

Date of issue: Tuesday, 13 April 2021

<b>MEETING:</b>	<b>NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL</b> (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) and Trevor Pollard (Residents Panel Board)
<b>DATE AND TIME:</b>	WEDNESDAY, 21ST APRIL, 2021 AT 6.30 PM
<b>VENUE:</b>	VIRTUAL MEETING
<b>DEMOCRATIC SERVICES OFFICER:</b> (for all enquiries)	SHABANA KAUSER  07821 811 259

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 ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
--------------------	---------------------	-------------	-------------

**APOLOGIES FOR ABSENCE**

- |    |                          |   |   |
|----|--------------------------|---|---|
| 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**

**CONSTITUTIONAL MATTERS**

- |    |  |       |   |
|----|--|-------|---|
| 2. | Minutes of the last meeting held on 25th February 2021   | 1 - 4 | - |
| 3. | Member Questions<br><br><i>(An opportunity for panel members to ask questions of the relevant Director / Associate Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated.)</i> | -     | - |

**SCRUTINY ISSUES**

- |    |                                 |        |     |
|----|---------------------------------|--------|-----|
| 4. | Safer Slough Partnership Update | 5 - 34 | All |
|----|---------------------------------|--------|-----|

**ITEMS FOR INFORMATION**

- |    |   |         |     |
|----|---|---------|-----|
| 5. | Update on Waste Management Facilities - Household Waste & Recycling Centre Services | 35 - 42 | All |
| 6. | Members' Attendance Record 2020/21  | 43 - 44 | All |
| 7. | Date of Next Meeting - 28th June 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, 25th February, 2021.**

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

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

**Apologies for Absence:-** Councillors Kelly and M Holledge and Trevor Pollard (Residents Panel Board)

**PART 1**

**53. Declarations of Interest**

Councillors Hulme and Minhas declared that they were the Council appointed representatives on the Royal Berkshire Fire Authority, They remained and participated in the meeting.

**54. Minutes of the meetings held on 6th January 2021 and 9th February 2021**

**Resolved** - That the minutes of the meetings held on 6<sup>th</sup> January 2021 and 9<sup>th</sup> February 2021 be approved as a correct record.

**55. Member Questions**

None had been received.

**56. 2021 Census**

The Strategic Programme Management Office Manager outlined details relating to the 2021 Census. It was noted that Census day was on 21 March 2021 and information collated informed local authorities in shaping policy for planning and development, education, transport, housing and resource allocation. Although this was the first time the census was being held digitally, to ensure it was accessible and inclusive as possible a range of support services were being offered including guidance and support in different languages, field staff contacting households and the option of requesting a paper questionnaire. The role of elected members in promoting the census was outlined and included developing community liaison contacts, supporting local publicity and media relations and encouraging residents to take part.

A Member asked where individuals could get further information regarding completion of the census or to request a hard copy form and was informed that a national helpline would be available from 1 March 2021. Reference was made to how field staff would gain access to flats or other gated properties and it was noted that details regarding what arrangements were in place would be circulated to the Panel.

**Resolved** – That details of the presentation be noted.

**57. HRA Tenanted Stock Landlord Statutory Compliance Update**

The Neighbourhood Contracts & Business Services Manager set out the current position in regards to all areas of statutory compliance in HRA tenanted stock and requirements that were continuing to be delivered by Osborne and the RMI Client Team working together with third party auditors. It was highlighted that a target of 100% compliance on electrical installation/testing was at risk due to the latest national lockdown and access issues to properties. The areas of focus for this final quarter included water/legionella remedial works, domestic stair lift servicing and electrical works.

During the course of discussion, Panel Members raised the following points:

- Timeframe for procurement process and works carried out for properties where asbestos had been identified. Tenders for works were due to be invited in April and it was anticipated that the selection process would take up to ten weeks, following which a five year programme would put together.
- Details as to why the Domestic Stair Lifts Servicing compliance rate was currently at 54%. It was identified that the Council did not have a servicing regime for all lifting equipment and records that were available on the installation of these adaptations were unreliable and servicing inadequate. Osbornes had been instructed to carry out a survey to identify properties where lifting equipment had been installed and remedial works commenced in September 2020 with six monthly servicing implemented from November 2020.
- A Member asked for further details in relation to the installation of fire doors and how many required replacing both for domestic properties and communal areas. It was agreed that this information would be circulated to the Panel. The Neighbourhood Contracts & Business Services Manager confirmed that all fire risk assessments were up to date and that no Improvement Notices had been issued by the Fire Authority.
- Concern was raised that following water risk assessments in June 2020, only 21 out of 53 hazards identified had been completed. Panel Members were informed that it was anticipated that all outstanding works would be completed by the end of February 2021.

**Resolved -**

- a) That details of the report be noted.
- b) That the Panel receive a six monthly update report on HRA Tenanted Stock Landlord Statutory Compliance.

## 58. The Home Improvement Agency

The Panel received a report which detailed the changes and progress on the Home Improvement Agency (HIA) service. Members were reminded that the HIA was a local not for profit organisation, funded and supported by local and central government; that provided advice, support and assistance to elderly, disabled and vulnerable people who owned and lived in their own property. Assistance was given in adapting homes to enable individuals to remain independent in their own homes.

An independent audit of the HIA was commissioned by the Council, to improve outcomes due to concerns about the current service – which included lengthy waiting times involved in delivering adaptations to customers, communication with service users and protracted processes between housing and social care teams. The audit made a number of detailed recommendations as set out in the report. Members were also reminded that the HIA service would be transferred to Adult Social Care effective from 1 April 2021.

During the ensuing discussion, Panel Members and Councillor Gahir, speaking under Rule 30, raised the following points:

- Reasons as to why an ineffective service had been operating for a lengthy period of time and what measures were being implemented to ensure that this did not continue when responsibility for delivery transferred to Adult Social Care. It was envisaged that transfer of services to adult social care team, under the management of the Occupational Therapy Team Leader, would ensure a more co-ordinated approach to delivery of services.
- Referring to the HIA Waiting List for improvements, Members requested that detailed breakdown of information be provided to show:
  - the number of grants approved by age of the disabled person
  - maximum / minimum value of grants approved
  - Number of owner occupiers applying for Disabled Facilities Grant
  - Impact on individuals caused by delays in adaptations being implemented
  - Number of cases/requests received, approved and declined
  - Information relating to individuals making the referrals
  - Time period for getting on the waiting list
  - Timeframe for completion of outstanding cases
  - Number of applications granted and percentage of the budget spent

It was agreed that the information would be circulated to the Panel.

Referring specifically to the audit recommendation to re-examine the support given to the limited number of cases where it was considered more appropriate to move than make adaptations, the Panel were informed that

details of the availability of such support and how it was publicised would be circulated.

It was brought to the Panel's attention that although records were maintained the current system was not fit for purpose. Records in future would be kept electronically with case records kept up to date and all activity recorded contemporaneously by staff.

Members expressed concern regarding the underspend in the budget and asked whether this would be carried to the next financial year. It was explained that a similar sum would be available for the next financial year. It was agreed that the report would be scheduled earlier on the Panel's work programme for the municipal year 2021/22 to monitor the budget and ensure that funds available were being used.

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

**59. Forward Work Programme 2020/21**

Following discussion earlier in the meeting on the Home Improvement Agency agenda item and queries relating to the process involved in securing a dropped kerb, it was agreed that the matter would be scheduled on the work programme for a future meeting of the Panel.

**Resolved** – That details of the work programme be noted.

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

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

**61. Date of Next Meeting - 13th April 2021**

The date of the next meeting was noted as 13<sup>th</sup> April 2021.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.03 pm)

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhood and Community Services Scrutiny Panel

**DATE:** 21st April 2021

**CONTACT OFFICER:** Garry Tallett, Group Manager, Community Safety, Housing Regulation & Enforcement  
**(For all Enquiries)** 01753 477 907

**WARD(S):** All

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

**SAFER SLOUGH PARTNERSHIP UPDATE**1. **Purpose of Report**

The purpose of this report is to update Members of the progress of the Safer Slough Partnership (SSP), in relation to delivery of work aligned to the partnership 2020/2021 priorities. The report will summarise key workstreams, projects, and deliverables achieved to date.

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

The Panel is requested to note the report.

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

Through critical projects and workstreams, the SSP seeks to reduce and tackle issues which include domestic abuse, serious violence, modern slavery and exploitation, acquisitive crime, re-offending and substance misuse, in turn creating a safer and cleaner environment for those who live, work, learn, visit and invest in Slough. The SSP thus supports the priorities of the Slough Joint Wellbeing Strategy which are as follows:

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

3b. **Five Year Plan Outcomes**

The Safer Slough Partnership is proactively working to support outcomes 1, 2, 3, and 5 of Slough Borough Council's Five Year Plan, which are as follows:

- Slough children will grow up to be happy, healthy and successful
- Our people will be healthier and manage their own care needs
- Slough will be an attractive place where people choose to live, work and stay

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

#### 4. Other Implications

(a) Financial

There are no financial implications of proposed action

(b) Risk Management

There are no risks identified or human rights/other legal implications arising from this report; rather the report provides a summary of the Safer Slough Partnership's activity.

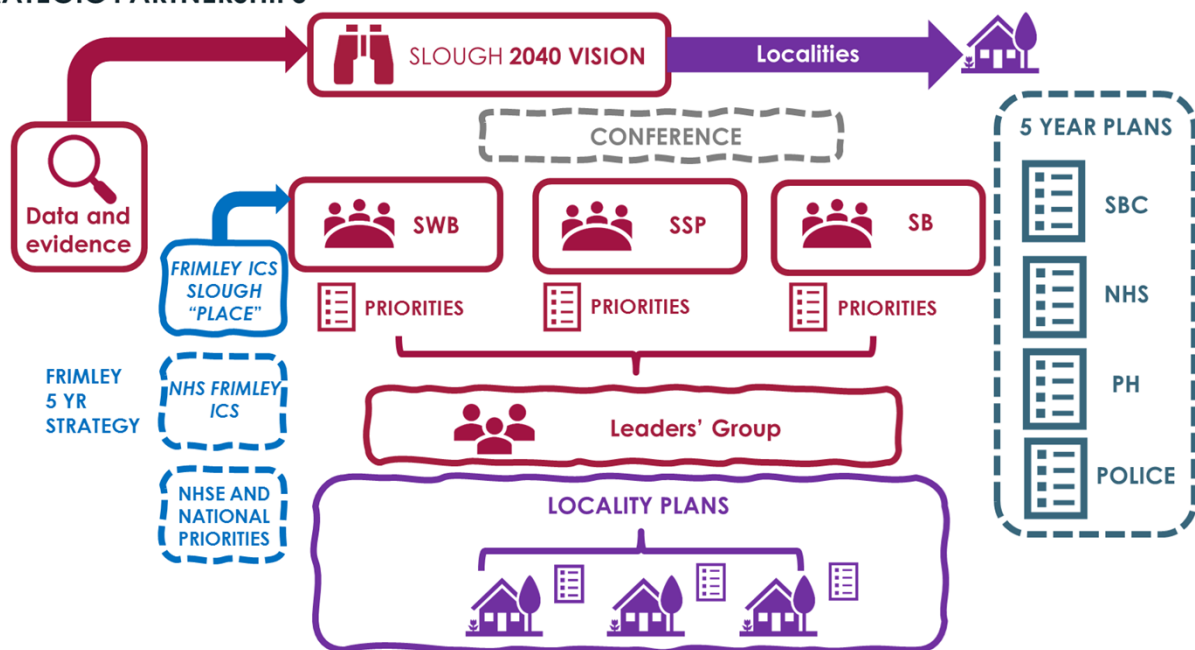
(c) Equalities Impact Assessment

Feedback and close monitoring of data will be analysed according to SBC equalities monitoring categories, thereby enabling any differential impact on particular groups to be identified.

### 5.1 Local Strategic Partnerships

The Safer Slough Partnership (SSP), Slough Wellbeing Board (SWB), and Slough Safeguarding Partnership (SB) are the three key statutory partnership boards that Slough Borough Council coordinates and maintains. The three partnership boards proactively work to support the Slough 2040 vision, and the strategic outcomes of the council, with different priorities aligned to ensure the best outcomes for the community of Slough. The 20/21 FY has seen increased collaboration between the SSP and SB, in areas including domestic abuse, exploitation, and serious violence, to ensure a more joined up response, and effective use of resources to address challenges faced by the local community. Figure 1 provides an emerging diagrammatical overview of the connectivity between strategic partnerships, multiagency 5 year plans, and the Slough 2040 Vision, all of which is underpinned by data and evidence.

#### STRATEGIC PARTNERSHIPS



**Figure 1: Slough Strategic Partnerships**

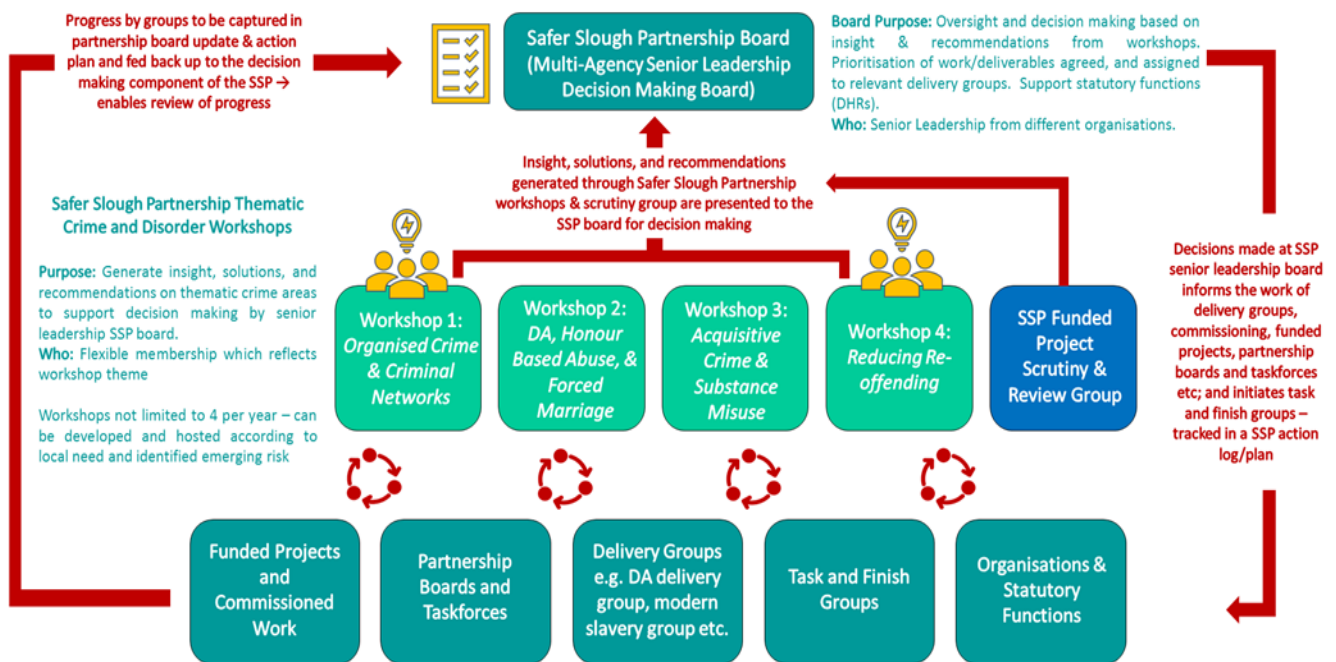


## 5.2 Purpose of the Safer Slough Partnership

The SSP is the local statutory Community Safety Partnership for Slough, accountable for compliance with the statutory responsibilities set out in the Crime and Disorder Act 1998. The partnership serves to provide strategic and coordinated, proactive responses to reduce crime and disorder within the borough, and improve community safety, making Slough a place where people want to live, work, visit, and invest. The SSP is co-chaired by the Chief Executive of Slough Borough Council and the Local Policing Area Commander for Thames Valley Police, who are supported by representatives from multi-agency statutory and community partners; appendix A captures multi-agency partners who form the SSP.

## 5.3 Development of the Safer Slough Partnership Operating Model

The SSP has developed its operating model to enable evidence based action, and timely decision making, to support improved outcomes for Slough residents (figure 2); the new operating model is in the early stages of implementation, and will progress forward in the new financial year. SSP funded project scrutiny panels were established in December 2020 to improve the monitoring of project performance, outcomes, and impact, to ensure the best service for Slough residents is achieved. The Terms of Reference for the group are currently being updated in line with the new operating model, and the addition of new board members.



**Figure 2: SSP Operating Model; workshop titles are provided as an example but are subject to change. A number of these workshops will be co-delivered with the Slough Safeguarding Partnership.**

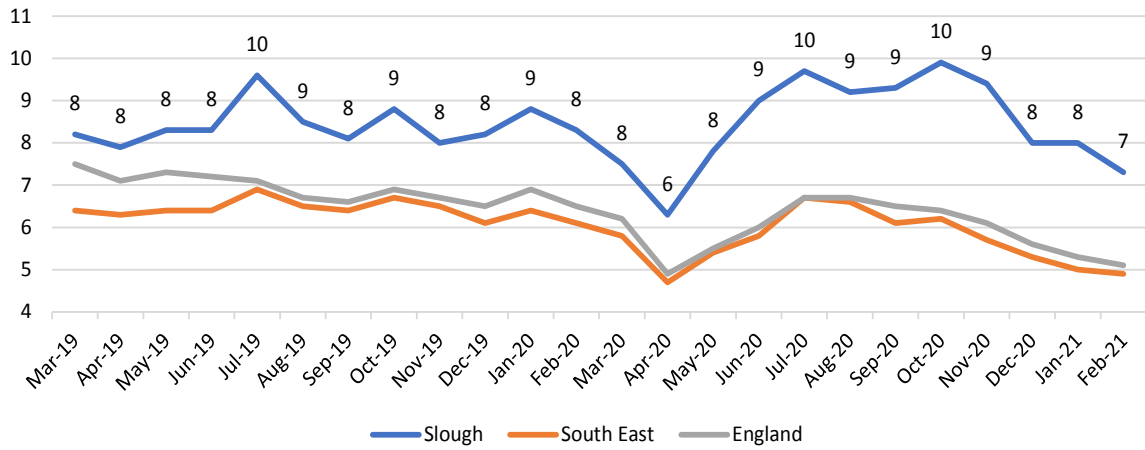
**5.4 Priority Areas:** Identification of priority focus areas for the SSP is informed by bringing together both quantitative and qualitative data and insight from multiagency

partners, which in turn forms the evidence base used to co-develop sustainable interventions and solutions. The 20/21 SSP priorities are listed below; appendix B offers more detail as to the thematic focus areas and delivery mechanisms in place to ensure prompt and effective responses.

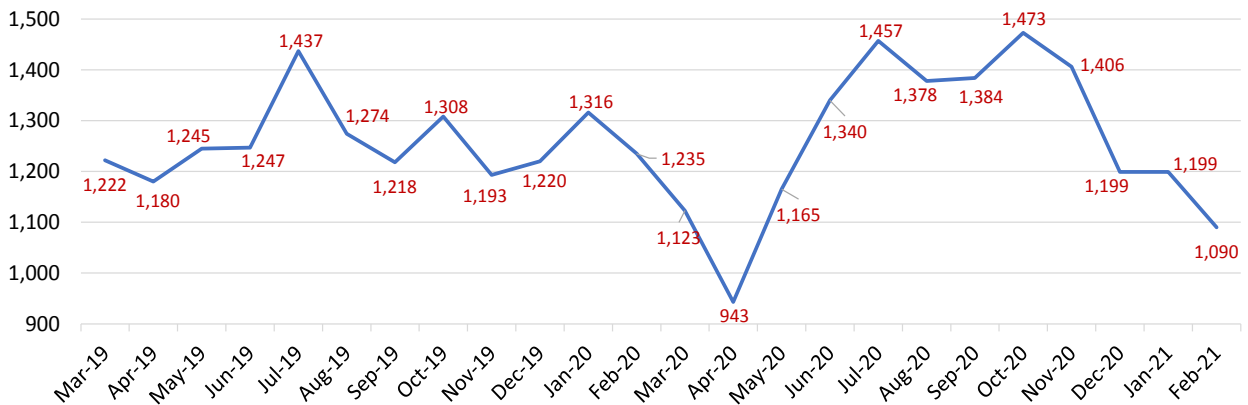
- Violence
- Reducing Offending
- Fear of Crime
- Emerging Risks

## 5.5 Slough Crime Picture

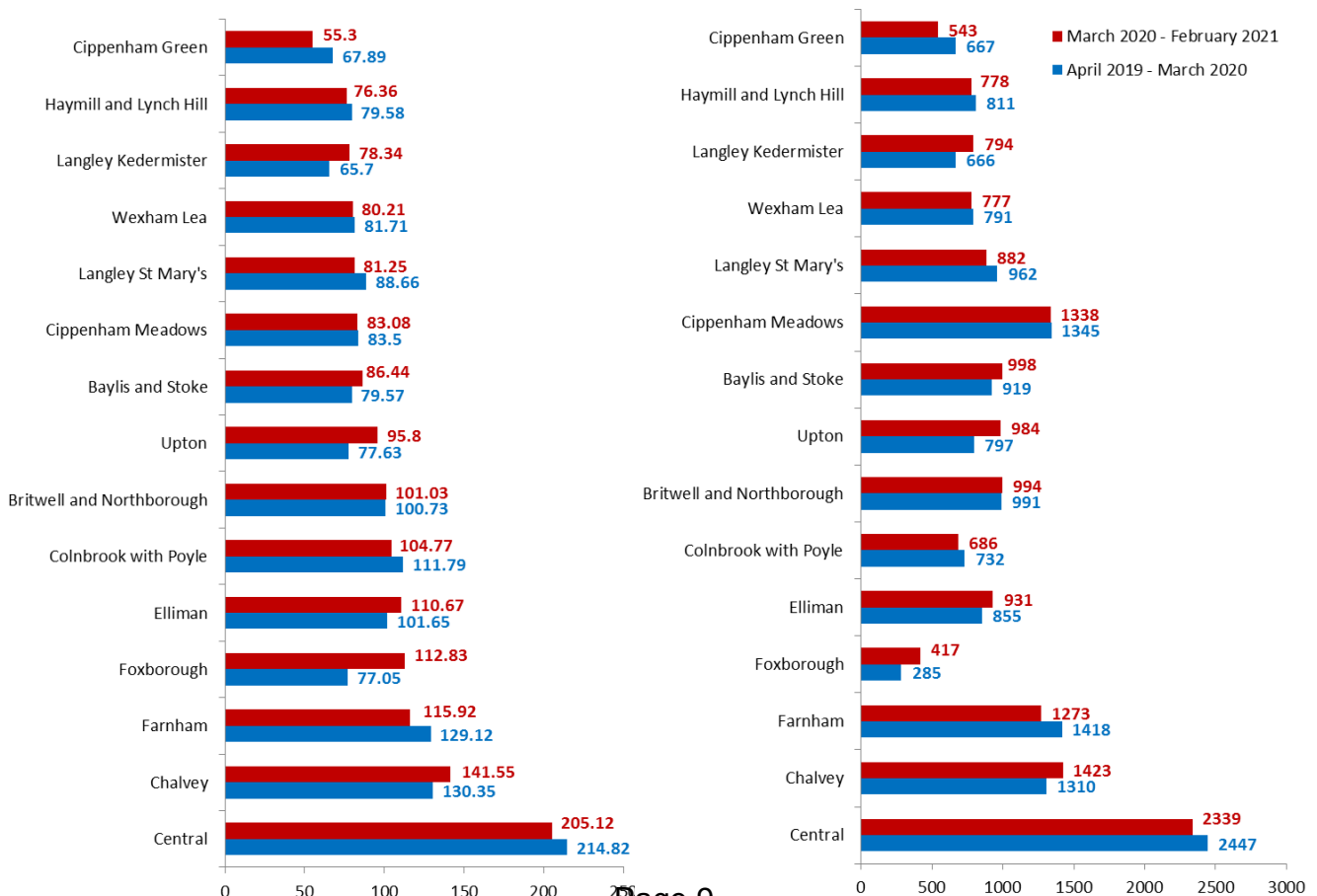
- **Crime Overview:** Between March 2020 and February 2021, 15,157 crimes were recorded in Slough, which equates to 101 crimes per 1,000 people, this represents a 1.1% increase when comparing against April 2019 - March 2020, with 14,996 crimes recorded, equating to 99.3 crimes per 1,000 of the population.
- **Impact of the Pandemic:** Recorded crime levels have fallen, risen, and fallen in line with the lockdown-easing-lockdown pattern from April 2020 to February 2021 (figure 3 & 4). The pandemic has influenced and changed the behaviour of victims and perpetrators of crime, making it somewhat problematic to assess the impact of work delivered by the SSP, to influence crime rates in Slough.
- **National Comparison:** Both prior to and during the pandemic, Slough demonstrated a higher crime rate than the South East, and England as a whole (figure 3).
- **Ward Level:** The 3 wards with the highest crime rate between March 2020 and February 2021 were Central, Chalvey, and Farnham, whilst Cippenham Green possessed the lowest (figure 5).
- **Crime Type:** The highest crime type recorded for Slough for the period of March 2020 to February 2021 was violence and sexual offences at 42.4 crimes per 1000 people, which equates to 6,340 crimes (table 1).
- **Ward Level Crime Type:** The highest crime type for all 15 wards individually within Slough for the period of March 2020 to February 2021 was violence and sexual offences; this classification includes offences related to domestic abuse, modern slavery, and gang/drug related violence; domestic abuse related offences equate to approximately 19% of all crime in Slough.



**Figure 3: Monthly crime rate i.e. number of crimes / 1000 people, comparing Slough against the South East, and England; data source: data.police.gov.uk**



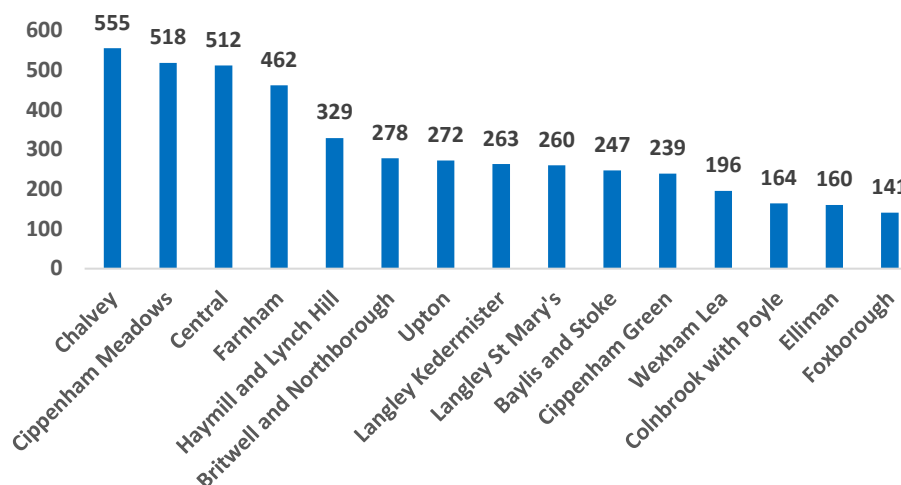
**Figure 4: Monthly crime count; data source: police.gov.uk**



	Slough	Slough	South East	South East	England	England
Crime Type	Count	Per 1,000	Count	Per 1,000	Count	Per 1,000
Violence and sexual offences	6,340	42.4	272,369	29.7	1,657,609	29.5
Vehicle crime	1,852	12.4	40,732	4.4	303,249	5.4
Criminal damage and arson	1,452	9.7	69,901	7.6	415,996	7.4
Public order	1,356	9.1	63,805	7	397,991	7.1
Other theft	1,039	7	45,142	4.9	304,785	5.4
Burglary	731	4.9	31,706	3.5	239,114	4.3
Drugs	542	3.6	25,287	2.8	174,937	3.1
Shoplifting	492	3.3	33,336	3.6	200,532	3.6
Bicycle theft	416	2.8	11,198	1.2	68,744	1.2
Other crime	292	2	15,527	1.7	91,917	1.6
Theft from the person	260	1.7	4,835	0.5	47,707	0.9
Robbery	201	1.3	4,980	0.5	54,171	1
Possession of weapons	184	1.2	7,107	0.8	37,810	0.7
<b>Crime Count &amp; Crime Rate Total</b>	<b>15,157</b>	<b>101</b>	<b>625,925</b>	<b>68</b>	<b>3,994,562</b>	<b>71</b>

**Table 1:** Crime type breakdown by crime rate and crime count for Slough, the South East, and England, for the period of March 2020 to Feb 2021; data source: police.gov.uk

- **Anti Social Behaviour (ASB):** Between March 2020 and February 2021, 4649 ASB reports were received; this figure has been deduced by combining police and council recorded reports. It is important to note that due to multiple reporting mechanisms for ASB, duplications within the data are likely, such that reported figures may exceed the number of actual ASB occurrences. Furthermore, reports relating to the same incident may be received from multiple people.
- **Ward Level:** The greatest number of ASB reports were received for Chalvey, and the lowest number for Foxborough (figure 6); for 53 ASB reports, ward level data was not available and is therefore not included within figure 6.



**Figure 6:** ASB reports by ward; data source: police.gov.uk & SBC recorded reports.

## **5.6 Violence: Domestic Abuse**

Data from the domestic abuse (DA) helpline indicated a steep national increase in DA incidences, as a result of Covid-19 lockdown measures, with victims and perpetrators spending increasing amounts of time within confined spaces. The SSP recognised the critical need to intervene at an early stage, and put into place measures to support victims of DA, in an endeavour to minimise risk and harm; activity was complimentary to that already ongoing amongst the partnership, and within individual agencies business as usual activity.

**5.6.1 Domestic Abuse Covid-19 Response Group:** A weekly DA Covid-19 Response Group was initiated on 7th April 2020 to provide a multi-agency co-ordinated response to DA during the pandemic. The group worked to ensure clear referral processes and support pathways were in place for victims and their families, and performed a rapid needs assessment based on gaps in service capacity, and risk related to limitations in free movement. The DA partnership provision map and referral pathways document was updated. A multi-agency information pro-forma was initiated to enable partners to share information as to the number of DA cases being referred, facilitating live monitoring of the situation. A number of initiatives were borne out of the work of this group and are summarised below:

- **Virtual Domestic Abuse Surgeries:** An increasing complexity in DA cases has been identified during the pandemic, and as a result a DA surgery for partners has been established. The surgery does not replace processes already in place to address DA e.g. MATAAC, MARAC etc., but instead provides a forum to develop solutions for managing complex cases, embedding best practice, and supporting the identification of support mechanisms for victims and their families.
- **Domestic Abuse Script:** It was identified that victims trapped at home experiencing DA may make a disclosure of abuse to the first person they were able to contact, including front line call centres across the partnership. For this reason a DA script was developed for call handlers to support them in managing an initial contact with a victim, enabling them to signpost to timely and appropriate support.
- **Discreet Communication & Service Access:** The partnership worked on the development of discreet mechanisms to communicate with potentially vulnerable individuals to raise awareness of the national domestic abuse helpline, and to establish those who may be suffering from DA. An email self-referral route into the Slough DA service for victims was initiated, as it was recognised that victims may be unable to call for support if living with a perpetrator; Hestia have received a number of referrals via this newly established service access route.
- **Domestic Abuse and the Business Community:** The partnership identified the need to train members of the business community as a mechanism of improved identification of victims, and signposting to support services. Training was offered to all hairdressing salons and barbers, both within Slough, and in neighbouring areas (recognising that Slough residents may travel outside of the borough for these services). The DA partnership coordinator spoke on BBC

Berkshire to promote not only the training, but also to raise awareness amongst local communities of support available. Seven hairdressing salons attended the virtual training and were provided with a resource pack containing posters and leaflets to advertise DA support services; the partnership are currently working on the wider distribution of these resources to all salons and barbers within the Slough area. Further to this, a DA event open to all businesses in Slough is currently being planned for June 21; the event will explore how employers can support a response for employees who are victims of DA.

- **Domestic Abuse Awareness Raising Campaign:** The SSP led on a public space and digital communications campaign aimed at raising awareness of support available in relation to DA; a resource folder with campaign materials was made available to all partners. Increased reporting of DA incidents to the police during lockdown may in part be attributed to this online digital communications piece.
  - **Public Space Domestic Abuse Awareness:** Posters promoting the Slough DA service, Hestia (self referral email and telephone number) in Urdu, Punjabi, English, Romanian, and Polish, were distributed across supermarkets, food premises, and petrol stations still trading during the lockdown. Hestia contact details were also promoted via a leaflet produced by Slough CVS, and distributed to households across Slough.
  - **Online Domestic Abuse Awareness:** A series of digital posters and communications have been produced and shared by partners; the posters engage different groups of people, including victims, friends and family, businesses, and perpetrators; please refer to appendix C for poster examples.

**5.6.2 Domestic Abuse Training:** DA partnership training was delivered virtually to over 110 professionals from organisations including the Children's Trust, Thames Valley Police, GPs, Slough Borough Council staff, and child minders. Training included an overview of the different forms of DA, including coercive control and stalking, risk assessment processes, and available support. Practitioners commented that the training equipped them to better safeguard victims of DA and their families.

**5.6.3 Funded Project - The Freedom Program:** The SSP funded the delivery of 2x Freedom Programmes in mother tongue Urdu and Punjabi, to improve the inclusivity of DA services in Slough. The programme supports women from the BAME community to understand their rights in relation to sexual consent, and what constitutes unacceptable behaviour within intimate relationships, furthermore it supports and empowers women to access additional DA supports services. 33 women from the Slough BAME community attended the courses, with significant impacts reported including improvements in emotional and physical wellbeing, an improved understanding of women's rights within intimate relationships, and improved life outcomes including the establishment of a small business. Women attending the course have developed a strong network and are continuing to support one another beyond the course.

**5.6.4 Domestic Abuse Perpetrators:** Multi-Agency Tasking and Coordination (MATAC) was established in Slough in the early part of 2020. The MATAC process is designed to work with perpetrators of DA to break the cycle of offending, identifying 'reachable moments' when an offender may be ready to change their behaviour, whilst maintaining a 'pursue and disrupt', and 'catch & convict' element, should the offender fail to engage and address their offending behaviour. Through tackling offender behaviour via a bespoke intervention plan, MATAC aims to improve victim and child safety. Perpetrators selected for the MATAC process are those that score most highly in terms of Recency, Frequency, and Gravity (RFG). RFG is a harm index which identifies the most prevalent offender using escalation and crime type, as well as how often they offend, enabling targeting of offenders who pose the most risk, rather than simply those who offend most regularly, and allocates a higher weighting to those offenders with multiple victims. Since January 2020, MATAC has worked with 34 perpetrators of DA; 75% of individuals have shown a decrease in RFG.

**5.6.5 Domestic Abuse and Young People Workstream:** The SSP identified that school closures during the pandemic potentially resulted in increased exposure to DA within the family home. A DA and young people workstream has been established to access and address risk factors and gaps within current provisions to support young people exposed to DA, both as a victim and perpetrator. The partnership group are currently exploring the implementation of a DA toolkit for practitioners across the partnership, to improve their ability to engage with children and young people.

**5.6.6 Domestic Abuse Duty:** The DA Bill expected to become law at the end of April 2021 places a duty on councils to ensure victims of DA and their children are able to "access life-saving support in safe accommodation". Members of the SSP have been supporting a team of DA experts in the completion of a needs analysis to inform activity for the 21/22 financial year, to ensure compliance with the new duty moving forward.

**5.6.7 Intervention beyond the Safer Slough Partnership:** It is important to note that an extensive amount of work occurs outside of the SSP function to address DA within Slough, this includes, but is not limited to the following:

- **Slough Domestic Abuse Service:** The Slough DA Service (provided by Hestia), which supports high and medium risk victims of DA, and includes the provision of Freedom Programmes. The local DA service was successful in securing additional funding following the first lockdown to increase the capacity of the local offer.
- **Brave Project:** The Brave project which provides therapeutic support for victims of DA with additional emotional or psychological difficulties.
- **Multi-Agency Risk Assessment Conferences (MARAC):** MARACs are a multiagency process, which serve to increase the safety of the highest risk DA victims within the borough.
- **Building Better Relationships (BBR):** BBR is a DA perpetrator programme delivered by the National Probation Service, which supports offenders to break their cycle of abusive behaviour within intimate relationships.

## 5.7 Modern Slavery and Exploitation

**5.7.1 Modern Slavery and Exploitation Group:** The SSP's Modern Slavery and Exploitation Group has continued to provide a multi-agency co-ordinated approach to address the issues of adult modern slavery and exploitation in Slough; the children and young person element of this agenda is managed by the Safeguarding Children from Exploitation Group (SCEG), which reports to the Slough Leader's Group. The 2 partnership groups have worked increasingly together to ensure a connected approach, and management of the 18+ transition; they share a holistic exploitation strategy with covers both adults and children.

Informed by the priorities of the Anti-Slavery Commissioner, combined with local understanding of the problem, the Modern Slavery and Exploitation group works to address issues as they relate to Slough; partnership activity in the 20/21 financial year in relation to the modern slavery and exploitation agenda includes the following:

- **Cuckooing Subgroup:** A cuckooing sub-group has been established under the adults Modern Slavery and Exploitation group to maintain operational oversight of cuckooing in Slough, and to ensure that wherever possible, prevention, early intervention and best practice responses are in place. The group has been reviewing cases of repeat victimisation in relation to cuckooing to identify interventions to prevent further exploitation. Complimentary to this is the monitoring of repeat cuckooing perpetrators, to identify effective disruption tactics; this work is new, with an update on impact to be provided at a later point in time.
- **Support for Practitioners:** An 'Exploitation within the Home' 1 page guide for practitioners has been developed, which details indicators of cuckooing. The resource was developed using insight from case studies within Slough, and has been shared widely across the partnership to support practitioners with victim identification to ensure appropriate safeguarding. Supplementary to this, a provision guide for practitioners across the partnership has been developed and distributed, highlighting the various levels of support available to potential victims of modern slavery and cuckooing in Slough, to improve the initial victim response from partner agencies.
- **Information for Victims:** Working in conjunction with the Victims First Specialist Service, the partnership is developing information for people who are potential victims of cuckooing, or who are at risk of cuckooing, to support them in spotting the signs of this form of exploitation, and how/where to access support.
- **Local Understanding of the Issue:** The Modern Slavery and Exploitation Group has worked on the development of a data dashboard to monitor recorded modern slavery and cuckooing occurrences within Slough, whilst informing operational activity, and driving strategic direction in relation to this agenda.
- **Reducing Exploitation within the Workplace:** At the end of 2020, Slough become one of 2 local authority areas in the country to be involved in a pilot project to explore how mandatory licensing of car washes could work, in efforts to



reduce the potential for worker exploitation. The project is ongoing and being delivered in partnership with the Gangmasters and Labour Abuse Authority (GLAA), and the Responsible Car Wash Scheme (RCWS); project outcomes will be reported on project completion.

- **Anti-Slavery Day News Release:** In support of Anti-Slavery Day (18th October 2020) the partnership re-launched its award winning campaign, with posters displayed in public spaces including GP surgeries, A&E, and the police station (appendix D). Posters were also shared on different social media platforms, and were complimented by a press release which raised awareness of how to spot the signs of modern slavery, where to report concerns, and the current reported profile of modern slavery victims; the press release was picked up and promoted by news outlets including Windsor Observer, enabling wider reach.
- **Operation Aidant:** As part of Operation Aidant (an annual co-ordinated operation between police and partner agencies to tackle modern slavery and human trafficking), a number of targeted visits to businesses in Slough, vulnerable to exploitative practise took place, to support the identification and safeguarding of victims.

**5.7.2 Exploitation Training:** Representatives from the SSP have supported the Slough Safeguarding Partnership with the development of exploitation training. The training covers all aspects of exploitation including criminal exploitation, gangs, and modern slavery, across all ages. Three sessions have been delivered to date, with 25 attendees from across the partnership; a further 9 sessions are planned for the year. Feedback from the course has been incredibly positive, with staff feeling better equipped to identify and respond to exploitation of all ages.

**5.7.3 Multi-agency Risk Assessment Tool (MART):** Representatives from the SSP and Safeguarding Partnership have worked to develop and promote the use of the MART tool for adults, including those believed to be being exploited / cuckooed. MART is used to give cases where there is risk that does not meet the criteria for safeguarding, the same level of multi-agency attention that a safeguarding case would receive, supporting robust safety planning and intervention. The MART is now being used proactively across the partnership.

**5.7.4 Safer Slough Partnership Funded Exploitation Research:** The SSP is supporting the Slough Safeguarding Partnership through the funding of a research project to investigate the Slough demographic profile of victims and perpetrators of exploitation, including sexual and criminal, 25 and under. The independent research is currently underway and will inform the holistic exploitation strategy, and front line practice.

**5.7.5 Intervention beyond the Safer Slough Partnership:** It is important to note that activity occurs outside of the SSP function to address modern slavery and exploitation within Slough, this includes, but is not limited to the following:

- **Modern Slavery Statement:** Slough Borough Council is currently in the process of developing a modern slavery / transparency in supply chain

statement to reduce the risk of modern slavery and exploitation within its supply chain, including commissioned and procured services.

- **Victims First Specialist Service (VFSS):** The VFSS provides specialist support for victims of crime, including modern slavery and exploitation.

## **5.8 Serious Violence including Knife Crime and Gangs**

**5.8.1 Slough Violence Taskforce:** The SSP recognised the critical need for an increased strategic partnership focus on the serious violence agenda, and in October 2019, the Slough Violence Taskforce (SVTF) was established. The Taskforce provides a multi-agency coordinated approach to serious violence in Slough, facilitating the coordination and collation of evidence to ensure informed decision making in relation to interventions and sustainable solutions. Whilst the taskforce is a strategic partnership board within its own right, with an evolving action plan, it manages and delivers upon the SSP's serious violence priority. A number of initiatives have been borne out of the work of this group, these include, but are not limited to the following:

- **Hospital Navigator Scheme:** In March 2020 Aik Saath began to deliver the Hospital Navigator Scheme within A&E at Wexham Park Hospital. A hospital navigator provides intervention at the point of crisis, engaging with patients at reachable moments, to facilitate a consent based referral to specialist support services. This style of intervention has been used within Scotland and London to address serious violence, working with victims of knife and gun related crime.
- **Serious Violence Communication Campaign:** A sub-group of the SVTF has led on the development of a serious violence communications campaign, which includes both digital communications on platforms including Instagram, Facebook, and TikTok, and place-based activity including a mural urging people not to carry knives. Appendix E captures some of the work of this sub-group; press releases generated by this group were picked up and promoted further by news outlets including BBC Berkshire, Slough Express, and Berkshire Live, expanding audience reach. The key objectives of the campaign were as follows:
  - Raise awareness of the work of the taskforce in combatting serious violence in the borough, to assure residents proactive action is taking place
  - Engage different parts of the community in supporting solutions to tackle serious violence, including knife crime
  - Promote positive role models and opportunities for young people
  - Challenge the perception amongst some young people that carrying a knife increases safety
- **Intensive Engagement Programme:** The SVTF has worked to deliver the Intensive Engagement (IE) Programme within Chalvey. The IE programme has engaged with communities about the issues that affect them on a daily basis, and how they believe these issues could be resolved, in an endeavour to identify sustainable solutions that deal with the cause of the problem, and not simply the symptom. The programme was initially established following concerns re: knife crime, however findings have demonstrated greater community concerns in relation

to ASB and drugs; this has been factored into the identification of the SSP 21/22 priorities. The findings and learning from the work has been embedded within the Localities and Stronger Neighbourhood Initiative, and will inform place-based activity, and neighbourhood policing.

- **Serious Violence Dashboard:** The SVTF has worked with Thames Valley VRU on the development of the serious violence dashboard. It enables partners to monitor serious violence in Slough, understand where it is occurring, and at what time/day to inform problem solving activity. A sub-group of the SVTF are currently working with partners to optimise its use amongst the partnership, exploring how it can feed into the localities model, and inform place-based intervention.
- **Improved Access to Services:** To improve timely access to services supporting individuals at risk of becoming involved in violent crime, including knife crime, the Family Information Service website was redesigned, and now includes sections specifically tailored for young people, parents/carers, and practitioners. The search function is currently undergoing optimization to ensure appropriate identification of services using key search terms e.g. knife crime, gangs etc.

**5.8.2 Funded Project - Serious Youth Violence Provision:** The SSP has funded 3 specialist workers within the Slough Youth Offending Team to work with young people involved in serious youth violence (SYV), as well as their parents and peers, providing intensive case management intervention, in order to reduce their antisocial and offending behaviour, including violence and drugs distribution. The provision in the 20/21 financial year has included outreach, extending the availability of support to weekends and evenings, to ensure engagement when young people need it the most. In the 20/21 FY, the SYV workers case managed a total of 67 young people, who had been referred for reasons including violence and drugs. The impact of the intervention and outcomes obtained for young people engaged with the SYV workers, are assessed via case studies and re-offending rates; outcomes for young people include increased safety, increased engagement with education, the achievement of qualifications and university offers, and a reduction in re-offending (total reduction rates are not yet available).

**5.8.3 Funded Project - Choices Programme:** The SSP has continued to fund the Choices Programme within Slough Schools. The Choices Programme supports young people develop the knowledge, skills, and motivation to make 'good' decisions and build personal resilience, it moves beyond 'symptoms' i.e. gang involvement, violence, exploitation etc. to tackling 'causes', therefore equipping young people to better manage all issues they may encounter in today's society. In response to school closures, a remote web-based version of the programme was rapidly developed for the year 6-7 transition phase, to ensure young people continued to benefit from the programme. Further to this, we are in the process of piloting the use of wellbeing data generated through the delivery of the programme, to enable intervention with young people who fall within a 'cause for concern' category, at an earlier stage; this is aligned to the public health approach of prevention. Despite school closures, the programme has been accessed by almost 3,000 young people in years 5 and 6 during the 2020/21 financial year (18 primary schools). As a result of the programme, teachers have reported

increased engagement and positive behaviour change from young people, improved communication between peers and with staff, and improved problem solving and critical thinking skills. The programme is centred around prevention and early intervention, with the long term anticipated societal impact of reduced criminality, including violence and knife crime.

**5.8.4 Intervention beyond the Safer Slough Partnership:** It is important to note that activity occurs outside of the SSP function to address serious violence within Slough, this includes work delivered by Slough Youth Offending Team, Thames Valley Violence Reduction Unit, and Aik Saath.

## **5.9 Reducing Re-offending, Substance Misuse, and Acquisitive Crime**

**5.9.1 Funded Project - Browns Intensive Support Service:** The SSP provided continuation funding to the Browns Intensive Support Service, which provides high intensity 1:1 support to a cohort of men and women experiencing multiple disadvantages and complex needs which include; criminal offending, unemployment, homelessness, mental ill health, and problematic substance misuse. It was recognised that it can be incredibly difficult to stop using substances without significant support to address underlying trauma, therefore a counselling service was introduced as part of the project for the 20/21 financial year, to support service users achieve improved outcomes. The Browns Intensive Support Service has worked with a total of 44 individuals within the 20/21 financial year, with positive outcomes including abstinence and reduction in drugs use, a reduction in anti-social behaviour and offending, tenancy sustainment, employment, and enrolment at college. It is estimated that the project has saved the public sector approximately £1,884,802 (these cost savings are calculated from various cost analysis documents).

**5.9.2 Funded Project - Criminal Justice Outreach Workers:** The SSP has continued to fund 2 criminal justice outreach workers within the Slough Treatment, Advice & Recovery Team (START). Service users were supported to access the full range of treatment options including harm reduction, prescribing, detox, psychosocial interventions (PSIs), and community re-integration; they were also supported to meet Alcohol Treatment Requirements (ATRs) and Drug Rehabilitation Requirements (DRRs) issued by the courts. The outreach workers have assessed and engaged with 231 clients during the 20/21 financial year, with outcomes including a reduction in anti-social behaviour and criminal offending, abstinence from illicit drugs use, improved emotional and physical wellbeing, employment, and secure accommodation.

**5.9.3 Substance Misuse Task and Finish Group:** The SSP has recently established a substance misuse task and finish group to explore innovative and improved ways of working to address criminality linked to substance misuse; an action plan is currently being developed. The group is currently working to establish how it can change the behaviour of the top 10% of prolific acquisitive crime offenders, whose offending behaviour is predominantly linked to substance misuse.

**5.9.4 Acquisitive Crime Communications:** Throughout the 20/21 financial year, the partnership has led on the provision of crime prevention advice via different social

media platforms including Facebook and Twitter, to support residents to protect their property. Crime prevention advice has related primarily to burglary and vehicle crime; appendix E provides examples of these communications. Communications may in part explain the reduction in the Slough burglary rate when comparing data from April 2019-March 2020 (83.5), against March 2020 - February 2021(75.12); however it is recognised lockdown has also impacted upon this, with homeworking resulting in increased property guardianship.

**5.9.5 Bicycle Theft Action Plan:** Work delivered as part of the bicycle theft action plan will resume in the summer of 2021, with the easing of lockdown restrictions.

**5.9.6 Intervention beyond the Safer Slough Partnership:** It is important to note that activity occurs outside of the SSP function to address re-offending, acquisitive crime, and substance misuse within Slough, this includes, but is not limited to the following:

- **Police Led Partnership Response:** Police led operational partnership activity to tackle ASB & crime hotspots including burglary, and high demand generators within the borough.
- **Integrated Offender Management (IOM):** IOM is a partnership response to reduce crime and re-offending, by managing the most prolific offenders, largely those responsible for high numbers of acquisitive crime.
- **CCTV:** CCTV which is widely distributed across the borough, is a recognised and well evidenced crime deterrent, and supports criminal justice proceedings, as well as live deployment of policing resources.

### **5.10 Emerging Risk: Seasonal Jubilee River Activity**

The SSP has built upon its Jubilee River Campaign from 2019, to reduce the risk of death by drowning in the Slough stretch of the Jubilee River. Feedback from young people told the partnership that “soft” messages were not reaching their peer group, and that a more direct approach was needed. The campaign in 2020 featured an interview with Sonia Scaife, the mother of a young man from Slough who drowned in the Jubilee River in 2015, as well as an interview with a recovery diver on the reality of recovering bodies from the water. The poster featured in appendix G was shared on social media platforms, with articles from the campaign picked up by key news outlets including Get Reading, Slough Observer, Slough Express, and Maidenhead Advertiser.

### **5.11 Fear of Crime**

During the 20/21 financial year, the SSP dramatically increased it's communication with the public including the provision of crime prevention and water safety advice, awareness raising of DA and modern slavery including support available, and engagement in relation to the serious youth violence agenda etc. The SSP however recognises the need to increase its communications with the community re: activity underway to prevent crime within Slough, to support an improved sense of safety. The serious violence communications plan has begun on this trajectory, highlighting key activity to combat the problem, but the partnership recognises more is needed across the broader crime and disorder spectrum.

### **5.12 Looking Forward**

The 20/21 financial year has been an incredibly busy year for the partnership, with organisations required to manage urgent pandemic response plans, whilst ensuring the continuation of 'business as usual' activity; despite these challenges, partnership activity has proactively progressed forward. The partnership does however recognise areas of improvement for the 21/22 financial year; these include improved reporting of quantifiable impact of funded projects and activity (currently being developed by the newly formed SSP scrutiny groups), increased engagement and communication with the community regarding their crime concerns, and activity underway to tackle it, and a renewed focus on ASB. Informed by partnership data and insight, the SSP has identified the following priorities for the 21/22 financial year:

- Anti-Social Behaviour
- Acquisitive Crime
- Violence and Exploitation
- Reducing Re-Offending and Substance Misuse
- Organised Crime

6. **Comments of Other Committees**

None

7. **Conclusion**

This report has summarised critical projects and deliverables by the Safer Slough Partnership in the 20/21 financial year, which collectively strive to reduce crime and disorder in Slough, and keep safe our diverse and vibrant communities.

8. **Appendices Attached**

- A) SSP Partners
- B) Thematic Areas & Delivery Mechanisms Summary Table
- C) DA Communication Resource Examples
- D) Modern Slavery Poster
- E) Serious Violence Campaign Examples
- F) Acquisitive Crime Communication Examples
- G) Jubilee River Campaign Examples

9. **Background Papers**

None



***Appendix A: Safer Slough Partners***

This page is intentionally left blank



Priorities & Thematic Areas	Delivery Mechanisms	Funded Provision: The Choices Programme - Preventative Intervention
<p><b>Violence</b></p> <p>Includes the following thematic areas:</p> <ul style="list-style-type: none"> <li>• Domestic Abuse including Honour Based Abuse &amp; Forced Marriage</li> <li>• Serious violence linked to gangs, drugs, knife crime</li> <li>• Modern Slavery &amp; Exploitation (Adults)</li> </ul>	<ul style="list-style-type: none"> <li>• Domestic Abuse Delivery Group</li> <li>• Domestic Abuse Covid-19 Response Group</li> <li>• MATAC</li> <li>• FGM Progression Group</li> <li>• <i>Funded Project: Domestic Abuse Freedom Programme</i></li> <li>• Slough Violence Taskforce</li> <li>• Slough Modern Slavery &amp; Exploitation Group</li> <li>• Cuckooing Sub-group</li> <li>• <i>Funded Provision: 3 x Youth Gang Intervention workers in Slough Youth Offending Team</i></li> </ul> <p>Task and finish groups sit beneath some of the main delivery mechanisms e.g. DA and Young People.</p>	
<p><b>Reducing Offending</b></p> <p>Includes the following thematic areas:</p> <ul style="list-style-type: none"> <li>• Substance Misuse</li> <li>• Re-offending</li> <li>• Acquisitive Crime</li> </ul>	<ul style="list-style-type: none"> <li>• Acquisitive Crime Communications Workstream</li> <li>• Substance Misuse Task and Finish Group</li> <li>• Bicycle Theft Action Plan</li> <li>• Support provided through regular operational policing led partnership meetings and activity</li> <li>• <i>Funded Provision: Browns Intensive Support Service</i></li> <li>• <i>Funded Provision: 2 x Criminal Justice Outreach workers</i></li> </ul>	
<p><b>Emerging Risks</b></p>	<p>Issues that emerge which as a community safety partnership, we may have not specifically planned for, but need to respond to in accordance with the Crime and Disorder Act, to keep our community safe.</p>	
<p><b>Fear of Crime</b></p>	<p>Centred largely around communications and community engagement, working to ensure residents feel safe and secure within the community; this priority is very much interconnected with the other SSP priority areas.</p>	

**Appendix B:** SSP priorities, thematic areas, and delivery mechanisms

This page is intentionally left blank

## Work can be a safe haven from Domestic Abuse

Employers can support staff by providing a non-judgemental and supportive environment. Only 5%\* of businesses have support processes in place.

**Spotting the signs**

- Unexplained absence
- Sudden behaviour change
- Quality of work and performance changes
- Excessive clothing in all weathers

**Business support**

- Be non-judgemental
- Reassure and adjust duties if appropriate
- Keep chats confidential
- Provide helpline information

**For information and help:**

- For FREE advice and business toolkit please visit [www.hestia.org/everyonesbusiness](http://www.hestia.org/everyonesbusiness)
- Slough based Hestia Domestic Abuse Service call 01753 477352
- National Domestic Abuse Helpline can provide businesses with advice available 24 hours a day 0800 2000 247
- Karma Nirvana helpline for honour based abuse and forced marriage on 0800 5999 247 or email [support@karnanirvana.org.uk](mailto:support@karnanirvana.org.uk)

For an immediate risk of harm, or an emergency, always call 999.

**Safer Slough Partnership**

## Friends and family can be a lifeline for those living with domestic abuse

Worried a family member or friend is being abused? Let them know you've noticed something is wrong.

**Listen**, and reassure them that the abuse is not their fault

**Help** them report the abuse to the police

**Provide** information on organisations that offer help

**For information and help contact:**

- Slough based Hestia Domestic Abuse Service call 01753 477352
- Mon-Fri 9am-5pm or email [contactslough@hestia.org](mailto:contactslough@hestia.org)
- National Domestic Abuse Helpline for free and confidential advice, 24 hours a day on 0800 2000 247.
- Karma Nirvana helpline for honour based abuse and forced marriage on 0800 5999 247, or email [support@karnanirvana.org.uk](mailto:support@karnanirvana.org.uk)

For an immediate risk of harm, or an emergency, always call 999.

**Safer Slough Partnership**

## Are you on the edge?

Are you struggling to cope due to:

- Financial pressure
- Job insecurity
- Lockdown pressures
- Lack of contact with your children
- Tension in the relationship
- Parental challenges

It is not acceptable to be abusive towards your family. Things can change for the better.

For support and to find new coping methods contact RESPECT on 0800 802 4040 or [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

**Safer Slough Partnership**

## "My child is increasingly violent towards me!"

Scared of your child? Do they control or hurt you? You can get help.

Abuse on parents or carers by a child of any age includes behaviour which controls, dominates, or coerces. The behaviour is intended to threaten and intimidate. It can put the safety of an entire family at risk.

- Parents are not to blame
- There is no shame in speaking out
- Don't be scared to report it
- Abuse is not just physical violence
- Abuse within the family is wrong

Get advice and help from Slough based domestic abuse charity from 9am-5pm on 01753 477352 or 01753 875620 or email: [contactslough@hestia.org](mailto:contactslough@hestia.org) If in immediate danger please call the police on 999

**Safer Slough Partnership**

### If you are experiencing domestic abuse in lockdown you are not alone

Domestic abuse is taken very seriously in Slough. Nobody should live their life in fear of physical, financial, sexual or emotional abuse

A professional support worker can be contacted by email or phone

01753 477 352  
01753 875 620

[contactslough@hestia.org](mailto:contactslough@hestia.org)

In the event of any emergency please dial 999  
For more information please visit our [domestic abuse support page](http://domestic.abuse.support.page)

### Jeżeli doświadczasz przemocy domowej podczas izolacji wiedz, że nie jesteś jedyny

Przemoc domowa jest traktowana w Slough bardzo poważnie. Nikt nie powinien żyć doświadczając fizycznej, finansowej, seksualnej i emocjonalnej przemocy

Profesjonalna pomoc jest dostępna poprzez maila lub telefonicznie

01753 477 352  
01753 875 620

[contactslough@hestia.org](mailto:contactslough@hestia.org)

W razie nagłych przypadków proszę dzwonić na numer 999.  
Aby uzyskać więcej informacji proszę odwiedzić stronę internetową [domestic abuse support page](http://domestic.abuse.support.page)

### ਜੇ ਤੁਸੀਂ ਲੌਕਡਾਊਨ ਵਿੱਚ ਘਰੇਲੂ ਦੁਰਵਿਵਹਾਰ ਸਹਿਣ ਕਰ ਰਹੇ ਹੋ ਤਾਂ ਤੁਸੀਂ ਇਕੱਲੇ ਨਹੀਂ ਹੋ

ਸ਼ਲੋਠ ਵਿੱਚ ਘਰੇਲੂ ਦੁਰਵਿਵਹਾਰ ਨੂੰ ਬਹੁਤ ਗੰਭੀਰਤਾ ਨਾਲ ਲਿਆ ਜਾਂਦਾ ਹੈ। ਕਿਸੇ ਵੀ ਨੂੰ ਆਪਣੀ ਸਿੱਧੀ ਸਹਿਣ, ਫਿਸ਼ਿ, ਫੈਨ ਜਾਂ ਆਰਥਿਕ ਦੁਰਵਿਵਹਾਰ ਦੇ ਡਰ ਵਿੱਚ ਨਹੀਂ ਕਿਰਪਾਤੀ ਚਾਹੀਦੀ

ਪੇਸ਼ੇਵਰ ਸਹਾਇਤਾ ਕਰਮਚਾਰੀ ਨਾਲ ਦੋਸਤ ਨਾਂ ਫੈਨ ਕਾਰੀ ਸੰਬੰਧ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ

01753 477 352  
01753 875 620

[contactslough@hestia.org](mailto:contactslough@hestia.org)

ਕੋਈ ਵੀ ਡਰ ਵੀ ਹੁਣ ਵੀ ਸੁਰ ਸੁਰ 999 'ਤੇ ਡਿਜ਼ ਕੀ  
ਫਿਰ ਆਪਣੀ ਡਰ ਨੂੰ ਸੁਰ ਸੁਰ ਕੀਤਾ ਜਾਵੇਗਾ ਅਤੇ ਸਹਾਇਤਾ ਮਿਲ ਸਕਦੀ ਹੈ।  
For more information please visit our [domestic abuse support page](http://domestic.abuse.support.page)

## Silent Solution for domestic violence

Threatened and need police assistance but unable to speak?

**DON'T WORRY, POLICE HELP IS AVAILABLE 24/7**

1. Call 999
2. Listen to the questions from the 999 operator
3. Respond by coughing or tapping the handset if you can
4. Listen for the prompt then PRESS 55

Pressing 55 when prompted lets the 999 call operator know it is a genuine emergency and you will be put through to the police.

**Safer Slough Partnership**

Appendix C: Examples of resources used during the ongoing DA awareness raising campaign

This page is intentionally left blank

# Modern Slavery is closer than you think...



Modern slavery is the exploitation of people for personal or commercial gain.

IT HAPPENS ALL OVER THE WORLD.  
IT HAPPENS IN THE UK. IT HAPPENS IN SLOUGH.  
IS IT HAPPENING ON YOUR DOORSTEP?

To find out more visit [unseenuk.org](http://unseenuk.org)

To find help, or report modern slavery call the helpline.

# 0800 0121 700

Calls are free from landlines and most mobile networks

 **Safer Slough  
Partnership**  
Protecting and empowering our vibrant community

*Appendix D: Safer Slough Partnership Modern Slavery Poster*

This page is intentionally left blank



**Slough Borough Council** @SloughCouncil · March 14

A mother has shared her heartbreaking story about the murder of her son just over a year ago, to highlight to young people the dangers of carrying a knife.

[knifecrime dropit](#) [sloughgovuknewsarticle5](#) ...

**Slough Express**

Young adults design graffiti murals urging people not to carry ...

... and co-ordinated by Slough Violence Taskforce. Slough Borough Council set up the taskforce in October last year to coordinate multi-agency ...

9 Oct 2020

**Berkshire Live**

Slough teen's desperate plea after cousin stabbed to death while celebrating birthday

The Slough Violence Taskforce was set up by the council in last October to coordinate organisations within the borough, to provide a focused, ...

11 Oct 2020

**Slough Borough Council** @SloughCouncil · 20 Jan

Helping a young woman involved in knife crime realise her skill set and value in life and setting her on a path to university, is just one of the successful interventions delivered through anti-violence partnership work in Slough Violence Taskforce. Read:

**Berkshire Live**

Former gang leader aims to keep young people in Slough away from life of crime

Slough Borough Council is currently working with Ace, and other partners, to reduce knife crime. The council runs a Violence Task Force which ...

24 Nov 2020



**Appendix E:** Slough Violence Taskforce communications; press releases were picked up by news outlets including BBC Berkshire, Berkshire Live, and Slough Express.

This page is intentionally left blank





Knowing all the doors and windows are secured around the house means Niamh can snuggle down for a nap, even during the daytime. Find out more about how you can keep your home safe and protected here - [thamesvalley.police.uk/cp/crime-preve...](https://thamesvalley.police.uk/cp/crime-preve...)  
#crimewatch #StaySafe



Leon is protecting his wheels by sitting on them but you don't need to do that to keep your bike safe. Make sure it's security marked, registered, use a good quality lock and keep it in a secure location. More information from @ThamesVP here -[thamesvalley.police.uk/cp/crime-preve...](https://thamesvalley.police.uk/cp/crime-preve...)



Piglet is determined to protect the shed from burglars at all costs. Rather than him staying on the roof all night, his owners, and residents, should invest in a padlock and check more @ThamesVP tips here: [thamesvalley.police.uk/cp/crime-preve...](https://thamesvalley.police.uk/cp/crime-preve...) #crimeprevention



Thieves are targeting keyless cars by intercepting radio waves between the car and the key before silently getting in and driving away. Thwart thieves by keeping keys in a security pouch to block the signal reaching the kit they use to scan the house to find the signal.



Residents are being reminded to check a worker's credentials before allowing them through the front door. Don't be flustered by potential distraction burglars trying to rush their victims and always check the ID with the relevant organisation. More here [slough.gov.uk/news/newsdetai...](https://slough.gov.uk/news/newsdetai...)



Burglars can easily and quietly break into homes through UPVC front doors secured only by pulling up the handle. Use the key to lock the door as well. Fire escape plans, where everyone knows where the key is in emergencies, should be prepared. More here - [rbfrs.co.uk/your-safety/sa...](https://rbfrs.co.uk/your-safety/sa...)



**Appendix F: Examples of acquisitive Crime Communications led by the Safer Slough Partnership**

This page is intentionally left blank

# One last swim?

**Open water, even on the hottest days, can be freezing - you can die**

**Cold water shock leads to:**

- Increased heart rate and blood pressure
- Uncontrolled gasping, swallowing water
- Limited movement and coordination
- Panic
- Sinking

**Other dangers of open water like Jubilee River are:**

- Hidden objects
- Fast flowing water
- Diarrhoea from bacteria
- Getting stuck in the weir

Stay out of the water. Do not cross the weir. **Stay safe. Stay alive.**

Lifeboats Safer Slough Partnership

Lifeboats Mark Scaife Walking the National Le...  
@yorkshire\_rebel

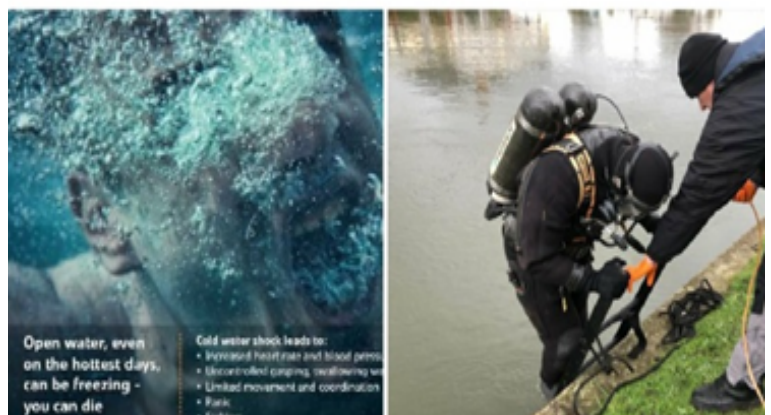
Thank you to @SloughCouncil for telling our story. Please read it and help it not happen to others 💜

SBC Slough Borough Council @Sloug... · 23 Jun  
Michael was just 20 when he got in trouble in the Jubilee River and drowned. His mother has urged people to stay out of the water in hot weather. Read the heart-wrenching story of the day she lost her son here - [slough.gov.uk/ne...](http://slough.gov.uk/ne...)



SBC Slough Borough Council @SloughC... · 15h

The harrowing task of @sgirescue divers who find people who have drowned in rivers, canals and lakes is recounted here. The school holidays are starting and the weather improving. Don't swim in the Jubilee River...



Appendix G: Jubilee River water safety communications

This page is intentionally left blank

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhood and Community Services Scrutiny Panel  
**DATE:** 21<sup>st</sup> April 2021  
**CONTACT OFFICER:** Richard West, Executive Director Customer & Community  
**(For all Enquiries)** (01753) 690965  
**WARD(S):** All

**PART I**  
**FOR INFORMATION**

**UPDATE ON WASTE MANAGEMENT FACILITIES – HWRC SERVICE**

1. **Purpose of Report**

This report sets out the services provided at, and the performance of, our Chalvey Household Waste & Recycling Centre (Chalvey HWRC).

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

The Panel is requested to note details of the report.

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

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

No action recommended or decision requested, this report is for information only

3b. **Five Year Plan Outcomes**

Provision of HWRCs impacts our waste management strategy, including our recycling rate, and potentially influences fly-tipping behaviour:-

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

4. **Other Implications**

(a) **Financial**

No change, ongoing operational service operating within budget

**Risk Management**

No change, ongoing operational service

(b) Human Rights Act and Other Legal Implications

The Council's household recycling centres service is provided under the Environmental Protection Act 1990. Section 51 requires the waste disposal authority to arrange for places to be provided at which residents may deposit household waste and for the disposal of any waste deposited. The arrangements should secure that each place is:

(a) situated within the area or so as to be reasonably accessible to persons resident in its area;

(b) available at all reasonable times (including at least one period on the Saturday or following day or each week, except the 25<sup>th</sup> December or 1<sup>st</sup> January); and

(c) available for the deposit of waste free of charge by residents.

However, the arrangements may restrict the availability of specified places to specified descriptions of waste.

The Council may also include arrangements for the household recycling centres provided under s.51 to be available for the deposit of household or other controlled waste by other persons on such terms as to payment (if any) as the authority determines.

Household waste is defined in the Controlled Waste (England and Wales) Regulations 2012. Construction and demolition waste is defined as industrial waste, regardless of whether it is produced from a domestic premises or not.

The Local Authorities (Prohibition of Charging Residents to Deposit Household Waste) Order 2015 prohibits WDAs from charging its own residents to enter into, or exit from, a HRC or deposit household waste at a household recycling centre.

(c) Equalities Impact Assessment

No change, ongoing operational service

(d) Workforce (*Please delete if no workforce implications*)

No change, ongoing operational service

5. **Supporting Information**

5.1 We provide a HWRC at Chalvey for receipt of household waste. Use of the site is free to users.

5.2 The table below sets out the range of materials which we currently separate out for recycling with the remainder disposed of via Energy from Waste (EfW) – we have zero waste to landfill. Some general waste is small enough to go straight to EfW, other items of general waste are shredded first before being sent to EfW.

<b>HWRC Tonnes/Calendar Year</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Recycled</b>				
Aerosols	0.82	0.9	3.61	0.21
Asbestos	2.54	4.62	3.32	3.64
Books	0.3	7.28	4.8	
Car Batteries	13.34	12.28	12.86	13.8
Cardboard	121.44	130.04	185.44	222.82
Carpets	122.1	128.74	154.7	98.52
Cartridges	0.28	0.64	0.42	0.4
Clothes Bank	58.26	58.98	70.66	47.76
Cooking Oils	1.88	1.44	0.76	1.46
Dry Cell Batteries	0.9	1.1	2	0.96
Electricals	12.95	7.91	27.46	27.36
Engine Oils	4	4.44	5.86	4.9
Fluorescent Tubes	0.46	0.22	0.36	0.36
Foil			0.84	
Fridge Reuse	1.04			
Fridges	81.62	83.43	84.68	89.46
Gas Cylinders	2.52	2.6	2.82	2.14
Green	2,697.26	3,431.38	3,023.38	3,160.62
Hardcore	260.6	262.14	252.48	297.7
LDA	139.56	133.62	131.38	118.02
Mattresses	252.64	275.56	269.07	323.39
Metals	581.68	570.24	592.22	533.96
Monitors	34.12	30.82	17.22	21.22
Oil Filters/Containers	4.26	2.16	2.16	1.96
Paint	56.31	23.28		1.74
Paint Flammable		52.93	77.74	62.41
Plaster Board	54.92	22.38	22.28	17.12
Plastics	19.38	29.16	14	3.66
Just 4 Recycling	99.86	43.8	46.7	28.02
Shoes	5.04	4.8	6.58	5.5
Synergy Gas Cylinders	7.1	3.38	3.36	3.76
Tetra Packs	0.22	0.26	0.46	0.22
Wood	72.14	14.9	57.22	424.7
<b>Total Recycling</b>	<b>4,709.54</b>	<b>5,345.43</b>	<b>5,076.84</b>	<b>5,517.79</b>
General Waste (straight to EfW)	10,839.84	220.4	2,407.38	2,044.64
General Waste (shredded then EfW)	708.9	10,973.57	9,054.94	8,248.08
<b>Total Waste</b>	<b>11,548.74</b>	<b>11,193.97</b>	<b>11,462.32</b>	<b>10,292.72</b>
<b>GRAND TOTAL</b>	<b>16,258.28</b>	<b>16,539.40</b>	<b>16,539.16</b>	<b>15,810.51</b>

<b>Chalvey HWRC</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
% Recycled	29%	32%	31%	35%
% Energy from Waste	71%	68%	69%	65%

5.3 Our ability to recycle is dependent on the availability of “markets” for recycled products.

- 5.4 Our % recycling has improved in 2020 to 35%. This improvement is due to a number of reasons, including changing composition of waste, but the key one is the availability of a market for good quality unpainted wood.
- 5.5 Other key elements underpinning our recycling rate include:-
- Cardboard
  - Greenwaste
  - Metals, and
  - Hardcore
- 5.6 To increase recycling rates we need to:-
- Ensure that we capture all items which we are able to recycle by preventing them from being carelessly thrown away as general waste (improve the recovery rate), and
  - Find markets for items which we currently have no option but to dispose of as part of general waste
- 5.7 **Improving recovery rate** - we operate a meet and greet service where our site operatives ask customers what they have brought to site and direct them to the appropriate container. Some customers bring mixed waste in plastic bags and some of this waste is potentially recyclable. A future step, once we are out of lockdown / covid measures, is to have an area where customers are asked to split their plastic bags and then take items to a range of containers rather than throw black sacks into the general waste container
- 5.8 **Secure additional recycling markets** – here we continually review the contents of the general waste container and seek to establish end points (markets) for remaining elements. Items received in large volumes include furniture made from a composition of different materials, chip board, other manufactured wood, painted wood, hard plastic furniture for which there is no current recycling markets.
- 5.9 Waste received at HWRCs includes waste which is classed as non-household waste for which we have the power to make a charge. Slough BC don't currently charge for small quantities of non-household waste arising from domestic properties providing it meets our Acceptance Criteria which is summarised below and which is set out in full at Appendix 1:-
- Building and demolition materials - one visit/month with up to 6 sacks
  - Plasterboard – one visit per month maximum 2 boards
  - Tyres – one visit per month maximum 2 tyres
- 5.10 On the 1<sup>st</sup> April 2019 Bucks Council made a series of changes across Buckinghamshire including:-
- Reduced opening hours at Burnham HWRC by closing on Wednesdays and Thursdays
  - Introduced charges at all HWRCs across Buckinghamshire for non-household waste as set out in the table below. This includes waste resulting from the construction, demolition, renovation or alteration of homes and outbuildings, and rubble, soil and treated wood resulting from garden landscaping.



Bucks Council pricing schedule for construction and demolition waste

Item	Price
<b>Hardcore &amp; Soil per bag*</b>	
Concrete, bricks, rubble, stones & any other building materials	£2.50
Soil	£2.50
Ceramic tiles	£2.50
<b>Bathroom Suites</b>	
Bath	£5.00
Toilet pan or cistern	£10.00
Wash basin or kitchen sink	£2.50
Shower door or shower tray	£10.00
<b>Kitchens</b>	
Kitchen work top	£7.50/m
Kitchen unit (with door) (wall or floor)	£5.00
Door or window (including panes of glass)	£10.00
<b>Wood</b>	
Wood from construction/demolition - 2m x 1m	£10.00
External door	£10.00
Internal door	£2.50
Fence/shed panel	£2.50
<b>Roofing Materials</b>	
3m length of guttering or drain pipe	£2.50
Roof felt tiles or sections of roof felt – smaller than 1.5m x1.5m	£2.50
Roll of roof felt up to 3mx5m	£2.50
<b>Other</b>	
Asbestos	
Asbestos sheet per 1m x 1m	£3.50m <sup>2</sup>
Plaster/plasterboard per bag	£6.00
Plasterboard sheet up to 2m x 1m	£7
Car or motorcycle tyre	£4

- A bag is 25 litres with a weight of 10kg or equivalent volume of loose material.
- Part bags will be charged as per whole.
- Other construction & demolition items may be liable to be charged at a similar rate as stated in the table, in line with current legislation.
- Prices will form part of implementation proposals and officer delegations.
- Prices will also be reviewed annually and in line with legislation changes.
- The prices will be published on BCC website and available across the HRC sites.
- Please note that this is not an exhaustive list.

5.11 The reduction in opening hours at Burnham HWRC (closed on Wednesdays and Thursdays) has not had a significant impact on non-chargeable waste coming to Chalvey HWRC – overall waste tonnage at Chalvey HWRC was slightly up in calendar year 2019 but down in 2020.

5.12 The decision by Bucks Council to charge for non-household waste at the Burnham HWRC and the Langley HWRC may or may not have seen an increase in this type of waste received at Chalvey HWRC, for instance hardcore is up by 50 tonnes (17%) but plasterboard has fallen by 5 tonnes (22%) and overall total waste tonnage has decreased. Customers are asked where they have come from (at times these are recorded as formal surveys) and, in addition, anecdotally there is no discernable difference year on year according to our long standing site staff who recognise many of our customers

## **Fly Tipping**

- 5.13 Fly-tipping is usually large volumes of non-household waste and is usually done by rogue traders and/or rogue landlords. Large volumes of non-household waste are already excluded from Chalvey HWRC and Bucks Council HWRCs so there is no change to these fly-tippers as a result of Bucks Council charging for small quantities of non-household waste at Burnham and Langley.
- 5.14 Bucks Councils decision to charge ordinary householders for small quantities of non-household waste at Burnham HRC and Langley HRC has not resulted in an increase in this type of fly-tipping in Slough.

## 6. **Comments of Other Committees**

None

## 7. **Conclusion**

Our ability to increase the % recycled at our Chalvey HWRC is dependent on sustained availability of markets, including for a broader range of wood and for hard plastics, together with tenacity to ensure that customers are vigilant in using the right container for their items.

## 8. **Appendices**

Appendix 1 - Acceptance Criteria at the Chalvey HWRC

## 9. **Background Papers**

None

## **Appendix 1 - Acceptance Guidance – Chalvey Household Waste Recycling Centre**

Residents from Slough and the Royal Borough of Windsor and Maidenhead can bring most household items of waste free of charge for reuse, recycling or safe disposal.

Please check the acceptance criteria for your waste before taking it to the Chalvey Household Waste Recycling Centre. You may be asked for proof of address and photo ID (driver's license or passport) to confirm that you are eligible to use the site and may be refused entry if unable to supply this.

Please ensure your vehicle (no vans) can access the site through the 1.7m (5' 9") height barrier. **Residents of Royal Borough unable to do so will need to apply for a permit for Stafferton Way HWRC in Maidenhead.**

### **Items we don't accept**

- Items that do not meet the acceptance criteria.
- Business, commercial or trade waste (take to the transfer station).
- Clinical waste.
- Medicines (take back to your local chemist or doctor's surgery).
- Invasive plants i.e. Japanese knotweed.
- Explosives e.g. flares.
- Flammable liquids e.g. petrol (use it up or contact your local garage).

### **Items we do accept Household items only.**

**Asbestos** Chalvey HWRC can only accept up to 5 small (which can be carried in a car) sheets of bonded asbestos, i.e. asbestos cement products. Quantities above this amount will need to be taken to the Chalvey Waste Transfer Station where there will be a charge. This service is by appointment only. Call 01753 475111 option 4 to make an appointment.

You must also meet the following conditions:

- be a resident of Slough
- bring proof of address with you such as a recent utility bill and photo ID (drivers licence or passport)
- the cement bonded asbestos must be arising from a domestic property e.g. a shed roof, drainpipes, water tank
- the asbestos must be damped down and then double bagged or wrapped tightly in plastic as this prevents release of dust
- either bring help with you or bring manageable sized pieces, as staff are not able to assist you.

**Please note:** You must inform a member of staff on site that you are planning to dispose of asbestos.

### **Automotive**

- Car batteries
- Used engine oil
- Tyres (2 tyres max.) Only one visit per month (no return visit within 28 days) is permitted. Tyres above this quantity will not be accepted.

## **Building and demolition materials**

Building and demolition waste is considered, by law, to be commercial waste and as such you may be charged for disposal. Chalvey HWRC can only accept a small amount of demolition and building waste from residents carrying out their own small-scale home improvements. This includes, but is not limited to, items such as:

- bathroom suites, baths, sinks and toilets
- bricks
- doors and window frames (maximum 2 doors)
- hardcore and rubble
- kitchen cupboards
- large pieces of timber, old sheds, fence panels
- old tiles and plaster
- paving
- soil
- plasterboard (2 boards max.) Only one visit per month (no return visit within 28 days) is permitted. Disposed of at the Waste Transfer Station, Open Monday to Friday 7am – 4pm, Saturday 7.30am – 12pm, last entry 15 minutes prior to closing. Closed Sunday and Bank Holidays

This is limited to one car boot load (6 small sacks) of this type of waste per visit. Only one visit per month (no return visit within 28 days) is permitted. Quantities above this allowance will need to be disposed of at the Waste Transfer Station where a charge is calculated at £173.68 (inc VAT) per tonne, with a minimum charge of £31.26 (inc VAT).

**Contact a site attendant to dispose of any building or demolition waste.**

## **Hazardous waste**

Please contact site attendant to dispose of any hazardous waste. **All chemicals must be in its original container or clearly marked.**

**Please note:** Maximum quantity for household and garden chemicals is 5 litres (one visit per month, no return visit within 28 days).

## **Other**

Mattresses (maximum 2 mattresses) - only one visit per month (no return visit within 28 days) is permitted. Amounts over this limit are charged at £15.12 (inc VAT) per mattress.

**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	09/02/21 Extraordinary Meeting	25/02/21
M. Holledge	Ap	Ab	P	Ap	Ab	Ab	Ap
*Gahir	P*	P					
S Parmar	P	P	P	P	P	P	P
Sabah	P*	P	P	P	P	P	P
Ajaib	P	P	P	P	P	P	P
**Begum			P	P	P	P	P
Matloob	P	P	P	P	P	P	P
Hulme	P	P	P	P	P	P	P
Minhas	P	P	P	P	P	P	P
Kelly	P	P	P	P	P	P	Ap

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.

This page is intentionally left blank