

Date of issue: Wednesday, 23 December 2020

<b>MEETING:</b>	<b>NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL</b> (Councillors Hulme (Chair), Kelly, Ajaib, Begum, M Holledge, Matloob, Minhas, S Parmar and Sabah)  <u>Non-Voting Co-Opted Members</u>  Manvinder Matharu (Residents Panel Board) and Trevor Pollard (Residents Panel Board)
<b>DATE AND TIME:</b>	WEDNESDAY, 6TH JANUARY, 2021 AT 6.30 PM
<b>VENUE:</b>	VIRTUAL MEETING
<b>DEMOCRATIC SERVICES OFFICER: (for all enquiries)</b>	SHABANA KAUSER  07821 811259

NOTICE OF MEETING

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



**JOSIE WRAGG**  
Chief Executive

**AGENDA**

**PART 1**

<b><u>AGENDA ITEM</u></b>	<b><u>REPORT TITLE</u></b>	<b><u>PAGE</u></b>	<b><u>WARD</u></b>
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1.	Declarations of Interest	-	-
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*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**

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**CONSTITUTIONAL MATTERS**

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|----|--|--------|---|
| 2. | Minutes of the meetings held on 22nd October 2020 and 18th November 2020 | 1 - 16 | - |
|----|--|--------|---|

**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. | Housing Allocation Policy                 | Presentation | All |
| 5. | Housing Rents and Service Charges 2021/22 | 17 - 26      | All |

**ITEMS FOR INFORMATION**

- |    |   |         |   |
|----|---|---------|---|
| 6. | Work Programme 2020/21  | 27 - 30 | - |
| 7. | Members' Attendance Record 2020/21                                | 31 - 32 | - |
| 8. | Date of Next Meeting - Extraordinary Meeting on 9th February 2021 | -       | - |

**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://democracy.slough.gov.uk/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 Thursday, 22nd October, 2020.**

**Present:-** Councillors Hulme (Chair), Kelly (Vice-Chair), Ajaib, Begum, M Holledge, Matloob, Minhas, S Parmar, Sabah.

Co-opted Member: Trevor Pollard (Resident Panel Board)

**Apologies for Absence:-** None.

**PART 1**

**24. Declarations of Interest**

In relation to Minute No.27 Councillors Hulme and Minhas declared that they were Council representatives on the Royal Berkshire Fire Authority. They remained logged in throughout the virtual meeting and took part in the discussion on the item.

In relation to Minute No. 27 Councillors Ajaib, Matloob, and Sabah declared that they were landlords, but that their properties were not HMOs or subject to the Council's Selective Licensing Scheme. They remained logged in throughout the meeting and took part in the discussion on the item.

In attendance under Rule 30, Councillor Strutton declared that in relation to Minute No 27 he was a freeholder of a block of four flats – the properties were not HMOs or subject to the Council's Selective Licensing Scheme.

In attendance under Rule 30, Councillor Gahir declared that in relation to Minute No.27 he was a landlord but that his property was not a HMO or subject to the Council's Selective Licensing Scheme. He remained logged in throughout the meeting.

**25. Minutes of the last meeting held on 3rd September 2020**

**Resolved** – That the minutes of the meeting held on 3<sup>rd</sup> September 2020 be approved a correct record.

**26. Member Questions**

None had been received.

**27. HMO and Selective Licensing Schemes under the Housing Act 2004**

The Housing Regulation Manager introduced a report that provided an update on the implementation of the Council's property licensing schemes, which had been introduced during spring 2019, under the Housing Act 2004.

The Chair invited comments and questions from the Panel.

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

- It was confirmed that income generated by the HMO and Selective Licensing Schemes was used to fund the administration of schemes. Additional staff resource had been put in place to deliver the licensing schemes; however the current resourcing was less than was originally intended when the schemes were approved by Cabinet in 2019.
- Recruiting suitably qualified staff had historically been a challenge for the Housing Regulation Team due to the technical and demanding nature of the job, and up until July 2020 the Team had been operating with a number of vacancies. Administrative barriers, financial uncertainty and Covid-19 had created significant delays in the recruitment process and had hampered efforts to train newly appointed staff. Nonetheless, despite the operational challenges, four talented and enthusiastic new Housing Regulation Officers had been recruited and were currently undergoing training to enable them to work autonomously. A new Property Licensing Coordinator was due to join the Team during October 2020.
- It was estimated that 65% of properties subject to the Selective Licensing Scheme and 10% of HMOs had been registered to date.
- A Member queried how HMO were monitored to ensure that properties were maintained to a good standard. It was explained that officers primarily visited properties by appointment with landlords. If there was an issue with a property that the landlord failed to address enforcement action could be taken.
- The Housing Regulation Team had faced unprecedented operational challenges in recent months due to Covid-19. In particular the provision of IT equipment had prevented the roll-out of Licensing Inspection software. Covid had prevented pro-active enforcement work being undertaken during the lockdown period; therefore, during this time there had been a focus on training new team members.
- The Housing Regulation Team adopted an intelligence led approach, using data obtained through Council Tax, Land Registry and the National Anti Fraud Network to identify properties requiring a licence. 350 warning letters had been sent to landlords believed to be licensable, inviting them to make a licence application. Where the recipient of the warning letter failed to respond, the property was allocated to a Housing Regulation Officer for further investigation.
- It was explained that to comply with the conditions of a licence, an overseas landlord was required to appoint a local management agent.
- In relation to 'beds in sheds'- outbuildings used as accommodation, it was explained that before the Housing Regulation Team could intervene, the Planning Department was required to determine if planning enforcement action was required. Only once any planning issues were resolved would the Housing Team become involved and then try to improve the living conditions of the accommodation.
- A Member asked how the Licensing Schemes addressed the issue of tenants sub-letting. In addition, it was asked if the Council's Legal Team had reviewed the Schemes prior to adoption and if an Equalities Impact Assessment had been undertaken. It was commented that the

policy was discriminatory towards landlords as it failed to recognise that tenants could breach the terms of a licence by sub-letting a property. It was suggested that the policy should be amended to enable action to be taken against tenants found to be sub-letting and that in such circumstances landlords should be offered a temporary exemption notice period to allow them time to evict the offending tenant.

- The Housing Regulation Manager confirmed that the Licensing Schemes had been reviewed and approved prior to adoption by Cabinet in March 2019. It was explained that each case was investigated and dealt with on the basis of the evidence. Decisions to prosecute were made in-line with the Crown Prosecution Service guidance and the public interest test.
- It was asked if the Housing Regulation Team shared information with the HMRC regarding non payment of rental income. It was explained that it was not routine practice to share this information; however the suggestion would be taken into consideration for future practice.
- It was explained that the Housing Regulation Team explored opportunities for joint working with partner agencies to tackle issues such as modern day slavery and anti-social behaviour. Intelligence gathered was used to target enforcement activity.
- It was requested that the Council improve engagement with private sector housing tenants and established a forum to enable tenants to seek information and advice.
- In relation to property inspections, the Panel was advised that all properties were inspected at least once. If complaints regarding a property were received, officers would visit more often. If a serious deficiency or hazard was reported an unannounced visit would be undertaken.

The Chair then invited councillors in attendance to address the Panel under Rule 30.

Councillor Strutton raised concern in relation to difficulties the Housing Regulation Team had faced to recruit additional staff. He noted that no targets or business plan had been established to monitor the performance of the Licensing Schemes. He suggested that it would be beneficial for the Housing Regulation Team to establish a good working relationship with the Council's Planning Department.

The Housing Regulation Manager explained that income generated could legally only be used to fund the Licensing Schemes. It was not possible to use the funding to improve the standard of housing stock in Slough. She reported that the Council's staff restructure proposed that the Housing and Planning Departments would be in the same directorate and this would improve joint working between the teams.

Councillor Dar asked which wards the licensing schemes had been implemented and suggested that the Selective Licensing Scheme be applied across the borough. He suggested that it would be useful for the Panel to be

provided with data to compare the performance and progress of the schemes in six months' time.

The Housing Regulation Manager explained that Selective Licensing Scheme applied to most of the Chalvey and Central wards. A borough-wide scheme would require approval from the Secretary of State. Ahead of approval being granted the Council would be required undertake a lengthy process to gather the evidence needed to justify the necessity to implement a borough-wide scheme.

Councillor Akram commented that tenants were often unaware of the importance of ventilation to prevent mould and damp occurring in a property. She said that some tenants caused deliberate damage to a property, in the hope that the Council would provide them with alternative accommodation. She requested that the Housing Regulation Team ensured that clear guidance and advice regarding ventilation was communicated to tenants. In relation to overseas landlords and the requirement to appoint a local managing agent, she queried if this was a legal requirement stipulated by the Housing Act 2004. In addition, she felt that it would be useful for data to be presented in future reports to indicate the impact of the licensing schemes.

The Housing Regulation Manager explained that the Housing Act 2004 required that suitable management arrangements were in place. The legislation did not restrict an overseas landlords from owning a property in Slough, however they would be unable to adequately manage it and respond to emergencies if they lived overseas – and this was not deemed to fulfil the requirement to have suitable management arrangements in place. In relation to mould and damp issues, it was explained that Housing Regulation Officer often provided guidance to tenants regarding the importance of adequate ventilation. The Council was also working with the Green Doctor Scheme to promote energy efficiency measures to tenants.

*Prior to concluding the discussion on the item, the Chair adjourned the meeting to allow Members to consider an email that had been circulated by a Member of the Panel.*

*The Panel reconvened when the same Members were present.*

The Chair thanked the Housing Regulation Manager for the report and the Housing Regulation Team for their work during the challenging Covid-19 pandemic.

**Resolved –**

- (a) That the report be noted.
- (b) That an update report including the following information be provided to the Panel in six months' time:
  - Enforcement activity data

- Progress made to process HMO/Selective Licensing Schemes applications
- Performance information and data relating the HMO/Selective Licensing Schemes
- Information regarding the Council's plans to improve engagement with tenants from the private rented sector and improve issues relating to anti-social behaviour in HMOs
- An update on the issue of tenants sub-letting and how the Council addresses this matter.
- Information regarding the condition of private rented sector housing stock in Slough.

(c) That the Council's Legal Team be requested to review the HMO and Selective Licensing Schemes, and to provide a report commenting on: the legality of the policies; the approaches adopted by other local authorities; and the comment made during the discussion that the policies were discriminatory towards landlords.

## **28. Customer Experience Update**

The Head of Customer Centric Services introduced a report that outlined the Council's recent decant from the Customer Service Centre at Landmark Place into three local Council Access Points.

The Chair invited comments and questions from the Panel.

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

- In relation to Local Welfare Payments - it was reported that the Council now had a PayPoint contract in place, (live from the 1<sup>st</sup> October 2020), providing an improved and automated process for residents. The Panel requested a breakdown of Local Welfare payments issued by the Council be provided in a future update report.
- It was explained that residents were able to make face-to-face appointments with staff working in the Council Access Points. Residents chose to attend appointments for a variety of reasons, including: assistance with language; submitting documents; assistance with complex needs, requiring additional support.
- The Head of Customer Centric Services explained that data was not yet available to show the number of cases resolved following the first contact meeting, however advanced reporting systems were being developed to record this information and the reasons residents visited a Council Access Point.
- It was confirmed that the Council's contact centre number remained the same.
- Concerns were raised regarding home working, productivity, and data protection and how these matters were managed. It was explained that Team Leaders were able to listen to calls to assess quality. Staff had found it challenging working from home, however productively and the

number of calls responded to had increased compared to the same period the previous year.

- A Member requested information regarding the cost of the Council's translation service contract and details of the language (s) most frequently used. It was agreed that this would be circulated to the Panel following the meeting.
- Concern was raised regarding the quality of the Customer Satisfaction Survey - it was requested that a copy of the Survey and the responses received be circulated to the Panel following the meeting.
- Confirmation was sought that notices have been placed at Landmark Place directing residents to the new Council Access Points for information and advice. It was agreed that Head of Customer Centric Services would check and report back to the Panel, following the meeting.
- It was asked if the Council's move to going 'cashless' had resulted in an increased number of accounts being in arrears. It was explained that there had been an increase in the number of people making payments online and via the automated telephone service. The Panel was informed that due to the financial pressures faced by many residents resulting from Covid-19, it was difficult to determine if non payment was a result of the peoples financial circumstances or their inability to access payment services. During the discussion, it was confirmed that residents were able to make a Council Tax payment at a Post Office.
- Concerns were raised regarding digital access and the significant number of residents who did not have either internet access / access to IT equipment or the digital skills to seek out information online. It was explained that Customer Service Officer were offering face-to-face appointments to residents at the Council Access Points in Britwell and Northborough, Cippenham Green, and Langley Kedermister Wards - additional Council Access Points would be opened in the future.

The Chair then invited councillors in attendance under Rule 30 to address the Panel.

Councillor Strutton congratulated Head of Customer Centric Services and her team for their work during the challenging Covid-19 pandemic period. He reiterated concerns raised regarding home working and data protection, and asked if staff had been provided with guidance / protocols on how to handle information whilst working from home. He highlighted the importance of joined up working across Council departments to resolve residents' issues collegiately. He commented that it would be good practice to review corporate complaints and the learnings arising from these to improve processes.

Councillor Gahir asked if Team Leaders undertook random spot checks on people working from home or visited them at home to check that data protection procedures were being adhered to.

The Head of Customer Centric Services reported that random home visits were not undertaken. She agreed to check what guidance / protocols had



been issued to staff regarding data protection whilst working from home and to report back to the Panel following the meeting.

The Chair thanked the Head of Customer Centric Services for the report.

**Resolved –**

- (a) That the report be noted.
- (b) That the Head of Customer Centric Services be requested to circulate the following to the Panel:
  - Information on what guidance was issued to staff regarding data protection and working from home.
  - Confirmation that notices have been placed at Landmark Place directing residents to community hubs for information and advice.
  - A copy of the Customer Satisfaction Survey and the responses received.
- (c) That the Head of Customer Centric Services be requested to provide an update report, including the following information, to a future meeting:
  - A breakdown of the Local Welfare payments issued by the Council.
  - The cost of the Council's translation service contract and details of the language (s) most frequently used.

**29. Low Emission Strategy Update**

The Environmental Quality Team Manager introduced an update report regarding the status of the Council's Low Emission Strategy (LES).

The Principal Environmental Officer outlined the progress, key issues and risks to LES programme, particularly due to the impact of the Covid-19 pandemic.

The Chair invited comments and questions from the Panel.

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

- The Panel was informed that a LES Programme Communication Plan had been developed and would form part of the two year review process. Communication with school was ongoing. Officers were currently engaging with schools regarding a Clean Air Day- an air quality awareness campaign, involving educational and active participation, linking with sustainable travel initiatives, such as 'Bikeability Training' and 'Walking with Daisy'. The AirTEXT service was also being promoted via online resources and social media

platforms. It was explained that the Covid-19 pandemic had highlighted health inequalities associated with poor air quality.

- Members were advised that the delivery of the LES programme had been delayed due to the lack of dedicated officer resource and disruptions arising from the Covid-19 pandemic. In addition, the Council's 'Our Futures' transformation programme had been launched, which required that every staff post below senior management team was subject to re-evaluation as part of the restructure process. The Environmental Quality Team Manager was unable to recruit additional officers until the restructure process had been completed.
- It was explained that continuous air quality monitoring was undertaken across the Borough. Data recorded from the continuous and passive monitoring locations was presented in Slough's Annual Status report every June.
- It was noted that LES programmes would require funding to be successfully implemented. New monitoring locations in Chalvey and Langley and the decommissioning of the Salt Hill Park monitoring station would require financial resources to maintain the projects.
- Concerns were raised in relation to closures on the M4 resulting in vehicles travelling through Slough creating 'rat runs' and worsening the town's air quality. It was explained that Highways England was the authority responsible for establishing diversion routes and the Council was required to oblige, even if there was a detrimental impact on air quality. It was highlighted that more use of sustainable modes of travel would improve the air quality across Slough.

The Chair then invited Councillor Strutton to address the Panel under Rule 30.

Councillor Strutton expressed disappointment that Environmental Quality Team had not been provided with the sufficient officer resource to progress the delivery of the Low Emission Strategy. He suggested that the Council's restructure process should seek to ensure the Strategy was sufficiently supported.

**Resolved –**

- (a) That the report be noted.
- (b) That Cabinet be recommended to ensure that the relevant posts be filled so that the important LES schemes could be progressed.
- (c) That the Health Scrutiny Panel be encouraged to establish an Air Quality Task and Finish Group.

**30. Homelessness and Rough Sleeping Task and Finish Group Report**

**Resolved –** That the Panel endorsed the Homelessness and Rough Sleeping Task and Finish Terms of Reference, as set out in Appendix A of the report.

**31. Work Programme Report 2020-21**

Members gave consideration to the Work Programme:

- It was noted that the items listed separately 'Impact of personalised charges on tenants' and 'Housing rents and Service Charges update' would be combined to form parts of the same report.
- An update on Homelessness and Rough Sleeping Task and Finish Group be provided at the 6<sup>th</sup> January 2021 meeting.
- That an update report in relation to Customer Experience be scheduled for a future meeting.
- That an update report regarding the Council's HMO and Selective Licensing Schemes under the Housing Act 2004 be scheduled in six months' time.
- That the Council's Legal Team be requested to review the HMO and Selective Licensing Schemes and to provide a report to the 18<sup>th</sup> November meeting, commenting on the legality of the Policy; the approaches adopted by other local authorities; and the comment made during the discussion that the Policy was discriminatory towards landlords.
- That a report in relation to the Council's Local Plan, in particular addressing the provision of outdoor green space for small developments be scheduled. There was also discussion about establishing a Task and Finish Group to review the matter. It was agreed that an email would be circulated to Panel Members seeking volunteers to join a Task and Finish Group.

**Resolved** – That subject to the amendments and inclusions detailed above, the Work Programme, as set out in Appendix A of the report be agreed.

**32. Members' Attendance Record 2020/21**

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

**33. Date of Next Meeting - 18th November 2020 (Extraordinary Meeting)**

**Resolved** – That the date of the next (extraordinary) meeting was confirmed as 18<sup>th</sup> November 2020.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 10.02 pm)

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**Neighbourhoods and Community Services Scrutiny Panel – Extraordinary Meeting held on Wednesday, 18th November, 2020.**

**Present:-** Councillors Hulme (Chair), Kelly (Vice-Chair), Ajaib, Begum, Matloob, Minhas, S Parmar and Sabah

Co-opted Members: Manvinder Matharu and Trevor Pollard (Residents Panel Board)

**Also present under Rule 30:-** Councillors Ali, Gahir and Nazir

**Apologies for Absence:-** None

**PART 1**

**34. Declarations of Interest**

None were declared.

**35. Member Questions**

None had been received.

**36. Repairs Maintenance and Investment (RMI) Contract Update**

The RMI Contract Manager introduced a report that updated Members on progress of the performance of Osborne's delivery of the repairs, maintenance and investment (RMI) contract since the report to the Panel on 3<sup>rd</sup> September 2020.

The Panel noted the current position was as follows:

- Outstanding repairs backlog – the number of uncompleted responsive repairs had reduced from 4,243 recorded in September to 2,610 as at 18<sup>th</sup> November 2020. Data reconciliation had been carried out and a number of duplicate entries to the original backlog had been identified.
- The Residents' Survey – the results were currently being compiled and would be available on 24<sup>th</sup> November.
- Independent Audit Agent (IAA) report – a summary of the IAA report had previously been circulated to the Panel.
- Osborne's forward plan and social return on investment – the commitment to support people across Slough remained a priority for Osbornes. The Government was introducing a new public procurement model that took greater account of the additional social value created by contractors and this would be implemented from 1<sup>st</sup> January 2021. Osborne's had identified a measurement tool which would used to provide live, transparent and accurate date of social, economic and environmental impacts across Slough after this time.

## Neighbourhoods and Community Services Scrutiny Panel - 18.11.20

- Plans for the joint Residents / Officer Estate Inspections – Covid-19 had impacted on the way in which the estate inspections service operated and the report set out the current approach being taken.

The overall position was that whilst performance improvements had been made in the past six weeks and the backlog of repairs had reduced, it was recognised that further improvements were required. These included a further reductions in outstanding repairs, the turnaround time for void properties, responding to residents complaints and data collection and monitoring.

Osborne's newly appointed Managing Director, Vicky Fordham-Lewis, was present at the meeting and joined Officers in answering Members questions on a range of issues. The Panel had a detailed discussion which is summarised as follows:

- Future controls – the risk management section of the report stated that the future control on reducing the backlog and management of open repairs was “further dialogue with Osborne over resource management and delivery.” Members commented that ongoing dialogue was insufficient and asked that future reports include more substantive control measures available to the Council to address any persistent contract under performance.
- Covid-19 – it was recognised that the impact of Covid-19 had been significant, particularly the first ‘lockdown’ in the spring of 2020. However, it was also recognised that there were performance issues identified prior to this and the new Osborne's management team was working to address these issues.
- Performance Management – Members discussed how performance data was verified to ensure repairs and works had been completed. The RMI Contract Manager explained the Osborne's had changed their IT system and work on the methodology for calculating performance needed to be more clearly set out. The data relating to the backlog of repairs was improved and some duplicates were being removed. The current backlog of circa 2,500 repairs was considered too high, with a level of 800-1,000 more typical for housing stock of Slough's size. Work to refine the KDIs was expected to be completed by the end of the year. Members highlighted that residents should be involved in that process.
- Performance improvement planning – the Panel asked when a contract improvement plan would be available for it to review. The RMI Contract Manager responded that Osborne's had several detailed plans in place including a Service Improvement Plan and Work In Progress (WIP) Reduction Plan. Members expressed frustration that these plans had not been made available in summary form for the Panel so they could be assured that sufficiently strong plans were in place to improve performance.

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- Osborne staffing – Osbornes had recently strengthened their management team and this was contributing to the more recent improvements in performance. The MD of Osbornes reported that additional staff had been taken on in operational roles. Further information could be provided on the proportion of their workforce who were Slough residents.
- Independent Audit – it was reported that the Internal Audit Agents report was close to being finalised. The Executive Director of Customer & Community stated that the internal audit by RSM was in draft form and would inform any potential review of the contract. Confidence was expressed that a step change in the level of performance was being made but it would take time for these trends to feed through given the scale of the backlog and performance issues.
- Estate inspections – the Panel requested further detail on the number of estate inspections that had been carried out and the timeframe for future inspections.
- Complaint processes – despite the recent performance improvements it was reported that complaints remained at a high level. The RMI Contract Manager confirmed to Members that it had been a priority to resolve complaints and improve communications with residents. Members particularly expressed concern that repairs often took multiple visits to resolve and highlighted the importance of improving the quality of work to reduce this problem. A new complaints handler had been brought in a more proactive approach was being taken to resolve complaints. Several members shared examples of poor service that residents had raised with them as casework. A particular case raised by a member of the Residents Board would be investigated by Osbornes outside of the meeting. It was noted that problems raised as Members casework were not included in the complaints figures provided and asked how this could be improved. The MD of Osbornes stated that this could be considered in the review of KDIs that was taking place.
- Residents Survey – although the results were not yet available for the Panel, Members would be invited to a presentation on the results within the next week and they would be reviewed at a future meeting of the Panel.
- Financial implications – whilst the total annual spend was up to £14m, Members noted that this was not a fixed sum as the contract was based on outputs. The Council only paid for services that were delivered to its satisfaction and the process to verify this was explained.

The Chair summarised the views expressed that residents should expect to receive a good service, and despite some recent improvements performance had fallen well below the standards the Panel would find acceptable.

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Members were frustrated the audit report was not finalised and that the Panel had not received a summary of the service improvement plans in place which would explain the path to dealing with the backlog of repairs and bringing the service up to the required standard. It was therefore agreed that an extraordinary meeting be convened near the end of January 2021 at which the following information would be provided:

- Osborne's Service Improvement Plan and WIP Reduction Plan;
- Progress against key performance indicators;
- An update on the report of the Independent Audit Agent (IAA);
- The results of the Resident's Satisfaction Survey; and
- Other information requested by the Panel during the course of the discussion noted above.

Members agreed that as the contract was now in year 3 there should be sufficient information to evaluate whether the contract was delivering its objectives and providing value for money. Members agreed to make a reference to Cabinet that the internal audit of the entire contract be carried out and that Members and residents be engaged in this process. A further meeting of the Panel was agreed to be held to review the audit report and the Executive Director advised that was likely to be in April 2021 as this would enable a full year's data to be provided and reviewed.

At the conclusion of the discussion, the Chair thanked Council Officers and representatives of Osbornes for their attendance at the meeting.

### **Resolved –**

- (a) That an extraordinary meeting of the Panel be convened at the end of the January 2021 to consider:
  - An update on the report of the Independent Audit Agent (IAA);
  - progress against key performance indicators;
  - Osborne's Service Improvement Plan and WIP Reduction Plan;
  - and the results of the Resident's Satisfaction Survey;
  - HR data on number of local people employed by Osborne;
  - Detail on the social return on investment from the contract;
  - Data/information on the number of estate inspections that had been carried out and timescale for future inspections.
- (b) A recommendation be made to Cabinet that internal audit conduct a comprehensive and wide ranging review of the contract with Osbornes to evaluate whether the objectives and performance measures were being met. Councillors and residents should be engaged in that review. Members requested that it be completed by the end of the financial year in March 2021 and that a report on the findings be presented to the Panel in April 2021.



**37. HRA Tenanted Stock Landlord Compliance Quarterly Report (Quarter 2)**

The Panel received a report on the HRA Tenanted Stock Landlord Compliance for the second quarter of the year. The report author was not present to introduce the report or answer detailed questions.

The report updated on water hygiene, asbestos, fire risk assessments, gas safety, electrical and emergency light testing and lift and stair lift services. Members requested the following information in the next report to the Panel:

- The report stated that 5,476 actions from fire risk assessments were outstanding which were overdue. The requested further information on the nature of these actions, the risks and timeline for them to resolved.
- It was stated that the Council, Osbornes met weekly and were in regular contact with the Royal Berkshire Fire & Rescue Service to discuss fire safety compliance. The Chair asked whether these meetings were minuted and if they could be shared with the Panel.

A number of specific questions were asked and Members sought assurance that overall compliance was in line with all legislative requirements. Officers provided this assurance and responded to the specific points raised about asbestos, legionella, cladding and stair lifts.

The Panel noted the report but considered it to be unsatisfactory that not all of the questions could be answered due to the absence of a presenting officer.

**Resolved –** That the report be noted.

**38. Work Programme Report 2020-21**

The Panel's work programme for the remainder of the municipal year was reviewed. It had been agreed earlier in the meeting to convene an extraordinary meeting in late January 2021 on the RMI contract improvement plans. The internal audit report on the RMI contract and full year's performance data would best be scrutinised by the Panel in April and this may require some adjustments to the work programme, including the possibility of a further extraordinary meeting in March to deal with the rest of the business in the work programme.

Nominations were sought for Members to join the Local Plan Task & Finish Group and these were received from Councillors Ajaib, Hulme, Kelly and Minhas.

The Hub Strategy Update was an item to be scheduled. The Panel noted that the Overview & Scrutiny Committee were due to review this and it was therefore agreed that it be removed from the Panel's work programme.

With these amendments noted, the work programme was agreed.

**Resolved –**

- (a) That the work programme be agreed.
- (b) That Councillors Ajaib, Hulme, Kelly and Minhas be members of the Local Plan Task & Finish Group.

**39. Date of Next Meeting - 6th January 2021**

The next meeting of the Panel was confirmed as 6<sup>th</sup> January 2021.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.25 pm)

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods & Community Services Scrutiny Panel

**DATE:** 6<sup>th</sup> January 2021

**CONTACT OFFICER:** Richard West – Executive Director – Customer & Community

**(For all enquiries)** (01753) 690965

**WARD(S):** All

**PART I**

**FOR COMMENT AND CONSIDERATION**

**2021/22 HOUSING RENTS AND SERVICE CHARGES**

**1 Purpose of Report**

- (a) To present the changes in the Housing rents and service charges for 2021/22.
- (b) To provide the Panel with information relating to the coverage of tenant service charges and water charging.

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

The Panel is requested to note the contents of the report and for item (a) comment prior to its submission to Cabinet and Council for full decision on 26<sup>th</sup> January 2021.

- (a) Council house dwelling rents for 2021/22 **to increase by 1.5% (Consumer Price Index (CPI) + 1%)** over the 2020/21 rent with effect from Monday 5<sup>th</sup> April 2021. This is in line with current government guidelines and legislation.
- (b) Garage rents, heating, utility and ancillary charges to **increase by 0.5%** with effect from Monday 5<sup>th</sup> April 2021. This is based upon the September CPI figure.
- (c) Service charges to **increase by 0.5%** with effect from Monday 5<sup>th</sup> April 2021. This is based upon the September CPI figure.
- (d) ‘Other committee’ property rents to increase by an average of **0.5%** from Monday 5<sup>th</sup> April 2021 in line with the September CPI figure.
- (e) Properties leased from James Elliman Homes to **increase by 1.5% (CPI + 1%)** from Monday 5<sup>th</sup> April 2021 This is based upon the September CPI figure.
- (f) DISH property rents are recommended to increase by **1.5% (CPI + 1%)** over the 2020/21 rent and service charges to **increase by 0.5%** both with effect from Monday 5<sup>th</sup> April 2021. This is as per the Council’s recommendation to the DISH Board.

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

#### 3.1. Slough Joint Wellbeing Strategy Priorities

This report sets out the context and implications for the council over the setting of housing rents and service charges for the next four years and impact upon the local community.

#### 3.2. Five Year Plan Outcomes

This report will primarily have implications for Outcome 4 in the delivery of future social and affordable homes by the council, and the maximisation of the rental stream and asset value to the Housing Revenue Account (HRA).

### 4 Other Implications

#### (a) Financial

The financial implications are contained within this report.

#### (b) Risk Management

If the Council follows Government guidance and legislation in the setting of its dwelling rents, then the risk to the Council will be mitigated.

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
Legal	Ensure the council responds to the recent court decisions and acts swiftly to deliver required outcomes.	Nil – the majority of council tenants now account directly with the water provider.
Property		
Human Rights		
Health and Safety		
Employment Issues	n/a	
Equalities Issues		
Community Support		
Communications		
Community Safety		
Financial	Ensure that the Council sets a balanced HRA annual budget and matches the capital programme to the available resources.	
Timetable for delivery		Approval in January of the new rents will enable tenants to receive notification well within the statutory timescales.
Project Capacity		
Other		

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications.

(d) Equalities Impact Assessment

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

**5 Supporting Information**

- 5.1 From April 2020, the Regulator of Social Housing introduced the new Rent Standard, which is to apply to all registered local authority providers of social housing and primarily affects the calculation of HRA social and affordable rents.

The Rent Standard does not apply to James Elliman Homes as it is not a registered provider of social housing, but JEH aims to follow council principles for rent reviews.

- 5.2 The new rent standard follows the end of the four year rent reduction period introduced by the Welfare Reform and Work Act 2016.
- 5.3 The new standard continues the principle of setting new social rents using a formula based on location, size and value and relative local earnings. This will continue be known as the formula rent. For existing properties, the rent charged at the end of the 2019/20 became their Limit Rent, and is the value that becomes the starting point for those properties under the standard.
- 5.4 The setting of affordable rents remains unchanged and can be set up to a maximum of 80% of local market rents, however, rents for new council affordable rent properties are set using Slough Living Rent, which aims to achieve rents around 70% of market rent.

**6 Next Four Years**

- 6.1 For a period of 5 years commencing in 2020/21, the setting of rent increases for HRA social and affordable rent properties is to be capped at CPI + 1%. The September CPI figure is to be used. The 2021/22 financial year will be the second year of this five year period.

- 6.2 Whereas the previous rent restructuring regime intended to provide for rents that were below their target or formula rent to increase gradually to its maximum allowable charge, current government policy of allowing both the current rent and the formula rent to increase by the same value each year will mean that rent convergence is paused until the rent increase percentage is greater than the formula rent increase percentage.

Council dwelling rents can therefore only reach their maximum formula rent upon change of tenancy. This does mean that similar neighbouring properties could have different rents if one been moved up to the maximum formula rent at relet.

- 6.3 Government still intends to issue annual Rent Caps that set maximum rent levels by property size. There will also be an average rent for Slough that also cannot be exceeded. In the 2021/22 year, no property breaches its singular Rent Cap limit

and overall the average proposed rents for council properties will remain under the average rent limit.

Number of Bedrooms	2020/21 Rent Cap per week	2021/22 Rent Cap per week
1 and bedsits	145.96	148.88
2	154.53	157.62
3	163.12	166.38
4	171.69	175.12
5	180.28	183.89
6 or More	188.86	192.64

6.4 In terms of Service Charges the government’s Policy Statement states that

*“Service charges are not governed by the same factors as rent. However, registered providers should endeavour to keep increases for service charges within the limit on rent changes, of CPI + 1 percentage point, to help keep charges affordable.”*

*“Where new or extended services are introduced, and an additional charge may need to be made, registered providers should consult with tenants.”*

6.5 Service charges have been increased at only CPI (0.5%) for 2021/22 and is proposed to be the last financial year where service charges will be reviewed by a standard percentage figure as the implementation of the new Northgate Housing solution is intended to provide an amended approach to service charging for council tenants and leaseholders.

6.7 In terms of Affordable Rents the government’s Policy Statement states that

*“When a tenancy of affordable rent housing is let to a new tenant (or re-let to an existing tenant), registered providers must re-set the rent based on a new valuation, to ensure that the new rent is no more than 80% of the relevant market rent.”*

*“Where a registered provider is re-setting the rent as a result of re-letting affordable rent housing to an existing tenant, the provider may not increase the rent by more than CPI + 1 percentage point. ‘Existing tenant’ in this context means an existing tenant of the specific property concerned.”*

## **7 Impact**

7.1 The estimated average weekly rent for 2020/21 was £103.78 and for 21/22 will be £105.41 an increase of 1.55%.

7.2 The HRA 30 year financial business plan has been updated to reflect the introduction of the CPI+1% increase for the next 5 years starting on 6/4/2020. The impact on the 2021/22 forecast is an estimated increase in rental income of £32.708m taking into account a voids rate of 1.5% and adjustment for Right to Buy and new build properties. This compares with a projected outturn income of £32.179m giving an increase of £0.529m.

## **8 Service charges for housing tenants**

- 8.1 As a landlord, the council is responsible for maintaining and servicing the fabric of its housing stock. This ensures that it complies with all relevant legislation designed to keep occupiers and visitors safe and to provide residents and the wider community with safe and attractive homes and estates upon which to live.
- 8.2 Landlords are entitled to apply service charges to recover the cost of providing additional services that are over and above the basic provision of the home and that property's repair and maintenance.
- 8.3 There are two systems for operating service charge regimes:
- Fixed service charges are where the amount set is charged based on estimated expenditure and if the cost is higher than estimated, the council meets the shortfall. If the costs are lower, the council is allowed to keep the surplus.
- Variable service charges are where costs are estimated for a fixed period and at the end of that period if expenditure is higher or lower than the estimated amount, the council will request further payment from the occupier or refund the overcharge, whichever is appropriate.
- 8.4 Which service charge mechanism and how they are applied depends on the tenure of the occupier:
- (a) HRA socially rented property service charges are calculated on a weekly basis and added to the basic rent of a property. These charges use the fixed service charge regime.
- (b) HRA affordable rent (Slough Living Rent), James Elliman Homes Slough Living Rent, Market Rent and Key Worker Initiative property service charges are calculated on a weekly basis but are inclusive within the total charge. These charges use the fixed service charge regime.
- (c) Leaseholder service charges are calculated on an annual basis. Leaseholders are asked to pay based on estimates for the coming year via two six-monthly invoices. Following the end of that year credit or debit adjustments are made to leaseholders depending on the final expenditure incurred for that year. These charges use the variable service charge regime.
- 8.5 The council is able to provide services itself through its various departments. It should not make any profit from any service charge related arrangements and should ensure that costs incurred are reasonable, legitimately incurred, and subject to regulation for certain tenure types, are procured in an open and transparent manner when they are to be delivered through a contract with a third party organisation or supplier.
- 8.6 Service charges are only recoverable if they are listed in either the tenancy agreement or lease. The council takes a pragmatic approach to the management of its stock and the financial exposure to residents by opting to not recover the cost or cap the recovery of costs for some services on a case by case or project basis.
- 8.7 New services are normally introduced following consultation with residents and upon their agreement to the service being proposed and its additional charge. The

council may implement a new service charge in response to statutory or regulatory change covering the management of estates and blocks.

- 8.8 The list of works and services that are included with service charge calculation are shown in the following table along with the current contracted or chosen service partner:

Table of Services

<b>Service Category</b>	<b>Service Name</b>	<b>Provider</b>
Block Services	Communal repairs and servicing - Emergency Lighting testing - Door Entry Maintenance - Fire Alarm Maintenance - Specialist pump, electricity boards or inverter installations - Lift maintenance - Drains	Osborne and their specialist sub-contractor supply chain.
	Web-based door entry control systems	Key Management Systems
	Statutory compliance services - Asbestos inspections - Emergency Lighting testing - Fire Risk Assessments	Osborne and their supply chain. Savills
	Caretaking / Cleaning	Osborne
	Window Cleaning	Osborne (sub-contracted)
	Communal Electricity	Opus Energy *
	Communal Gas	Total Gas & Power *
	Communal Water	Castle Water
	Alarm / Lift telephone lines	BT
	Buildings Insurance	Avid Insurance
Estate Services	Grounds Maintenance - Grass cutting, hedges and planted areas - Ivy and moss removal - Tree maintenance - Mechanical/manual sweeping and clearance from unadopted footpaths and highways - Fly-tip and graffiti removal	SBC DSO
Management and Administration	Leasehold Service Management fee (leaseholders only)	SBC Leasehold Services
	Management and Administration fee (tenants only)	SBC Finance / Housing (People) Service.

\* These are included with the council's corporate energy contract.

- 8.9 Leaseholders are provided with a breakdown of costs on an annual basis that are categorised as Block Repairs, Estate Repairs, Electricity, Caretaking, Buildings Insurance and Management Fee.
- 8.10 Tenant service charges are broken down using four group codes. Each code is aimed at describing the category of service provided. Not every service is delivered at every block or scheme, so the value for each code will vary.



## Table of tenant service charge codes

Code	Description	Services provided
SCHCES	Communal Estate Services	Caretaking / Cleaning Window Cleaning Tree maintenance Grounds Maintenance Fly-tip removal Estate repairs (fencing, external lighting, play equipment and other shared estate equipment or installations)
SCHCHS	Communal Health & Safety	Block Repairs and Servicing Statutory compliance services Door Entry Maintenance Lift Maintenance Telephone lines
SCHHAL	Heating and Lighting	Electricity Gas Water (charges related to communal area provision only)
SCHADM	Administration	A fixed 15% charge of all of the costs incurred above to cover management and administration.

- 8.11 The management of service delivery in each service area broadly falls into two categories.

Housing Services are responsible for monitoring and enforcing service standards for all block and estate services **except** for those provided by the Osborne contract.

Housing Services respond to residents' concerns about the quality of services provided by the RMI contract, but it is the RMI contract management team who hold responsibility of service quality, contract performance and payment.

## **9 Service Charges – A Way Forward**

- 9.1 The council has been planning a significant change to service charge management so that the calculation methods for tenants and leaseholders can be harmonised.
- 9.2 The intention was to implement a new service charge module within the current Capita Housing System. Preparation work for this module was completed in 2019 and testing and preparations were taking place to consult formally and go live from April 2021.
- 9.3 However, owing to the decision to replace the end of life Capita system with a new housing management solution, Northgate Housing. The consultation and delivery of the new service charge process was postponed to align the work already prepared for Capita to be migrated to Northgate Housing and this will now commence in the 2021/22 financial year. The launch of the new housing system will enable the commencement of harmonised service charges for tenants and leaseholders from April 2022.

- 9.4 It is likely that the fixed and variable service charge scheme statuses will remain as maintaining variable service charges in the rented housing stock is difficult to administer when turnover is continuous; however, the council will be looking to consult on a range of options for improving service charge calculation and the provision of costs information to substantiate charges.

## **10 Water Charging**

- 10.1 Between 2002 and 2019 the council was party to an agreement with Thames Water to collect water charges from tenants on its behalf.

Charges were set by Thames Water and the council simply applied water charges to tenants' rent accounts so that water would be paid as part of the total weekly charge. The council then forwarded on these charges to Thames Water through regular instalment payments.

- 10.2 This was an easy and manageable way for tenants to keep some of their regular household costs under one payment and this arrangement covered all unmetered water supplies to 98% of council HRA dwellings.
- 10.3 In late 2018, Thames Water advised the council that it intended to end all of its contracts with housing providers by the end of 2021/22. Slough was to be in the first tranche of agreements to be ended, so from April 2019 all affected tenants transferred to Thames Water and now account and pay their water charges directly to them.
- 10.4 The council undertook a significant joint transition project with Thames Water to assist tenants with moving to Thames and to provide support, assistance and information about how the change affected their rent payments. The transition from council collection of water charges was successfully completed by April 2019.
- 10.5 There are 159 properties that still retain water charges from the council. These properties were not included in the above contract and were therefore excluded from the project that transferred everyone else to Thames Water.

### Sites

- Armstrong House, Wexham
  - Brook House, Chalvey
  - Foxborough Close mobile home site, Foxborough
  - Poyle Park mobile home site, Colnbrook
  - Kennedy House, Cippenham
  - Pendeen Court (James Elliman Homes)
  - 1-16 Springfield, Upton
- 10.6 These properties were excluded from the Thames Water switch because these buildings are metered, with water being supplied through one point of entry. There is a direct supply contract of water for these buildings between Thames Water and the council and the council pays the bills for these properties on a regular basis.
- 10.7 This continuing arrangement with Thames Water directly places the council in the position of water reseller. The charges for these properties are therefore calculated

directly from the amount paid for water in the previous year, divided by the number of flats in each scheme. Charges are influenced by property size to ensure that the cost per property is appropriate to the number of potential occupants in the home and tenants continue to be able to pay their water charges as part of the normal weekly charge for the property.

## **11 Water Charges – challenge to Thames Water agreements**

- 11.1 In October 2020, the Court of Appeal upheld a judgement against a London local authority relating to its agreement with Thames Water (TW) to collect water charges on TW's behalf.
- 11.2 The appeal judgement confirmed an earlier decision that the agreement between TW and the authority did not amount simply to a collection arrangement and created a situation of supplier and customer between TW and the authority. Accordingly, the passing on of water charges to the authority's tenants was one of water re-sale and the requirements of the Water Resale Orders 2001 and 2006 should apply.

The Water Re-sale Order is legislation that sets out that the maximum amount tenants should pay for supply be no more than the council has paid the water authority for it in the first place, save a small charge for administration purposes.

The issue with this case is that there were provisions in the collection agreement for organisations to retain a percentage of the overall value of the water bills to cover bad debts (i.e. non payment of charges by tenants) and voids (the amount not collected for all properties that were empty throughout the year). Consequently, the weekly amount tenants should have been paid was their value of the entire annual cost **minus** the bad debts and void elements deducted by the council.

- 11.3 SBC's agreement with Thames Water is broadly the same agreement that was in place with the authority concerned.
- 11.4 The council is now affected by the outcome of the Court of Appeal decision and is actively considering how it needs to respond to the decision. There is little prospect of any further appeal against the latest decision. It is the position that the council now has to consider water charge refunding to tenants going back several years.
- 11.5 The council is currently receiving ongoing legal advice as to the scope of refunding requirements and calculation processes and at this time is unable to set out its intended approach. A further progress report on this matter will be provided once the impact assessment and preparations for this project has been completed.

## **12 Conclusion**

### Service Charges

- 12.1 The council intends to apply a capped rent increase to its properties of no more than CPI + 1% in line with government guidance. No property will exceed the maximum rent chargeable for the property size set out by government, nor its maximum formula rent.
- 12.2 The council also intends to carry out a significant review of service charging to tenants during 2021/22. This review will lead to improved information to tenants

about how their service charges have been calculated and the costs used to reach such charges. Charges will be based on a block by block basis rather than a mix of block and pooled charges. Tenants will be able to request details about the individual costs used towards their charges and assist the council in improving service delivery monitoring by our contractors and third party suppliers.

### Water Charges

- 12.3 The council will be responding to the Court of Appeal judgement in due course after full and careful consideration of legal advice still in progress.

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods & Community Services Scrutiny Panel

**DATE:** 6 January 2020

**CONTACT OFFICER:** Tom Overend, Policy Insight Manager  
**(For all Enquiries)** (01753) 875411

**WARDS:** All

**PART I**  
**FOR COMMENT AND CONSIDERATION**

**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL**  
**2019/20 WORK PROGRAMME**

1. **Purpose of Report**

For the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) to discuss its work programme for 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  
January to April 2021**

<b>Task &amp; finish group work on-going</b>
<ul style="list-style-type: none"><li>• Homelessness and Rough Sleeping Task &amp; Finish Group</li><li>• Local Plan Task &amp; Finish Group</li></ul>
<b>Meeting Date</b>
<b>6 January 2021</b>
Items: <ul style="list-style-type: none"><li>• Housing Allocation Policy</li><li>• Housing Rents and Service Charges Update<ul style="list-style-type: none"><li>○ Including an Assessment of the Impact of Personalised Charges on Tenants</li></ul></li><li>• Housing Services Scrutiny Indicators</li><li>• Homelessness and Rough Sleeping TF Group Report</li></ul>
<b>9<sup>th</sup> February 2021 (Extraordinary)</b>
Item: <ul style="list-style-type: none"><li>• Repairs, Maintenance &amp; Investment Contract Update – Follow Up</li></ul>

**25 February 2021**

Items:

- The Home Improvement Agency - Findings of the Review
- Community Cohesion Strategy
- Shaping Slough Town Centre Update
- Local Plan Task & Finish Group Report
- HRA Tenanted Stock Landlord Compliance Quarterly Report

**13 April 2021**

Items:

- Licensing of Houses in Multiple Occupation (HMO) Update
- Waste management facilities, including recycling rates
- Crime and disorder reduction panel
  - Safer Slough Partnership Update

Other items still to be scheduled (likely to take place in the 2021/22 municipal year)

- Hubs Strategy Update
- HRA Tenanted Stock Landlord Compliance Quarterly Report
- Osbornes social and economic impact tool



**MEMBERS' ATTENDANCE RECORD**  
**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2020/21**

COUNCILLOR	MEETING DATES						
	22/06/20	03/09/20	22/10/20	29/10/20 Ext. Joint Meeting with O&S	06/01/21	25/02/21	13/04/21
M. Holledge	Ap	Ab	P	Ap			
*Gahir	P*	P					
S Parmar	P	P	P	P			
Sabah	P*	P	P	P			
Ajaib	P	P	P	P			
**Begum			P	P			
Matloob	P	P	P	P			
Hulme	P	P	P	P			
Minhas	P	P	P	P			
Kelly	P	P	P	P			

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

<sup>PPP</sup>\*Councillor Gahir no longer a member of the Panel from 24<sup>th</sup> September 2020.

\*\*Councillor Begum appointed to the Panel, in place of Councillor Gahir, from 24<sup>th</sup> September 2020.

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