

Date of issue: Tuesday, 10 November 2020

MEETING:	EXTRAORDINARY NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Hulme (Chair), Kelly (Vice-Chair), Ajaib, Begum, M Holledge, Matloob, Minhas, S Parmar and Sabah) <u>Non-Voting Co-Opted Members</u> Manvinder Matharu (Residents Panel Board) Trevor Pollard (Residents Panel Board)
DATE AND TIME:	WEDNESDAY, 18TH NOVEMBER, 2020 AT 6.30 PM
VENUE:	VIRTUAL MEETING
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	DEMOCRATIC SERVICES OFFICER 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
Chief Executive

AGENDA

PART 1

<u>AGENDA</u> <u>ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
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APOLOGIES FOR ABSENCE

CONSTITUTIONAL MATTERS

- | | | | |
|----|--------------------------|---|---|
| 1. | Declarations of Interest | - | - |
|----|--------------------------|---|---|

All Members who believe they have a Disclosable Pecuniary or other Interest in any matter to be considered 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

PAGE

WARD

SCRUTINY ISSUES

- | | | | |
|----|--|---------|-----|
| 2. | Member Questions | - | - |
| | <i>(An opportunity for panel members to ask questions of the relevant Director / Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated.)</i> | | |
| 3. | Repairs Maintenance and Investment (RMI) Contract Update | 1 - 10 | All |
| 4. | HRA Tenanted Stock Landlord Compliance Quarterly Report (Quarter 2) | 11 - 14 | All |

ITEMS FOR INFORMATION

- | | | | |
|----|---|---------|---|
| 5. | Work Programme Report 2020-21 | 15 - 18 | - |
| 6. | Date of Next Meeting - 6th January 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://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.



SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 18th November 2020

CONTACT OFFICER: Ian Stone (RMI Contract Manager)

(For all Enquiries) (01753) 875436

WARD(S): All

PART I**FOR COMMENT & CONSIDERATION****REPAIRS MAINTENANCE & INVESTMENT (RMI) CONTRACT UPDATE****1. Purpose of Report**

The purpose of the report is to provide a 'Follow on Update' to the Panel following the meeting held on 3rd September, focused on the performance of Osborne's delivery of the RMI contract covering the following points.

- Update on the outstanding repairs backlog.
- Results of the residents survey.
- Findings of the Independent Auditor report.
- An update on Osborne's forward plan as stated on Para 4 of their financial report (page 36). With particular emphasis on their Social Return on Investment plans;
- Plans for the joint Residents/Officer estate inspections.

2. Recommendation(s)/Proposed Action

The Panel is recommended to consider:

- a) The contents of this report
- b) Q2 Performance Report.
- c) The summary report from the Independent Auditors.

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 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 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 as an update to the risk management shown at the previous scrutiny panel meeting.

Recommendation from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score risk	Future Controls
a) Completion of the backlog of responsive repairs. And management of open repairs.	Uncompleted repairs are leading to complaints. Opportunity to change perception by completing these repairs.	There is a reduction in the number of backlog repairs, this is monitored weekly.	6 Medium	Further dialogue with Osborne over resource management and delivery
b) Osborne Staffing and experience.	Osborne has recently recruited a new Commercial Manager and a new Operations Manager.	Osborne are re-defining structures to meet the demands of the contract.	6 Medium	SBC to review Osborne amended structure.

c) Verification of performance data	Inconsistencies have been identified in the performance data supplied by Osborne.	Each set of monthly data to be fully analysed and updated year to date to be submitted each month.	12 Significant	Methodology for calculating performance to be clearly set out.
d) Resident perception of the service	Although the aspects of the service have improved the volume of complaints and enquiries remains high.	Through contract Governance, resident board involvement. Fortnightly complaint meetings.	12 Significant	Lessons learnt from complaints to inform Osborne's contract improvement plan.

(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 2 2020/21

Quarter 2 Osborne performance report is attached in Appendix A. Osborne report that KDI4 and KDI5 relating to the contact centre have been significantly improved during the month of October.

Update on the outstanding repairs backlog.

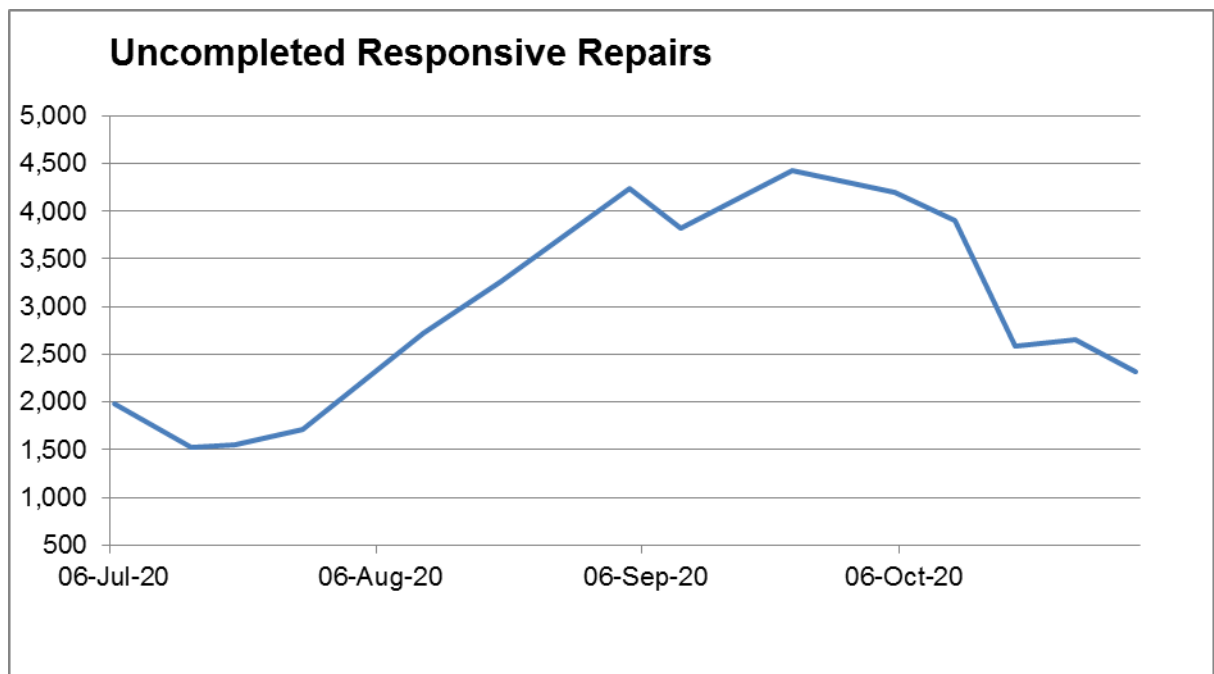
In September, Osborne reported 4243 uncompleted responsive repairs. The level of uncompleted repairs had climbed steadily during national lockdown, then in the following period of easing.

Firstly in September Osborne deployed additional Covid-19 secure processes and assessed that they had the right resources in the right place, to effect a meaningful change.

At the beginning of October, the balance of uncompleted repairs was 4272. The plan to reduce this number involved several activities, many centred on processing information. Osborne identified that one of the key areas for improvement was making sure that as jobs were updated the correct statuses were selected, and when they were completed, they were closed down. To improve this they have carried out separate improvement reviews on the management of emergency jobs, no access appointments and the control of sub-contractor orders.

To further support this review Osborne have been carrying out customer service calls to understand to check that works have been completed to a satisfactory standard. This is something they are continuing to do.

As of 2nd November 2020, the number of uncompleted repairs has been reduced to 2311.



Results of the Residents survey.

The results of the residents survey are still being prepared and will be presented on the 24th of November, these results can be presented at the next scrutiny panel meeting.

Findings of the Independent Auditor report.

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.

A summary IAA report has been circulated to the Panel separately.

In brief the report has highlighted the following concerns:

- Data held by Osborne is not always complete or accurate.
- The methodology in calculating KDI's has not been applied consistently month to month by Osborne.
- Data presented by Osborne to the IAA showed further failures in the contact centre than those failures previously recorded.
- Insufficient before and after recording of the cleaning and caretaking service.

Update on Osborne's forward plan as stated on Para 4 of their financial report (page 36). With particular emphasis on their Social Return on Investment plans;

The commitment to supporting people across Slough remains an absolute focus for Osborne. The recognition that the needs of the community are changing and more focus is required to support vulnerable groups with the issues of isolation, unemployment, and wellbeing. These priorities are recognised by the government who is introducing a new public procurement model that takes greater account of the additional social value created by contractors and is to be implemented from 1st January 2021. The objective of this framework (in response to Covid-19) will be to demonstrate explicitly businesses social value contribution to include:-

- supporting Covid-19 recovery, including helping local communities manage and recover from the impact of Covid-19
- tackling economic inequality, including creating new businesses, jobs and skills, as well as increasing supply chain resilience
- fighting climate change and reducing waste
- driving equal opportunity, including reducing the disability employment gap and tackling workforce inequality and promoting community integration

With local lock downs and now a national lock down, Osborne are continually adapting the way they work with community groups to ensure maximum impact.

Osborne's original community investment plan outlines a range of activities, of which some need to be reviewed to best manage reach, risk, and impact. With collaboration with local charitable groups, Slough Borough Council, and the new central policy shared above, Osborne are looking at more impactful initiatives that support the priority objectives.

Equally, Osborne are very keen to measure their social and economic impact to demonstrate value. Osborne has identified a measurement tool, and this is being modified to align with the government requirements of January 2021. From

January when Osborne launch this product, they will be able to provide live, transparent, and accurate data of our social, economic, and environmental impact across Slough.

An example of Osborne's response to unemployment in Slough, saw them collaborate with others to launch an online 'Employment and Wellbeing' course, to build confidence, identify individual strengths and to support career pathways. From February – October 2020, they have worked with 25 learners of which 8 are now in employment and 5 are enjoying volunteering roles.

Plans for the joint Residents/Officer estate inspections.

At the Neighbourhoods and Scrutiny Panel on 3 September further information was requested about how and when estate inspections are carried out. This update will go slightly further than this remit to outline what Housing Officers do after an estate inspection.

At the meeting in September Members were advised that estate inspections by Housing Officers had recommenced after a suspension caused by Covid-19 restrictions and lockdown. Unfortunately the plans to move officers to conduct these inspections were suspended again as many of the Housing Officers have school aged children who were then impacted by requirements for self-isolating when suspected cases were detected at schools. In addition, since Slough moved into Tier 2 of Covid-19 restrictions new, additional Risk Assessments for carrying out site visits have been created.

Housing (People) Services anticipate that officer only estate inspections will recommence from 2 November 2020 focussing on priority estates. These inspections will only involve Housing Officers due to the speed at which they need to be carried out and the number needed to be completed. It is recognised that an officer-only approach does not satisfy the desire to involve residents, elected Members or Osborne staff. Our aspiration is to introduce this type of inspection from early 2021 and work will continue with the Resident's Board to agree how this will be designed and implemented. If possible, we would like to get to a position where some estate inspections are carried out by residents and once we have a programme of joint estate inspections in place we will work with tenants and leaseholders to agree how this might be implemented.

In some instances ward councillors have asked for a site visit to be carried out with Housing Officers, the Repairs and Voids team and/or Osborne staff. These ad hoc arrangements are still possible and where appropriate, will be undertaken instead of an officer only estate inspection.

Once officers have carried out an inspection they either report issues to the appropriate department (usually Osborne or SBC Grounds Maintenance) or take action themselves (for example, to ensure fire exits are cleared of all items). All repair and property maintenance issues are reported to Osborne who then programme them in to be completed within 20 days at the latest. All grounds maintenance issues are reported to SBC Environmental Services for them to action.

A further matter which is being considered is how block or estate-wide environmental improvements should be identified, prioritised and delivered. We believe that identifying individual repairs does not in itself ensure attractive and

functional environments for residents. We believe the process for feeding in the results of estate inspections are key for decision making for both maintenance and investment programmes being worked on and to be delivered by Slough Borough Council.

6. **Comments of Other Committees**

None

7. **Conclusion**

This report has provided key information requested by Members, together with actions taken to reduce the backlog of Responsive Repairs. The report also highlights 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 Q2 Performance Report

9. **Background Papers**

None

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Quarter 2 2020/21 Monthly Performance Snapshot



	Measure	Target	Completed	In Target	Performance (KDI 12)	RFT	(KDI 7) Target	Combined 'P1' Performance (KDI 7)
Responsive Repairs	Routine Repairs P3 (20 Days)	N/A	907	812	90%	880	95%	99%
	Urgent P2 - 3 Days		643	483	75%	636		
	Emergency P1 (2 Hours)		391	328	84%	384		
	OOH		46	12	26%		(KDI 13) Target	Combined 'P2' Performance (KDI 13)
Gas Repairs	P3 - Routine 20 Days	N/A	170	168	99%	170	95%	99%
	P2 - Urgent 3 Days		548	512	93%	548		
	P1 - Emergency 2 Hours		134	123	92%	134		
	OOH		0	0				
Voids	V4 - 60 Days	N/A	7	7	100%			
	V3 - 20 Days	98%	37	37	100%			
	V2 - 10 Days		11	11				
	V1 - 5 Days		16	16				
	0 Day Voids	N/A	18	18				
						Post Inspection Summary (KDI 1)		Performance %
						No of Jobs Completed in Quarter	2839	
						Total No. of Inspections Completed	133	4.68%

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		Appointments Made & Kept (P2 & P3) (KDI 6)			
		Made	Kept	Performance	Target
Responsive Repairs	P2 - Urgent	118	114	95%	97%
	P3 - Routine	1032	975		
Gas/Heating Repairs	P2 - Urgent	29	29		
	P3 - Routine	237	230		

	Scheduled	Completed	No Access	Non Compliant	Stage 3	Target	Performance
Compliance	LGSR's	1172	1754	55	0	0	100%
	Boiler Replacements	0	14	0	0	0	
	Emergency Lighting (Monthly)	804	799	5	0	0	100%
	Emergency Lighting (Yearly)	75	75	0	0	0	100%
	Distribution Boards	76	76	0	0	0	100%
	PAT Testing	0	0	0	0	0	
	Fire Alarm (Quarterly)	25	25	0	0	0	100%
	Fire Alarm (Weekly) Test Panels	312	312	0	0	0	100%
	Legionella/Water (Testing)	58	57	0	0	0	100%
	Lifts (Monthly Check	51	50	0	0	0	100%
	Lifts - Call Points Check(Weekly)	102	102	0	0	0	
	Stairlift Surveys	0	0	0	0	0	

		Calls Taken	Calls Lost (KDI 4)	Target (KDI 4)	Performance (KDI 4)	Average Wait (KDI 5)	Target	Performance
Call Data	Repairs	4973	738	5%	14%	00:03:26	00:03:00	00:03:03
	Gas	802	123			00:03:29		
	Out of Hours	2695	73			00:01:18		
	Repairs Enquiry	6414	983			00:03:29		
	Gas Servicing	1196	222			00:02:43		
	Planned Works	436	105			00:03:18		

Customer Section		
Customer Complaints (KDI 8, 9 & 10)		
	Complaints received in month	82
	Number of stage 1 complaints received in month	82
	Number of responses to stage 1 complaints within 10 working days (Due)	82
	Number of stage 2 complaints received in month	1
	Number of responses to stage 2 complaints within 10 working days (Due)	1
	Number of stage 3 complaints received in month	0
	Number of responses to stage 3 complaints within 20 working days	0
	Complaints upheld in month	4
	Complaints not upheld in month	0
	Complaints part upheld in month	0
	Complaints Resolved	3
	Complaints escalated to disrepair	0
	Complaints - Work In Progress	77
Customer Satisfaction (Repairs)		Performance %
	How many orders did we complete	2839
	How many residents took part in survey	25
	Number of satisfied residents following Repairs works	18
	Number of unsatisfied residents following Repair works	1
	Number of impartial residents following repair works	6
Customer Satisfaction (Planned Works)		Performance %
	How many residents took part in survey	0
	Number of satisfied residents following Planned works	0
	Number of unsatisfied residents following Planned works	0
	Number of impartial residents following Planned works	0
No. of Compliments received by residents		2

HRA Tenanted Stock Landlord Compliance Quarterly Report (Quarter 2)

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. We are continuing to review the water testing regime and adding additional tasks to ensure that SBC remains compliant.

- 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
- Mixer Units
- Hot Water Cylinders
- Expansion Vessel
- Disinfection
- Combination Water Heater Inspection
- Thermal Insulation Check
- Closed Water Systems
- Water sampling

2 yearly risk assessments have been completed in June 2020 and remedial works following the assessment commenced in October 2020. Remedial works are carried out site by site with 4 sites currently being done.

SBC are currently 100% percent across all water testing.

Asbestos

All annual re- inspection surveys have been completed to 491 blocks from 491. The re-inspection programme commenced 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 next year, 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 streams currently underway including the below:

Total properties where FRA were carried out is 507 and 45% of actions have been completed.

Current actions to date resulting from FRA's carried out is 12,484. Completed actions completed are 5,630 with 6,854 open actions to be completed. There are 1,378 actions outstanding (but not overdue) and 5,476 actions outstanding which are overdue. New programme of remedial works was issued to Osborne in October 2020 in order to complete the outstanding actions.

Summary :

De-designated schemes

- New fire door installations completed at Calstock House, Apsley House, Redwood House, Armstrong House, Allington Court, Seymour House, Kennedy House, Harrow Road & Primrose Hill.
- 5000 fire stopping actions completed across the de-designated schemes.
- Design requirements for the upgrade of Fire Alarms to the de-designated schemes have been approved and quotations for the final designs are being procured.
- All asbestos surveys and necessary removals have been carried out to the 9 schemes.

Low Rise Blocks

- Residents store doors replaced to date : 211
- EICR communal remedial works completed at 127 blocks
- Fire door safety signage : 162 blocks
- Electrical over boxes to 143 blocks
- 447 blocks from 491 for fire stopping complete
- 81 Blocks require the removal of asbestos including the removal of incinerators
- Boxing of gas pipes :63 boxing's

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 31 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 again due to the excessive number of services completed in April and May this year to achieve an even flow month on month
- Quarterly servicing of commercial boilers is ongoing to ensure that these units are kept in good working condition
- Pendeen Court heating plant and radiators replacement works were completed and new boilers commissioned in October 2020.
- Third party audit reports are being reviewed on monthly basis and performance discussed with Osborne and PCM
- Gas Safety policy, management plan and operational guidance were published in 2019 and the annual review took place in September 2020

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

- 86% 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, the works are ongoing and due to complete in March 2021
- During COVID-19 pandemic all testing is carried out within public health guidelines Including social distancing, hand sanitising and protective equipment
- Third party audit reports are being reviewed on monthly basis and performance discussed with Osborne and PCM
- Electrical Safety policy, management plan and operational guidance were published in 2019 and the annual review took place in September 2020

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 was completed in September 2020, however further review took place following completion and another 15 blocks were identified for fixed wire testing; additional testing will be completed by the end of November 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
- Third party audit reports are being reviewed on monthly basis and performance discussed with Osborne and PCM

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
- Third party audit reports are being reviewed on monthly basis and performance discussed with Osborne and PCM
- 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 the annual review took place in September 2020

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
- 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; remedial works commenced in September 2020 and the 6 monthly servicing will be implemented from December 2020

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 18th November 2020

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

WARDS: All

PART I
FOR COMMENT AND CONSIDERATION

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2019/20 WORK PROGRAMME

1. **Purpose of Report**

For the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) to discuss its work programme for 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
<ul style="list-style-type: none"> • Homelessness and Rough Sleeping Task & Finish Group • Local Plan Task & Finish Group
Meeting Date
6 January 2021
<ul style="list-style-type: none"> • Housing Allocation Policy • Housing Rents and Service Charges Update <ul style="list-style-type: none"> ○ Including an Assessment of the Impact of Personalised Charges on Tenants • Homelessness and Rough Sleeping TF Group Report
25 February 2021
<ul style="list-style-type: none"> • 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

- Licensing of Houses in Multiple Occupation (HMO) Update
- Waste management facilities, including recycling rates
- Crime and disorder reduction panel
 - Safer Slough Partnership Update
- HRA Tenanted Stock Landlord Compliance Quarterly Report

To be scheduled:

- The Hubs Strategy Update