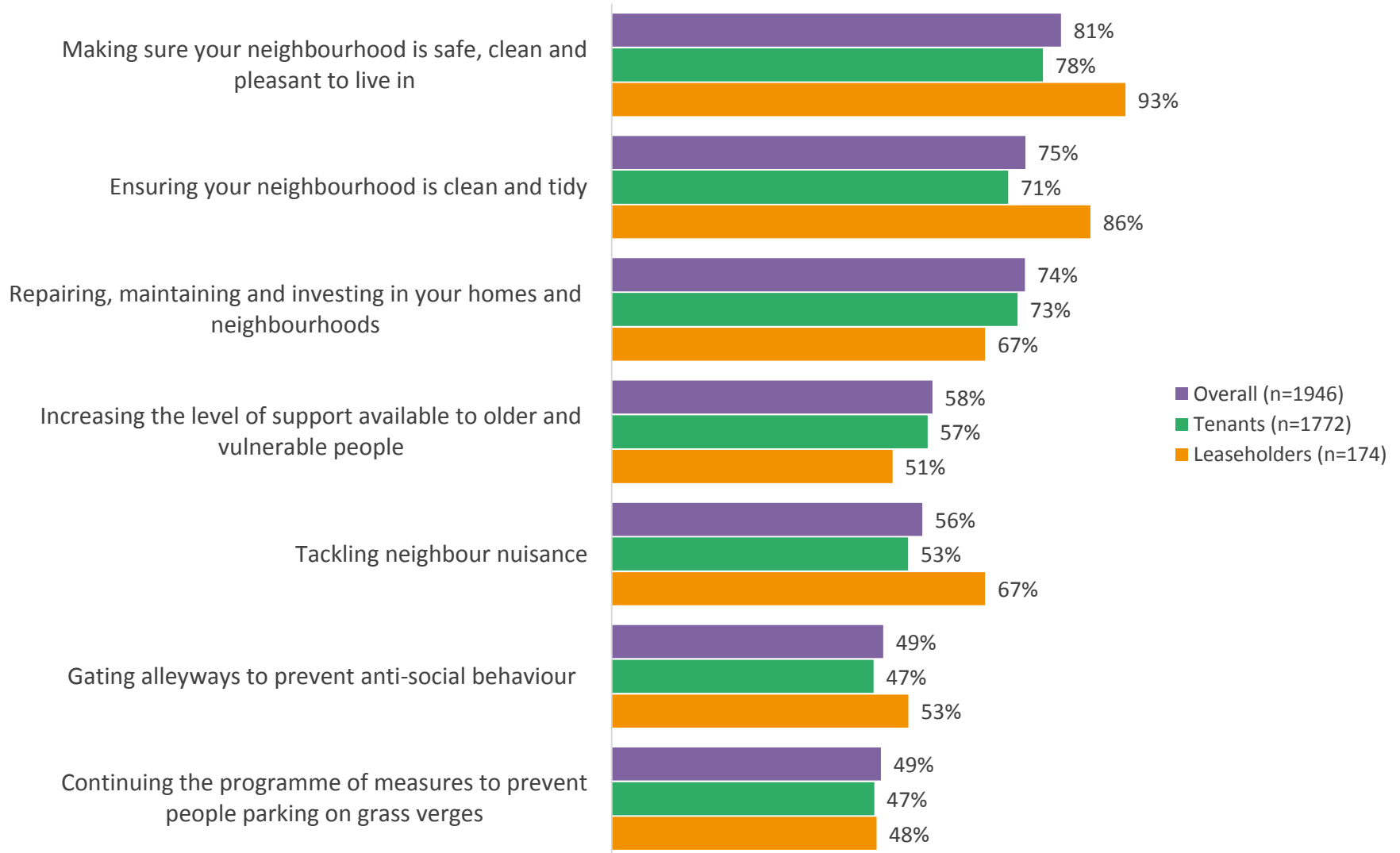
Standard of cleaning in block

Page 54

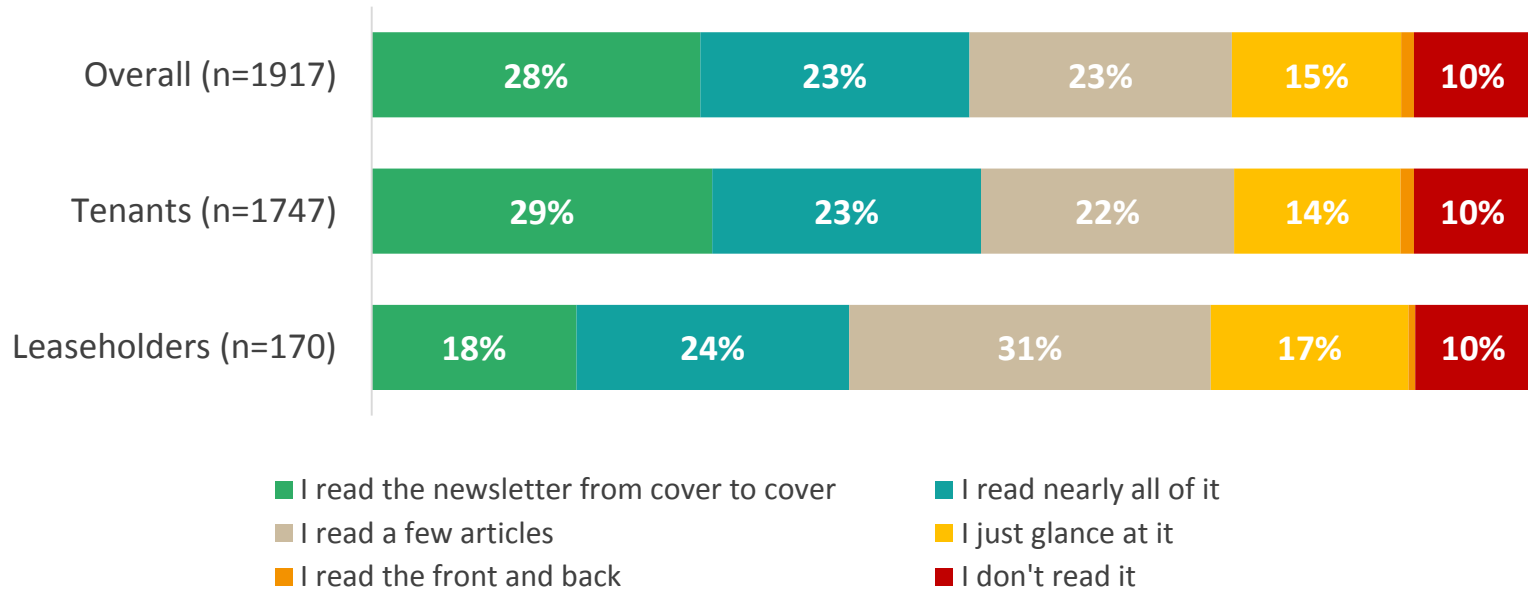


Priorities for the future

Page 55



Housing Highlights



65+ > to read cover to cover than 18-54
 18-34 > to just glance at it

Any other issues

Respondents were asked if they were any other issues they would like to tell Housing Services about. A total of 633 valid comments were left.

Theme	Count	%
Issues with repairs and maintenance service (e.g. awaiting work, on-going issues, appointments not being kept)	300	47%
Issues with neighbourhood (e.g. parking, anti-social behaviour, crime)	187	30%
Improve communication/ access to Housing Officers and other staff	79	12%
Issues with neighbours	22	3%
Issues with tenancies (e.g. wanting to move, neighbours sub-letting)	21	3%
General positive feedback	21	3%
More consultation with residents	18	3%
Follow up/check on repairs and maintenance services	13	2%
General negative feedback	13	2%

"Since having my roof replaced the gutters have leaked really badly. Even causing water to run down the bedroom walls. I have reported repeatedly, but they still haven't been sorted."

"Repairs need to be done as soon as a problem-a working person cannot afford to take time off and nothing gets done."

"It would be nice to be able to actually talk to the appropriate SBC officer about an issue, rather than leaving a telephone number and not getting a reply or emailing in and never getting a response."

"Lots of antisocial behaviour in the neighbourhood - would hope that the council would do more as it's not safe to walk around in the neighbourhood without being abused. at this age would like to feel safe and protected."

Conclusion

Relatively low levels of satisfaction

- Satisfaction has increased in most areas since 2018
- However, some high levels of dissatisfaction (16%-27%) with some aspects
- Greater levels of dissatisfaction amongst leaseholders (19%-44%)

Mixed views on the repairs and maintenance service

- Overall satisfaction was relatively low at 60%, with 29% dissatisfied
- For customer service, 64% were satisfied
- Residents appear satisfied with reporting repairs but less satisfied with appointments, timings and the actual repair
- Again, leaseholders were more dissatisfied

Satisfaction with neighbourhood and estate services

- 70% of residents felt they belong to their neighbourhood and 65% were satisfied with its appearance
- Some high levels of dissatisfaction with cleaning and caretaking services (24%-25%)
- Having a safe, clean and pleasant neighbourhood was the top priority for next year (81%)



Any questions?



Adam Knight-Markiegi
adam.knight-markiegi@melresearch.co.uk
0121 312 1125

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: Tuesday, 14th January 2020

CONTACT OFFICER: Difaf Sharba, Policy Insight Analyst

(For all Enquiries) (01753) 87 5411

WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

FOOD POVERTY TASK & FINISH GROUP UPDATE

1. **Purpose of Report**

For the Neighbourhoods and Community Services Scrutiny Panel to review and approve the final version of the Terms of Reference for the Food Poverty Task & Finish Group.

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

2.1 That the Panel

1. Review the proposed Terms of Reference for the Task and Finish Group; and
2. Agree the final version of the Terms of Reference under which the Task and Finish Group will operate.

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

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

The proposed areas of activity for the Task & Finish Group will support the following priorities:

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

3b. **Five Year Plan Outcomes**

The review will support the following outcomes:

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

- Outcome 2: Our people will be healthier and manage their own care needs;
- Outcome 3: Slough will be an attractive place where people choose to live, work and stay.

4. **Other Implications**

(a) Financial

The work to be undertaken by the Task & Finish Group will be covered within existing staff budgets. Any financial implications of the review's recommendations will be reported back in the final report to be taken by the Neighbourhoods and Community Services Scrutiny Panel in 2020.

(b) Risk Management

There are no corporate risks associated with the adoption of the Terms of Reference included as Appendix A. Any risks associated with the final recommendations will be reported to the Panel at the review's conclusion.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights or other Legal implications arising from this report.

(d) Equalities Impact Assessment

The adoption of the Terms of Reference does not require an Equalities Impact Assessment. Should the final recommendations necessitate such an exercise, it will be carried out as required.

5. **Supporting Information**

- 5.1 The issue of food poverty in Slough was first raised in members' written questions for the meeting of the Neighbourhoods and Community Services Scrutiny Panel on 31st October 2019. At the meeting, members of the Panel discussed data from Slough Foodbank and expressed concern at the increasing reliance on food banks and similar provision in Slough. The Panel then decided to set up a task and finish group on food poverty to investigate the causes of this increase and suggest actions to reduce it.
- 5.2 The Task & Finish Group have had preliminary meetings with the manager of Slough foodbank as well as representatives from Shelter, MyCouncil and DWP that helped define the initial scope of the problem and shape the Group's Terms of Reference.

Membership

- 5.3 The Task & Finish Group will be chaired by Cllr Hulme and will also include the following Councillors:

- Cllr Plenty
- Cllr Ajaib

Timeframes and Work Programme

- 5.4 When the final report with recommendations is presented to the Panel, members will be asked to approve and adopt the recommendations. Following this, the Panel will then assume responsibility for monitoring the progress of these recommendations. Officers will update the Panel on this as appropriate.
- 5.5 In order to compile its final report, the Task & Finish Group will conduct a series of site visits to children's centres, My Council, Slough foodbank and other possible sources of information throughout January and February 2020. Once these have been completed, it will then hold a plenary session with officers to talk through their findings from the site visits and proposals for the future. This will then lead to the compilation of the final report and its recommendations for the future of the service.

6. Comments of Other Committees

- 6.1 This report has not been taken by any other committees at Slough Borough Council.

7. Conclusion

- 7.1 This report is intended to provide the Panel with information and guidance on the work to be undertaken by the Task and Finish Group. There will be flexibility for the Task and Finish Group to arrange meetings to suit its work; however, its focus on the work it has been commissioned to complete will remain resolute.

8. Background Papers

Agenda papers and minutes of the Neighbourhoods and Community Services Scrutiny Panel, 31st October 2019.

9. Appendices

A - Proposed Terms of Reference for the Food Poverty Task & Finish Group.

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Appendix A - Terms of Reference for the Slough Food Poverty Task & Finish Group

Background:

In October 2019, the Council's Neighbourhoods and Community Services Scrutiny Panel decided to investigate food poverty in Slough. The Panel resolved that due to the complexity of the issue, a task and finish group is the approach to follow. This was driven by concerns over the increase of food poverty in Slough, growing food bank use, an increase in the numbers of people sleeping rough, and the existing knowledge of pockets of deprivation and poverty in the Borough.

The Task & Finish Group will collect evidence and assess how effective the model of food aid provision in Slough is in meeting short- and long-term needs of residents. They will also consider ways to coordinate efforts and to minimise residents' dependency on food aid in the long term.

A report covering the areas of investigation identified above, including possible options and recommendations to help tackle food poverty in Slough, will be produced at the end of this investigation.

Purpose of the Task Group

The Task & Finish Group is seeking to answer the following key questions:

1. Who needs food aid in Slough and why?
2. Who is currently receiving food aid?
3. Who provides food aid and how?
4. Who can issue referrals/vouchers to the foodbank?
5. How accessible and appropriate is the food aid provision?

Outcomes expected

1. The Task & Finish Group will collect evidence and assess how effective the model of food aid provision in Slough is in meeting short- and long-term needs of residents. They will also consider ways to coordinate efforts and to minimise residents' dependency on food aid in the long term.
2. A report covering the areas of investigation identified above, including options and recommendations to help tackle food poverty in Slough, will be produced at the end of this investigation.

Operational Delivery

- The Slough Food Poverty Task & Finish Group will identify evidence and priority areas.
- The Task Group meetings will be held at Observatory House, Slough.
- The Task Group will be chaired by Cllr. Christine Hulme.

Membership

- Cllr. Christine Hulme (Chair)
- Cllr. Ted Plenty
- Cllr. Zafar Ajaib

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 14th January 2020

CONTACT OFFICER: Difaf Sharba, Policy Insight Analyst
(For all Enquiries) (01753) 875411

WARDS: All

PART I
FOR COMMENT AND CONSIDERATION

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2019/20 WORK PROGRAMME

1. **Purpose of Report**

For the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) to discuss its Work Programme for 2019-20.

2. **Recommendations/Proposed Action**

That the Panel review the Work Programme and potential items listed for inclusion.

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

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

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

- Our residents will have access to good quality homes

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

4. **Supporting Information**

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

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

5. **Conclusion**

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

6. **Appendices Attached**

A - Work Programme for 2019/20 Municipal Year

7. **Background Papers**

None.

Neighbourhood and Community Services Scrutiny Panel Work Programme - 2019/20

Task & finish group	
<ul style="list-style-type: none"> Food poverty 	
Meeting Date	
14 January 2020	
<ul style="list-style-type: none"> Market Lane Road/Hollow Hill Lane Network and the impact on Langley - update from Network Rail Housing Rents and Service Charges update Airbnb Licensing Five Year Plan Outcome 4 progress Food poverty task & finish group ToR 	
27 February 2020	
<ul style="list-style-type: none"> Impact of the redevelopment of the leisure facilities - community The Home Improvement Agency - findings of the review Crime and disorder reduction panel <ul style="list-style-type: none"> Safer Slough Partnership Update Key Worker Housing Update (information only) 	
1 April 2020	
<ul style="list-style-type: none"> Housing Services Scrutiny Indicators Osborne <ul style="list-style-type: none"> ➤ Missed appointments (including missed appointments by residents in the report back on performance with regard to 	

- missed performance)
- Voids Update (including length of voids)
- Non contractual routine repairs
- Rechargeable repairs
- % target for appointments kept (emergency and urgent) in a different visual to being based on volume as at present
- Asbestos: Details of the contractors / analysts undertaking surveys and asbestos removal

To be programmed:

- Homeless Prevention Strategy
- Rough Sleeper Action Plan
- Licensing of Houses in Multiple Occupation update (October 2020)
- IMD 2019 (2020/2021)

MEMBERS' ATTENDANCE RECORD

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2019 – 20

	MEETING DATES						
COUNCILLOR	24/06/2019	05/09/2019	31/10/2019	28/11/2019	14/01/2020	27/02/2020	01/04/2020
M. Holledge	Ab	Ab	P	P			
Gahir	P	P*	P	P			
S Parmar	P	P	P	P			
Plenty	P	P	P	P			
Ajaib	P	Ap	P	P			
Matloob	P	P	P	P			
Hulme	Ap	P	P	P			
Minhas	P	P*	P	Ap			
Wright	P	P	Ap	P			

P = Present for whole meeting
Ap = Apologies given

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

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