

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel **DATE:** 27 February 2014

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WARD(S): All

PORTFOLIO: Councillor James Swindlehurst – Neighbourhoods and Regeneration

PART I **FOR INFORMATION.**

INTERSERVE PERFORMANCE INDICATORS

1 Purpose of Report

The purpose of this report is to provide members with the current performance indicators for Interserve FM Ltd. in relation to responsive repairs, maintenance and void management to enable them to consider what further scrutiny they may wish to give the matter.

2 Recommendation(s)/Proposed Action

That members note the report.

3 The Joint Slough Wellbeing Strategy, the JSNA and the Corporate Plan

3a. Joint Slough Wellbeing Strategy Priorities

The quality of, and access to, housing is a key priority for the council. The Joint Slough Wellbeing Strategy names housing as one of five priorities with the vision that:

“By 2028 Slough will possess a strong, attractive and balanced housing market which recognises the importance of housing in supporting economic growth.”

Good quality, readily available housing is central to the health and wellbeing of the population; it gives the ability to access work and for older residents suitably located and adapted dwellings provide a safe environment for retained independence.

3b. Joint Slough Wellbeing Strategy: Cross-Cutting themes

Residents who are adequately housed, and feel safe are able to take pride in their community and work to improve the image of the town as well as improving their own quality of life and life chances.

3c. **Joint Strategic Needs Assessment (JSNA)**

Housing is a contributory factor to the wellbeing of Slough residents; the provision of any form of housing to those in need supports the priorities in the JSNA, and contributes to reducing inequalities in health by avoiding the occupation of poor quality sub-standard housing.

3d **Corporate Plan 2013/14**

Monitoring of the performance indicators for Interserve contributes to the priorities in the Corporate Plan by improving the customer experience, ensuring that the available services and facilities are responsive to the demands of local residents.

4 **Other Implications**

(a) Financial

There are no additional financial implications relating to this report.

(b) Risk Management

There are no risks associated with this information report.

(c) Human Rights Act and Other Legal Implications

There are no human rights implications for this report.

(d) Equalities Impact Assessment

As a reference report, this does not make any recommendations as to future operation of the service or of policy change. Should changes be proposed in future an EIA will be completed at that stage.

5 **Supporting Information**

- 5.1 Appendices A and B provide the very latest performance data for all aspects of the Interserve responsive repairs contract. Members may wish to consider this data to assist them in determining what areas, if any, are worthy of further scrutiny by means of additional reports or personal representations at a future Scrutiny panel meeting.

6 **Appendices**

A – Voids performance for December 2013

B – Interserve responsive repairs performance for December 2013