



Date of issue: Tuesday, 25 August 2020

MEETING: NEIGHBOURHOODS AND COMMUNITY SERVICES

SCRUTINY PANEL

(Councillors Hulme (Chair), Kelly (Vice-Chair), Ajaib, Gahir, M Holledge, Matloob, Minhas, S Parmar and

Sabah)

Non-Voting Co-Opted Members

Manvinder Matharu (Residents Panel Board)

Trevor Pollard (Residents Panel Board)

DATE AND TIME: THURSDAY, 3RD SEPTEMBER, 2020 AT 6.30 PM

VENUE: VIRTUAL MEETING

DEMOCRATIC SERVICES

OFFICER:

JANINE JENKINSON

(for all enquiries) 07511 048 406

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

uw-cy,

Chief Executive

AGENDA

PART 1

AGENDA REPORT TITLE PAGE WARD

APOLOGIES FOR ABSENCE

CONSTITUTIONAL MATTERS

Declarations of Interest

All Members who believe they have a Disclosable Pecuniary or other Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 4 paragraph 4.6 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed.



AGENDA ITEM	REPORT TITLE	<u>PAGE</u>	WARD
2.	Minutes of the last meeting held on 22nd June 2020	1 - 10	-
SCRUTINY	ISSUES		
3.	Member Questions	-	-
	(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.)		
4.	Repairs Maintenance and Investment (RMI) Contract Update	11 - 44	All
5.	Resident Board Feedback Reports	45 - 64	All
6.	Langley High Street, Infrastructure - Impact on Businesses	65 - 78	Foxborough, Langley Kedermister, Langley St Mary's
7.	Safer Public Spaces Update	Verbal	All
8.	Food Poverty Task and Finish Group Report	79 - 130	All
ITEMS FOR	RINFORMATION		
9.	NCS Scrutiny Panel 2020/21 Work Programme Report	131 - 134	All
10.	Members' Attendance Record 2020/21	135 - 136	-
11.	Date of Next Meeting - 22nd October 2020	-	-

Press and Public

This meeting will be held remotely in accordance with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020. Part I of this meeting will be live streamed as required by the regulations. The press and public can access the meeting from the following link (by selecting the meeting you wish to view): http://www.slough.gov.uk/moderngov/mgCalendarMonthView.aspx?GL=1&bcr=1

Please note that the meeting may be recorded. By participating in the meeting by audio and/or video you are giving consent to being recorded and acknowledge that the recording will be in the public domain. The press and public will not be able to view any matters considered during Part II of the agenda.



Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Monday, 22nd June, 2020.

Present:- Councillors Hulme (Chair), Kelly (Vice-Chair), Ajaib, Gahir (from 6.36

pm), Matloob, Minhas, S Parmar, Sabah (from 6.42 pm) and Co-optee

Trevor Pollard

Apologies for Absence:- Councillor M Holledge

PART 1

1. Declarations of Interest

None were declared.

2. To Ratify the Appointment of the Chair for 2020/21

Resolved – That Councillor Hulme be confirmed as the Chair of the Neighbourhoods and Community Services Scrutiny Panel for 2020/21.

(Councillor Gahir joined the meeting)

3. To Ratify the Appointment of the Vice-Chair for 2020/21

Resolved – That Councillor Kelly be confirmed as the Vice-Chair of the Neighbourhoods and Community Services Scrutiny Panel for 2020/21.

4. Minutes of the last meeting held on 27th February 2020 and the extraordinary meeting held on 17th March 2020

Resolved – That the minutes of the meeting held on 27th February and the extraordinary meeting held on 17th March be approved as correct records.

5. Member Questions

None had been received.

(Councillor Sabah joined the meeting)

6. Covid-19 Response Update

The Interim Director Place and Development provided a presentation that outlined how the Council had responded to homelessness, rough sleeping, housing responsive repairs, and tenant and housing regulation matters during the Covid-19 lockdown period.

Following the conclusion of the presentation, the Chair invited comments and questions from Members.

During the course of the discussion, the following points were raised:

- It was noted that there was currently a backlog of 1,500 outstanding housing responsive repairs. It was reported that discussions were being held with Osborne Property Services Limited 'Osborne' (the company used by the Council to manage its housing assets) to understand the types of jobs outstanding and how these would be tackled. Emergency jobs were currently being dealt with and non-emergency work was being categorised in priority order. It was anticipated that additional staff resource would be required and a plan to clear the backlog was being developed. It was agreed that additional details regarding Osborne's plan to tackle the backlog of responsive repairs be circulated to the Panel.
- A Member queried if the newly identified rough sleepers were from Slough or had recently moved into the borough from London or elsewhere. It was explained that many new rough sleepers were from outside of Slough; some had migrated from the north of England in order to find employment. Rough sleepers from outside of the borough were encouraged to return to their local areas.

Resolved -

- (a) That the presentation and updates provided be noted.
- (b) That additional details regarding Osborne's plan to tackle the backlog of responsive repairs be circulated to the Panel.

7. Rough Sleeper Workshop

The Service Lead, Housing (People) Services introduced a report that set out the Council's proposed strategy to provide as many rough sleepers as possible with long-term accommodation, following the Covid-19 lockdown period, rather than those people returning to the streets.

On Friday 27th March 2020, the Government had issued a request to English local authorities to house all single homeless vulnerable people and rough sleepers within 48 hours. This required the provision of interim homeless accommodation for a cohort of people who would ordinarily not receive assistance from the Council. The lockdown period had enabled the Council's Outreach Team to engage with rough sleepers to assist in addressing underlying issues and to facilitate their return to a 'mainstream' way of life once the interim housing arrangements either ceased or were amended.

Following the conclusion of the presentation, the Service Lead, Housing (People) Services invited comments and questions from the Panel.

During the course of the discussion, the following points were raised:

- A Member asked if accommodation had been provided to any tourists who had become stranded due to the Covid-19 lockdown. It was confirmed that no accommodation had been provided to holiday makers visiting Slough.
- It was noted that many people who experienced rough sleeping had complex issues and struggled to access the support services they needed. It was asked if during the lockdown period partner agencies had worked together to address these issues to help prevent people becoming homeless again. It was explained that multi-agency work had been undertaken; however specialist support accommodation was a finite resource in short supply. The Council had recently made a bid to the Ministry of Housing, Communities and Local Government to fund a Complex Needs Worker post. The role would involve work with vulnerable single people to link them to mental health and drug services. The Tenancy Sustainability Officer also undertook work to link vulnerable homeless people with mental health and social services. It was acknowledged that general purpose accommodation was unsuitable for some homeless people and specialist supported housing was needed for those vulnerable people who faced complex needs. Officers would be undertaking further work to address this matter going forward.
- Clarification was sought regarding the status and support that was offered to rough sleepers who had no recourse to public funds. It was explained that this was a complex area and applied to a range of people, including EU nationals who had not exercised their treaty rights and in some circumstances UK nationals. It was explained that if a British person left the country for an extended period, on re-entering the UK they would be required to take a 'Habitual Resident Test'. If they failed to pass the test they would be unable to claim social benefits; and it was illegal for the Council to provide housing support to rough sleepers who had no recourse to public funds.
- It was noted that Slough rough sleepers included a diverse range of people, including many from neighbouring local authority areas, such as Hounslow, Ealing and Hillingdon. Often neighbouring local authorities discharged their duty to rough sleepers by housing them in Slough due to the large private rented sector being cheaper than that in their respective areas.

- It was asked how long the interim accommodation for rough sleepers would be provided. It was explained that provision would cease at the end of June 2020 and people would then be housed in the private rented sector. The lockdown period had presented officers with an opportunity to engage with rough sleepers who normally did not engage with support services. A joined-up strategy would be established to provide long-term support to enable former rough sleepers to sustain a permanent tenancy.
- A Member asked what action the Council could take if a rough sleeper returned to the streets. It was explained that the person would receive help to engage with the appropriate support services. If a rough sleeper was demonstrating anti-social behaviour, such as begging, enforcement action could be taken but this required assistance from the police.
- It was asked if a person in temporary accommodation could claim Housing Benefits and if so, how many people were currently claiming this benefit. In addition, concern was raised that people entering Slough from other local authority areas may be given priority for housing over others who had been on the waiting list for longer. Concerns were raised that there may be an increased housing demand at the end of the furlough period and it was asked what plans were in place to mitigate an increase in homelessness. In response, it was explained that it was not possible to claim Housing Benefits for those accommodated in hotels or temporary provision. Only those categorised as 'statutory homeless' were eligible to claim Housing Benefit. Slough Council was beginning to house people outside of the borough to alleviate housing pressures and manage the level of demand. The incentive for those moving out of Slough borough was that larger and longer-term housing was available in more affordable areas outside of the South East of England. It was explained that the Council's Out of Borough Housing Policy was currently being reviewed.
- It was noted that the definitions of 'homeless' and 'rough sleeping' were different but the terms were often used interchangeably; therefore, it was crucial that clear communication was used in documents and on the Council's website.
- A Member asked how the Council was working with employers to encourage rough sleepers into employment. It was explained that one cohort of people had undertaken employment with Tesco supermarket. Tesco was keen to restart the scheme after the Covid-19 lockdown period. Officers were working hard to seek employment opportunities for rough sleepers. Discussions regarding employment opportunities were currently being held with Heathrow Academy and Osborne Property Services. It was felt the employment schemes were sustainable and the important consideration was ensuring people who joined the schemes were ready for employment to ensure the best chance of success

On behalf of the Panel, the Chair thanked officers for the work undertaken during the Covid-19 lockdown period.

- **Resolved –** That the Panel endorsed the following Lead Members and Directors recommendations, prior to the recommendations being submitted to Cabinet:
 - (a) Assured Shorthold Tenancies (ASTs)/ licences be obtained from private sector landlords for each consenting individual currently in "All In" rough sleeper accommodation where practicable;
 - (b) Serena Hall and the Mallards (or similar/alternatives) be adapted to provide interim day and night accommodation for British Rough Sleepers while we get them ready to be able to be placed in an AST;
 - (c) A number of Council voids be made habitable (rather than lettable) to house European Nationals currently unable to demonstrate their right to public funds (NRPF – No Recourse to Public Funds); and
 - (d) A Support Worker be funded by the Council to work, together with Voluntary Sector colleagues, to assist NRPF individuals in getting together the documents needed for them to demonstrate their right to public funds, which, once obtained allows us to assist them into ASTs and also into work so that they can become self sufficient.

8. Homeless Prevention Strategy

The Service Lead, Housing (People) Services introduced a report that provided an update on the Council's Homelessness Prevention Strategy Action Plan and related homelessness matters.

In concluding the update, the Service Lead, Housing (People) Services invited comments and questions from the Panel.

During the course of the discussion, the following points were raised:

 Clarification was sough regarding the term 'temporary accommodation' and the average cost of providing this type of housing. It was explained that during 2019 the Council had overspent by approximately £1 million on temporary accommodation. This type of housing included bed and breakfast provision, and room lets in houses in multiple occupation. Private lets were becoming increasingly expensive as landlords had begun asking for nightly rates rather than monthly rents. The Council was often unable to recoup the cost of temporary accommodation due to benefit caps not meeting the full cost of this provision. It was highlighted that temporary accommodation was a 'quick fix' and not a solution to the issue of homelessness.

- A Member asked what assistance the Council provided to those not eligible for housing support. It was explained that the Housing department did not provide any assistance to asylum seekers. For non UK citizens and those not eligible to receive benefits, the housing legislation was technical and complex; eligibility for assistance was determined by the circumstances of each case.
- It was queried if the Council had in place any 'reciprocal arrangements'
 with neighbouring local authorities. It was explained that due to the
 demand and cost of housing in London, it was unlikely that any London
 boroughs would be open to assisting the Council in this way. Some work
 had been undertaken with Reading and West Berkshire; however
 opportunities for this type of arrangement were limited.
- A Member noted that often people became homeless at the end of an Assured Shorthold Tenancy Agreement. It was asked if the Council provided any incentives to landlords to extend tenancy agreements. It was explained that the Council did offer some incentives to landlords; however, it was not sustainable to continually increase payments. Landlords often required the Council to cover the shortfall created by the Local Housing Allowance not meeting the cost of market rent.
- Referring to Appendix B of the report which set out the reasons for homelessness, it was noted that 51 cases had been categorised as 'other'. It was asked if more detailed information could be provided. It was explained that the categories were set by the Government for reporting purposes. The 'other' category included people who had been discharged from hospital or mental health facilities. It was agreed that additional details would be provided to the Panel.
- At the end of August the current restrictions preventing landlords from evicting tenants would be lifted. It was asked what action the Council was taking to mitigate an increase in homelessness. In response, it was explained that it was anticipated that the number of approaches would increase after August, however the Council expected to be able to meet the level of demand.

Resolved -

(a) That the report be noted.

(b) That further details relating to the homeless cases categorised as 'other' in Appendix B of the report be provided to the Panel.

9. Repairs Maintenance and Investment (RMI) Contract Update

The Service Lead, Housing Development and Contracts introduced an update report that detailed the performance of Osborne in the delivery of the Repairs Maintenance and Investment contract for the 2019/20 financial year, and April - May 2020.

The Chair invited comments and questions from the Panel.

During the course of the discussion, the following points were raised:

- In the report it was stated that Osborne had a 99% resident satisfaction rate; however a 'remedy notice' had been issued and performance deductions had been applied due to service failure during 2019/20. A Member queried this apparent contradiction and sought clarification regarding the conflicting information. It was explained that a specific critical failure remedy notice had been issued due to the performance of Osborne's contact centre. Osborne had disputed the validity of the notice and further work was being undertaken to review the relevant statistical information available. An independent auditor was reviewing the stated performance of Osborne and a contractor would be conducting a detailed quality assessment.
- With regard to the repairs backlog, it was queried if the terms of the contract enabled the Council to insist that additional resources be put in place to tackle the outstanding works. It was explained that Osborne had provided a Remobilisation Plan and had indicated that it would take four months' to clear the backlog of day-to-day repairs. As the contract administrator, the Service Lead, Housing Development and Contracts was able to withdraw or not issue major works or compliance contract works if Osborne failed to deliver. Osborne had been requested to dedicate additional resources to clearing the backlog. The capital programme contract would not be issued to them until the backlog work had been tackled. It was explained that the priority was to work with Osborne to address the outstanding works; however business contingency plans were being made to deliver the major programme should Osborne fail to carry out the required works. In light of the Grenfell Tower fire, the Government had issued legislation that the Council was currently working to fully implement. There was a lot of work in the pipeline that Osborne could have the opportunity to

- undertake, however if they failed to perform, future works could be allocated to other sub contractors. The Council was keen to employ local people and to date it was not felt that the local supply chain had been extensively utilised by Osborne.
- It was asked why Osborne's contact centre had failed to meet the
 performance target. It was explained that Osborne had failed to recruit
 sufficient staff to answer calls and this had lead to a remedy notice
 being issued. Performance targets had now been put in place to
 ensure this issue did not reoccur.
- A Member highlight that Osborne had been unable to retain staff due to pay being below the market rate. It was asked if this was still the case. It was explained that Osborne had successfully recruited to the vacant posts and further details could be provided by the Osborne representative at the September 2020 Panel meeting.
- The Chair suggested that it would be useful for Panel Members to attend a Neighbourhood Forum to speak with tenants and leaseholders directly and hear about their experience of Osborne's service delivery. The Co-opted Member agreed to send an invite to the Chair to the next Forum meeting. The Service Lead, Housing (People) Services reported that there were a number of Forums in place; however it would be beneficial to review the arrangements to promote better engagement with tenants and leaseholders and involve councillors.
- It was noted that Osborne had conducted a resident satisfaction survey, it was asked if the Council analysed or verified the results or carried out its own satisfaction survey. It was explained that an independent 'Star Survey' was carried out annually and the results of the survey were independently analysed. In addition, an independent evaluation of 10% of all compliance work was carried out and post inspection of critical works was undertaken. It was agreed that the 2018/19 Star Survey results be circulated to the Panel.

The Chair thanked the Service Lead, Housing Development and Contracts for the report and welcomed the opportunity to hear from an Osborne representative at the next Panel meeting.

Resolved -

- (a) That the report be noted.
- (b) That the Panel noted the requirement for Osborne to present the 2020/21 Annual Report to the Neighbourhoods and Community Services Scrutiny Panel.

- (c) That the Panel noted the requirement for Osborne to offer the Panel the outline of the program of service improvements, service innovations, and the intended outputs Osborne had agreed to commit to for delivery during the financial year 2020/21.
- (d) That the co-opted member Trevor Pollard be requested to forward an invite to a Resident Board meeting to the Chair and any other interested Panel Members.
- (e) That the Service Lead, Housing (People) Services be requested to recirculate the Resident Satisfaction Survey, 2019, presented to the Panel in January 2020.

10. Neighbourhoods and Community Services Scrutiny Panel Work Programme 2020/21

Consideration was given to the list of proposed items for the next meeting.

It was reported that the approach to Key Worker Housing was being reviewed, and therefore it would appropriate to scrutinise the Key Worker Housing Update report at a future meeting date.

In relation to the Repairs Maintenance and Investment Update report, it was agreed that Osborne's Interim Director be invited to attend the next meeting.

There was discussion about establishing a Rough Sleeper Task and Finish Group, and the Chair invited any Member wishing to be involved to contact her directly. It was requested that an officer from Housing Services be made available to support the task group.

Resolved -

- (a) That subject to the amendments detailed above, the Work Programme be agreed, as set out in Appendix A of the report.
- (b) That a Rough Sleeper Task and Finish Group be established.

11. Members' Attendance Record 2020/21

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

12. Date of Next Meeting - 3rd September 2020

Resolved – That the date of the next meeting was confirmed as 3rd September 2020.

Chair

(Note: The meeting opened at 6.30 pm and closed at 8.37 pm)

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 3rd September 2020

CONTACT OFFICER: Ian Stone (RMI Contract Manager) /

R John Griffiths (Service Lead, Housing Development &

Contracts)

(For all Enquiries) (01753) 875436

WARD(S): All Wards

PART I

FOR COMMENT AND CONSIDERATION

REPAIRS MAINTENANCE AND INVESTMENT (RMI) CONTRACT UPDATE

1. Purpose of Report

The purpose of the report is to provide an 'Information Update' to the Panel, as requested on the 22nd June on performance, of Osborne's delivery of the RMI contract

- Missed appointments (including missed appointments by residents in the report back on performance with regard to missed performance)
- Voids Update (including length of voids)
- Rechargeable repairs
- % target for appointments kept (emergency and urgent) in a different visual to being based on volume as at present
- Asbestos: Update on surveys and asbestos removal

The Panel is requested to offer feedback on Osborne 'Draft Annual Report'. The comments will be added to Resident Board comments, which combined with Council's client team comments, will in partnership with Osborne form a final draft to be presented to the RMI Contract Strategic Board.

2. Recommendation(s)/Proposed Action

The Panel is recommended to note:

- a) The contents of the report; and
- b) Osborne's 2019/20 annual report.

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

3a. Slough Joint Wellbeing Strategy Priorities

The provision and maintenance of good quality and affordable housing can reduce housing need for local households and contributes to the identified priorities of the JSNA. The RMI is contracted to provide investment into existing council properties through a partnership approach between Osborne and the Council to sustain good quality homes that will improve the safety, health and well-being of the boroughs tenants.

3b. Five Year Plan Outcomes

The RMI contract is housing revenue funded from a 30-year business plan that has enabled the investment required to sustain an HRA Housing Asset Management Strategy to meet objective 4 'Our residents will live in good quality homes'. The RMI is intended to focus on making the best use of the borough's existing stock and provide better solutions to the needs and challenges through delivery of services, adopting excellent customer care and safeguarding and working to find these solutions in partnership.

4. Other Implications

(a) Financial

The RMI is a 7-year contract with an option to extend for three years. The contract is funded from the Housing Revenue Account and the business plan has set aside £100m for the Contract Administrator, Housing Development & Contracts Service Lead, John Griffiths to fund the annual expenditure of day-to-day repairs and maintenance, voids properties refurbished for reletting, and the major works programme e.g. kitchens, bathrooms, windows. The total spend can be up to £14m per year.

(b) Risk Management

The Panel is requested to note that the contractual governance outlined in appendix 1 offers a formal basis for management of risk through contract management, a framework for discussion intended to seek not just solutions but foster innovation through partnership initiatives. The structure of governance allows for a forum for the raising of issues, discussion on performance as well as commercial initiatives across the breadth of the contract. The levels of escalation and accountability are set out alongside basis for contractual scrutiny by members and residents.

The Table outlines the context of risk management to the recommendations outlined in Section 2 from the Body of the Report

Recommendation from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score risk	Future Controls
a) Completion of	RMI has regular	Weekly	6 Medium	Further
the backlog of	updates from	updates and		dialogue with
responsive	Osborne to	review.		Osborne over
repairs. And	monitor this	Dialogue		resource
management of	each week.	through sub-		management

open repairs.		groups and OMB.		and delivery
b) Osborne Staffing and experience.	Osborne have recently 'back filled' a number of the vacant posts with staff from another Osborne contract.	Dialogue with Osborne and with the Council where the contracted staff have been relocated from.	6 Medium	Further dialogue with the other Council to ascertain who is paying for the staff and whether they work on both contracts.
c) Verification of performance data	Reviewing the initial findings of the IAA review of the performance data supplied by Osborne. Osborne has failed to provide data to substantiate a number of their performance results.	IAA to complete verification of all data.	12 Significant	Further IAA involvement to ensure all data provided is consistent and factual.
d) Resident perception of the service	The feedback from the Residents Board regarding the service is very critical of the service Osborne provides.	Through contract Governance, performance deductions	12 Significant	Further performance deductions where appropriate and issue of remedy notice were Osborne fail to deliver under the contract.

(c) Human Rights Act and Other Legal Implications

The Homes (Fitness for Human Habitation) Act 2018 (the 'Act') adds hazards listed in the governments housing health and safety-rating system (HHSRS) set out in the Landlord and Tenant Act 1985. Tenants will therefore be able to legally compel their landlord to address any of the 29 HHSRS hazards, which ranges from fire safety issues to damp & mould or poor natural lighting and ventilation. The Act came into effect for new tenancies on 1st March 2019, but now applies to all existing tenancies.

(d) Equalities Impact Assessment

The contractor routinely carries out equality Impact Assessments as part of operational service delivery.

(e) Workforce

The workforce delivering the RMI are Osborne direct employees or sub-contracted services. The RMI has a contractual payment framework that offers a monthly establishment fee and thereafter payment is based on the work delivered.

5. **Supporting Information**

The management of the RMI contract sits with the Housing Development and Contracts department and is administered through contract governance, regular management meetings, regular sub-group level meetings, resident board, and continuous dialogue on service issues.

Information Update for Quarter 1 2020/21

Appointments Made and Kept: A total of 1,749 Appointments (Urgent and Appointed) were made within this Q1 and 1,721 were kept. This represented overall performance of 98.4% for appointments kept.

Voids: 73 Voids were completed in total in Q1.

Percentage breakdown below for all Voids:

4% - 60 Day Voids

48% - 20 Day Voids

25% - 5 Day Voids

7% - 10 Day Voids

16% - 0 Day Voids

100% of all Targeted Voids were completed within Target. Co-location has had a positive impact on the overall performance within this work stream

Jobs Completed: There were a total number of 2,406 jobs completed of these 2,181 were completed in target. Post Inspections are carried out on a minimum of 10% of all jobs completed to ensure the quality of works completed is at a high standard and residents are happy with the overall experience. The Members Portal also allows residents to see these figures on a monthly basis.

Non-Contractual Routine Repairs: There were no non-contractual routine repairs carried out in Q1.

Tenant Recharges: There were 4 Tenant Recharges completed within Q1.

Compliance Works

Osborne and SBC maintained compliance on 100% Gas Servicing for the 28th consecutive month in July. All other compliance works have progressed in line with the contract and quarterly reporting to the committee, required by the HRA Tenanted Stock Landlord Compliance Strategy, is available at Appendix B.

Asbestos

Table below details contractors we currently use when completing Asbestos related work orders.

Contractors	General Qualifications Held
Mid Essex Asbestos Contractors	Certificate of Health & Safety Accreditation HSE Licence to undertake work with Asbestos Waste Carriage Licence Construction Line Gold Member
Cablesheer	HSE Licence to undertake work with Asbestos
London Labs	Asbestos Survey Air Testing Asbestos Analysis

Independent Audit Agent (IAA) Review

The Independent Audit Agent (IAA) is an auditor brought into the RMI contract by both Osborne and Slough Borough Council. Their areas of focus are discussed and agreed by both parties through the Contract Governance at the Operational Management Board meetings which are held monthly. See details of the IAA role within the RMI contract in Appendix E.

The performance figures supplied by Osborne have been the subject of question by the Residents Board as not entirely reflective of the service on the ground. As above, to provide a clear independent assessment of all performance data produced by Osborne the IAA were asked to review all of this performance data.

The full IAA report is due for completion in early September. We can however outline some of the initial findings below.

- The IAA have found consistent variances between the data reported in the monthly performance reports to the Council, and the underlying data provided to us by Osborne. This is due to poor data quality (as verified in sample testing) and other actions, such as retrospective completion of jobs.
- Overall, this could affect the performance as reported to the Council and in turn could alter the amount of penalties that ought to have been applied on the contract. Due to the weakness of underlying data, it isn't possible for us to quantify this amount with any certainty. We have also found the methodology for calculating KDI's has typically been inconsistent over the life of the contract.
- There are a significant number of jobs being completed retrospectively, i.e. jobs are being completed in a month, after the performance report has been submitted by Osborne. As data extracted for the performance report is extracted on a completion date basis, jobs that are completed retrospectively in this manner slip through and are not reported against to the Council.
- We also obtained post-inspection reports to validate calculation of KDI 15.
 Again, we found discrepancies in the data reported. Some months, the post-inspection report matched the performance report (e.g. Jan, Feb, Mar 2020) while in other months, it did not (e.g. Sep 2019, which reported to the Council 141 less inspections than those carried out).
- Overall, it appears that based on our initial findings with data we have obtained from Osborne, the information supplied to the Council by Osborne has inconsistencies in terms of accuracy.

As at 11th August Osborne were unable to substantiate a number of the figures they had produced, particularly around the data reported on the call centre and the time taken to answer calls.

Through the clear governance and partnership working on the contract Osborne are provided the opportunity to raise issues and any concerns they have over the validity and consistency of their data at monthly contract sub-group meetings on performance and at OMB, Osborne raised no alarms with regard to the consistency of the data they have produced.

Following a number of complaints received in 2020/21, the IAA was asked to review the complaints process and how Osborne managed this. The IAA made the following statement following their initial review.

 Overall, the current complaints process is not aligned with that outlined in the contract. This will have to be reviewed and revised as appropriate. The general underlying reason for complaints appears to be poor communication between Osborne, residents and the Council, leading to potentially significant delays that are not managed with the resident.

Residents Board Provided Comments

The Resident Board have been monitoring Osborne's performance for some time and their concerns have been growing, backed up by the feedback they heard at the Neighbourhood Forum meetings and Stage 3 Complaints Panels. This has led them to have little faith in the accuracy or truth of the performance reports they have received or the feedback from last year's satisfaction survey. They have also raised concern at the lack of communication from Osborne and the almost total lack of response by them to any information requests or the recommendations arising from Complaints Panel meetings despite the Panel being recognised by the Ombudsman as the Designated Person in Slough.

They have escalated these concerns to the Contract Manager and, as members of the Council's Neighbourhood & Community Services Scrutiny Panel they have also raised their concerns to the Chair. In response the Chair has invited them to attend the September Committee meeting so that members can hear their concerns first hand.

In light of their concerns in relation to the satisfaction survey, the Residents Board have been assigned to lead on this year's survey with questions heavily weighted to gain an understanding of the wider resident views on the contract.

The Osborne Annual Report has previously been presented to the Residents Board by Osborne Account Director for Slough Scott Hughes. The Board were unhappy with the report for a number of reasons including the period of time covered (not a financial year) and a heavy bias towards positive information that, again, they did not believe to be an accurate reflection of the situation. An exert from resident board minutes relating to item on the Osborne draft Annual report can be seen in Appendix D

In light of this, the Account Director and Contract Manager were asked to review the report and its contents and report back to the Board. As such the opportunity now presents itself for Osborne to engage with the Panel and take on board comments on the draft annual report in Appendix C.

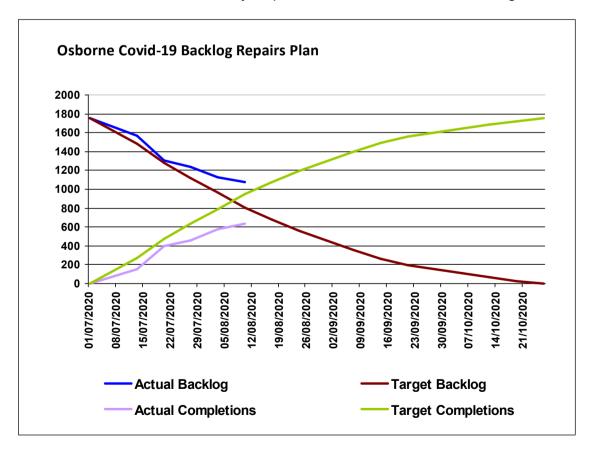
Osborne Plan for Backlog of Responsive Repairs

Covid-19 has impacted upon the RMI as with many other services offered to the council. Osborne was asked to present a plan on how they were to complete responsive repairs delayed as a result of the lockdown. On the 6th July Osborne identified 1751 responsive repairs as the 'backlog' they also presented an overall list of uncompleted responsive repairs which totalled 1976.

Osborne presented a plan to clear this 'backlog' within 4 months and the progress of this plan can be seen in the chart below. There are as of 10/08/20 1075 number of responsive repairs 'backlog' still outstanding.

Whilst as the chart shows Osborne are broadly in line with clearing this plan, concerns were raised by SBC initially over managing this 'backlog' as well as managing incoming responsive repairs requests which were expected to increase following the lockdown.

On 11/08/20 Osborne presented a list of all uncompleted repairs which totalled 2726 responsive repair orders of which 1075 were the defined Covid-19 'backlog'. Osborne has been asked to explain how this has been allowed to happen and what resources and plans they have to reduce this number down to a manageable level. This has also been formally requested at the last OMB on 6th August.



6. Comments of Other Committees

None

7. Conclusion

This report has provided key information requested by Members, together with actions taken to address the backlog caused by COVID-19, but also advises of concerns raised by the Residents Board, and issues identified by the IAA and the RMI client team in relation to the validity of the data provided by Osborne.

The report also seeks to provide assurance that the clear governance structure and governance arrangements which underpin the contract are being stringently followed to ensure concerns are addressed, and all identified issues are proactively managed through clear action plans and continuous communication with senior officers and members of the council.

8. Appendices Attached

- A Osborne Q1 Performance Report
- B 2020/21 Q1 Compliance Update
- C Osborne RMI 2019/20 Annual Report
- D Exert from Resident Board Minutes 30/06/20
- E Contract exert outlining IAA role.

9. **Background Papers**

None.



Quarter 1 2020/21 Performance Snapshot



	Measure	Target	Completed	In Target	Performance (KDI 12)	RFT	(KDI 7	() Target	Combined 'P1'	Trend (vs YTD)
Φ	Routine Repairs P3 (20 Days)		418	295	71%	374	(KDI 7) Target		Performance (KDI 7)	ilelia (vs 11D)
onsive	Urgent P2 - 3 Days	N/A	674	610	91%	644		95%	100%	
Respo	Emergency P1 (2 Hours)	IN/A	487	485	100%	484	,	73/6	100%	
~	ООН		210	208	99%		(KDI 1	2) Tavasal	Combined 'P2'	
airs	P3 - Routine 20 Days		61	58	95%	61	(KDI 13) Target		Performance (KDI 13)	
Repa	P2 - Urgent 3 Days	N/A	311	280	90%	308		95%	97%	
as R	P1 - Emergency 2 Hours	N/A	229	229	100%	229	73/6		7770	
Ŏ	ООН		16	16	100%					
	V4 - 60 Days	N/A	3	2	67%			Minor - 7 Day	Medium - 20 Days	Trend
	V3 - 20 Days		35	35		Received	d	0	0	\downarrow
Page	V2 - 10 Days	98%	5	5	100%	Complete	ed	0	0	\downarrow
ag	V1 - 5 Days		18	18		Open		0	0	\downarrow
Φ	0 Day Voids	N/A	12							
Ta 6 No. (of Jobs On Hold due to COVID19	717								

			Appointments I	Made & Kept (P2 & P3) (KDI 6)		
		Made	Kept	Performance	Target	
Posponsivo Pongirs	P2 - Urgent	794	788			
Responsive Repairs	P3 - Routine	566	551	98%	0.797	
Con (Hambia e Baranira	P2 - Urgent	305	299	70%	97%	
Gas/Heating Repairs	P3 - Routine	84	83			

Appointments Not Kept by Tenants (RR)	127	Appointments not kept by Tenants (GR)

Average Time to Complete a Repair (Calendar Month)							
Response 29							
Gas	8						
Voids 124							
Not inclusive of E.O.T							

		Scheduled	Completed	No Access	Non Compliant	Stage 3	Target (excluding NA)	Performance (Ex NA)	Trend
	LGSR's	2372	1969	390	0	0	100%	100%	\rightarrow
	Boiler Replacements	0	19	0	0				
	Emergency Lighting (Monthly)	795	783	12	0		100%	100%	\rightarrow
	Emergency Lighting (Yearly)	86	86	0	0		100%		\rightarrow
8	Distribution Boards	95	95	0	0		100%		\rightarrow
oliano	PAT Testing	0	0	0	0				
Complian	Fire Alarm (Quarterly)	22	22	0	0		100%	100%	\rightarrow
O	Fire Alarm (Weekly) Test Panels	312	296	16	0			100%	
	Legionella/Water (Testing)	60	58	2	0		100%	100%	\rightarrow
	Lifts (Monthly Check	51	51	0	0		100%	100%	\rightarrow
	Lifts - Call Points Check(Weekly)	51	51	0	0				
	Stairlift Surveys	0	2	0	0				

Tenant Recharges (Repairs)

aç		Calls Taken	Calls Lost (KDI 4)	Target (KDI 4)	Performance (KDI 4)	Average Wait (KDI 5)	Target	Performance	Longest Wait Time	Shortest Wait Time
е	Repairs	3079	92			00:01:28			00:27:29	00:00:01
20 _p	Gas	623	30	5%	3.1%	00:01:44	00:03:00	00:01:42	00:17:52	00:00:03
Date	Out of Hours	537	8			00:00:11			00:00:47	00:00:07
	Repairs Enquiry	2752	135		5%	00:02:04			00:39:09	00:00:10
O	Gas Servicing	1208	70		6%	00:02:31			00:34:01	00:00:12
	Planned Works	265	13		5%	00:02:28			00:20:19	00:00:11

Void Average Days Turnaround (Based on working quarter & no EOT)						
V1 - 5 Days	3					
V2 - 10 Days	4					
V3 - 20 Days	13					

Customer Section

Customer Complaints (KDI 8,	, 9 &10)							
Complaints received in quarter	33							
Number of stage 1 complaints received in Qua	rter	33						
Number of responses to stage 1 complaints within 10 worki	ng days (Due)	33						
Number of stage 2 complaints received in Qua	rter	0						
Number of responses to stage 2 complaints within 10 working	ng days (Due)	0						
Number of stage 3 complaints received in Qua	rter	0						
Number of responses to stage 3 complaints within 20 wo	orking days	0						
Complaints upheld in Quarter	17							
Complaints not upheld in Quarter	0							
Complaints part upheld in Quarter	0							
Complaints resolved in Quarter	Complaints resolved in Quarter							
Complaints escalated to disrepair		6						
Complaints - Work In Progress		16						
Customer Satisfaction (Repairs)	Customer Satisfaction (Repairs)							
How many orders did we complete	2406							
How many residents took part in survey	1	0%						
Number of satisfied residents following Repairs works	1	100%						
Number of unsatisfied residents following Repair works	0	0%						
Number of impartial residents following repair works	0	0%						

Customer Satisfaction (Planned Works)	Performance %							
How many residents took part in survey								
Number of satisfied residents following Planned works	#DIV/0!							
Number of unsatisfied residents following Planned works	#DIV/0!							
Number of impartial residents following Planned works	#DIV/0!							
No. of Compliments received by residents	No. of Compliments received by residents							
Complints vs Jobs Raised	Performance %							
Completed Jobs in Quarter	2406							
Number of Upheld Complaints in Quarter	17	0.71%						

Post Inspection Summary (KDI 15)	Performance %	
No of Jobs Completed in Quarter	2406	
Total No. of Inspections Completed	257	11%
Total No. of DLO Post Inspections	230	10%
Total No. of SubContractor Post Inspections	11%	
Total No. of Recalls in Quarter	9	

Average Daily Calls to the Call Centre					
	49				
	10				
	9				
	44				
	19				
	4				

Appendix B – Q1 2020/21 Compliance Works Update

Water Hygiene

Water Hygiene testing has now progressed with a more robust schedule of testing. Testing of tap temperatures at 21 properties from commencement of the contract was the only water hygiene testing being carried out until June 2020. SBC have now instructed Osborne to include the below testing to maximise the safety of our residents and ensure water the hygiene testing schedule remains robust.

- Cold water storage tank testing
- Weekly flushing of little used outlets
- Point of use water heaters
- Descale of shower head and spray taps
- TMV fail safe and maintenance
- Calorifier inspection
- Water connections to outside services

2 yearly risk assessments have been completed in June 2020 and remedial works following the assessment will commence shortly.

SBC are currently 100% percent across all water testing

Asbestos

All annual re- inspection surveys have been completed to 491 blocks from 491. The next re-inspection programme will commence in October 2020.

Asbestos removal recommended in the loft space will commence shortly. In addition to the current Asbestos management, SBC are looking to implement Asbestos management surveys to be carried out at all domestic dwellings in the near future, providing a wide spread overview of asbestos across the HRA stock.

SBC are currently 100% compliant across asbestos management and re-inspection surveys.

Fire Risk Assessment

The FRA programme continues to progress with various work steams currently underway including the below:

Total properties where FRA were carried out is 506 and 42% of actions have been completed.

Current actions to date resulting from FRA's carried out is 12,076. Completed actions completed are 5120 with 6956 open actions to be completed. There are 4336 actions outstanding (but not overdue) and 2620 actions outstanding which are overdue.

- Fire stopping at low rise blocks 461 blocks completed out of 491
- Fire Stopping to De des schemes completed
- Installation of fire doors On going
- Installation of resident store doors -211 doors replaces to date
- Replacement of electrical over boxes to meet current guidelines Completed at 126 blocks
- Installation of "fire door keep shut" signage completed at 57 blocks.
- Installation of "no smoking signage" completed at 102 blocks
- EICR communal remedial works 105 blocks completed to date
- Rubbish Clearance of combustible items from electrical cupboards on going.

SBC and OPSL meet once a week to discuss all matters relating to compliance, including fire safety group, regular contact with Royal Berkshire Fire Service and weekly meetings with housing people services staff relating to fire safety.

LGSR (Landlord Gas Safety Record) Annual Statutory Requirement across all Housing Stock:

- 100% compliant on Landlord gas safety checks for the past 28 consecutive months on all HRA properties
- During COVID-19 pandemic we have introduced availability of the specialist contractor Cablesheer to attend the properties where residents were affected by COVID
- Housing (People) Services, HDC and Osborne work closely in order to resolve any matters arising on gas servicing
- HDC Team risk assessing individual tenant's circumstances to ensure that the service is carried out in a safe manner for both our residents and operatives
- All testing is carried out within public health guidelines Including social distancing, hand sanitising and protective equipment
- Gas servicing programme was realigned to achieve an even flow month on month
- HDC have changed to quarterly servicing of commercial boilers to ensure that these units are kept in good working condition
- Pendeen Court heating plant and radiators replacement was approved and the works will commence in the end of August 2020
- HDC Team instructed third party auditor PCM to carry out 10% of inspections completed by Osborne; all audits are reviewed on monthly basis
- Gas Safety policy, management plan and operational guidance were published in 2019 and are due for review in September 2020 which is currently taking place

EICR (Electrical Installation Condition Report) Domestic Properties – 5 yearly Statutory Requirement

- 79% compliant on electrical testing to domestic dwellings
- In order to achieve 100% compliance on electrical testing 2020/2021 programme of 1463 inspections was formalized and issued to Osborne in July 2020, works commenced on sites on 27th July 2020
- During COVID-19 pandemic all testing is carried out within public health guidelines Including social distancing, hand sanitising and protective equipment
- HDC Team instructed third party auditor PCM to carry out 10% of inspections completed by Osborne; all audits are reviewed on monthly basis
- Electrical Safety policy, management plan and operational guidance were published in 2019 and are due for review in September 2020 which is currently taking place.

Fixed Wire Testing – 5 yearly Statutory Requirement

- Following to the Fire Risk Assessments which were carried out on all HRA blocks it was identified that electrical testing in the communal areas of the blocks was overdue
- HDC Team formalized the large programme of electrical inspections and remedial works which is currently being delivered by Osborne; the programme is expected to be completed by the end of September 2020
- Electrical Testing and works were not affected by COVID-19 pandemic and all testing continues to be carried out within public health guidelines including social distancing
- HDC Team instructed third party auditor PCM in July 2020 to carry out 10% of inspections completed by Osborne; all audits are reviewed on monthly basis

ELT (Emergency Lighting Testing) - Monthly Statutory Requirement

- 99% compliant on emergency lightning testing
- Due to the refurbishment works at Broom and Poplar House and the shops which are being closed at Trelawney Avenue since COVID-19 pandemic, we were unable to achieve 100% compliance
- HDC Team instructed third party auditor PCM to carry out 10% of inspections completed by Osborne; all audits are reviewed on monthly basis
- HDC Team is working closely with Osborne and PCM in order to reduce the time of completing remedial works related to emergency lighting units
- Emergency Lighting Testing was not affected by COVID-19 pandemic and all testing continues to be carried out within public health guidelines including social distancing

Communal Passenger Lifts Servicing - Monthly Statutory Requirement

- 100% compliant on communal passenger lifts servicing
- 20 lifts in our stock are managed through a cyclical programme of servicing
- HDC Team and Osborne are reviewing special component orders and timescales associated with lift repairs to understand what changes may be required to improve the repair service
- Lift servicing inspections were not affected by COVID-19 pandemic and all testing continues to be carried out within public health guidelines including social distancing
- All passenger lifts are Thoroughly Examined by independent insurance provider, Allianz and the records of inspections are regularly reviewed
- Lifts Safety policy, management plan and operational guidance were published in 2019 and are due for review in September 2020 which is currently taking place

Domestic Stair Lifts Servicing - Six-Monthly Statutory Requirement

- It was identified that Slough Borough Council does not have a servicing regime for all lifting equipment which is installed within HRA properties
- Information available from the Home Improvement Agency, responsible for installation of these major adaptations has been unreliable and records of condition and servicing inadequate, therefore HDC Team instructed Osborne to carry out a condition survey at number of properties where we believed that lifting equipment was installed
- Currently we have completed 77 out of 87 surveys required
- As the result of the surveys which were completed, we have identified that the lifting equipment in the properties is in poor condition and the remedial works are required in order to bring the lifts to the safe functioning





1. Executive Summary

Overall The Second year of the RMI contract has been a success. There has been and will continue to be lessons learnt as we continue to shape our services provided to meet the needs of our customers. The client and the Service Partner have strengthened their communication levels and together have managed to identify key risks and opportunities to the contract which has supported the overall delivery.

This Report will go through all parts of the contract for the Client and the Service Partner, looking at the Performance data throughout the second year with further content around each area.

There have been benefits of Co-location as it has been easier to identify possible risks and create resolutions to these issues. A 'Hawker House Action Plan' was also created within the second year, identifying issues around the property and setting actions to eliminate each issue within a set time frame. The Plan has been completed but continues to be live as there may be new issues that may arise. This plan has been example of the positive relationship built up by both the client and the service partner.

Osborne continue to provide Monthly Reports to the SBC Client team which reviews, MSIs, KDIs and PIIs performance of the month. New parts of the business have also been included into the report being sent to the client with some background data also presented to the client. This allows the client to have visibility of some areas such as tenants who continue to miss appointments being made for example. They can use these new reports give the client a clearer picture of the contract and also allows them to make any challenges with their tenants if needed.

Any emerging risks and issues are escalated to OMB through the sub groups and mitigations considered and agreed. An agreement register has also been adopted to record and review any new agreements made, usually around commercial aspects of schedule of rates or changes in service provision to trial a new approach. The partnership has agreed that in such cases the agreement will be made for a specified period of time following which it will be reviewed and if acceptable to both parties a notice of variation will be issued for agreement by SMB.

There continues to be a number of service improvements delivered through the partnership with Osborne which were implemented within the first year of the contract

Some areas where improvements have been delivered against previous service provision include:

• **PDAs implemented** 100% of the operational teams, with ability to monitor and update IT systems in a timely manner, take photographs, providing evidence of service delivery when challenged.





- **Co-located staff** to provide swift resolution of issues and embed partnership working with calls to the contact centre on non-RMI issues being addressed by SBC staff.
- Statutory Compliance being effectively managed with 100% Fire Risk Assessments (FRAs) completed across the Housing stock, 100% gas compliance, asbestos register being developed, FRA works following new regulations post-Grenfell being implemented in partnership.
- Revised safety policies agreed and adopted by SBC for gas, fire, electrical, water, asbestos, and management plans agreed by the SBC Health & Safety Board which will now be used to review service delivery plans to ensure they are fully aligned.
- **Training** tool box talks and customer excellence training for all staff including SBC client team with potential for further rollout to SBC teams





2. Service Delivery

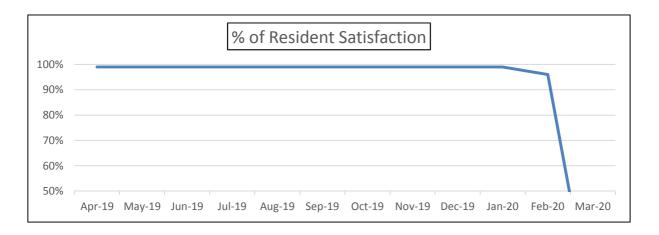
This part of the report provides a summary of the performance of the contract throughout the period of April 2019 – March 2020.

2.1 Customer Experience

2.1.1 Resident satisfaction – We have continued to monitor the satisfaction levels for our residents following repairs to their property. Customer Satisfaction has remained consistent throughout this period with an average of 99% of our customers being satisfied with the service being offered. Customer Satisfaction is essential to our overall delivery as content provided from the report allows us to improve our service delivery but also helps us identify our areas of strength. Following the pandemic, there were no surveys completed in March 2020 due to processes put in place to combat the spread of COVID 19.

Surveys are normally completed using handheld PDA Devices and interaction between Operatives and residents but safety measures around social distancing were put in place which resulted in these surveys not being completed.

Graph 1 – Residents Satisfaction with service



- 2.1.1 Complaints (\$1, \$2, \$3) There have been 233 Complaints received throughout this period. As part of service improvements, we have continued to explore our Complaint Trends as this helps us improve our overall service. Complaints are discussed in detail at the monthly Customer Experience Sub Group, including case reviews to manage and review changes in procedure and any issues or risks escalated to OMB for consideration. This has helped us identify the main nature of complaints against responsible departments which has seen an improvement in our Delay of Completing Works
- 2.1.2 Compliments 322 Compliments were received. These have been received either verbally, by phone, letter or email and show expressions of praise, commendation and thanks from either residents of Slough or staff members of SBC. All kinds of feedback is strongly encouraged, and all compliments are passed onto staff. Compliments are also





used to identify areas of good practise that the partnership can learn from. Our objective is to monitor feedback, learn and improve, if and when necessary. Employee of the month is an ongoing celebration for all staff.

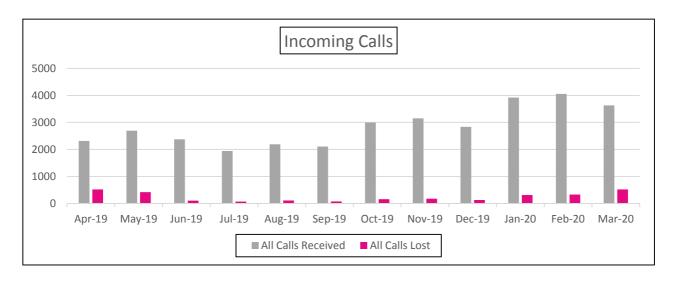
Table 1 – customer experience

KPI	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	YTD
% of Resident Satisfaction		99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	96%	0%	91%
% of Calls Lost - KDI 4	5%	22%	15%	4%	4%	5%	3%	5%	5%	4%	8%	8%	14%	8%
Average Call Wait Time - KDI 5	00:03:00	00:04:24	00:07:18	00:01:06	00:00:42	00:01:28	00:02:17	00:02:45	00:02:56	00:02:18	00:03:26	00:05:20	00:04:18	00:03:11
Average Call Duration														
All Calls Received		2313	2691	2375	1943	2190	2106	2997	3148	2838	3919	4055	3632	34207
All Calls Lost		517	416	101	69	107	73	157	172	126	313	329	515	2895
Complaints (\$1,\$2,\$3)		10	21	2	25	22	17	21	19	21	24	34	17	233
Compliments		22	28	24	26	17	33	34	28	15	48	27	20	322

2.1.3 Calls – A total of 34207 of incoming calls were recorded throughout this period, 2895 of which were abandoned. A large Recruitment Drive took place throughout February 2020 – March 2020 to ensure there was an actual decrease of Abandoned Calls. The Recruitment process once completed saw the arrival of 2 new staff members, 1 of which was a CSA Lead in March '20. Following these additions, saw our Call Centre produce the best performance since the start of the year, but this was cut short following the pandemic as 2 staff members were placed into Self-isolation.

The 2 staff members returned at the start of April '20 and since then we have reported no failures within the Call Centre. We have a live Action Plan which we follow along with Daily Briefings that provide the support and reassurance of our performing Call Centre Team.

Graph 2 - calls made to the contact centre







Graph 3 - average time to answer calls

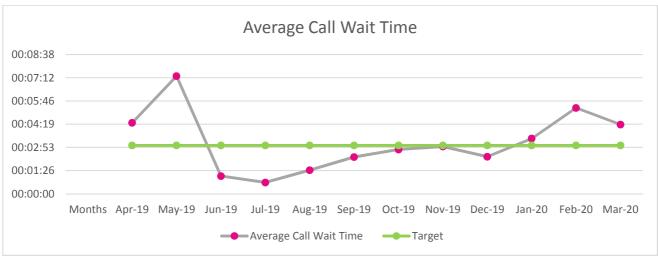
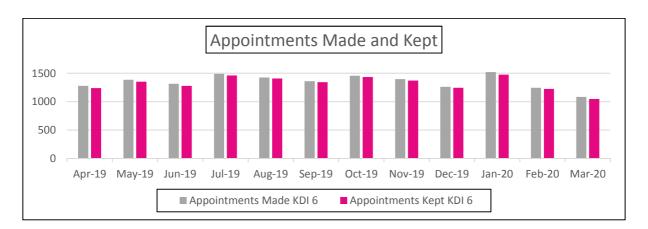


Table 2 – responsive and heating repairs

KPI	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	YTD
% of Appointments Kept (Urgent & Emergency) KDI &	97%	97%	97%	97%	98%	99%	99%	99%	98%	99%	97%	99%	97%	98%
Appointments Made KDI 6		1278	1386	1314	1489	1424	1360	1455	1396	1261	1522	1244	1083	16212
Appointments Kept KDI 6		1238	1351	1279	1461	1408	1342	1435	1372	1245	1475	1226	1048	15880
% of P1 Repairs Right First Time KDI 7	95%	99%	98%	98%	99%	99%	98%	98%	99%	98%	98%	100%	100%	99%
% of P2 Repairs Right First Time KDI 13	95%	99%	98%	98%	97%	96%	97%	97%	97%	96%	95%	96%	97%	97%
% of Jobs Completed in Target		91%	95%	95%	92%	91%	89%	88%	85%	85%	86%	82%	87%	
Jobs Completed		1379	1327	1321	1548	1435	1408	1456	1531	1533	1599	1390	1302	17229
Jobs Completed in Target		1253	1256	1256	1427	1303	1258	1283	1309	1307	1369	1139	1130	15290

2.2 Repairs

2.2.1 Appointments made and Kept (KDI 6) – The data below shows consistent performance throughout this period with no failures to report. We have now started reporting Appointments Missed by tenants to the client on a monthly basis to help spot any trends.

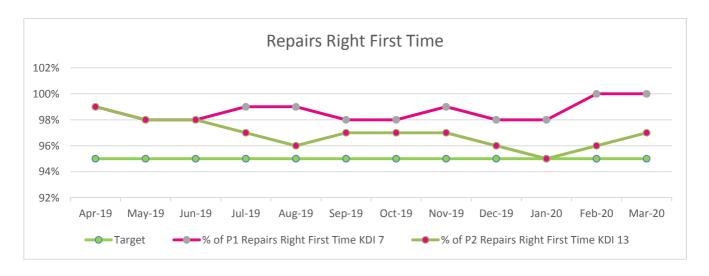






- 2.2.2 Priority 1 Repairs Right First Time (KDI 7) This area of repairs has consistently achieved above the KDI target of 95% since February 2018.
- 2.2.3 **Priority 2 Repairs Right First Time (KDI 13) –** Similar to Priority 1, there has been a consistent performance throughout this period.

Graph 4 – repairs right first time



<u>Key:</u> P1 – Emergency – 2 hour's attendance, complete within 24 hours P2 – Urgent – 3 days

2.3 Voids

There have been a total of 353 Voids received within this financial year. The actual volume of void properties and the scope of works within them has increased slightly, however performance has remained consistent with no failures to report on any KPI's surrounding this area.

Table 6 - Void Performance

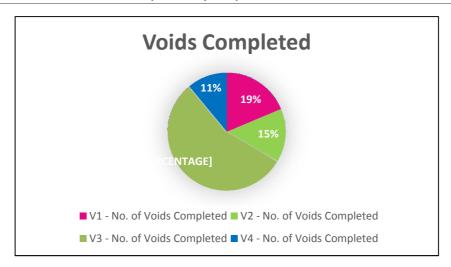
KPI	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	YTD
% of Voids Completed in Target (V1, V2, V3) KDI 12	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of Voids Completed in Target (All priorities)		100%	100%	100%	100%	100%	96%	100%	97%	100%	100%	100%	100%	100%
Voids Reveived (All Priorities)		31	25	24	27	32	28	33	29	26	30	44	24	353
Voids Completed (All Priorities)		31	25	24	27	32	28	33	29	26	30	44	24	353
Voids Completed in Target (All Priorities)		31	25	24	27	32	27	33	28	26	30	44	24	351

Chart 1 – voids completed by category

V1 - 5 Day Voids	66
V2 - 10 Day Voids	52
V3 - 20 Day Voids	196
V4 - 60 Day Voids	39







Statutory Compliance

- Gas compliance and Gas operations remains strong and performance continues to meet 100% gas compliance for the month (20 x consecutive months of 100% compliance).
- Gas Repair Job Volumes have increased from previous months, our gas servicing volume are stable and consistent, now gas servicing reforecasting is in place
- All other compliance work streams under PPM are at 100% compliance
- We have 100% visibility of all our compliance work-streams
- The compliance team have a clear understanding of compliance process and management and business expectations with "Accuserv" being the management tool for monitoring of compliance performance
- All other compliance works streams (Lifts/Lightning Conductors/Water Hygiene L8/Fire Alarm Systems-Equipment-Dry Risers-Sprinkler Systems/Communal Boilers) are 100% compliant with solid inspection and reporting processes in
- SBC have a clear and transparent position on its overall compliance position

2.4 Caretaking & Cleaning

The Caretaking & Cleaning continues to be monitored closely by the Cleaning Supervisor who also completes Post Inspections on a weekly basis. All new caretakers are still trained and issued with a PDA to improve their working practice, this continues to enable task allocations and completions, and it gives greater visibility of daily productivity, enables a realistic gauge of the improved performance of the service which is visited during all Monthly One to One's.

2.5 Capital Investment (Planned Programme)

A comprehensive investment programme was agreed for the financial year of 2018-19 Osborne have Resident Liaison Officers dedicated to supporting tenants throughout the process of work undertaken and act as the single point of contact to address issues, raise queries and agree choices and colours when required, providing any additional support as necessary. Osborne are also responsible for all section 20 consultations with leaseholders.





Members' requirements for improvements to garage sites are being undertaken in a phased approach to address ASB and provide additional parking requirements. Other sites are being earmarked for potential development and planning applications are being submitted. Additionally SBC have instructed Osbornes to carry out the hoarding of potential development sites in conjunction with our garage repairs /demolish programme. We are also carrying out repairs to other garage sites to free up garages for residents to decant to .This helps free up more garage sites for future deployment Completed to date three phases (17 sites)

New Fire Risk Assessments to all low and medium rise flat blocks were undertaken in 2018, works have been identified and remedial actions are now underway. Works have progressed to allow for the closing out of actions on SBC's "Risk hub web site" to date 447 blocks have now been fire stopped out 497.

Additional resources were allocated to the capital programme due to the increased volume of planned projects which included two substantial refurbishment projects for Strategic Housing Services delivering 2 x 10 bedroom properties in Victoria Street and Herschel Street providing an additional 20 rooms for temporary accommodation to reduce the expenditure on B&BS.

In addition the major refurbishment of Broom House and Poplar House tower blocks to meet the new fire regulations, installing sprinkler systems and undertaking significant refurbishment works which includes replacing the existing cladding, replacement kitchen, new communal doors and screens and completion of void works to 12 properties within Broom house.

New roofs have been installed along with a brand new communal alarm system internal decorations, fire dampers and fire stopping where required are underway and expected to be completed in mid-2020.

A summary of the works underway is given in table 7 below.

Table 7 – capital investment programme 2018-19

Programme	Number	Reason	Dates
Garage Sites	Sites - Total 10 sites	Preparation of sites for development and implementation of garage strategy including removal and demolition. Boundary fencing and repairs	Started in March 2019 ongoing - Phase 1 Completed. Works are still ongoing with new schemes being instructed on a regular basis
EICR	918	Electrical testing in individual homes required to be done and certified every 5 years under current legislation. To identify electrical repairs and undertake such repairs. 1208 in programme plus voids	Started in June 2018, 5 year programme. Ongoing with a new property list due to be issued
Boiler Replacements	829	Started in March 2019 project completed March 2020	





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De- Designated Schemes- FRA Works	7 schemes	Statutory compliance issues relating to fire risk and asbestos Works including communal fire door replacement to all blocks. Class o decoration along with full warden call alarm systems are planned. Fire stopping	On going
Kitchens and Bathrooms	162	162 new kitchen and /or bathroom replaced up to March 2020	New property list expected to be released this year
Window Replacements	84	84 Dwellings at Broom and Poplar were replaced as part of the refurbishment works completed in mid-2019	
Door Replacements		Not aware of any Door replacements during this time.	
Broom and Poplar Houses	84 Dwellings	As above	
Works following Fire Risk Assessments	7 schemes 497 low rise blocks	AS above. Works are still ongoing with compartmentalisation in ;loft spaces due to commence soon	On going

3. People

3.1 Skills Training & Investment

- 8 full time apprentices are currently in place 1 within Commercial Team, 1 within Planned Team and 6 within Operatives (Repairs) Team
- Local Labour Osborne have 113 Permanent employees, 40 of which have a Slough postcode.
- Training has been paused due to the pandemic from March 2020. We continue to offer Virtual Training to staff members and will follow government guidelines to get back to delivering In House/face to face Training

3.2 Supply Chain

There are currently 45 suppliers and subcontractors live, 11 of which, have a Slough Postcode. Strong Supply Chain management has been key to ensuring service delivery, adding to the already embedded team of direct labour personnel and has enhanced the service.

As we encourage growth with extensive joint marketing, this will attract other stakeholders to the Borough. By increasing the current asset standards we recognise that this could attract more professionals. This will increase the Borough's profile along with its Partners and stakeholders.

3.3 **Health & Safety**

Within the second year there has been an increase in reported Health and Safety Incidents, there has been a clear message from the business that ALL near misses and incidents need to reported, this resulted in a spike in reports, especially within the first 6 months, follow up sessions and fortnightly Toolbox Talks now contain Health and Safety refresher training which has slowly started to have a positive impact on the amount of

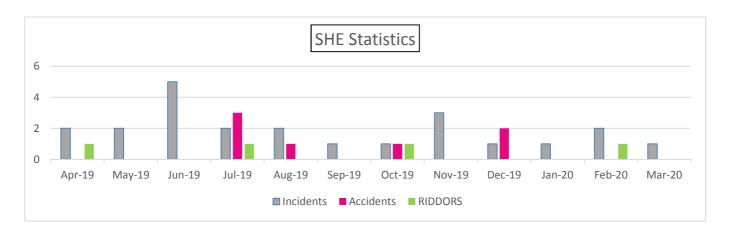




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Incidents being reported in, however we openly encourage all reporting including near misses.

Graph 7 – safety health and environment (SHE) statistics



4. Forward Plan

- 4.1 Service Delivery Action Plan as mentioned earlier, the SBC client team requested an independent review of the 15 service delivery plans and Osborne have prepared a detailed action plan with target dates to address all areas identified for improvement. Progress will be actively monitored monthly at OMB and quarterly at SMB. Key areas of focus are given below.
- **Social Return on Investment (SROI)** Delivery of SROI is an essential part of service delivery for the partnership and there is significant service delivery requirements going forward, including;
 - apprenticeships and work placements
 - social enterprise
 - local business mentoring
 - reinvestment of Slough £
 - local labour and supply chain strategy
 - Workshops including, fuel poverty, health inequality, healthy eating and digitalisation
 - Support for local clubs and tacking isolation
 - Sponsorship of community based initiatives and charities
 - Refurbishment/upgrades in the community
 - Community Investment Plans for each neighbourhood

4.3 Review Performance Indicator Suite

As part of the annual review, the full performance suite of indicators will be jointly reviewed and refined to ensure that they are relevant and align with aspirations of the partnership.





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A.4 New Cost Model for Service Delivery (e.g. price per property / price per void) Osborne will present Slough a first draft of a new cost model based upon data and trend analysis to provide a bespoke solution for SBC. This will form part of the transition to the second delivery model as detailed in the contract and will incorporate costs for estate services charges and service transition. SBC will review the offer made in detail.

4.5 Review Service Delivery Model Against New SBC Policies

SBC have agreed new statutory compliance polices and management plans which will be used to review Osborne service delivery.

4.6 IT Enhancements

Continue to provide performance data within **Members Dashboard**, reporting to Members, wherever possible, identifying information down to ward level. The partnership welcome feedback from Members on the information they would like to see in the dashboard.

4.7 Independent Resident Monitoring

Develop and implement independent service monitoring by residents with neighbourhood teams e.g. Estate Inspectors.

4.8 Customer Journey Mapping

Resident engagement to review expectations in relation to the service they receive and using learning from complaints ad compliments to identify where services need to be driven and improved e.g. introduction of call back facility by the Contact Centre.

End.



Appendix D – Exert from Resident Board Minutes 30/06/20

Atten	dees: Nigel Pacey Independent Chair Omer Farooq Ishaq Fazal Christine Griffin Mandy Mathu Tanieque Noel-George Trevor Pollard Bushra Raj					
In Att	endance: Cllr Hulme, Chair, Neighbourhood & Comr Scott Hughes, Account Director, Osborne Wendy Butler, Call Centre Manager, Osbo Ian Stone, Contract Manager, SBC Tony Turnbull, Neighbourhood Manager, N Amanda Talbot, Leasehold Serv. & Right t Karen Wilkinson, Service Improvement Co Karen Lewis, Note Taker	Property Services orne Property Services North, SBC or Buy Manager, SBC				
7.	Osborne Draft Annual Report					
7.1	NP noted that a copy of the annual report had been circuprior to the meeting and invited SH to present the key po					
7.2	7.2 SH explained that the report covered year 2 of the contract which generally been positive with some lessons learned as Osborne and SBC continued to shape the contract. SH added that it was key for customers that Osborne demonstrate what had been achieved and the impact of their work.					
7.3	7.3 SH explained that the customer experience is captured through operatives PDAs together with some telephone surveys. 250 compliments had been received against 170 complaints with the call centre taking 41,000 calls over the course of the year with 2,750 lost calls, adding that a significant piece of work had been done to improve call handler retention.					
7.4	4 SH summarised the key points from the report noting that the most significant area was compliance with statutory Health & Safety legislation which had remained at 100% for the past 20 months which had been validated by an external auditor.					
7.5	In relation to caretaking and cleaning services, SH acknowers needed to be done however the caretakers had recepbAs which would allow them to capture live data for me services. SH noted his intention to now take these services.	cently been allocated onitoring these				
7.6	SH noted that Osborne had invested in Resident Liaison residents through the planned works process which had	• •				

	amount of work relating to fire safety which were ongoing together with the boiler replacement programme.
7.7	SH explained that the Slough contract employs 10 full time apprentices in both front line and back office roles and a Community Investment Officer responsible for delivering Social Return On Investment activities. The contract employs 40 member of staff who live locally and of the 45 supply chain partners, 11 have Slough postcodes.
7.8	In response to a question from CG, SH explained that the report covered 1.12.18 to 30.11.19 and accepted that it did not cover the last financial year. CG noted that she had read an article in local newspaper which stated that Osborne were 4 months behind on repairs and that they would be losing 75 members of staff and asked, if this was the case, how they would catch up on outstanding repairs. SH explained that the redundancies were being made from Osborne's wider construction services and not the Slough contract. SH added that due to the impact of the pandemic there had been a build up of repairs which he was currently working with Osborne's supply chain to try to speed things up.
7.9	In response to a question from NP, SH explained that he had drafted an initial plan to tackle the backlog using a triage system to determine priorities and the resources required to manage this. SH agreed to share the plan with the Board.
7.10	In response to a question from IS, SH confirmed that there would be no redundancies in relation to Osborne's contract with Slough.
7.11	OF asked whether, as Contract Manager, IS was satisfied with Osborne's performance and IS replied that the report needed to be more up to date as a lot of the issues were recent and therefore not covered in the report. SH agreed to amend the report to cover the full financial year to 31.3.20. IS acknowledged that SH had only recently been appointed to the Account Director role and will work with him to update the report.
7.12	OF reiterated his question as to whether IS was happy with the performance information in the report and IS responded that he was looking to verify some of the data.
7.13	OF noted that the Board had experienced a number of meetings with residents over the past year and it was clear to them that there were problems with the contract which made the report misleading. NP emphasised that the Board were extremely unhappy with Osborne's performance adding that, as an independent member of the Board, he had seen and heard that residents views of Osborne and some of the figures in the report appeared to be fantasy and demonstrated a disconnect between the data and residents' experience of the service.
7.14	OF explained that his biggest concern was that neither Osborne nor SBC were calculating the human cost and the stress being caused to residents, including

vulnerable people and asked why this was not being measured. NP advised that this would be covered by Item 9 on the agenda which looked at the relationship between Osborne and SBC. 7.15 TP noted that, in the past, he had regularly asked for information in relation to compliance from SBC's contract managers and received no response and asked for reassurance that SBC were not in breach of their statutory duties. SH confirmed that Osborne were fully compliant and TP asked whether that applied to passenger lifts and fire safety requirements. SH responded that the fire safety reports had been submitted to SBC and TP asked to see a copy of the full report. 7.16 TNG asked for more information about the ongoing training, particularly in relation to customer services. WB noted that she had taken over responsibility for managing the call centre three weeks ago but training plans are in place for all call handlers and she is working with the supervisor to identify further training needs. WB explained that there is a dedicated manager responsible for managing complaints within the call centre and the team have opportunities to discuss complaints with them. NP noted that at a Complaints Panel held on 14.5.20 he had asked Nathan Smith for a copy of the training plan that he had not yet received. 7.17 TNG asked what information was being collected from the caretakers' PDAs and SH confirmed that their arrival and leaving times could be monitored and they had the facility to upload photos to the system. 7.18 TT noted that despite having management responsibility for the service from April 2019 to February 2020, he had not been asked to comment on the report, however in relation to the 100% compliance on gas safety, this was due to joint working between Osborne and the housing management teams who go to court when operatives have failed to gain access to a property. 7.19 NP drew attention to page 10 of the report which gave a figure of 99% satisfaction with the customer experience which Board members had been surprised and TNG agreed that this was not a true reflection based on feedback that the Board had received. MM agreed and asked for quarterly performance reports to be presented to the Board. 7.20 In response to a question from IS, SH confirmed that the data in the replied related solely to the contact centre in Slough. IF noted his surprise at the satisfaction levels adding that this was not reflected in feedback that he had read online via the Trust Pilot website. 7.21 OF expressed his surprise that only 250 complaints had been received. WB noted that Osborne receive complaints from SBC who log them on their system and pass them on. Osborne aim to resolve issues before they become formal complaints. OF asked whether this meant that if someone wanted to complain about one of Osborne's sub-contractors they had to do this through SBC. WB clarified that Osborne would attempt to resolve the issues at the first point of contact, however if they remained unhappy they would need to go through

	SBC's complaints process. OF reiterated his view that the number of complaints reported was not credible.
7.22	BR asked what percentage of repair jobs were tested in terms of satisfaction and SH responded that all operatives carried out surveys using their PDAs for each job and BR responded that she was not always asked to complete a survey and MM confirmed that this was also her experience. CG noted that, in the past, she had been handed the PDA but the operative had told her to just sign to say that he had attended.
7.23	IS agreed that this was not an ideal way to collect satisfaction data which made the figures meaningless however he felt that the complaints data sounded correct based on his own experience.
7.24	NP noted that in his experience as a Housing Director complaints were only made when the complainant was confident that something would be done to resolve things. NP added that the 2019 annual satisfaction survey revealed 56% satisfaction with the repairs service which had caused the Board to question the validity of the survey and the methodology used.
7.25	NP questioned the average call waiting time reported as being 2 minutes and 16 second and BR added that the mystery shopping exercise carried out earlier in the year had failed because residents were waiting between 30 and 50 minutes before giving up and abandoning the call. CG agreed that this reflected her own experience of mystery shopping, adding that the call back service had also failed as she received the call while she was driving and was unable to answer it. IF also added that he had been promised on numerous occasions that a manager would call him back and they hadn't which had left him feeling very frustrated.
7.26	NP asked for Cllr Hulme's thoughts and she emphasised the importance of hearing peoples' experiences of Osborne rather than relying on reports written by senior officers. She added that what she was hearing from the Board was somewhat different to what she had been hearing from officers. Cllr Hulme invited the Board to attend the Scrutiny Committee meeting in September so that members could hear directly from residents as it was vital that they heard this in residents' own words.
7.27	OF noted that, I his experience, he managed to get through to a call handler quite quickly but they did not appear to know what they are doing as the lack training and support. TNG added that she had asked about training earlier because she felt that the report was not a true reflection of her own experience.
7.28	NP concluded that the information in the report seemed fantastical compared to the information that the Board were getting.

Appendix E

Schedule 9, Part 8, Resident Services Specification

7 Independent Audit Agency

7.1 **Scope**

- 7.1.1 The Contract Administrator will commission as part of this contract, an external third party known as the **Independent Audit Agency (IAA)** to undertake independent testing, validation, scrutiny, audit provision and service improvement requirements of any of the services provided under the agreement or as other otherwise directed.
- 7.1.2 For the period of mobilisation and for the first two years of the contract, the Client will allocate a budget sum sufficient to resource the equivalent of two persons and associated on costs to facilitate the commissioning, implementation, and services of the IAA.
- 7.1.3 The IAA will seek to engage residents in the delivery of its function and establish a mechanism for resident members to perform market testing and sampling of data. A minimum of two residents will be commissioned in support of meeting the IAA objectives.
- 7.1.4 The IAA implements appropriate governance to promoting partnerships, social enterprise, principles of the SROI and service delivery. It will be constituted in equal measure of Tenants, Leaseholders, Client and Service Partner.
- 7.1.5 After the initial period as described above, the funding objectives and scope of the IAA will be reviewed annually by the Contract Administrator in consultation with the Service Partner and the IAA.
- 7.1.6 The services of the IAA, will report to the Contract Administrator and provide a performance update at each Neighbourhood Forum.
- 7.1.7 The IAA will continuously sample data and information, and provide scrutiny activities to provide recommendations to the Contract Administrator. Such areas of activity include but are not limited to:
- i. Market testing
- ii. Promote SROI
- iii. Champion resident engagement
- iv. Customer satisfaction survey results against services received
- v. The complaints process and the review of progress as a result of outcomes, agreed resolutions, or identified lessons learnt
- vi. Annual Service and performance reviews
- vii. Scrutiny of surveys on agreed Resident Board plans and strategies
- viii. Quality and post inspections of services
- ix. Members enquiries
- x. Near misses (health and safety and serious detriment)
- xi. Resident Board and Neighbourhood Forums requests
- xii. Consultation of Capital Investment works or other programmes that affect Residents

- xiii. Alerts and responses in relation to safeguarding
- 7.1.8 The IAA will review the provision of service against all current policies and procedures and agreed processes and against any relevant regulatory or legislative framework relevant to the service area. The IAA will respond to requests from the Residents' Board and Neighbourhood Forums to research and assess a service that the Residents Board or Area Panel feel is failing, needs further detailed scrutiny beyond their capabilities, or to provide other reviews of service areas to seek improvement options.
- 7.1.9 The Service Partner will be required to cooperate fully with the IAA and provide all information and data as requested to enable the IAA to carry out its business.
- 7.1.10 The IAA will validate and scrutinise performance information and data as required, in order to provide recommendations that the Client, Residents Board, or Neighbourhood Forums can then choose to apply to the service.
- 7.1.11 It is anticipated the IAA activities, focus, and areas of scrutiny will be flexible and change according to need and other indicators or triggers such as complaints or member enquiries. Direction of focus can change at any time by instruction of the Contract Administrator, or where in consultation with the Client Administrator, the Residents Board.
- 7.1.12 The IAA will make recommendations to the Client that may arise from complaints, surveys or any other work they are conducting as part of a monthly report.
- 7.1.13 Any issue that in the opinion of the IAA presents a risk of serious detriment or breach will be raised with the Client and the Service Partner immediately.
- 7.1.14 The IAA will produce information as part of any Annual Review of services delivered so that the Residents Board and Neighbourhood Forums can receive a critique of the year's performance, have certainty in the information presented by the Service Partner, and that performance data is reliable. The IAA will work with the Contract Monitoring team and assist in providing (any) recommendations to return Services to the specified standard.
- 7.1.15 The IAA will act, therefore, as a virtual member of Neighbourhood Forums and Boards. Where required an IAA member can be required to attend resident meetings.
- 7.1.16 Copies of any surveys received will also be shared with the IAA so that they can carry out their duties as required and they may at any time assess the responses by completing further investigations and calls.
- 7.1.17 The IAA will also be instrumental in:
- i. designing and creating surveys in a range of formats to establish service feedback
- ii. establishing resident involvement and consultation on services
- iii. seeking new ways of working and challenging existing processes
- iv. evaluating service commitments to monitor implementation and delivery of promises.

Report to the Neighbourhoods & Community Services Scrutiny Panel

For the meeting to be held on 3 September 2020



Board Feedback on Osborne Property Services

1. Background

- 1.1 The Resident Board ('the Board') is responsible for co-regulating and scrutinising Slough Borough Council's landlord services in line with the requirements of the Regulator of Social Housing.
- 1.2 The Board were involved in the final stages of the commissioning of the Repairs,
 Maintenance and Investment Service Partner, attending the final presentations from
 the three shortlisted providers and submitting their thoughts to the then Head of
 Neighbourhood Services.
- 1.3 Having seen all three presentations, the Board members that attended the sessions indicated that they favoured the Osborne Property Services' offer. The Board were not involved in the scoring of tenders nor the final selection process.

2. Resident Board Views of Osborne

- 2.1 The Resident Board have been raising concerns about Osborne's performance for some time. Their concerns are based on:
 - a) Feedback from the Neighbourhood Forum meetings
 - b) Reviews of Stage 3 complaints
 - c) Comments made in the free text boxes from the 2019 satisfaction survey
 - d) Feedback from mystery shopping
 - e) Feedback from neighbours
 - f) Their own experience of the service
- 2.2 The 2019 satisfaction survey results were presented to the Board at their meeting on 14 January 2020 and discussed again at the meeting held on 10 March where feedback (extracted directly from the minutes of the March meeting) included:
 - 5.3 OF noted that he could not believe the survey responses. NP asked if OF thought residents were less satisfied than the survey results showed and OF replied that the results did not reflect what the Board were seeing and hearing from residents. TG and CG agreed that they thought that satisfaction was generally lower than the reports showed.
 - 5.4 KL asked if OF, TP and CG's concerns were influenced by the negative feedback they had seen and heard in relation to the repairs service or the

Housing Service overall. OF responded that his thoughts related to the repairs service in particular and in response to a question from NP, OF confirmed that his view was that satisfaction was a lot lower than reported.

- 5.11 OF noted that areas of low satisfaction reflect badly on the Council even though they may be related to services delivered by Osborne.
- 2.3 In response to the Board's cynicism around the results of last year's survey, they were given the lead this year in commissioning a market research company and setting the questions. The results are due to be presented to the Board in early November 2020. A copy of this year's survey is attached at Appendix 1.
- 2.4 The Board discussed the Neighbourhood Forums at the meeting held in January 2020. The Forums are a contractual obligation within the RMI contract however, the Board feel that they are not achieving their intended outcome. Comments from the meeting included:
 - 5.7 LJ expressed the view that none of the Forum meetings held so far had led to any service improvement. It had been suggested that Osborne should organise their own surgeries, however OF responded that this would be a bad idea as, in his experience, Osborne are very defensive and focus solely on how good they are. LJ thanked OF for his feedback which mirrored officers' views.
 - 5.8 OF explained that residents are unclear about who is responsible for things. He gave an example of his neighbour who had been liaising with Osborne by e-mail but she thought that she had been contacting the Council. LJ agreed that residents needed to hold Osborne to account more, particularly in relation to the performance information which officers didn't believe. LJ gave an example of officers being placed on hold for up to an hour and a half when calling the contact centre but Osborne are reporting an average wait time of 3 minutes in their performance report.
 - 5.9 OF expressed the view that the Forums offered an opportunity for residents to shout at Osborne which is something he felt they needed to vent their frustration.
- 2.5 The Board's views on Stage 3 complaints are contained in a separate report. However, the Board's concerns about the number of complains relating to Osborne that led to Stage 3 led them asking for a dedicated Resident Complaints Scrutiny Panel to be formed to fully scrutinise complaints relating to Osborne. The Panel met for the first time last week to agree the scope of the review and establish how their work will link in with other groups within the Council, eg the Customer Experience Sub-Group and the Complaints Task & Finish Group.

2.6 The Board also looked at residents' feedback from the free text boxes contained within last year's satisfaction survey. A selection of quotes from these boxes has been included in Osborne's Annual Report, however additional comments (from the 1,525 comments made – not all relating to Osborne) include:

"Get rid of Osborne, disgusting customer service, never carry parts, assume people can just take time of work to accommodate their working hours."

"Get Osborne to do the repairs as reported, six months plus to get outside lights fixed on an old and vulnerable person is a joke, perhaps when they attend the next visit in November they will make another excuse and we will be closer to February when the lighting first failed"

"My house is a pre fab, to try and get repair a is near on impossible"

"Date 02/09/2019. Yes very annoyed with Osbourne as I'm waiting and have been waiting for the last three weeks for someone to come and change my pipe under my sink. As when I have washing machine on water spills out of the sink. A contractor came to see it done nothing. I was told the job would have to go back to Osbourne's. I've been phoning up for the last three weeks. Very annoyed as I'm disabled and need washing machine."

"The osborne didn't work properly i m very very disappointed"

"On two occasions we complained about the guttering pipe above our porch keeps leaking onto the entrance into the kitchen. Both occasions an engineer arrived and nothing was done. Problem persists today."

"No recorded visits to site evidenced by zero progress on maintenance issues raised at various leaseholders forums / consultations."

"Would like to see a caretaker or a daily basic as I have not seen one for months and stairs washed weekly as they have not been for months as they are filthy and smell."

"My toilet was blocked I phoned the council. All night I was waiting because I have just one toilet I have 6 children. Council response morning time."

"Osborne should be monitored to see they have repaired properly. Our main entrance doesn't lock despite being repaired several times"

"We have a problem with our roof. The cement is coming away from the tiles and almost hit me as I walked past it. I have now reported it twice and nothing has been done about it."

"Because they claim to want to come round and do repairs and you take the time off work they don't turn up and when they do it's a bodge rush job and not finished properly."

"We have a communal system and it is constantly being activated by a few certain residents. The response time by Osbourne engineers is totally unacceptable. Last time 2 hours. Before up to 3 hours."

"The front door to the building has been needing repair for months and we have written to Slough Borough Council and it has been escalated to complaints and the front door is still broken. The building has been used by rough sleepers and people just walking in to use the laundry and a lot of the residents are sick and vunerable. It is supposed to be a secure building!!!"

"When repairs are a responsibility of the council I expect them to be done promptly. in July a blocked drain deposited everybody elses kitchen waste on my floor. Reported on Mon despite many phone calls not repaired until Fri!"

2.7 Considering the above resident feedback, at the Board's most recent meeting held on 18 August 2020, residents took time to reflect on their views of Osborne's Annual Report. The following are extracts from the minutes (which have been agreed by the Chair but not yet officially approved by the Board):

	Board Comments/Views on Osborne's Annual Report
5.18	NP reminded the Board that Osborne had attended the previous meeting to present their Annual Report. The report has since been re-drafted to take account of the Board's comments, however he could only see that the report now showed performance data for the last financial, rather than calendar, year and the remaining content appeared unchanged.
5.19	NP acknowledged that TP had already sent his written comments by email and KL will include these in the report that she will be drafting.
5.20	NP reminded the Board that, at the last meeting, Osborne were reporting resident satisfaction in the high 90s which had surprised the Board who gave anecdotal evidence to the contrary. The 2019 resident satisfaction survey reported satisfaction to be around 60%.
5.21	NP also noted that Osborne had reported call waiting times as being an average of 3 minutes, however both Board members and mystery shoppers had told a different story with wait times of between 20-40 minutes before they gave up.
5.22	OF noted that Osborne appeared to be reporting on their own performance and they think they are doing a great job. OF gave an example of when one of his neighbours made a complaint to Osborne and, 2 weeks they called again only to be told there was no record of the complaint which makes OF feel as though Osborne just make things up.
5.23	IF reported his recent experience of calling Osborne to report a repair that had not been completed. The call taker advised that they would need to look into this and speak to the Planners however, when they called him back, he was advised that they no longer have the same reference numbers for jobs as they had changed their system. On the third occasion that IF

	called Osborne he was promised a call back which never happened.
5.24	NP asked RJG whether any of these issues had been picked up through the IAA's reviews. RJG responded that RSM have found Osborne's data to be very inconsistent, adding that Osborne's claims about having a new system was news to him as he, as Contract Administrator, had not been advised what the capabilities of the new system were. RJG will pick this up, adding that it should still be possible to look at the old system.
5.25	RJG noted that SBC have always had access to Osborne's system however they appeared to only be sharing what they want to tell us rather than what has been requested. RJG was aware of the backlog of repairs that had built up during lockdown, however Osborne reported 1,900 repairs that they claim has now reduced to 1,000 in only a month, however the actual volume of repairs is 2,700 so it would appear that they have focussed on clearing the backlog at the cost of the current workload. RJG noted that RSM have offered the view that Osborne are using 'smoke and mirrors' and only reporting what they want SBC to know.
5.26	NP noted that, in relation to responsive repairs, the Annual Report only reported on Priority 1 and 2 repairs and not routine repairs and asked whether there was a reason for this. RJG replied that there was no specific reason but that this was what Osborne presented as a partnership and reiterated that SBC are only given the information that Osborne want to share.
5.27	TP noted the difference between percentages and absolute numbers and noted his concerns about information being recorded on operatives' PDAs. RJG agreed that surveys could, potentially, be completed by the operative themselves after the event so this process was not ideal.
5.28	NP agreed that Osborne seemed to be concentrating on what they are measured by and RJG agreed that works that may result in a 'fine' are getting done.
5.29	CG gave an example of her recent gas safety check where she had not been asked to sign anything and she was not given a certificate. NP asked CG to send the example to KL who would include it in the report for NCS and urged all Board members to do the same.

2.8 One Board member submitted a particularly detailed response to the Panel's request which is worth including in this report in its entirety, see below:

Overall impression is that the report is not balanced, and shows is biased towards a high level of success which is not necessarily reflected in the report content. The data used to calculate some of the statistics is probably incomplete and hence the high-end percentages shown.

Osbourne have made particular mention of areas where improvements have been made. They are:

- PDAs implemented 100%
- Co-located staff
- Statutory Compliance
- Revised Safety Policy agreed
- Training

Statutory Compliance. This is a potential high risk area for SBC. Failure to comply with statutory requirements may result in criminal prosecution by HSE, civil prosecution by residents, loss of reputation and failure to meet the Cabinet's stated principles and ambitions.

In this area Osborne claim:

- 100% fire risk assessments across the housing stock
- 100% gas compliance
- 100% water hygiene (legionella)
- 100% lifts (passenger?)
- Asbestos register being developed

Linked to compliance issues are SBC adopted policies. These include policies for gas, fire, electrical, water and asbestos.

Notes

The implications of not having a full and up to date Asbestos Register is worrying. This is not a new requirement and unless there are justifiable reasons for this it means that Osborne/SBC are in breach of their statutory duties under current legislation in regard to the management of asbestos.

Although fire risk assessments have been completed the report fails to say what proportion of essential works arising from the assessments have been complete and what proportion is outstanding

There is no note of compliance in regard to Electrical Testing etc

Resident satisfaction is monitored by interaction between an Osborne operative and the resident on completion of the service provided using a PDA device. Satisfaction levels apparently peak at about 99%. This is questionable. It does not reflect the Boards experiences.

The figure of 99% is calculated from number of residents who agree to answer the questions posed by the operative directly. This does not reflect residents as a whole and takes no account of residents who decline to be involved or for some reason are unable to be involved.

As it stands at the 99% satisfaction is distorted by factors that may have an impact but are not taken into account. It would be more realistic to base the statistics on (a) the total jobs completed; (b) total number of tenants' responses, both negative and positive. (c) total number of residents who did not engage

Repairs - right first time. The target for both P1 and P2 repairs should be reviewed and set at 100%. SBC should expect no less a figure

Voids Completions achieving 100% may reflect the time taken to complete against target. But it does not reflect those voids that have been completed but present grave problems resulting in further works. There have been reports to the Board of damp, mould, poor fittings and bathroom furniture collapse of floors, roof tiling deterioration etc.

These statistics fail to give a true and meaningful picture. Whilst they may reflect performance, they do not reflect the quality of the work. It should be noted too, the effect of incidents on residents is traumatic and should not be tolerated.

Supply Chain information might be more useful if suppliers and sub-contractors were shown separately. Only 24 % have Slough postcodes. This is a cause for concern and notwithstanding financial considerations an effort should be made to increase this figure.

Conclusion

This report was written at the request of the Neighbourhoods & Community services Scrutiny Panel and sets out the views of the Resident Board in relation to Osborne's service overall, Osborne's Annual Report and the basis on which they have reached their conclusions.

The Panel is invited to note and comment on the content of this report.





Tenant and Leaseholder Satisfaction Survey 2020

HELP SHAPE THE SERVICES YOU RECEIVE

Please read these instructions carefully before completing the survey.

- It should be completed by the tenant or leaseholder at this address, their partner/spouse or carer, on their behalf.
- Please carefully read the instructions for each question.
- Please check that you have answered all the guestions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M·E·L Research in the FREEPOST envelope provided, or complete it online at
 https://melresearch.co.uk/Slough, or scan the QR code below on your smartphone/tablet. When prompted, type in the ID number found at the top right corner of the letter.



WIN ONE **£50**. OF THREE **PRIZES**

If you tick the relevant box in the survey you will be entered into a prize draw with the chance to win one of three £50 Love2Shop vouchers.















OV	ERALL SERVICES					
Q1	Taking everything into account, how shousing Services? PLEASE TICK ONE		atisfied are y	ou with the se	ervice provi	ded by
	Very satisfied	1	Fairly dissatis	sfied		4
	Fairly satisfied		•	ied		=
	Neither satisfied nor dissatisfied	=	,			
Q2	To what extent do you agree or disage PLEASE TICK ONE BOX FOR EACH ROW		lowing staten	nents about H	ousing Ser	vices?
				Neither		
		Strongly	Agroo	agree nor	Disagrag	Strongly
	Provides an effective and efficient service	agree	Agree 2	disagree 3	Disagree 4	disagree 5
	Treats residents with respect	1	2	3	4	5
	Has friendly and approachable staff	1	2	3	4	5
	Provides the service I expect	1	2	3	4	5
	I feel valued by Housing Services	1	2	3	4	5
Q3	How satisfied or dissatisfied are you	with the following	ng? PLEASE T	ICK ONE BOX	FOR EACH R	ROW
				Neither		
		Very satisfied	,	atisfied nor dissatisfied dis	Fairly ssatisfied d	Very lissatisfied
	That Housing Services listens to what you say and responds to you	1	2	3	4	5
	That Housing Services is easy to deal					
	with		2	3	4	5
	That Housing Services treats you fairly	1	2	3	4	5
YO	UR HOME					
Q4	How satisfied or dissatisfied are you	with the following	ng? PLEASE T	ICK ONE BOX	FOR EACH F	ROW
				Neither		
		Managarata	•	atisfied nor	Fairly	Very
	The everall quality of your home	Very satisfied	satisfied o	lissatisfied dis	ssatisfied d	lissatisfied
	The overall quality of your home		2	3	4	5
	The overall condition of your home That Housing Services provides a home					
	that is safe and secure	1	2	3	4	5
Q5	Do you have, or do you know where for EACH ROW	to find, informat	tion about the	e following? PI	LEASE TICK	ONE BOX
			Yes	No	Not a	applicable
	Your tenancy		1	2		
	Your rent and how to make payments		1	2		
	Your repair responsibilities		1	2		
	Managing your home (e.g. condensation and mould)	1	1	2		
	Caretaker responsibilities		1	2		3
	How to contact your housing officer		1	2		
	How to make a complaint		1	2		
	How to report anti-social behaviour	Page 53	1	2		
	•					

	If there is any other information you would like from Housing Services, please let us know here:						
26	Is the information provided by Hou- BOX ONLY	sing Services ea	sy or diffi	cult to und	erstand? P	LEASE TICK	ONE
	Easy Neither easy nor difficult						
ТН	E REPAIRS SERVICE						
•••	E REI AIRO CERVICE						
	e next set of questions are about I Intenance service provided by Os				pairs and	OSE	SORNE
Q 7	How satisfied or dissatisfied are yo Osborne Property Services? PLEAS	· ·		intenance	service de	livered by	
	Very satisfied	1	Fairly dis	ssatisfied			4
	Fairly satisfied	=					
	Neither satisfied nor dissatisfied	3	Don't kn	ow / Not ap	plicable		6
28	How satisfied or dissatisfied are yo	ou with Osborne's	custome	er services	? PLEASE TI	CK ONE BOX	ONLY
	Very satisfied	1	Fairly dis	ssatisfied			4
	Fairly satisfied	2	Very dis	satisfied			5
	Neither satisfied nor dissatisfied	3	Don't kn	ow / Not ap	plicable		6
3 9	Thinking about the last time you re following? PLEASE TICK ONE BOX FO	•	now satis	fied or diss	satisfied we	ere you with	n the
				Neither atisfied			
			Fairly	nor	Fairly	Very	Not
	Contacting the call centre	satisfied sat		atisfied diss	atisfied diss	atisfied app	licable
	The call handler understanding your		2	3		5	
	issue						
	Being able to make an appointment Being kept informed throughout the	1	2	3	4	5	6
	process	1	2	3	4	5	6
	Time taken before work started	1	2	3	4	5	6
	The speed of completion of the work	1	2	3	4	5	6
	The operative	1	2	3	4	5	6
	The repair being completed on the first visit	1	2	3	4	5	6
	The overall quality of work	1	2	3	4	5	6
	The repairs service you received on this occasion	1	2	3	4	5	6
Q10	Did the contractor show proof of id	entity? PLEASE T	ICK ONE E	BOX ONLY			
	Yes	1	Don't kn	ow / can't r	emember		3

Q11	Did you report your last repair by tele	ephone? PLEAS	SE TICK ONE BOX ONLY	
	Yes, and I was able to get through first GO TO Q13		No, I reported it using a different method GO TO Q13	
	Yes, but I was unable to get through fir time - GO TO Q12	st	Don't know / can't remember - GO TO Q	Q13
Q12	When you were unable to get throug	h, did you? P	EASE TICK ONE BOX ONLY	
	Abandon the call and call back later	1	Use a different method to report the report	air 3
	Use the call-back service	2	Other (please specify below)	4
Q13	How could the repairs and maintenar	nce service be	improved? PLEASE WRITE BELOW	
YO	UR NEIGHBOURHOOD			
Q14	How satisfied or dissatisfied are you	with the follow	ng? PLEASE TICK ONE BOX FOR EACH R	ROW
			Neither	.,
		Very satisfied	Fairly satisfied nor Fairly satisfied dissatisfied d	Very lissatisfied
	Your neighbourhood as a place to live	1	34	5
	The overall appearance of your neighbourhood	1	34	5
Q15	Who's responsibility do you think it is ALL THAT APPLY	s to keep your	neighbourhood clean and tidy? PLEASE	ETICK
	Mine	1	Slough Borough Council's	3
	My neighbour(s)	2	Other (please specify below)	4
ES	TATE SERVICES			
Q16	Do you receive a caretaking and clear TICK ONE BOX ONLY	aning service ir	the communal areas where you live?	PLEASE
	Yes - GO TO Q17	1	No - GO TO Q20	2
Q17	How satisfied or dissatisfied are you ONLY	with how often	your block is cleaned? PLEASE TICK O	NE BOX
	Very satisfied	1	Fairly dissatisfied	4
	Fairly satisfied	2	Very dissatisfied	5
	Neither satisfied nor dissatisfied	3	Don't know	6
Q18	How satisfied or dissatisfied are you BOX ONLY	with the standa	ard of cleaning in your block? PLEASE 1	FICK ONE
	Very satisfied	1	Fairly dissatisfied	4
	Fairly satisfied	2	Very dissatisfied	5
	Neither satisfied nor dissatisfied	3	Don't know	

Q19	Was your block cleaned in the following months, during the coronavirus pandemic? PLEASE TICK ONE BOX FOR EACH ROW					TICK	
						Don't know	/ can't
		Yes		No		rem	ember
	March				2		3
	April	1			2		3
	May	1			2		3
	June	1			2		3
	July	1			2		3
СО	NTACT AND COMMUNICATION						
Q20	How good or poor do you feel Housing S affect you as a resident? PLEASE TICK O			you inform	ned about	things tha	t may
	Very good	1	Fairly bac	l			4
	Fairly good	2	Very bad.				5
	Neither good nor bad	3					
Q21	Have you contacted Housing Services in	the last 1	2 months?	PLEASE TIC	CK ONE BO	X ONLY	
	Yes - GO TO Q22	1	No - GO ⁻	ГО Q23			2
Q22	How satisfied or dissatisfied were you w	ith the follo	owing? PLEA	SE TICK O	NE BOX FO	R EACH RO	w
				Neither atisfied			
		Very satisfied	Fairly satisfied diss	nor	Fairly atisfied diss	Very satisfied ap	Not plicable
	The ease of getting hold of the right person	1	2	3	4	5	
	The helpfulness of staff	1	2	3	4	5	6
	The time taken to answer your query			3	4	5	
	The ability of staff to deal with your						
	query quickly and efficiently	1	2	3	4	5	6
	The final outcome of your query	1	2	3	4	5	6
Q23	How satisfied or dissatisfied are you tha managed? PLEASE TICK ONE BOX ONLY	t Housing	Services giv	ves you a s	say in hov	v services	are
	Very satisfied	1	Fairly diss	satisfied			4
	Fairly satisfied	2	Very dissa	atisfied			5
	Neither satisfied nor dissatisfied	3	Don't kno	w / Not app	licable		6
Q24	One of the ways tenants and leaseholde the Resident Board. The Resident Board Housing Service.						
	Are you aware of the Resident Board?	LEASE TIC	K ONE BOX	ONLY			
	Yes	1	No				2
Q25	Would you be interested in becoming in	volved in t	he Residen	t Board? P	LEASE TIC	K ONE BO	K ONLY
	If you tick 'Yes', we will pass your contact discuss how you can get involved.	ot details o	n to Housin	g Services	who will d	contact you	u to
	Yes - please pass on my contact details	1	No - I am	not interest	ted		2

HO	USING HIGHLIGHTS						
	In 2019, Housing Services changed their please read the following statements and I read the newsletter from cover to cover I read nearly all of it	tick the or	ne you a I just gla I read tl	gree with. I ance at it ne front and		ONE BO	X ONLY 4 5
LEA	ASEHOLDERS						
Q27	Are you a leaseholder? PLEASE TICK ONE	BOX ONLY					
	Yes - GO TO Q28	1	No - G (O TO Q29			2
	Thinking about your service charges, how PLEASE TICK ONE BOX FOR EACH ROW	satisfied	or dissa	tisfied are y	ou with the	following]?
				Neither		Da	ml4 lemane
			airly	satisfied nor	Fairly	Very	n't know / Not
	How easy it is to understand your				satisfied dissa		oplicable
	service charge statement	1	2	3	4	5	6
	The information about how your service charges are calculated	1	2	3	4	5	6
YOL	JR PRIORITIES FOR THE FUTURE						
	What do you think should be the Council's next year? PLEASE WRITE BELOW	s top tille	s prioriti	es loi youi	neignbourn	ood over	trie
A D.							
	OUT YOU						
Q30	Which of the following age bands do you f		LEASE T	ICK ONE BO	OX ONLY		
	18 - 24	=					=
	25 - 34	=					=
	35 - 44	=					=
Q31	How would you describe your ethnicity? P			·			
	White - English / Welsh / Scottish / Northern		Mixed /	multiple eth	nic groups		5
	Irish / British				oup (please s		
	Any other White background Asian / Asian British	=	•				—
	Black / African / Caribbean / Black British		rielei	iot to say			7
	Didok / Allicall / Callabeall / Didok Dillisil	• 🔲 -					

vvnich of the following best describes your v	Orking status? PLEASE TICK ONE BOX ONLY
Working or self-employed (part-time or full time)	Not working (e.g. unemployed, permanently sick/disabled, retired)3
In education	2 Full time carer 4
	Prefer not to say5
	contact you again to invite you to take part in this survey. If you would like to be re-contacted ass on your contact details to them for this
	your contact details; your answers to this survey your contact details to talk to you about further else.
Q33 Are you happy to be re-contacted for further	research? PLEASE TICK ONE BOX ONLY
Yes - I am happy to be re-contacted	
over 20,000 high street stores and online.	ze draw for completing this survey with three 60 Love2Shop vouchers. These can be spent at
Are you happy to take part in the prize draw?	
Q34 Yes	1 No
•	k you for your time. Your feedback is really luable.
Please return your completed questionna	ire to M-E-L Research in the freepost envelope

provided.

PRIVACY NOTICE

The following Privacy Notice has been supplied by Slough Borough Council, who are the Data Controller for this survey:

As you may be aware the new general data protection regulation (GDPR) and Data Protection Act came into force in May 2018. As part of this new regulation we have a duty to notify you of the Personal Data that we hold, why we need it and how we are going to use it.

During the application for Housing and Tenancy sign-up process we collect: your name, contact address and contact details along with dates of birth and other family members' details, together with banking details to enable us to set-up direct debit payments for your rent. We do this to enable us to deliver the correct property and tailored service you require. We process this Personal Data when a new applicant or tenant signs a tenancy agreement.

We also carry out surveys like this one to understand how our tenants and leaseholders feel about the services we provide. We use the data you have supplied to us to contact you so we can invite you to take part in the survey. We are legally allowed to do this, as we are carrying out this survey as a public task in the public interest.

This research is confidential. This means that your identity and any personal details collected will only be accessed by M·E·L Research for the purposes of this research project. We will not know you have taken part and will only receive summary data and the research reports will only contain anonymous data (which means you will not be named, nor identifiable from any answers you gave).

Survey responses will be deleted by M·E·L Research within 3 months of the end of the research. If you would like more information about M·E·L Research and how they use the information you have provided including your privacy rights and right to withdraw your consent at any time, please visit their privacy policy: https://melresearch.co.uk/privacypolicy.

In accordance with GDPR, you have a number of rights when it comes to the data we hold about you. These are detailed on our website:

http://www.slough.gov.uk/council/data-protection-and-foi/privacy-notices.aspx.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at **DataProtectionOfficer@slough.gov.uk** or by calling **01753 475111**.

For independent advice about data protection, privacy and data sharing issues, see the Information Commissioners Office (ICO) website: https://ico.org.uk/your-data-matters.



Report to the Neighbourhoods & Community Services Scrutiny Panel

For the meeting to be held on 3 September 2020



Stage 3 Complaints

Summary:

This report has been produced by the Resident Board at the request of the Neighbourhoods & Community Services Scrutiny Panel following their pre-meeting held on 13 August 2020. The report sets out the Board's comments and views on a series of Stage 3 complaints that the Resident Complaints Panel have heard over the past year.

Author of the Report – Slough Borough Council Resident Board Approved

Stage 3 Complaints

Background

The Regulator for Social Housing requires social housing providers to offer complainants the opportunity to have their complaint reviewed by a 'Designated Person' at the final stage of their complaints process. A 'Designated Person' can be a locally elected Member, MP or a Resident Panel. In Slough, the Resident Complaints Panel is registered with the Housing Ombudsman (not the Local Government Ombudsman) as the 'Designated Person'.

The Panel consists of 3 Resident Board Members and is facilitated by the Independent Chair of the Board. Complainants can choose to ask the Panel to review their complaint at Stage 3 of the process or, alternatively, wait 8 weeks before asking the Ombudsman to review their complaint.

The Board recently asked for a Resident Complaints Scrutiny Group to be established, primarily to review complaints relating to Osborne Property Services but to also take account of the requirements of the Complaints Handling Code published by the Ombudsman in July 2020.

Stage 3 Complaints

The Board became concerned at the increasing number of complaints that escalated to Stage 3 and which were heard by the Panel. For example, in 2015 and 2016 the Panel reviewed 2 Stage 3 complaints (1 per year) and a further Stage 3 complaint in 2018. There were no Stage 3 complaints heard in 2017.

In 2019, however, the Panel heard 5 Stage 3 complaints and a further 3 Stage complaints between March and May 2020. The Board asked officers to investigate the reason for the increase in Stage 3 complaints and, in response, a Resident Board Member is now

included in the Customer Experience Sub-Group which forms part of the governance arrangements for the Repairs, Maintenance & Investment Contract with Osborne. The Scrutiny Group was also established to look more closely at complaints relating to the repairs service.

At its meeting on 30 June, the Resident Board discussed the outcome of Panel meetings and the lack of response to their recommendations by Osborne. A copy of the relevant notes from that meeting are shown below:

5.	Stage 3 Complaints	
5.1	NP explained that the Board had received a number of Stage 3 complaints in recent months however the policy/procedure does not include how Panel members should be involved after the Panel meeting has concluded. A number of Board members have commented that they would like to monitor how their recommendations have been implemented. NP noted that, following the last Complaints Panel meeting, CG had contacted the complainant which had been much appreciated. NP asked how the Board's role might be following Complaints Panel meetings.	
5.2	IF agreed that the Board should follow up on complaints to check that the Complaints Panel's recommendations have been implemented or, if not, why not and it should not be the complainant's responsibility to do this. IF explained that, in his own experience, the recommendations had not been followed and he'd had to chase work up and he felt that this should be the Council's responsibility as his landlord.	
5.3	TP felt that the Council and Osborne should acknowledge the Panel's recommendations within a set timescale and demonstrate a commitment to responding to the recommendations by setting out the actions they would be taking in response. TP noted that, if the Panel's recommendations were rejected, a clear rationale for this should be sent to the Panel members, in writing.	
5.4	TP felt that an acknowledgement of the Panel's recommendations should be sent to Panel members almost immediately and a full response should be sent within 7 days or, if the complaint was more complex, an indication of when a full response would be sent should be communicated to the Panel members.	
5.5	OF noted that he would like to see a log of all Stage 3 complaints and Panel recommendations presented to the Board.	
5.6	BR agreed with TP's suggestions and noted that it would be useful to formalise this which KL agreed to do.	
5.6	NP summarise the discussion noting that KL would circulate Complaints Panel minutes to all Board members and maintain a log detailing the actions to be taken (or not) in response to the Panel's recommendations.	KL
5.7	TT added that by the time a complaint reaches Stage 3 of the procedure the	

outcome should be clear however it was essential that there is a commitment to respond to the Panel's recommendations within 10 working days setting out the timescales within which action would be taken to resolve the complaint. KL noted the need to reflect the content of the 2018 Green Paper in relation to consumer redress when drafting the procedure.

KL

At the Resident Board meeting held on 18 August 2020, residents further discussed their concerns about the Stage 3 complaints process and the lack of follow up once the Panel had concluded and made their recommendations.

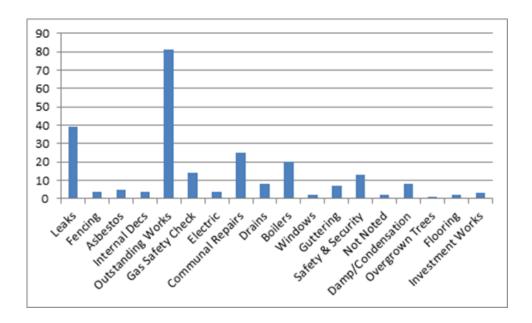
It should be noted that the complaints process is currently under review following the publication, last month, of the Housing Ombudsman's new Complaints Handling Code. The review includes the following groups:

- Internal SBC Task & Finish Group led by Liz Jones, Neighbourhood Manager
- Resident Complaints Scrutiny Group primarily looking at repairs relating to the repairs and maintenance service but including the complaints process itself
- Customer Experience Sub-Group which forms part of the governance arrangements of the RMI contract
- The Resident Board

At the meeting, the Chair summarised the Board's main concerns in relation to complaints:

- i. The complainants are talking about work that had just not been done month after month
- ii. When work was completed there were questions about the quality of the work
- iii. There had been instances where Osborne had questioned the honesty of complainants and insinuating that they were lying
- iv. Instances of Osborne assuring complainants that they would attend or call back and not doing so
- v. Osborne's Operations Manager making promises and not turning up
- vi. Complaints about residents missing appointments when they were at home waiting
- vii. Significant and persistent delays in carrying out repairs or responding to complaints being made
- viii. Stage 3 complaints will have been through Stages 1 and 2 without being resolved and then remain unresolved at Stage 3

Below is a breakdown of complaints (not including Stage 3) relating to the RMI contract:



A copy of the confidential complaints log with details and status of Complaints Panel recommendations has been circulated separately to the NCS Panel.

Conclusion

This report has been written at the request of the Neighbourhoods & Community Services Scrutiny Panel and sets out the views of the Resident Board in relation to Stage 3 complaints and the Complaints Panel process.

The Panel is invited to note and comment on the content of this report.

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 3rd September 2020

CONTACT OFFICER: Eddie Hewitt, Network Management Engineer.

07500 125077

WARD(S): Langley St Mary's, Langley Kedermister, Foxborough

PART I

FOR INFORMATION

LANGLEY HIGH STREET, INFRASTRUCTURE - IMPACT ON BUSINESSES

1. Purpose of Report

To inform the Panel of the plans to transform the highway layout and adjacent infrastructure in Langley, substantially funded by Local Growth Fund contributions via the Thames Valley Berkshire Local Enterprise Partnership (LEP). Also to set out the rationale for the scheme, and the expected impacts of the proposed scheme on local business and services.

2. Recommendation(s)/Proposed Action

The Panel is requested to note the report.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan
The Slough Joint Wellbeing Strategy (SJWS) is the document that details the priorities agreed for Slough with partner organisations. The SJWS has been developed using a comprehensive evidence base that includes the Joint Strategic Needs Assessment (JSNA). Both are clearly linked and must be used in conjunction when preparing your report. They have been combined in the Slough Wellbeing Board report template to enable you to provide supporting information highlighting the link between the SJWS and JSNA priorities.

3a. Slough Wellbeing Strategy Priorities

The scheme is designed to address the priorities as follows:

- Starting Well: By providing a better designed, safer road network with junction and crossing improvements, allowing better mobility of the Langley area, including access to schools, doctors, playing grounds and other facilities for the young.
- 2. Integration (relating to Health & Social Care): Through provision of greater travel opportunities for all, including modal choice, leading to the expected economic growth for all, including new jobs and services. Also by providing a more attractive environment as well as opportunities for active travel (cycling and walking) as well as connectivity overall. There are well established links

between positive physical measures and benefits to mental health and wellbeing.

3. **Strong, healthy and attractive neighbourhoods:** By providing a better designed, safer road network with junction and crossing improvements, as well as improved air quality. Also by improving the attractiveness of the area, planning applications are expected to be carried through to development, with a variety of types and scales of property expected to be built

3b. Five Year Plan Outcomes

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

The scheme is designed to incorporate landscaping improvements as well as new infrastructure and enhanced road network, enhancing the natural capital of the area as well as improving accessibility and travel options.

Outcome 4. *Our residents will live in good quality homes.*The scheme is expected to lead to the development of a number of new housing units. Provisionally estimated at over 200 in the next few years.

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

The scheme will stimulate commercial growth and activity, improving the vibrancy of the area. This will be facilitated by enhanced connectivity between Langley, the wider borough of Slough and beyond. The scheme will also encourage public transport and active travel uptake. Residents will also benefit from the expected benefits in improved air quality and reduced levels of congestion.

4. Other Implications

(a) Financial

The majority of the funding for the scheme is being provided by the Local Enterprise Partnership. The first two sections of the three section scheme have contributions of £1,033,000 and £1,324,000 respectively from re-profiled Local Growth Fund sources. The third section of the overall plan is expected to be funded mainly by a contribution of £1.643m from MHCLG sources (a new government funding opportunity). Each of these sections will also include a local 20% capital contribution from Council funds (approx. £800k in total). A capital business case for the first two sections was presented and approved by the capital board in July. Approval for the 20% contribution for the third and final section will be presented for approval in due course.

The award of funding from the LEP has been approved by the Berkshire Local Transport Body, subject to satisfactorily meeting some rudimentary conditions by the end of August. The main condition of relevance here is acceptance that the Council will be responsible for any overspend possible in the delivery of the scheme.

As always, the progress of the scheme, and specifically the cost and expenditure elements, will be carefully monitored throughout and addressed as appropriate.

In addition to the above financial implications for the Council, the development of the scheme will have potential financial impacts on a number of businesses in the area, specifically those located adjacent to the area(s) of highway directly affected by the scheme.

The Major Infrastructure Projects service considers that the overall development is expected to stimulate economic growth, and that the benefits to all (including businesses, employers, residents, visitors and commuters) will outweigh the total of any localised impacts on specific commercial premises and services.

Further, the scheme is considered necessary due to the planned closure of Hollow Hill Lane by Network Rail as part of their Western Rail Link to Heathrow project (WRLtH. Extensive modelling has been conducted previously, with the results indicated that the closure, if not supported by substantial mitigation, would result in high levels of congestion and potentially gridlock in the local area, including Harrow market and all linked approaches.

(b) Risk Management

Recommendati on from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score the risk	Future Controls
	Risk of over- spending due to unforeseen circumstances beyond existing contingency levels.	Independent review already performed by Hatch Regeneris, with predicted costs closely studied.	Low risk Medium impact Overall low score	Close monitoring of costs and expenditure throughout the project. Effective project management, including regular progress meetings and reporting.
	Risk of public dissatisfaction, either short term or on completion, due to unexpected events or conditions affecting the operation of the network and the	Advance information sharing and public consultation. Skilled design and adherence to detail in preparation for a successful outcome for all concerned.	Low risk. Medium impact. Overall low score.	Ongoing public engagement. Monitoring and evaluation of the scheme. Any appropriate remedial measures to be applied.

attractivene of the area	ess	

(c) Human Rights Act and Other Legal Implications

There are no Human Rights or similar implications.

(d) Equalities Impact Assessment

No Equalities Impact Assessment is proposed on the basis that this proposal comprises an extension to the existing / recently completed Langley Station access and highways improvements scheme, also funded by the LEP. The impacts of this scheme and all related follow on work are expected to be applicable to all members of the community, with no specific protected groups adversely affected.

(e) Workforce

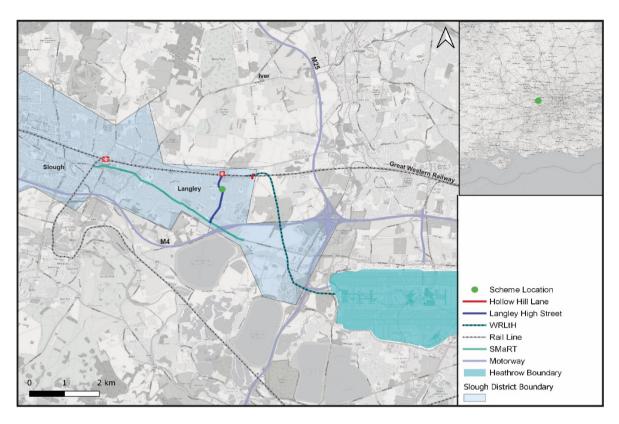
There are no negative workforce implications. The scheme will be constructed by the Council's Direct Service Organisation (DSO), as an extension to the arrangements previously in place for the original scheme. This is considered to be a positive arrangement all round.

5. **Supporting Information**

- 5.1 The TVB LEP Strategic Economic Plan (SEP) 2015/2016 2022/2021 rightly states that the close proximity of Heathrow airport provides a locational advantage for the region, particularly for Slough and Langley, by ensuring residents have access to highly-skilled and high wage jobs. The Western Rail Link to Heathrow (WRLtH) will provide a step change in supporting the employment growth within Slough and Langley by providing quick and reliable access to Heathrow. The TVB LEP's support for the WRLtH scheme is clearly articulated throughout the strategic planning documents including the SEP, the SEP Implementation Plan and the Evidence Base. This strategic support is continued through the creation of WRLtH project team and Stakeholder Steering Group, showing the TVB LEP's continued and dedicated support to the implementation of the WRLtH scheme.
- 5.2 Slough Borough Council appreciates the importance of this opportunity, although it is understood that improvements to the rail network should not be detrimental to other modes of transport. To successfully implement the WRLtH alongside the existing Great Western rail network, the road tunnel (Chequers Bridge) on Hollow Hill Lane will have to be permanently closed. As a popular commuter route, this will force current traffic to use alternative routes, potentially adding a significant amount of pressure on local roads. The scheme aims to support the WRLtH and economic prosperity in the TVB region whilst mitigating the impact that will result from the closure of Hollow Hill Lane.
- 5.3 <u>Figure1</u> below highlights the key transport infrastructure surrounding the scheme including the Slough Mass Rapid Transit Phases 1 and 2 along the A4 and the M4

Smart motorway scheme to the south, Langley Station improvements, Crossrail and the WRLtH.

Fig1:



The proposed scheme, which is an extension to the original rail station accessibility and Station Road/ High Street/ Langley Road junction improvement scheme in Langley, will complement the SEP's overall vision ensuring that:

- "The ambition and creativity of our established businesses will be energised through strong, knowledge-rich, networks [and] our infrastructure will match the scale of our ambition and potential" i
- 5.4 Strategic traffic modelling has shown that the closure of Hollow Hill Lane will result in a re-routing of traffic onto Meadfield Road and High Street in Langley and this increased number of vehicles will make the High Street more congested. If not tackled, the consequential effects of this congestion threaten to impact labour supply to local businesses, access to education i.e. Marish Primary School, Langley Hall Primary Academy and Langley College, connectivity to the wider TVB district and will inhibit future economic prosperity. Once implemented, these improvements will reduce congestion along High Street and reduce the negative environmental impacts that are associated with the slow-moving nature of congested traffic, notably noise and air quality.
- 5.5 The proposed scheme aims to accommodate future demand as a result of the Hollow Hill Lane closure, on both High Street and Meadfield Road by enhancing the efficiency and flow of vehicle movement within Langley, thus improving access to the strategic road network. As part of the design for operational improvements

- at the junction, improvements for pedestrians and cyclists have also been incorporated.
- 5.6 As mentioned above, Hollow Hill Lane will close at a date yet to be determined, but expected to be before 2027, as part of the planned Western Rail link work to Heathrow. Although Slough Borough Council has no influence over this closure, it is expected that the closure is due to start sometime in 2022.
- 5.7 The Council consulted on plans in 2019 when proposing the changes to the Harrow Market roundabout and the associated widening north and south of the junction. Since then the Council has delivered a new junction and secured funding for the remaining sections from the Station Road bridge to Elmhurst Road.
- 5.8 The proposed widening is being consulted on at the time of writing, albeit via the council's Bluejeans virtual meetings platform. This consultation process will run over two weeks to enable residents and businesses to provide their feedback.
- 5.9 Concern has been raised by members and businesses with regard to the widening and the potential for land take on Meadfield Road and Willoughby Road. Earlier concept designs did show land take, however these were early drawings as part of bid to the LEP. Over the past few week's the designs have been changed to minimise and eliminate the impact on the businesses in the Langley area; this has included the following:
 - Redesigning the junctions to remove land take
 - Redesign the junctions to reduce impact on car parking
 - Provide options for the land take of the Langley Memorial Gardens

The result of this work is the proposed removal of one parking space in front of the shops at Willow Court, Meadfield Rd, and up to two parking spaces in front of the dentist on High Street. These losses are in-part offset by increased footway space and crossing facilities for pedestrians.

Appendices A and B show the current options that were taken to consultation. The area of land take within Langley Memorial Ground is to be confirmed through the consultation exercise, and through discussion with the Parks Trustee Committee.

- 5.10 There have been separate ongoing discussions with regard to the provision of bays on Elmhurst Rd. Our Parking team have reviewed this element and have identified an opportunity to install limited waiting bays in this location. It is our intention to seek to incorporate this is the project.
- 5.11 Officers are very aware of the current pressure on local businesses and have worked on numerous options to support them. As part of the consultation we will want to hear from those businesses to make sure we have captured their concerns and also options for improving the scheme to help them stay open.
- 5.12 Appendix C shows the approximate land take requirements on Station Rd, to the north of Langley Rd; however it should be noted that the exact requirement is developing with the design. All areas of land take to the north of Langley Rd have been subject to previous planning discussions and highway adoption is in progress.

6. Comments of Other Committees

An informal members briefing session was held on Bluejeans by the service on 26th June 2020. In addition, local ward members were invited to attend the initial session of the Parks Trustee Committee Meeting, held on 20th July 2020.

The scheme proposal has also been thoroughly and independently reviewed by Hatch Regeneris, appointed by the LEP, and by the Berkshire Local Transport Body, with Cllr Anderson in attendance and representing Slough Borough Council for this purpose. LEP / BLTB.

7. Conclusion

The Major Infrastructure Projects service considers that the proposed scheme will be highly beneficially to Langley, Slough borough and the wider region in a variety of significant ways. These include increased economic growth, enhanced accessibility and connectivity, with improved traffic flow and reduced congestion, associate improvements in air quality, and overall a more vibrant and attractive area. The scheme is being designed to improve the highway infrastructure and transport links, but also to maintain and further enhance the natural capital so important to Langley as a village.

As covered in the section on financial implications, there may be some short term, localised impacts on a number of businesses. Awareness of any such effects will no doubt come up in the public consultation, with all appropriate mitigating measures to be instigated as far as possible. Ultimately, though, the scheme is expected to make an extensive positive impact. The scheme is also considered critical in preparation for the expected impacts of the closure of Hollow Hill Lane by Network Rail.

8. Appendices Attached

- 'A' Preliminary Design option A
- 'B' Preliminary Design option B
- 'C' Third Party Land Map Annotation

9. Background Papers

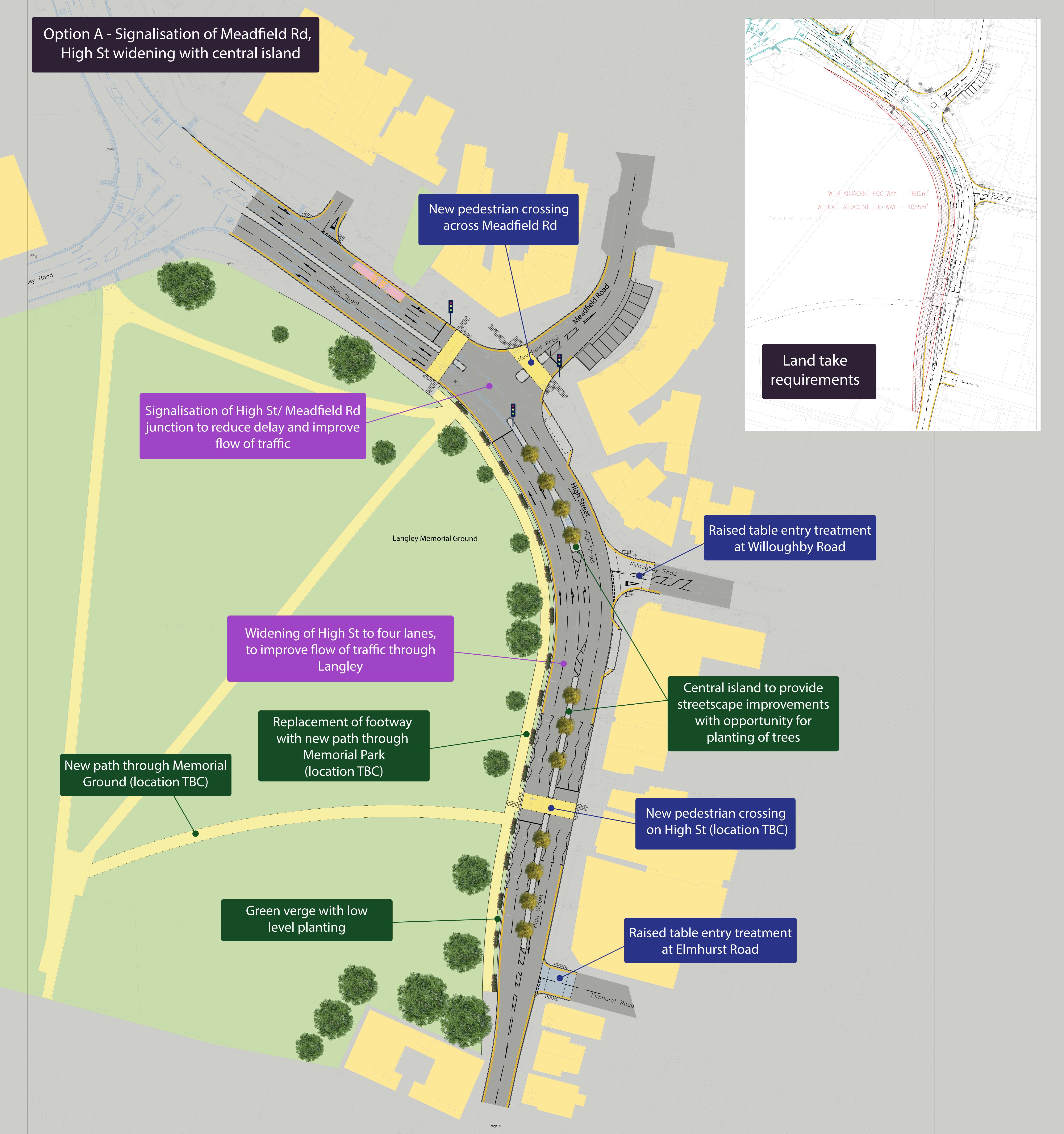
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Langley Junction Assessment and Outline Design Technical Note, March 2019.





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Langley B470 - Third Party Land Map Annotations Alderbury Road - Station Road (Southward View) High Street - Marsh Court Page 77 High Street Overview - Langely Memorial Ground Station Road - Langely Business Centre Alderbury Road - Station Road (Northward View) Google

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 3rd September 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 REPORT

1. Purpose of Report

For the Neighbourhoods and Community Services Scrutiny Panel to review and agree on the recommendations of the NCS Food Poverty Task & Finish Group.

2. Recommendation(s)/Proposed Action

That:

- a) The NCS Panel review the report produced by the Food Poverty Task and Finish Group; and
- b) Cabinet be recommended to formally recognise food poverty as a priority that requires immediate action and commit to adopting the T&F Group's recommendations to reduce the levels around the Borough.

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

3a. Slough Wellbeing Strategy Priorities -

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

- Starting Well
- Integration (relating to Health & Social Care)
- Strong, healthy and attractive neighbourhoods

3b. Five Year Plan Outcomes

The report 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
- Outcome 4: Our residents will live in good quality homes
- Outcome 5: Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

4. Other Implications

(a) Financial

Most of the Task and Finish Group's recommendations can be implemented within existing budgets, including underspent revenue budgets (i.e. Cabinet and member CIF money) and Our Futures programme.

The proposal to ensure all children have access to food 365 days a year will require the establishment of a team, who will need to produce an assessment on the cost of doing so. The same applies to the proposals to organise an annual conference on food poverty. The proposal to develop community orchards and plant fruit trees around Slough can be developed as part of the new parks strategy and allotment strategy currently being developed.

(b) Risk Management

Risk assessments will be conducted by officers as necessary in the implementation of the Task and Finish Group.

(c) Human Rights Act and Other Legal Implications

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

(d) Equalities Impact Assessment

Should the implementation of the recommendations necessitate such an exercise, it will be carried out as required.

(e) Workforce

The implementation of the Task and Finish Group's recommendations will require officer time and commitment, as well as agreement from line managers.

5. **Supporting Information**

- 5.1 The Food Poverty Task and Finish Group was formed in response to the issues raised by members of the NCS Panel in their meeting on 31st October 2019. At that 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 to investigate the causes of this increase and suggest actions to reduce it.
- 5.2 The Task & Finish Group's mission was to collect evidence and assess how effective the model of food aid provision in Slough is in meeting short- and long-term needs of residents with the aim of recommending plans to better coordinate efforts and to minimise residents' dependency on food aid in the long term. In particular, the Group was tasked with answering the following questions:
 - Who needs food aid in Slough and why?
 - Who is currently receiving food aid?
 - Who provides food aid and how?
 - Who can issue referrals/vouchers to the foodbank?
 - How accessible and appropriate is the food aid provision?
- 5.3 The Task & Finish Group held meetings with and received oral and written evidence from a number of individuals and organisations residing and/or working in Slough, including Slough Food bank, Shelter, DWP and schools. The Group also met with staff from the SBC Homelessness Outreach, Debt Management and Welfare Provision teams. Furthermore, the Group held evidence sessions with local residents in Slough. A video entitled Britain's Hidden Hunger that documented food poverty in Slough among other parts of the UK in November 2019 was also shared with the Group, and the person who produced the film was also interviewed to obtain further evidence. Members of the Group also visited Marish Primary School, where they witnessed first hand the breakfast club run by the school and held a meeting with a group of teachers and other staff members. In addition, the Group conducted a short survey for schools to get an idea about child poverty and school food provision in the borough, and six schools responded.

5.4 Recommendations:

Based on its investigations, the Group have identified twelve key areas which it would recommend form the basis of Slough Borough Council and partners approach to tackling food poverty in Slough:

- 1. Develop a commitment and a proactive strategy to tackle food poverty in Slough Borough Council.
- 2. Create a directory of (and promote) all available services.
- 3. Start to monitor household food insecurity.

- 4. Coordinate with schools to ensure all children have access to food 365 days a year.
- 5. Explore ways to reduce fuel poverty using regulatory tools such as the Housing Act 2004 and through the effective promotion of the various energy company obligation schemes already in operation in Slough.
- 6. Increase the capacity of the LWP team and provide customer service training.
- 7. Support & develop financial advice services.
- 8. Develop community orchards and plant fruit trees around the borough.
- 9. Engage retailers and voluntary groups.
- 10. Consider more collaboration with probation services.
- 11. Improve working conditions and opportunities for Slough residents.
- 12. Organise an annual conference on food poverty.

6. Comments of Other Committees

6.1 This report has not been taken by any other committees at Slough Borough Council. However, a draft of it was discussed by Slough's Residents Panel Board during their meeting held on 18 August 2020. The recommendations by the Food Poverty Task and Finish Group were endorsed by the Residents Board.

7. Conclusion

7.1 This report is intended to introduce to the Panel the final report produced by the NCS Food Poverty Task and Finish Group.

8. Appendices Attached

- 'A' Food Poverty Report
- 'B' Residents Board Feedback on SBC's Food Poverty Report

9. **Background Papers**

- '1' Agenda papers and minutes of the Neighbourhoods and Community Services Scrutiny Panel, 31st October 2019.
- '2' Agenda papers and minutes of the Neighbourhoods and Community Services Scrutiny Panel, 14th January 2020.



FOOD POVERTY IN SLOUGH

FOOD POVERTY TASK & FINISH GROUP

REPORT TO THE NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL

Slough Borough Council
September 2020

FORWORD

In January 2020, Slough Borough Council's Neighbourhoods and Community Services Scrutiny Panel launched an investigation into the problem of food poverty in Slough. I am pleased to commend our report, which brings this inquiry to a close at this stage.

It is also noteworthy to understand this investigation took place prior to COVID-19 and understandably the situation has drastically changed. This report, therefore, mainly focuses on the issues existing pre-coronavirus period, although a whole section on the COVID period has been added to it. A more detailed insight into the concerns raised in this difficult period will highlight the severity of the level of food poverty.

We are especially grateful to everyone else who has contributed to our work to date—whether through meeting with us or through submitting written evidence. We would like to extend our thanks to all Slough Food Bank volunteers, school heads and teachers, NGOs workers, DWP, Slough Probation Service and SBC's Housing, Education and Customer Service officers. We are also deeply grateful to Slough Food Bank users who were brave enough and took the time to share their stories and experiences with us.

In our 2019-2020 Manifesto, we have committed ourselves to 'tackle inequalities locally and work to improve health, life chances and opportunities for all our residents'. It is a shame that, in the world's fifth-largest economy, we have people experiencing food poverty and insecurity, experiencing malnutrition or feeling ashamed and unable to move out of poverty because they are constantly worried about feeding themselves and their children.

Whilst we cannot change current government economic policy, end low pay and insecure work, or change the social security system, we can provide a local response in order to support adults and children living in Slough. This report concludes with key practical actions that we can take together with our partners and community organisations, to assist with relieving some of the drivers of food poverty in Slough.

Cllr Christine Hulme
Chair of the NCS Food Poverty Task and Finish Group

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SUMMARY OF RECOMMENDATIONS AND PROPOSED AREAS FOR CONSIDERATION

Over the course of this investigation, it has become evident that Slough Borough Council does not have a clear policy framework to measure and tackle food poverty in Slough. It is recommended that the Cabinet formally recognise food poverty as a priority that requires immediate action and commit to taking measures to reduce the levels around the Borough, including:

1. DEVELOP A COMMITMENT AND A PROACTIVE STRATEGY TO TACKLE FOOD POVERTY IN SLOUGH

In its 2019-2020 Manifesto, the Council has a broad commitment to 'tackle inequalities locally and work to improve health, life chances and opportunities for all Slough residents'. However, there should be a similar political commitment from members to devote resources to tackling poverty in Slough. At the very least, the Council should provide leadership and a more coordinated approach to the tackling of food poverty and insecurity issues.

2. CREATE A DIRECTORY OF (AND PROMOTE) ALL AVAILABLE SERVICES

Collected evidence shows that information on funds and other kinds of assistance that are available to residents is scattered and lack clarity. This is especially important during times of national/local crises, such as the recent COVID pandemic. Therefore, it would be useful if SBC can map out the services currently offered, create an information package for users, and ensure Slough Food Bank, schools, children centres, citizens advice, community centres and charities know about these and help to promote their work. A number of departments within SBC may have compiled their own lists of services available to local residents; however, this information should be made available in a single directory online.

In addition, SBC should actively promote these services and improve uptake by informing residents about them, encouraging people at risk to seek help and assisting them with filling in forms and applications where possible. It is also important to assess the cultural barriers that exist among residents from different backgrounds and make sure everyone is well informed about the services available. Having a single directory in several languages would overcome this barrier, and an online directory would allow for effective review by SBC and easy access for residents. It would also be great to include a wider directory of approved partner services.

3. START TO MONITOR HOUSEHOLD FOOD INSECURITY

Local measurement of food poverty is essential to better understand and tackle the issue of food poverty in the Borough. Food poverty can be monitored through a borough-wide survey every two years, for example, on a sample of households. Data can be then analysed and used to model the issue of food poverty, measure existing food poverty and calculate food poverty risk. This will allow for better resource planning and targeting at a strategic level. A programme to address the issue can be then developed in the long term. To achieve this, data sharing with partners will also need to be agreed. This could be picked up by the new locality hubs which would be in a better position to engage with their areas. This will also provide further insight to SBC about residents views on poverty.

4. COORDINATE WITH SCHOOLS TO ENSURE ALL CHILDREN HAVE ACCESS TO FOOD 365 DAYS A YEAR

This is especially important to tackle holiday hunger. Schools in Slough are exerting massive efforts to help children and parents throughout the year. These initiatives should be matched by similar ones funded by the Council (and partners) and designed in collaboration with schools. SBC should provide funding in order that all Slough Schools provide pupils with a non means tested free breakfast, funded from underspent revenue budgets and/or generalist section 106 contributions.

Several local authorities around the UK have intervened to reduce child food poverty in their areas. Examples include providing Free School Breakfast by Blackpool Council and Hammersmith and Fulham Council. Blackpool's scheme has been run by the council since 2013 and provides universal free breakfast for primary school children in Blackpool. Hammersmith and Fulham Council have also started providing universal free breakfast to all primary school pupils and free lunches for secondary students regardless of family income since January 2020; the scheme is entirely funded from contributions negotiated by the council with property developers as one of the conditions for granting planning permission. In 2019, Hammersmith and Fulham Council allocated £1,963,188 of S106 funding to fund the first two years of primary school breakfast club provision.

Last summer, Tower Hamlets Council distributed more than <u>21,000 free meals</u> to children attending summer holiday clubs and activities at a cost of £80,000 in order to tackle some of the pressures families face during the school holiday period when free school meals are unavailable funding to provide meals for children.

5. EXPLORE WAYS TO REDUCE FUEL POVERTY USING REGULATORY TOOLS SUCH AS THE HOUSING ACT 2004 AND THROUGH THE EFFECTIVE PROMOTION OF THE VARIOUS ENERGY COMPANY OBLIGATION SCHEMES ALREADY IN OPERATION IN SLOUGH.

The <u>Energy Company Obligation</u> (ECO3), also known as the Affordable Warmth Obligation, is a government energy efficiency scheme in Great Britain that places obligations on large gas and electricity suppliers, including British Gas, EDF Energy, Eon, Npower, Scottish Power and SSE, to help households with energy efficiency measures such as loft and cavity wall insulation and can sometimes include the installation of a new boiler, though only in owner occupied properties and this will usually require a contribution from the householder. Those who live in private housing and claim certain benefits may be automatically eligible for assistance under this scheme. Social housing tenants may be eligible if their property has EPC rating of E, F or G. Residents can also contact suppliers directly and they do not have to be customers to receive improvements from a particular supplier. However, eligibility does not automatically guarantee the supplier will install the measures.

In addition, SBC created a <u>statement of intent</u> that declares certain individuals other than those covered automatically by the scheme, eligible for assistance. There are various providers working in Slough; the main one being Aran Energy Services, and they have been provided with data by SBC to assist them in identifying fuel poor homes. The Local Authority approves each case under this scheme though it is entirely funded by suppliers via ECO.

The Warm Home Discount Scheme entitles eligible persons to a discount on their bill and this does not effect their entitlement to Winter Fuel Payment or Cold Weather Payment

(benefits available to people on certain benefits). Individuals are automatically eligible if they are a pensioner and are on Pension Credit, but fuel companies also give this benefit to people at risk of fuel poverty e.g. those on low income. The benefit can be applied for directly from suppliers as they each have some discretion over eligibility. An example of this can be found here.

During the COVID outbreak, SBC launched a new <u>Green Doctor scheme</u> to provide free home energy advice. Trained assessors are sent to the homes of eligible residents to provide energy efficiency advice and assistance in applying for benefits like the Warm Home Discount, and arrange for installation of small measures such as draft proofing.

Whilst we believe that SBC has a system that can help people, it is not very well advertised and the front of house staff seem not to be aware of it; hence one of our recommendations is to create a directory of all our available services. Coventry Council, for example, provides a page on their website of the different options that are available to residents and delves into the advantages and disadvantages of the varying options.

A more joined up approach between the housing regulation team and Housing Services generally, Social Care, and the Third sector could also make a real difference in improving SBC performance in dealing with the issue of fuel poverty in Slough (which in turn will impact food poverty).

6. INCREASE THE CAPACITY OF THE LWP TEAM AND PROVIDE CUSTOMER SERVICE TRAINING

In light of the new Locality Hub strategy, the Council should review the current welfare provision services and map these out to ensure full coordination between the hubs and with other teams within SBC, such as the Housing and Troubled Families Teams, and with partners. Having regular meetings with the Job Centre is essential to stop clients being sent back and forth between agencies.

It is also vital to ensure that each of the hubs has enough resources to provide an excellent service. This will require hiring more officers/training existing to support this team, providing proper customer service training for new recruits, and having online facilities readily available while also marinating face to face services for those who do not have internet access or the skills to use online services. This should be actioned as part of Our Futures Programme.

7. SUPPORT & DEVELOP FINANCIAL ADVICE SERVICES

Currently, the Debt Management Service is made up of one person only. The Council should increase the capacity of this team in order to support more residents. The increased capacity can be funded from underspent revenue budgets (i.e. Cabinet and member CIF money). The council should also consider using generalist 106 funding in order to create further posts. Users of the locality hub should be encouraged to book an appointment with the Debt Management Service as this is an invaluable resource which could help curve debt management for many residents. Currently, those in high debt circumstances are allocated a meeting but this should be a prevention measure at the very least and therefore increasing resources to this service will add overall value to the longevity of debt management.

8. DEVELOP COMMUNITY ORCHARDS AND PLANT FRUIT TREES AROUND THE BOROUGH

Even though this will not provide a radical solution for the problem, it would help improve residents' health and wellbeing. Surrey County Council last year declared a climate emergency and committed to work with partners on Surrey's collective response to become carbon neutral as possible. Surrey County Council committed to facilitate the planting of 1.2 million trees by 2030. South Oxfordshire District Council are also looking at various proposals around biodiversity in response to the council's climate emergency declaration, including tree planting, Furthermore, Didcot Town Council have allocated a budget for planting and maintaining trees and have started planting walnut trees in their parks.

SBC are currently working on a new park strategy and an allotment strategy, which have proposals for community orchards and foraging areas. In order to promote healthy eating, SBC can facilitate a project with local schools in a community orchard at one of the local community parks and advertise this as borough wide initiative. Schools along with SBC could take turns to manage and maintain the orchards. Studies show that gardening can help tackle obesity and working outdoors with young children will encourage child development growth. As part of the allotment strategy, schools can be invited to also grow vegetation and learn about growing healthy food which can be picked by the children.. These green initiatives can also be extended to local charities.

9. ENGAGE RETAILERS AND VOLUNTARY GROUPS

The Council should encourage more retailers to accept Healthy Start vouchers and donate food to the food bank and local charities. Better coordination with Slough Foodbank, Shelter and other charities providing help for residents should be also considered.

10. CONSIDER MORE COLLABORATION WITH PROBATION SERVICES

Sharing data between SBC and the Probation services can allow SBC to plan ahead for the release of any ex-offenders. The council should collaborate with the probation service and the LEP to provide training and job opportunities for this particular group.

11. IMPROVE WORKING CONDITIONS AND OPPORTUNITIES FOR SLOUGH RESIDENTS

SBC should use its procurement strength to require contractors to pay at least the living wage, ensure that employees are entitled to company sick pay, and prohibit the use of zero hour contracts except in exceptional circumstances. Local residents should be also prioritised when recruiting staff. The Economy Growth Board should prioritise in engaging with local businesses in facilitating upskilling local residents.

12. ORGANISE AN ANNUAL CONFERENCE ON FOOD POVERTY

SBC should host an annual event/conference with partner organisations to monitor and action further measures to reduce food poverty in Slough.

INTRODUCTION

This is the report of the Neighbourhoods and Community Services (NCS) Food Poverty Task and Finish Group's investigation into Food Poverty in Slough.

The Group is made up of three councillors, namely Cllr Hulme (Chair), Cllr Plenty and Cllr Ajaib, who have an interest in the issue. It is a by-product of the NCS Scrutiny Panel's commitment to tackle food poverty in the Borough, following Cllr Hulme's initiative.

Following a NCS Scrutiny Panel meeting held on 31st October 2019, due to the complexity of the issue, a Food Poverty Task and Finish Group was set up to investigate food poverty in Slough. This was driven by concerns over the increase of food poverty, growing food bank use, an increase in the numbers of people sleeping rough, and the existing knowledge of pockets of deprivation and poverty Borough wide.

The Task & Finish Group's mission has been to collect evidence and assess how effective the model of food aid provision in Slough is in meeting both short- and long-term needs of residents with the aim of recommending plans to better coordinate efforts and to minimise residents' dependency on food aid in the long term.

This Task & Finish Group was primarily assigned with finding answers to 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 food bank?
- 5. How accessible and appropriate is the food aid provision?

Two of the most interesting issues that emerged as a result of the group's conversations with Slough Food Bank and other partners are fuel poverty and holiday hunger; these will be further explored in the report. Throughout this investigation, it has become clear to this group that these two issues are closely interlink with food poverty whilst also contribute towards it. In addition, evidence was brought forward on the factors contributing to the increase in homelessness and how these factors are impacting food poverty in Slough.

This report summarises the main findings of this investigation and offers a set of recommendations and policies for the Council to adopt and to implement in the near future and ultimately when designing interventions to tackle the issue of food poverty in Slough.

WHAT IS FOOD POVERTY?

Throughout the report the term 'food poverty' is used to mean 'the inability to afford, or have access to, food to make up a "healthy" diet'. According to the NHS, eating a healthy, balanced diet is a key part of maintaining good health. It means eating a wide variety of foods in the right proportions, including at least 5 portions of a variety of fruit and vegetables every day (5-a-day).

A related concept is 'food insecurity' which is defined by Oxford Dictionary as 'the state of being without reliable access to a sufficient quantity of affordable, nutritious food.'

The term 'fuel poverty' is also used. A household is considered to be fuel poor if:

- they have required fuel costs that are above average (the national median level)
- were they to spend that amount, they would be left with a residual income below the official poverty line.

There are three elements in determining whether a household in England is fuel poor:

- 1. Household income,
- 2. Household energy requirement, and
- 3. Fuel prices.

EVIDENCE COLLECTED

The Task and Finish Group used a range of methods to collect evidence as part of this investigation. The group held a series of oral evidence sessions, at which they heard from witnesses, including representatives from Slough Food bank, Shelter, Marish Primary School, Priory Primary School, Beechwood Secondary School and the DWP. The Group also met with staff from the SBC Homelessness Outreach, Debt Management and Welfare Provision teams.

Furthermore, the Group held evidence sessions with local residents in Slough; three individuals were spoken to as part of these sessions. A video entitled <u>Britain's Hidden Hunger</u> that documented food poverty in Slough among other parts of the UK in November 2019 was also shared with the Group; the person who produced the film was also interviewed to obtain further evidence.

In addition, the Group received written evidence from a number of individuals and organisations working in Slough, including Slough Food bank, Shelter, SBC Welfare Provision and Debt Management teams as well as Priory School. These included statistics and individual stories.

Finally, the Group conducted a short survey (Appendix H) for schools to get an idea about child poverty and school food provision in the borough, and six schools responded. Members of the Group also visited Marish Primary School, where they witnessed first hand the breakfast club run by the school and held a meeting with a group of teachers and other staff members.

HOW DO WE MEASURE FOOD POVERTY?

One of the key objectives of this investigation was to determine the scale of food poverty in Slough. In the UK, there is currently no official tool for the monitoring and measurement of the extent of food poverty and insecurity. In February 2019, the Department for Work and Pensions (DWP) agreed to begin a national measurement of household food insecurity by adding related questions to its Family Resources Survey, an annual survey that covers the UK and has a large sample of 20,000 households. Although data collection started in April 2019, the results of the first survey will not be reported until April 2021.

Nevertheless, there are broader surveys and measures that are relevant to and can be indicative of the scope of food poverty. In 2019, the Social Metrics Commission estimated that there are 14.3 million people in poverty in the UK. This includes 8.3 million working-age adults; 4.6 million children; and 1.3 million pension-age adults. In the same year, a report commissioned by the UN's General Assembly concluded that although the UK is the world's fifth largest economy, one fifth of its population (14 million people) live in poverty, and 1.5 million of them actually experienced destitution in 2017.

At the local level, Slough Borough Council does not have a structured method to monitor the scope and extent of food poverty. Data from Slough Food Bank was the only reliable source of information accessible to the group. Although Slough Food Bank has provided valuable data, such as the number of food parcels it distributes, it should be noted that their data does not capture the full spectrum of the problem. While the increase in the usage of food bank can help understand the scale of food poverty in Slough, it should be noted that not everyone who is in need of food aid uses the food bank service. Research has established that many people experiencing food poverty do not use food banks for various reasons, including lack of awareness, access issues, embarrassment and stigmatisation.

During this investigation, the Task and Finish Group heard evidence that many people in food poverty are reluctant to visit their local food bank branch as they feel embarrassed to be seen accessing it. Feelings of embarrassment and perspectives of stigmatisation have thus led some Slough residents to try and access the food bank services available in the neighbouring wards or even the neighbouring local authorities such as Windsor. Indeed, food bank usage at the Eton and Castle ward in Windsor has dramatically increased from 36 to 145 parcels between 2017 and 2018. The 2019 numbers for Windsor are expected to be even higher. At the national level, the Trussell Trust's published figures for April to September 2019 show there was a 23% increase in the number of food parcels provided compared to the same period in 2018.

However, in the absence of any official measurement of food poverty at the national and local levels, food bank usage can be considered one of the best available indicators of the existence of food poverty in Slough. There are also a few other factors that contribute to food poverty and thus can be considered useful indicators to estimate food poverty in the Borough. These may include child poverty, fuel poverty and Indices of Multiple Deprivation (IMD).

WHAT IS THE SCALE OF FOOD POVERTY IN SLOUGH?

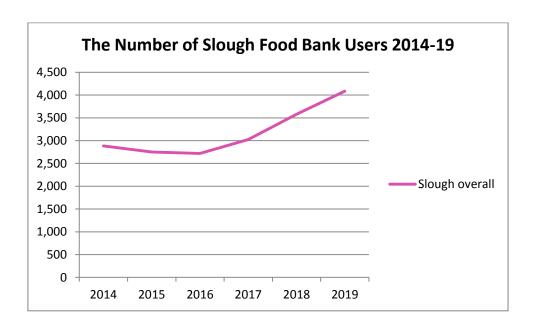
Slough Food Bank Usage

Slough Food bank uses the model of the Trussell Trust, an independent charity that offers support for people regardless of their faith. They grew out of need for food aid, and are funded by the public and grants they apply for. They also receive funding from the Trussell Group, who holds their data and statistic; however, their supply is not sustainable.

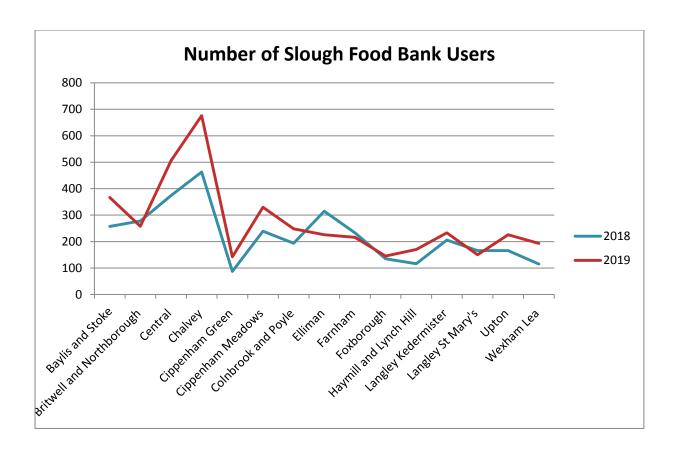
Slough Food Bank parcels include food, sanitary products and toiletries; they also have a fuel bank but only for pre-paid meters. Contrary to the common assumption that anyone can have access to its service, the Food Bank provides its service only by referral from a referring agency following an assessment. The Food Bank provides three parcels *per crisis*.

Each parcel provides a 3-day supply of non-perishable foods to help local people in food crises, who are initially assessed and then referred to the food bank by one of over 130 local professional agencies, including Slough Borough Council, GPs, schools, local churches, DWP, Slough Probation Service and Shelter. Slough Probation Service and Shelter are the two agencies which make the most referrals. Currently, the Food Bank service runs five days a week between 12- 2pm at various locations across Slough: Cippenham, Langley, Slough Town Centre, and Wexham (although at the time of this investigation this was expected to close soon and relocate to Britwell).

Data from Slough Food Bank shows a steady and significant increase of food aid distribution for the past few years. In 2019, Slough Food Bank distributed over 4,000 food parcels. This is a considerable increase from 3,578, 3,023 and 2,719 parcels in 2018, 2017 and 2016 respectively. These numbers do not include food parcels distributed in the wards around Slough. On average, Slough Food Bank had about 60-80 people a week accessing their service before the COVID outbreak, with the main cohort being those with mental health issues and single people. In the last quarter of 2019, Shelter reported that they issued 80 food bank vouchers. They made it clear, however, that the actual number of food vouchers issued by them is higher because their reporting tools limit how they are currently monitoring this.



Figures from the Trussell Trust and Slough Food Bank are broken down by ward and show the geographical spread of residents using the food bank service. In almost all Slough wards, reliance on food bank to provide food has increased significantly over the past few years. In 2019, most of their food parcels were given to residents in Chalvey (676), Central (506), Baylis and Stoke (367) and Cippenham Meadows (330). In fact, over the past three years, both Chalvey and Central wards have seen the consistently highest increase in food bank usage, and they are by far the Food Bank's busiest sites. More detailed information on Slough wards can be found in Appendix (A).

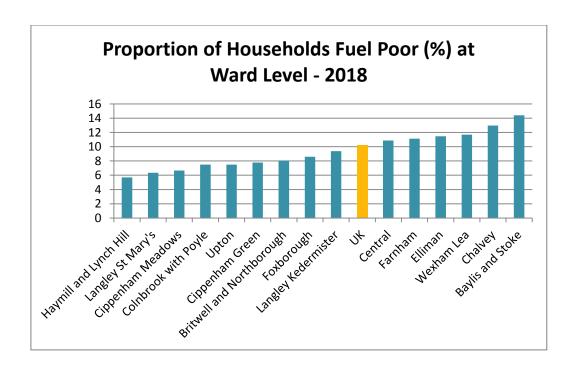


Fuel Poverty

During the early stage of this investigation, it became clear that fuel poverty and food poverty go hand in hand, both contributing to wider deprivation. Fuel poverty can lead to serious physical illness and psychological stress and can also affect people's ability to buy food. People in fuel poverty often have to choose between spending their income on heating their home, falling into debt or rationing their purchase of food, clothes and other necessities. In addition, people need fuel if they are going to cook healthy meals at home or even simply to reheat old food.

Evidence provided for this investigation shows how parents living in fuel poverty regularly go without food so that their children could eat and vice versa; also, during the group's evidence sessions, the group was presented with evidence that many parents stating they had to choose between heating the home or buying food (heat or eat).

The government's latest published figures in April 2020 estimate that there were 8.9% (4,815) fuel poor households in Slough in 2018. This compares to a national average of 10.2% and an average of 7.9% in the South East. This figure may show Slough is doing better than the national average in terms of fuel poverty; however, as shown in Appendix (B), six out of the fifteen wards in Slough rank above the national average. These are Baylis and Stoke (14.4%), Chalvey (12.97%), Central (10.85%), Elliman (11.47%), Farnham (11.13%), and Wexham Lea (11.7%), as shown below. Furthermore, these wards include pockets where the percentage of households in fuel poverty is as high as 16.1%, well above the national average. To a large degree, this is consistent with the Food Bank data above.

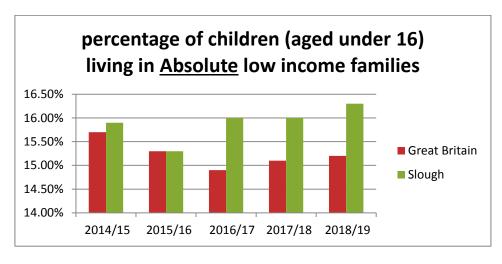


According to Shelter, only 5 people got fuel vouchers from them between Oct to Dec 2019; however, the strict criteria limit the number of people who are actually eligible, so the number of people who are likely to require these is probably much higher than the actual number of people using them.

Child Poverty

On 30th June 2020, the Government released *experimental* statistics on the number of children living in low income families. These statistics have replaced DWP's "*Children in out-of-work benefit households*" and HMRC's "*Personal Tax Credits: Children in low income families*" local measure publications. The data estimates the number and percentage of children (generally those aged under 16) living in relative and absolute low income, measured *before* housing costs.

This data shows that in 2018/19, 18.5% of Slough children were living in relative low income families, and 16.3% in absolute low income families. These values are both higher than the national average, and other council areas in the South East of England.

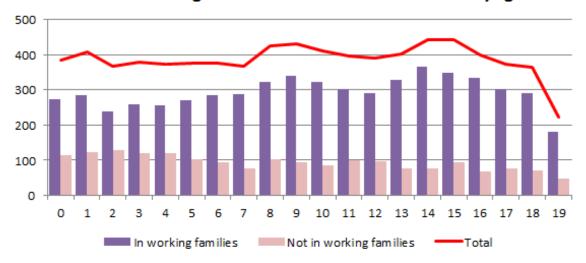


Over three quarters (76%) of children living in absolute low income households in Slough during 2018/19 were from working families. 30% were from lone parent families; slightly more than half of these lone parent families were not in work.

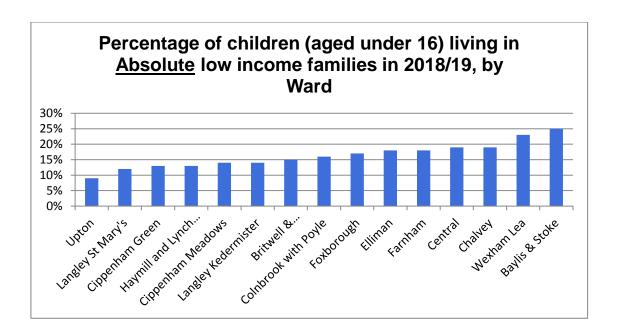
Children in Absolute low income by work status of family (Slough, 2018/19)						
	Not in working families	In working families	Total	Not in working families	In working families	Total
Lone parent	1,255	1,095	2,351	16%	14%	30%
Couple	615	4,780	5,400	8%	62%	70%
Total	1,869	5,878	7,745	24%	76%	

All ages of children are affected by absolute low income, although with marginally more around the ages of 1, 8-10, and 14-15 years.

Number of Slough children in Absolute low income by age



There are clear differences in the rates of children living with low income across Slough, with Relative low income rates ranging from 10% in Upton to 28% in Baylis and Stoke, and Absolute low income rates ranging from 9% in Upton to 25% in Baylis and Stoke. However, in almost half of Slough wards, 1 in 5 children or more experience relative low income. Wards with the highest rates of children in low income are not generally close to the proposed Locality Hubs (Baylis and Stoke, Wexham Lea, and Central).



In May 2019, however, End Child Poverty estimated that <u>39.1%</u> of Slough children lived in poverty; that is, more than 1 in 3 children. The difference might be explained by the method applied by End Child Poverty, which takes into account additional factors including estimates of average household income and overall poverty levels at middle layer super output area (MSOA) level.

Another indicator that might be used as a measure of child poverty is the number of children eligible for free school meals. In 2018, 9.3% and 8.4% of Slough primary and secondary pupils respectively were known to be eligible for and claiming free school meals. However, similar to the HMRC data above, <u>research</u> shows that this measure fails to take into account changes in the labour market and financial pressures on low-income working families. Furthermore, this measure accounts for pupils taking up the offer, rather than the total of those who are eligible for it.

To get a better understanding of food poverty among children in Slough, the group looked more closely at the number of children using breakfast clubs in primary schools. In addition to offering food and fuel vouchers to identified families, many schools in Slough offer free breakfast for some or all of their pupils. In fact, over half the schools who responded to the group's survey said they run a breakfast club with some schools offering it as a free service for all pupils. In Marish Primary, for example, free breakfast is available to every one of their 300 pupils every day, and parents are encouraged to make voluntary donations whenever possible. Priory Primary and Beechwood Secondary, on the other hand, offer free breakfast to 30 and 400 students respectively on a daily basis. The survey conducted with schools also demonstrated that most schools held breakfast clubs for their pupils.

There is a general perception among school head teachers that children are not eating enough and that schools see the tip of the iceberg only. Moreover, there is no collaboration between schools and SBC to tackle the problem. During the past year, none of the schools included in the school survey received any funding from SBC for food provision nor did they make any pupil/family referrals to SBC for assistance with food provision. Instead, schools opted to make referrals to Slough Food Bank.

Lack of funding and the difficulty to reach families are two major challenges facing schools when dealing with hungry pupils. During the group's visit to Marish Primary, staff members were keen to show the group members the kind of problems they have to deal with every day, as more pupils and families struggle to buy food. All their stories confirmed that deprivation and hunger are major issues in Slough, but this does not often surface because people feel embarrassed about it and mask their circumstances. Food poverty is still considered as a taboo subject for most parents and more so for certain communities. This is particularly true in secondary schools, where teenagers have tendencies to hide the fact that they live in poverty. The group heard that this was frequent within certain ethnic groups, including Asians and Eastern Europeans, who often are not willing to accept charity, have language barriers or do not understand the government welfare system and, therefore, are unable to access it.

IMD 2019 Data

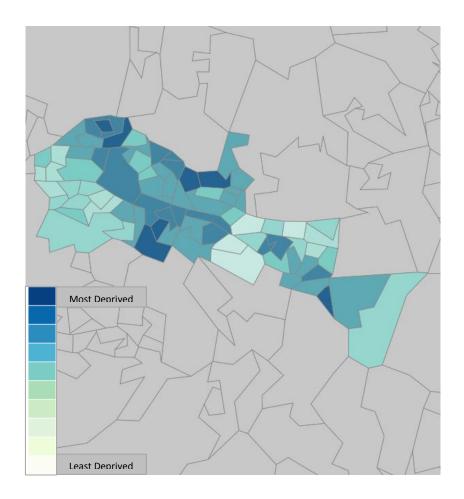
The Index of Multiple Deprivation (IMD) is an overall measure of deprivation based on factors such as income, employment, health, education, crime, the living environment and access to housing within an area. This official measure of relative deprivation in England takes into account 39 separate indicators organised across seven distinct categories to rate how deprived an area is considered. People may be considered to be living in poverty if they lack the financial resources to meet their needs, whereas people can be regarded as deprived if they lack any kind of resources, not just income. The IMD ranks every small area (LOSA) in England from 1 (most deprived area) to 32,844 (least deprived).

IMD 2019 data for Slough published last year confirms the group's findings. Out of 317 local authorities in the index, Slough ranked the 73rd most deprived local authority in England. More significantly, Slough ranked 8th in terms of barriers to housing & services. This means Slough is among the 5% most deprived areas nationally on this measure.

The 2019 data shows that Slough contains 7 of the most deprived areas; all these areas fall within the fifth most deprived areas nationally. In comparison, IMD 2015 data shows there were 5 LSOAs in Slough that fell within the fifth most deprived areas nationally.

LSOA name (2011)	Ward	Index of Multiple Deprivation (IMD) Decile (2019)	Index of Multiple Deprivation (IMD) Decile (2015)
Slough 007C	Elliman	2	2
Slough 014B	Colnbrook with Poyle	2	2
Slough 001B	Britwell and Northborough	2	2
Slough 001A	Britwell and Northborough	2	2
Slough 009B	Chalvey	2	2
Slough 009C	Chalvey	2	3
Slough 005E	Elliman	2	3

These areas have particular challenges around barriers to housing and services, income deprivation, and crime. As shown in the map below, these small areas are parts of Colnbrook with Poyle, Britwell and Northborough, Chalvey, and Elliman.



WHY DO WE HAVE FOOD POVERTY IN SLOUGH?

Foodbank Data

Even though it cannot be considered a representative of food poverty across the Borough, data from Slough Food Bank represents a valuable source of information to understand the main drivers behind food poverty in Slough. The Slough Food Bank data shows there are various causes driving residents into food poverty. Below is a summary of the main causes of referral to the food bank in 2017-2018:

Main Cause of Crisis	Food Parcels
Low income	848
Benefit delays	810
Benefits issues	719
Debt	394
No recourse to public funds (NRPFs)	312
Other	295

Homelessness (including TA)	272
Sickness (Discharge from hospital/ Macmillan)	150
Domestic Violence	120

It should be noted, though, that there are limitation to this method of determining the main causes of food poverty. The Trussell Trust requires professionals issuing food bank referral to tick boxes from a set of options available on their vouchers without providing much detail or in-depth analysis of the client case. Also, most of these causes are interrelated. Benefit delay, for example, can lead to debt and decreased income later when the benefits become available. Moreover, issues such as Universal Credit (UC), which the Group believe is a leading cause behind food poverty, is not included as a cause of referral among the options listed on the Trussell Trust papers.

The main reasons behind the increase reliance on food aid in Slough are discussed in more detail below.

Benefit Issues

Throughout this investigation, the group found abundant evidence showing a clear link between the recent changes to the benefits system, particularly the rolling out of Universal Credit (UC), and food poverty. Slough Food Bank data shows that over 40% of referrals are due to benefit delays and changes, specifically Universal Credit and Personal Independence Payment (PIP). Shelter, Slough Probation Service and SBC's Welfare Provision Team also confirmed that most of their referrals to the food bank are triggered by benefits issues, such as sanctions and delay in issuing benefits/applications; they all placed benefits issues at the top of their priority causes behind the increase in applications for food vouchers in the past two years.

UC came into effect in October 2013 and is still in use today. As a result of this system, not only has it become more difficult to claim benefits, but also there is a gap between benefit levels and how much money is needed to cover essential living costs. For example, the government pays £317 a month only for single people, a humble amount for anyone to survive and access healthy food for a whole month. Furthermore, delays with the Universal Credit system were the most cited driver of food poverty. Among the most common reasons for referrals to the food bank is the five-week (or more) wait between making a UC claim and receiving the first payment. This was cited by charities, SBC Local Welfare Team, the DWP and residents in Slough. A DWP official told the group that people are usually offered an advance payment to help them cope while waiting for their first UC payment; however, they admitted that this approach is not encouraged because it actually puts claimant in debt. Even Slough Welfare Provision team admit they advise their clients against taking the loan.

"I was taxed £200 from Universal Credit and wasn't given a mandatory reconsideration. I was left with £50 for the month."

"My son and I [have] just moved into the borough. I have been put onto Universal Credit but I am without any tax credits for 5 weeks (what I usually live off). I had heard about food bank vouchers so when I went to meeting at Job Centre I asked the man if I could get the help."

Currently, claimants can take out a 30% advance while waiting for their UC application to be processed, but this money needs to be paid back in instalments within 12 months. Under the government's budget plans before COVID, the advance payment will be reduced to 25% and will be paid back over an extended period of two years. However, these changes will not come into effect until October 2021. Furthermore, the evidence that the group heard suggests that UC claimants who have accepted an advance payment found themselves in hardship a few weeks later, for their monthly benefit payments will subsequently be reduced over the year ahead in order to repay the loan. Those who opted out, on the other hand, were able to manage but only because they were offered an alternative option: food bank vouchers. The DWP regularly refers people to the food bank; on average, they refer 5-6 individuals every week; that is 260-312 individuals annually. If it were not for the food bank, many more benefits claimants would have no other option but to accept an advance payment that put them in debt before their benefit payments start.

K is a Slough Food Bank user. She is currently living in temporary accommodation (TA) with her two children and visits LWP regularly. She states all her Universal Credit (UC) money is used up very quickly because she has taken out two advance payments which are being paid back. On top of that, she has to pay bills, travel fees, school clothes and food. She has advised that Child Benefit goes directly to the Credit Union. In the past, she had an alcohol addiction but has now been clean for sometime which has made her stable and put her in a better place to budget at.

R who had not passed his HRT test has become a regular user of Slough Food Bank. He was not entitled to any Sainsbury's Vouchers because he had no recourse to public funds (NRPFs). Therefore, a Foodbank voucher was the only help available for him. He then passed his HRT and signed on to Universal Credit, which he has recently managed to do. However, he still visits the food bank because he has taken out advance payments which are now being deducted slowly. Money that is paid in to his account goes straight out.

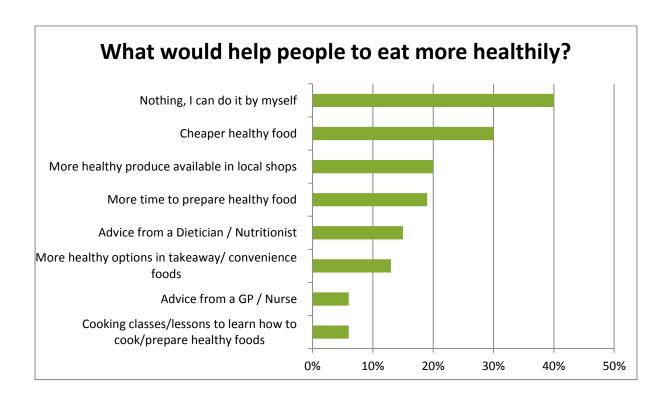
Income Deprivation

Food poverty is not only a concern for people who are on benefits, but also there is a lot of pressure on working people. Slough foodbank data shows that in-work poverty accounts to a large extent for the increasing number of foodbank users in Slough. The group was advised that the rising cost of living in the Borough, being not accompanied with a similar growth in wages, is forcing people into difficult choices: whether to spend their limited income on food, housing or other necessities. If someone spends most of their income on rent, for example, they are often left with little or no money to spend on everything else, including healthy food.

Those on lower incomes spend a larger percentage of their income on food. <u>ONS</u> data shows that food is the second largest item of household expenditure for low-income households after housing. Between 2005 and 2018, the poorest 10% of UK spent over 21% of their income on food and beverages while the 10% richest households spent only 10.7%.

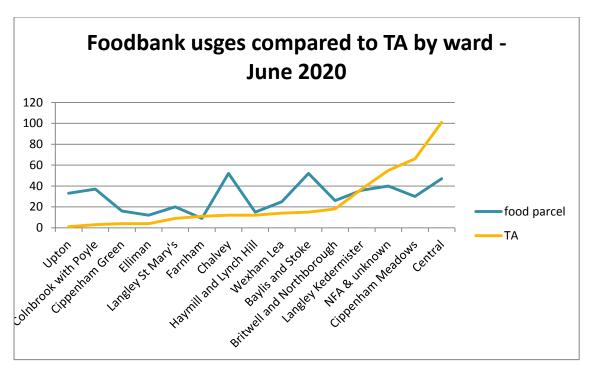
In November 2019, 'Supporting a Healthy Lifestyle' <u>Survey</u>, conducted by SBC's public health team, found that high food prices affected the ability of almost a third (30%) of Slough residents to eat more healthily, with this figure rising to 38% for those in the 25 to 34 age group, 35% for those with children in their household and 36% for those that have lived in

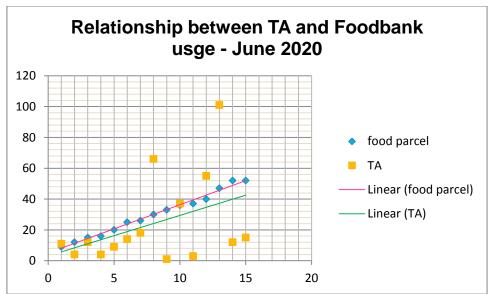
the Borough for less than 12 months; moreover, one-fifth of residents indicated that more healthy produce in local shops would help them eat more healthily.



Unaffordability of housing was also presented to the group as one of the main reasons behind the increase in food bank referrals. This was pointed out by Slough Probation Service, DWP, and local schools. They all voiced concerns about how housing, temporary accommodation and homelessness issues are driving food voucher numbers in the Borough among children and adults. According to SBC's Welfare Provision Team, the majority of their clients who come for food bank and Sainsbury vouchers are in temporary accommodation, and most of those were moved to Slough by other councils. Government figures show there were 412 households living in temporary accommodation (TA) in Slough by the end of December 2019. This number went down to 370 at the end of June 2020, following interventions by SBC to accommodate homeless people during the COVID-19 outbreak. A breakdown by ward of this figure shows that the Central, Cippenham Meadows, and Langley Kedermister are the wards with the highest number of households in TA. More details can be found in Appendix (G).

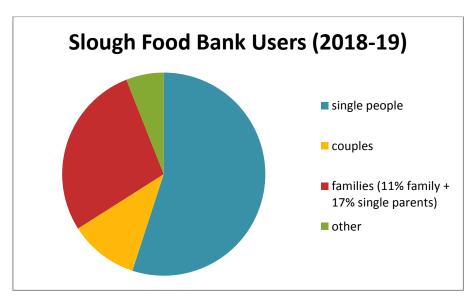
When comparing the numbers of food parcels distributed in June 2020 with the number of those living in TA in slough wards, it becomes clear that there is a relationship between the two, although it is not very strong. In most wards, the number of people in TA correlates to that of that of foodbank parcels distributed. The Central ward is the highest in terms of both.





As mentioned earlier, Slough is ranked the 8th most deprived local authority in England with regards to barriers to housing and services (IMD 2019). This domain measures the physical and financial accessibility of housing and local services; it measures the difficulty to access both owner-occupation and the private rental market. Thus, it includes issues relating to access to housing such as affordability and homelessness, two of the major problems related to food poverty. Significantly, all Slough wards, with the exception of Cippenham Green, contain areas that fall within the 10% most deprived areas nationally in this domain. In fact, it seems that the situation has become worse over time. While the IMD 2015 shows that only 35% of Slough LSOAs fell among the fifth most deprived areas in terms of barriers to housing and services, the same measure for 2019 shows that 75% of Slough LSOAs now fall within that category.

Slough Food Bank data also reveals that it is especially difficult for single people and single parents on low income to cope on benefits or on low incomes. Over a half (55%) of those accessing the food bank service are single people, and a further 17% of the service's total users are single parents. Not only single households are at the bottom of the housing list and receive less in benefits (£317 a month for a single person), they also spend a larger proportion of their disposable income on rent or mortgage as well as food and drink. When they buy food and other necessities, they are often unable to save on their purchases by buying in bulk.

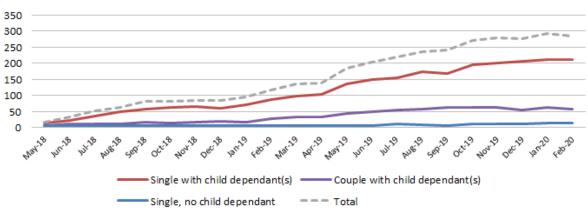


Although some workers on low income have access to the benefit system, their benefit support has been severely affected by the introduction of the benefit cap in 2013 and the subsequent introduction of UC in 2018. For example, the amount a couple with children could claim went down from £26,000 per year in 2013 to £20,000 per year (or £13,400 for single adults with no children) nationally in 2016. DWP data on the impact of the benefits cap on Slough households shows that between the introduction of the benefit cap on 15 April 2013 and the latest position for which data is available (February 2020), a cumulative total of 1,187 households in Slough have had their Housing Benefit capped. A further 590 Slough households have had the cap applied to Universal Credit claims between Oct 2016 and February 2020. Of these, the overwhelming majority of affected households have been ones with dependent children (95%).

		Household type			
	Total	Single, no	Single, with	Couple,	Couple, with
		child	child	no child	child
		dependant	dependant(s)	dependant	dependant(s)
Housing Benefit	1,187	74	752		362
Universal Credit	590	20	390		190
All capped	1,777	94	1,142		552
households					
		5%	64%		31%

Since May 2018, the number of UC Households capped has increased steadily, with the majority of households at any time point being single parent families, followed by couples with child dependent(s) and a minority of single claimants.





For low income families, school holiday is also a serious problem and can be the main driver behind referrals to the food bank. Evidence collected by the Group shows that families that usually receive free school meals during the school term face the so called 'holiday hunger' during the weekends and school holidays, when parents have to feed their children with cheaper food or skip meals all in all to feed their children. Also, many parents need to choose between buying decent food and paying for child care. Furthermore, during the week, parents on low income are working, so they do not have time to cook. Many residents may also be unaware of nutrition value of food and they access junk food simply because it is more affordable.

"I am on Universal Credit and work 16 hours p/w. I have been signed of work due to depression, from 16/6/19 till present. My employer hasn't paid me on the 31/7/19, 31/08/09, 30/09/19. They are paying me less than SSP, which, Universal Credit they are paying what they need to, but not receiving my wages is putting me in hardship. I have a 9 year old son who has Sebdos, (support working help in school as well). Not having my wages has left my kids without things. Foodbank has helped me twice in this situation. I am grateful for the stuff I have received."

Imprisonment

A closely related problem to UC is that of ex-offenders. Although there are no prisons in Slough, a number of ex-offenders that are supervised by the probation service live in the Borough; many have significant illiteracy, mental health, homelessness and addiction issues, and a large number of them are unable to exit the system. They make up a large proportion the food bank referrals. According to Slough Food Bank, Slough Probation Service is one of the two agencies making the most referrals to the foodbank with the second being Shelter.

Ex-offenders are unable to claim benefits until they are back in the community, so they have to wait for at least five weeks for their first UC payment. During this period, they are offered only one week Job Seekers Allowance, which is roughly £46. Those who have been in prison for three months or more can get a prison discharge grant, but if someone's recalled and hasn't complied, then they won't be offered a discharge grant. Many ex-offenders are released without any accommodation, and with no immediate access to the benefit system sleeping rough and having to depend on charity to survive.

Data on the specific number of individuals on probation in Slough was not made available during this investigation. The group was informed by Slough Probation Service that the prison leaver information cannot be presented per local authority; they could only give a rough number for the whole of East Berkshire (Bracknell, Slough, Windsor and Maidenhead). In addition, the population around Slough and across Thames Valley is quite transient, so it is hard to pool out Slough statistics. According to Slough Probation Service, there are currently over 2,000 individuals on probation in East Berkshire. However, individuals with no fixed abode (NFAs) are missing from any statistics.

Debt and Income Management

The group's conversations with Slough Food Bank, Slough Welfare Provision Team and the DWP revealed that debt and poor income management can sometimes lead to food poverty. The group was informed that Shelter, Slough Food Bank and SBC's Debt Management Team offer budgeting and debt management advice for their clients.

Domestic Violence

Victims of domestic violence are more susceptible to be relying on foodbanks due to lack of financial and in some situations physical control in their lives. A <u>report</u> by Women's Aid published in 2019 found that 39% of domestic abuse victims who responded to the organisation's annual survey were subject to financial abuse and did not have enough money to pay for basic. In many cases, women were unable to leave their abusers because they were financially dependent on them.

"I escaped an abusive relationship about a year ago from my son's father. I was doing alright, working, taking my son to nursery, trying to have a life, but things changed when my visa expired. I was let go from work because I had no proof that I can live and work here while my application is being processed. Now my son and I are close to being homeless as I don't have recourse to public funds and unable to pay for bills, rent or food. It is very hard to do anything when your hands are tied and the system is letting you slip through the cracks."

No Recourse Public Funds (NRPF)

For residents with No Recourse to Public Funds (NRPFs), foodbank vouchers can sometimes be the only resource available as they are barred from state benefits. As shown above, over 7.5% of Slough Food Bank users have NRPFs. According to Shelter, they referred 68 individuals with NRPFs to Slough Food Bank only in the final quarter of last year (October to December 2019). This problem became more evident during the COVID crisis,

when local authorities had to accommodate rough sleepers with NRPFs even though they could not claim any state benefits.

HOW DOES FOOD POVERTY AFFECT US?

Food is a basic human need, and limited food access can affect the individual's physical and mental health and have a negative economic impact on society. The inability to access sufficient, well-balanced and healthy diet can result in health implications such as diabetes, heart disease, obesity, depression, poor oral health, and premature mortality. Furthermore, the latest <u>ONS statistics</u> show that in England, the gap in life expectancy (LE) at birth between the least and most deprived areas was 9.5 years for males and 7.5 years for females in 2016 to 2018; males living in the most deprived areas of England can expect to live 18.9 years less in "good" health compared with those in the least deprived; with the gap at 19.4 years for females.

Evidence presented to the group shows that malnutrition is a major problem for some school children in Slough resulting from parent's inability to provide a well-balanced diet, which has a negative impact on their performance at school and can result in poor educational outcomes for pupils. Indeed, obesity, particularly child obesity, was suggested as one of the biggest problems associated with food poverty. Clearly, poverty is forcing people to buy cheap unhealthier foods that are high in sugar and fat but low in nutrients.

The group also heard evidence that parents living in poverty are at greater risk of stress, depression and other mental health problems, and as a result this is affecting their children's performance at school. In addition, during this investigation, a number of Slough Food Bank users described the feelings of shame, sadness and embarrassment that they experienced due to their inability to provide for their own families.

"I was referred to the foodbank by my doctor. I am 75 [with] multiple health conditions including depression. My bag was taken at Slough Rail Station. I cancelled cards but still had to pay utility bills and mortgage interest (over £200 cash was in handbag due for above to be paid this month). Practically no food left just porridge and biscuits, but so very grateful for foodbank assistances."

Food poverty can also lead to crime, homelessness, debt and family breakdown. The state of being hungry can affect people's mental abilities and decision-making processes in their attempt to satisfy their hunger; food is also one of the basic needs that humans need to satisfy in order to function on a daily basis. While some people might commit a crime to eat, others fall victims to debt or depression. Finally, evidence collected by the group shows that food poverty can bring shame and stigma to many residents, and assistance may have to be discreetly provided. Many of the Slough Food Bank users described feelings of shame and embarrassment to be associated with the food bank.

The psychological consequences of experiencing food poverty, together with its physical health and social costs, pose considerable challenges when trying to improve health and reduce health inequalities.

WHAT HELP WAS AVAILABLE FROM SBC BEFORE COVID-19?

Support for people in financial need is available through SBC's Welfare Provision Team (LWP). Last year, the Council decided to retain its Local Welfare Provision for another year. Until June 2020, the service was located at Land Mark Place (LMP) along with the housing functions. However, when LMP closed in June 2020, the service was relocated to the different community hubs dotted around the Borough as SBC moved to a new model of customer service across the Council. Prior to moving to the hubs, some appointments were booked online, but people could also walk in to LMP. According to officers, demand for the services provided by LWP is on the increase. The number of applications made between April 2019 and March 2020 as well as the LWP payments can be found in Appendix (E).

Officers estimate that almost 50% of the welfare provision clients are regular, and many of them live in temporary accommodation (TA). Residents seeking help from SBC usually come for food bank vouchers, Sainsbury vouchers (mainly food and toiletries), and school uniforms; most clients have food and fuel issues, and all food bank referrals are signed by an officer and kept on the system. Officers also provide assistance in trying to prevent clients getting into court matters by looking at their finances (income and expenses) and helping them with money management.

SBC's Debt Management Team offers advice by appointment, and has recently started working with the rents team. It is made up of one full time officer, who is currently managing around 100 live cases. Evidence presented to this group highlights the impact of an effective service, even though it is run only by one individual. Within a three month timeframe, he managed to help a number of households, managed to waiver fees and arrears by representing the resident when writing to the relevant body. Appendix (F) includes more examples of cases handled by this individual.

Despite the important work done by this team, the group was able to spot a few issues that, if addressed, can lead to a much improved customer service. The LWP team is currently made up of (1) full time officer, (1) full time business case officer and (1) part time business case officer. The service provides neither official nor systematic assessment of where the needs are. They just provide advice and service to those who ask for assistance. Furthermore, although a short term solution for the lack of training is being considered, training so far is done in-house, where new starters shadow the more experienced staff for a few days before starting their role.

There are also concerns among the team about digitalisation as well as the move to local hubs. The group was informed that it is important for the team to maintain face to face contact with clients and the ability to evaluate every case on its own, as a unique case. Regular meetings with the job centre are also essential to stop clients being sent back and forth between the two agencies. Furthermore, the team works closely with the housing functions, so members of both teams will need to be in the same place in order to process applications effectively. These concerns will need to be properly addressed.

THE IMPACT OF COVID-19

On 24th March 2020, the UK Government declared a national emergency and shut down businesses in an attempt to curb the spread of the coronavirus. People were advised to stay at home unless they needed to shop for basic necessities such as food and medicine, perform their daily exercise, or travel to and from work, but only where this is absolutely necessary and cannot be done from home. Due to the unprecedented nature of the COVID-19 outbreak, the Government, along with local authorities and the voluntary sector, rapidly responded to this crisis and took a number of measures to reduce pressure on struggling households.

Around that time, the Government introduced new rules for companies allowing them to furlough employees rather than make them redundant. Through this scheme, the Government would pay up to 80% of people's wages, up to a maximum of £2,500 per month. This includes people on zero hour contracts or those working flexibly, but it does not apply to people that might have switched jobs between the end of February and the Government announcement. A ban on new evictions of tenants in both social and privately-rented accommodation until 23rd August was also introduced; councils across England were asked to accommodate all rough sleepers in their areas in hotels or other council accommodation.

On 16 June 2020, the Government announced the extension of the school meals vouchers scheme over the summer holidays. The COVID Summer Food Fund was designed to enable children who are eligible for benefits-related free school meals to be supported over the summer holiday period. This is in addition to the free meal scheme which allows schools to provide free meals to all infant pupils and pupils who meet the benefits-related free school meals eligibility criteria. Schools were also allowed to support eligible children who are at home with free school meals, food parcels or supermarket food vouchers (to the value of £15 each week). Schools on the DfE breakfast programme were offered the option of running breakfast provision in school, inviting families to collect food parcels, or delivering breakfast food parcels to families.

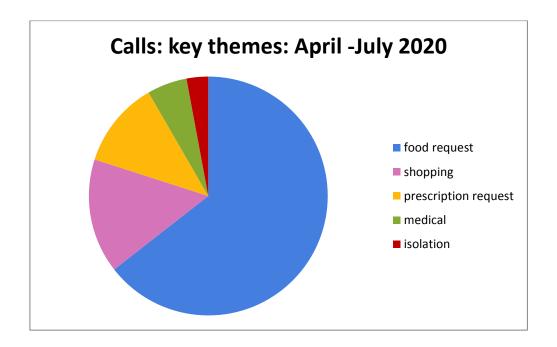
In July 2020, the Government allocated money for local authorities to support people who are struggling to afford food and other essentials due to COVID-19. Money from the Local Authority Emergency Assistance Grant for Food and Essential Supplies has been allocated according to the population of each local authority, weighted by a function of the English Index of Multiple Deprivation (IMD), as a proxy for additional need. The scheme aims at supporting individuals struggling due to COVID, including those with NRPFs.

In spite of all these efforts, COVID-19 outbreak has had a massive impact on communities across the UK. From the beginning of the lockdown, access to food was highlighted as a major concern in Slough and indeed around the UK. In April 2020, The Trussell Trust reported a soaring 89% increase in need for emergency food parcels compared to the same month last year, including a 107% rise in parcels given to children. A survey by the Food Standard Agency found concerns around both food availability and affordability was especially high for younger age groups and for those households with children; for example, in April and May 2020, 35% and 33% of 16-24-year-old respondents cut down meal sizes or indeed skipped meals during the past month respectively. In July 2020, data obtained from the NHS under freedom of information revealed that almost 2,500 children were admitted to

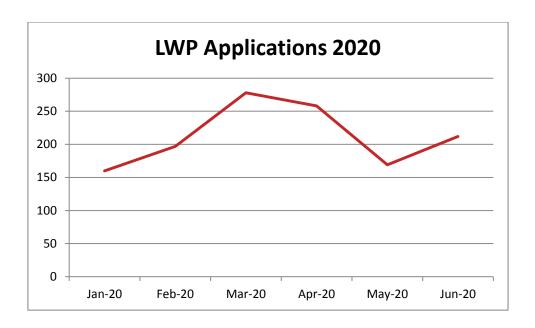
hospital with malnutrition in the first six months of 2020, which is double the number over the same period last year. The school survey showed that, since March 2020, 100% of respondent schools either have had to provide some sort of food provision, including breakfast club, supermarket vouchers or food parcel delivery, or make a family/pupil referral for an organisation capable of providing food support.

Slough Welfare Provision

At the local level, recent data from SBC's Call Centre, SBC Local Welfare Provision (LWF) Service and Slough Food Bank confirm this outcome. On 2nd April 2020, the One Slough Partnership opened up a new call centre to ensure all Slough residents can get the support they need during this difficult time. Over a three month period (2nd April - 2nd July), the Call Centre received over 2,100 calls, while agents made over 580 outbound calls following up on resident requests. During this period, food requests almost made two thirds (64.5%) of the calls, followed by shopping (15.5%) and prescription requests (11.7%).



SBC's Local Welfare Provision team continued to work throughout the lockdown period. In fact, they reported receiving a growing number of applications since March 2020. As shown in the chart below, the number of applications increased from 197 in February to 278 in March; although it went slightly down in April and again in May, it went up again in June.



The increase in the number of people applying for LWF becomes even more evident when comparing figures with those from the same period last year. During March and April this year, applications increased by 98 and 97 respectively compared with the same period last year. Although the number grew by 18 only in May 2020 compared to May 2019, the total spend for that month more than doubled. It should be noted that the vast majority of LWP spending goes to emergency payments for food and utilities. It can be safely argued that the lockdown has further shown and perhaps increased the scale of food poverty in the Borough.

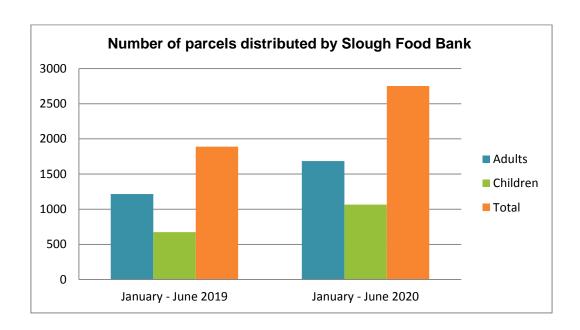
	Mar-19	Mar-20	Apr-19	Apr-20	May-19	May-20
Total LWP Application	190	278	161	258	151	169
No. of Utility Applications	15	89	30	62	22	29
Utility Payments	£1,240	£3,950	£840	£4,500	£1,480	£2,310
No. of Sainsbury Gift Vouchers	60	171	63	121	18	65
Sainsbury Gift Voucher Payment	£5,235	£12,890	£10,538	£13,090	£1,400	£7,430
No of Foodbank Applications	5	10	4	2	3	2
No. Argos Application	5	46	3	30	0	19
Argos Payment	£5,174	£12,606	£842	£10,990	£0.00	£6,628
Total Monthly Spend	£30,259	£27,456	£17,397	£25,080	£6,070	£14,269

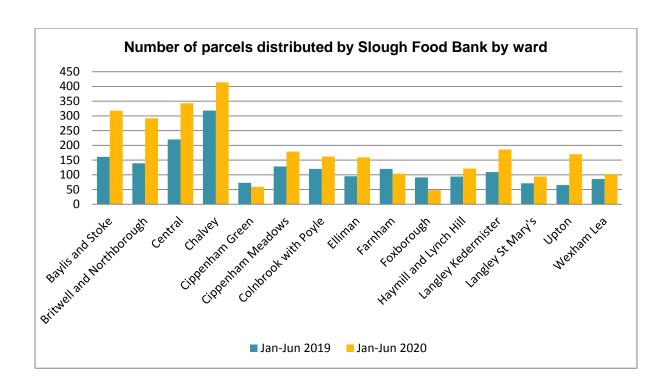
Analysis of the households affected by the benefit cap as of February 2020 shows that there were 462 affected households, the majority (56%) of which have a cap of up to £50 per week. Other households are hit by increasingly high weekly values, including 15 households to the tune of £200 or more per week. The overwhelming majority of households (92%) contain child dependant(s), most of which in turn are single parent families.

			Househ	old type	
	Total	Single, no	Single, with	Couple,	Couple, with
		child	child	no child	child
		dependant	dependant(s)	dependant	dependant(s)
Housing Benefit	172	16	121		33
Universal Credit	290	10	210		60
All capped households	462	26	331		93
		6%	72%		20%

Slough Food Bank

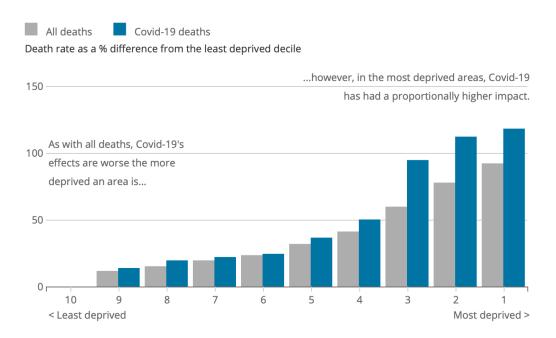
Data from Slough Food Bank also shows dramatic increase in the number of vouchers received and parcels distributed during the first six months of this year compared with the same period last year. By the end of June this year, the Food Bank had distributed 2,751 parcels compared with 1,890 for the same period last year, an increase of over 45%. In almost all Slough wards, reliance on Food Bank has grown. In some wards, such as Britwell and Northborough, Upton and Baylis and Stoke, the number of parcels distributed rose by around 100%. On average, during the same period, the number of parcels distributed to adults increased by 39% while the number of parcels distributed for children increased by 58%. Interestingly, while demand for vouchers went up in most wards, it increased by over 250% in Upton, from 38 in 2019 to 136 in 2020.





Deprivation & Low Income

Analysis by the ONS of deaths occurring in England and Wales between 1 March and 31 May 2020 and registered by 6 June 2020 that involved COVID-19 reveals the extent of the link between deprivation and risk of dying with COVID-19. Adjusting for age, deaths in the most deprived areas of England was more than double those in the least deprived. The age-standardised mortality rate of deaths involving COVID-19 in the most deprived areas was 128.3 deaths per 100,000 population; this compares to 58.8 deaths per 100,000 in the least deprived areas.



Source: Office for National Statistics - Deaths involving COVID-19

The economic and social impact of COVID-19 is expected to disproportionally affect low-skilled workers and low-income households. If a person who is on minimum wage is furloughed, it would make a real difference if they have to accept a 20% cut in their wages. Furthermore, unemployment is on the rise. HMRC data published in June on the take up of the Coronavirus Job Retention Scheme by local authority shows that approximately three in 10 workers in Slough have been furloughed for at least three weeks since the scheme was announced in March. In fact, Slough had the third largest share of people being paid by the Government's furlough scheme. With more companies announcing job cuts every day, the unemployment rate is projected to increase over the next few months as the actual impact of COVID-19 unfolds, leading to wider social and economic deprivation.

With the Government, SBC and the voluntary sector rapidly responding to this crisis, a lot has been achieved to ensure access to food is available where needed. While these efforts are highly appreciated and welcomed, more will need to be done to ensure their sustainability and continuity and to address the root causes of the problem. As illustrated in the few sections below, this crisis has shown the extent of vulnerability and food insecurity across the Borough; a more coordinated approach to tackle food poverty is needed to address its root causes.

CONCLUSION

During the investigation of this report, the group found that food poverty in Slough is a serious and growing problem that needs to be tackled urgently. Any response to this problem should be informed and led by a deep understanding of the structural causes of the problem and needs to be proportionate to its scale. It should be also dignified and effectively engage with those experiencing food poverty, starting from the premise that everyone has the right to a good-quality and well-balanced diet.

Emergency food aid is not a long-term solution to hunger in Slough, and any solution should not be the responsibility of a single organisation. Collective works need to take place with all relevant stakeholders to ensure Slough residents can enjoy a better quality of life.

APPENDICES

Appendix A – Slough Food Bank Users

	2014	2015	2016	2017	2018	2019
Slough overall	2,883	2,750	2,719	3,023	3,523	4,086
Baylis and Stoke	115	170	127	265	257	367
Britwell and Northborough	401	416	319	239	278	258
Central	447	294	295	335	374	506
Chalvey	370	344	361	363	463	676
Cippenham Green	64	109	86	113	87	142
Cippenham Meadows	179	240	212	172	239	330
Colnbrook and Poyle	147	126	103	201	194	248
Elliman	226	181	213	233	315	226
Farnham	143	179	265	238	233	216
Foxborough	142	160	82	165	135	145
Haymill and Lynch Hill	110	70	115	89	116	170
Langley Kedermister	170	170	133	200	206	233
Langley St Mary's	151	72	129	81	166	150
Upton	125	116	140	118	166	226
Wexham Lea	93	103	139	211	115	193
NFA (No fixed abode)					179	
Total	2,883	2,750	2,719	3,023	3,523	4,086

Appendix B – Fuel Poverty in Slough Wards

Households in Fuel Poverty

Ward	Proportion of households fuel poor (%) -Ward Level						
	2014	2015	2016	2017	2018		
Baylis and Stoke	11.90	16.25	14.90	15.40	14.40		
Britwell and Northborough	7.45	8.38	8.30	7.62	8.05		
Central	11.96	19.65	14.84	13.84	10.85		
Chalvey	11.30	18.95	14.80	14.82	12.97		
Cippenham Green	7.38	10.83	10.10	7.62	7.78		
Cippenham Meadows	5.29	9.82	8.57	9.63	6.67		
Colnbrook with Poyle	7.58	12.93	10.73	9.45	7.50		
Elliman	9.75	14.54	13.15	13.30	11.47		
Farnham	9.47	14.76	13.57	12.27	11.13		
Foxborough	6.55	10.16	9.55	7.50	8.60		
Haymill and Lynch Hill	5.86	7.84	7.60	6.43	5.70		
Langley Kedermister	7.35	12.25	10.48	9.32	9.38		
Langley St Mary's	6.23	9.52	8.23	7.35	6.35		
Upton	8.32	13.32	11.70	10.02	7.50		
Wexham Lea	10.34	12.98	11.90	11.34	11.70		
Slough	8.45	12.81	11.23	10.39	9.34		

Appendix C – Case Study

During this investigation, the group was truly impressed by the work achieved by Marish Primary School in their attempt to alleviate food poverty affecting children and families. The group believe the schools efforts can have a wider impact if they were supported by SBC.

There were many examples of case studies provided by the Head teacher at Marish Primary School but the ones that truly highlight the extent of and depth of food poverty in Slough have been shared.

- 1. A single mother with three children struggling financially, in receipt of benefits and unemployed moved into Slough recently. Getting Child Support became an issue from one of her children's father who stopped payments for several months as he became unemployed. The parent suffered her own traumas of witnessing domestic violence and abuse within her family home and left her previous relation due to the same issue. However, lack of financial support meant being in debt and the children becoming normalised to her having no money for bills and basics like food.
- 2. Two of the children share a bedroom whilst the youngest child sleeps with the mother. The family are unable to register with SBC housing transfer list as they have not been in the area for 5 years.

The school noticed that the attendance of children was below 90 per cent and noticed many late drop offs. The children were assigned extra support; one child referred to ELSA Group for additional learning support and also waiting for CAMHS assessment, there is a 20 month waiting for a CAMHS assessment. The older sibling was referred to Real Leaders Group to support the child to gain confidence; however, the child did not attend the group due to late arrival in the mornings. The school offered the children breakfast club to help mum, but this was not feasible as the child waiting for CAMHS, had problems getting up on time.

All these existing concerns led the school to make a referral to the Inclusion Team and it was identified that the family needed support, resulting to a home visit to assess needs. Upon assessment, it was identified that mum had received bailiff letters, television license fines, internet cut off, no money for petrol to drop children to school, gas and hot water.

Support and assistance was provided to the mother to help with budgeting and prioritising debts and bills has she had no knowledge on how to manage finances. A budgeting plan was completed with STEPCHANGE with the support of the Family Support Worker but continuous support is needed to better budgeting skills. Family Support Worker is reviewing the situation on a weekly basis or when needed. However, the family have looked for schools closer but not been successful, school attendance is still poor.

Appendix D – Terms of Reference for the NCS 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

- 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 and Cllr. Zafar Ajaib.

Appendix E – Local Welfare Provision Applications and Payments

2019/20 LWP Applications	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Applications	161	151	165	161	168	161	173	180	190	160	197	278	2145
Approved	130	71	127	121	110	115	130	140	142	125	140	229	1580
Declined	21	11	18	10	18	20	23	20	30	20	47	38	276
Pending	5	35	20	30	40	26	20	16	20	15	10	11	248
Payment	£16,670	£7,220	£19,540	£17,435	£18,275	£19,550	£23,665	£29,710	£30,330	£24,200	£31,829	£31,026	£269,450

Appendix F – Examples of Case Outcomes for the Debt Management Team Clients - July 2018 to September 2018

	Debt & Welfare Rights - July	2018 to September 2018				
	Situation	The sheer variation of what is supported in the debt & welfare rights team, the end result is not always monetary but it coul prevention of an eviction, halting tax bailiff action and negotiating repayments, assisting somebody applying for bankruptcy, etc.				
Case	Client is a foster care and there had been an ongoing dispute with HB regards extra bedrooms - I assisted the client with	Outcome				
1	reconsideration which eventually led to a tribunal hearing which	HB overpayment written off	£11,000.00			
	was allowed.	Council tax	£2,000.00			
Case	Client is a single parent but suffers from Learning difficulties and	Outcome				
2	was not getting Child Benefit for over a year but was still entitled but not aware of this, Managed to get her CB reinstated plus Back Payment of Housing Costs via Universal Credit for £1398	Child Benefit backdate payment	£1,076.00			
		UC Housing Costs back payment	£1,398.00			
Case 3	Client's husband died in July 2018 and she was left with a DWP overpayment of £12000 - worked closely with the client to	Outcome				
negotiate with the DWP due to the client's ill health and manage to get the debt written off		DWP overpayment	£12,000.00			
Case	Client was only in receipt of standard rate of mobility component	Outcome				
4	for PIP and encouraged him to do a review which I helped him with. This resulted in the client being awarded the high rate of	Increase in income	£4,940.00			

	mobility and living component indefinitely. An increase in income of £95 pw plus an end to non-dep deductions of £80 pw	reduction in non-dep deductions	£4,420.00				
Case 5	Client suffered major illness, was a home owner with a mortgage and was referred to me for assistance due to mortgage arrears -						
	assisted the client for 18 months to advocate for his critical illness policy company to pay out but due to various issues, they were refusing - we continued to negotiate and pursue the matter with an end result of his mortgage, £120,000 being paid off. Had this not happened, then they would have been evicted due to mortgage arrears and faced very difficult times.	mortgage loan paid off	£120,000.00				
Case	Utility arrears of £2000 - made application to Energy Trust Fund	Outcome					
6	and was successful in this debt being paid off	Utility arrears waived	£2,000.00				
Case 7	Helped parents of 3 staff members apply for Attendance Allowance. They were all awarded high rate of AA, which is	Outcome					
	currently £85.60 pw	Attendance Allowance x 3	£13,350.00				
Case	Vodafone x 3 contracts - client suffers from adverse mental health - cannot manage his affairs or make informed financial	Outcome					

8	decisions - appears to have been sold 3 different contracts by Vodafone with the space of 2-3 months. Made person visit to Vodafone, High Street, where the contracts were sold to him. They had terminated 2 of his lines and were demanding early termination charges of £1440 - Got this written off after making a formal complaint for irresponsible lending by them.	Mobile phone write off	£1,440.00		
Case 9	HB overpayment of £4800 - submitted a pre-appeal letter to overpayments, etc; they eventually agreed to reduce the amount	Outcome			
	to £800 due to various mistakes made during the assessing process.	HB overpayment	£4,000.00		
Case 10	Mrs Watkins, pensioner who was paying a loan via arrangement but then got admitted into care home following Alzheimer's. Managed to get debt written off due to no assets and her health.	Outcome			
	£2200 written off.	Debts written off	£2,200.00		

Appendix G – Households in Temporary Accommodation in Slough wards

Year	2015	2016	2017	2018	2019	2020	Grand Total
Baylis And Stoke	1		1	1	9	3	15
Britwell and Northborough			2	6	8	2	18
Central		1	5	10	38	47	101
Chalvey			3	2	2	5	12
Cippenham Green			1		3		4
Cippenham Meadows	1	1	4	14	33	13	66
Colnbrook with Poyle					1	2	3
Elliman			1			3	4
Farnham		1	1	1	4	4	11
Foxborough		1		1	2	4	8
Haymill and Lynch Hill			4	2	2	4	12
Langley Kedermister	1			2	9	25	37
Langley			1	1	4	3	9
Upton			1				1
Wexham Lea			2	3	4	5	14
Unknown	1	1	3	3	25	22	55
Total	4	5	29	46	144	142	370

Appendix H – School Survey

Food Poverty - School Questionnaire

<u>a.</u>	Bas	ic Information	<u>1</u>						
	1.	School Name						1	
	2.	School Type							
	0	Primary		0	Second	dary			
	3.	Postcode						_	
h	For	the period Co	ntombomb	2040) to Mor	ob 2020.			
		the period Se w many pupils a				<u>cn 2020:</u>			
1.		w many pupils a	iteriaea y	Jui Sci	1001 ?				
2.	Ho	w many of the pu	upils quali	fy for f	free scho	ool meals?			
			· ·						
3.	Do	es/Did your scho	ool run a h	reakfa	ast club?				J
J.		Yes	orrun a b		No.				
4.		s/Is the breakfas	st club fre						
		Yes		0	No		0		Not Applicable
	If y	es, how many pu	upils had/l	nave a	ccess to	the breakfast?]
5.		tween the above d provision for p				eceive any add	itional	l fun	ding from SBC to support
	\bigcirc	Yes		0	No				
	If y	es, how much fu	ınding did	you re	eceive?				
6.		ring the above pents of food provision?		your s	school ma	ake any pupil/fa	amily r	efer	rals to SBC for assistance
	O If y	Yes es, how many?		0	No				

1.	During the above	e period, did your	school mak	e any pupil/family referrals to the Slough Foodbank
	O Yes	0	No	
	If yes, how many	?		
8.	During the above	e period, did your	school prov	ride any food parcels to pupils/families?
	O Yes	0	No	
	If yes, how many	?		
9.	Has there been a emergency situat		en individua	al staff members have provided food in any
	O Yes	0	No	
	If yes, please pro	ovide examples.		
10.	meals), from cen your school?			eive any additional funding (excluding free school untary sources to support food provision for pupils a
	• •		INO	
	If yes, please pro	ovide details.		
C.	During the COV	/ID period - Ma	rch 2020 t	o date:
11.	Have you continu	ued, if applicable,	to run a bre	eakfast club for pupils?
	If yes, which coh	ort of pupils has t	his been for	r, e.g. vulnerable pupils/key workers?
12.	Has your school	delivered free foo	od parcels to	o pupils/families at their homes?
	O Yes	0	No	
	If yes, which coh	ort of pupils has t	his been for	r, e.g. vulnerable pupils/key workers?

yes, how many?	O 	No	
uring the above period			
ouring the above period			
children's Trust for food			eceive any financial support directly from SBC, Slough
Yes	0	No	
yes, please specify fror	n where a	and how	much?
uring the above period, rovision?	has your	school r	eferred families to SBC or SCT for assistance with food
Yes	0	No	
yes, how many?			
uring the above period	nas your	school re	eferred any families to Slough Foodbank?
Yes	0	No	
yes, how many?			
oes your school have a	process	in place	for referrals to Slough Foodbank?
Yes	0	No	
/ill your school be provid	ding food	provision	n during the forthcoming school holiday period?
Yes	0	No	
this part of a national, I	ocal, or ir	ndividual	initiative?
National		0	Local O Individual
			d you be able to describe in a few words the biggest on to food poverty amongst pupils/families during the
	uring the above period, ovision? Yes yes, how many? uring the above period I Yes yes, how many? Des your school have a Yes ill your school be provid Yes this part of a national, I National e are grateful for your allenge your school have	uring the above period, has your ovision? Yes yes, how many? uring the above period has your Yes yes, how many? Des your school have a process Yes ill your school be providing food Yes this part of a national, local, or in National e are grateful for your feedbac allenge your school has faced	Yes No yes, how many? uring the above period has your school re Yes No yes, how many? Des your school have a process in place Yes No ill your school be providing food provision Yes No this part of a national, local, or individual National e are grateful for your feedback. Would allenge your school has faced in relati

LIST OF MEETINGS AND EVENTS

The following meetings were held by the Task & Finish Group:

28 th November 2019	Formation of terms of reference
3 rd December 2019	Meeting with slough Food Bank
19 th December 2019	Meeting with SBC Customer Service Team Leader
19 th December 2019	Meetings with representatives from Shelter and DWP
16 th January 2020	Meetings with school representatives
16 th January 2020	Meeting with representative from the Probation Services
22 nd January 2020	Visit to My Council & Meetings with LWP and Outreach teams
3 rd March 2020	Visit to Marish Primary School
6 th & 9 th March 2020	Meetings with Slough Food Bank users

ACKNOWLEDGEMENTS

The Food Poverty Task & Finish Group would like to note it's thanks to the following contributors and witnesses, whose input helped form its recommendations:

Slough Borough Council:

Colin Moone - Service Lead Housing (People) Services

Kam Khatkar
 Nirmal Singh
 Owen Mukotekwa
 Jamal Imam
 Customer Service Advisor
 Debt & Welfare Rights Advisor
 Team Leader Customer Services
 Service Manager Customer Services

Rhian Richards - Housing Regulation Manager

Stuart Adnitt - Team Leader Regeneration, Housing & Resources

Johnny Kyriacou - Service Lead School Effectiveness
Kam Birdie - Active Communities Manager
Julie Render - Housing Demand Manager

Vijay McGuire - Service Lead Customer and Communications
Valerie Pearce - Interim Customer Services Strategy Lead
Debra Gilbert - Arrears and Investigations Manager

Ann Canakiah-Gopala - Performance Insight Analyst

Tiranjot Khehra - Policy Insight analyst
Thomas Overend - Policy Insight Manager
Difaf Sharba - Policy Insight Analyst

External Organisations & Individuals:

Sue Sibany-King - Slough Foodbank
Becks Ford - Slough Foodbank
Bev Kindred - Slough Foodbank
Gill Denham - Marish Primary School

Alifya Attaria - Shelter Yasmin Baig - Shelter

Julie Gill - Priory School

Mike Gaffin - Beechwood Secondary School

Andrea Rose - DWP

Hannah Powell - Thames Valley Community Rehabilitation Company

Clare Johns - Director of Britain's Hidden Hunger

The Task and Finish Group would also like to acknowledge the contributions of all Slough Foodbank users who provided evidence for this report and Slough school heads who responded to the School Survey.



Resident Board Feedback on SBC's Food Strategy

The notes below are an extract from the Resident Board meeting minutes of the meeting held on 18 August 2020 and represent residents' feedback on the Council's draft Food Strategy.

	Food Poverty Strategy
5.30	NP noted that the NCS Panel had asked the Board for their feedback on the draft Food Poverty Strategy.
5.31	Cllr CH noted that the development of the strategy had begun before the Pandemic began but it was more about overall poverty and the issues that drive it than food poverty alone. Cllr CH reported that since COVID-19 the issues have become a growing problem which meant that the timing of the report was excellent. Cllr CH noted that, once approved by the NCS Panel, the report would go to Cabinet for final approval.
5.32	CG noted that she works with the Food Bank and although she hadn't personally been inside the warehouse, she was aware that a lot of food was being donated. However she was also aware that the number of people needing to use the Food Bank was also increasing, adding that Fuel Poverty was also growing problem.
5.33	In response to a question from NP, CG expressed the view that more people were needed to assist in running the Food Bank and offering debt management advice, however she fully supported the recommendations in the strategy which she felt were comprehensive.
5.34	TP expressed his view of the strategy as excellent with a good amount of detail that could be linked back to the recommendations.
5.35	NP asked about the mention of a borough wide survey to be carried out every 2 years and asked whether that would start this year. Cllr CH responded that this decision had not yet been made as the report intended to set an initial baseline to elicit feedback and, if agreed by Cabinet, the detail would need to be thought through.
5.36	In relation to the customer services training for new members of staff, NP noted that he and KL had discussed this and wondered if the training could include residents' providing the training based on their experience. Cllr CH agreed that this was an excellent idea.
5.37	NP asked who would be responsible for delivering the strategy. Cllr CH noted that it would sit under one of the Cabinet members and the one of the directors would also be charged with taking it forward.



SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 3rd September 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 2020/21 WORK PROGRAMME

1. Purpose of Report

For the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) to discuss its work programme for 2020-21.

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 2020/21 Municipal Year

7. Background Papers

None.

Neighbourhood and Community Services Scrutiny Panel Work Programme - 2020/21

Task & finish group

- Food Poverty Task & Finish Group
- Rough Sleepers Task & Finish Group

Meeting Date

3 September 2020

- RMI update, including Housing Development & Contract Compliance report
- Resident Board Reports (Annual Report and Stage 3 Complaints)
- Langley High Street Infrastructure Impact on Businesses (information only)
- Safer Public Spaces Update (verbal update)
- Food Poverty Task & Finish Group Report

22 October 2020

- Licensing of Houses in Multiple Occupation (HMO) update
- Low emissions strategy update
- The Hubs Strategy impact on customer experience
- HRA Tenanted Stock Landlord Compliance Quarterly Report

6 January 2021

- Housing allocation policy
- Housing Services Scrutiny Indicators
- Impact of personalised charges on tenants

25 February 2021

- Shaping Slough Town Centre update
- The Home Improvement Agency findings of the review
- Community Cohesion Strategy
- HRA Tenanted Stock Landlord Compliance Quarterly Report

13 April 2021

- Waste management facilities
- Crime and disorder reduction panel
 - o Safer Slough Partnership Update
- HRA Tenanted Stock Landlord Compliance Quarterly Report

To be scheduled:

recycling rates

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AGENDA ITEM 10

MEMBERS' ATTENDANCE RECORD

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2020/21

COUNCILLOR	MEETING DATES							
	22/06/20	03/09/20	22/10/20	06/01/21	25/02/21	13/04/21		
M. Holledge	Ар							
Gahir	P*							
S Parmar	Р							
Sabah	P*							
Ajaib	Р							
Matloob	Р							
Hulme	Р							
Minhas	Р							
Kelly	Р							

P = Present for whole meeting

Ap = Apologies given

P* = Present for part of meeting

Ab = Absent, no apologies given

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