

SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 19th June 2017

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PART I **NON-KEY DECISION**

MANIFESTO UPDATE FOR PLEDGES 2016/2018

1 Purpose of Report

To update cabinet of the council on projects undertaken following adoption of the Slough Labour Party manifesto in June 2016. It should be noted that the manifesto extends across a two year period.

2 Recommendation(s)/Proposed Action

The Cabinet is requested to resolve:

- (a) That the progress made to date on the projects undertaken as part of the commitment to the manifesto pledges adopted June 2016 be noted.
- (b) That the Cabinet's political priorities for the current municipal year as at Appendix A be approved.

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

The Slough Joint Wellbeing Strategy (SJWS) is the document that details the priorities agreed for Slough with partner organisations. The SJWS has been developed using a comprehensive evidence base that includes the Joint Strategic Needs Assessment (JSNA).

3a. Slough Joint Wellbeing Strategy Priorities

This report and the projects detailed link to the following priorities in the Slough Joint Wellbeing Strategy (SJWS):

- Health
- Regeneration and Environment
- Safer Communities
- Housing

Projects within this work also contribute to the cross cutting themes of the strategy by encouraging civic responsibility and improving the image of the town.

3b **Five Year Plan Outcomes**

This report and the projects detailed contribute to all the outcomes from the Five Year Plan

4 **Other Implications**

(a) Financial

The work has been undertaken/ will be undertaken using existing budgets for 2016/17 and 2017/18

There are no other financial implications from this report

(b) Risk Management

| Risk | Mitigating action | Opportunities |
|------------------------|--------------------------|----------------------|
| Legal | None | |
| Property | None | |
| Human Rights | None | |
| Health and Safety | None | |
| Employment Issues | None | |
| Equalities Issues | None | |
| Community Support | None | |
| Communications | None | |
| Community Safety | None | |
| Financial | None | |
| Timetable for delivery | None | |
| Project Capacity | None | |
| Other | None | |

(c) Human Rights Act and Other Legal Implications

The report does not have any legal or human rights act implications.

(d) Equalities Impact Assessment

This report does not have any equalities implications and there is no identified need for the completion of an EIA.

5 **Supporting Information**

- 5.1 The ruling Labour group's manifesto was formally adopted by Cabinet at their meeting of 27th June 2016.

- 5.2 The manifesto pledges and work on them since their formal adoption follows with each being taken in turn.
- 5.3 Working with partners, start the construction of 250 new social homes, and 250 new homes for sale and rent around the Borough.
A total of 134 social homes have started on site across the borough, including at Lydia Court, Ledgers Road and Wexham Green and a further 135 new build social dwellings are in the pipeline. The council has exceeded the target of 250 new homes being provided for rent or sale, with 598 new dwellings being built in 2016/2017. There are currently 1,251 new dwellings under construction & permissions granted for another 2,344 dwellings. The Council also launched two subsidiary housing companies and The Slough Rent & The Slough Living rent which will support Slough residents to access decent affordable housing.
- 5.4 Introduce a 'Local Authority Part-Purchase' mortgage help scheme, to assist key workers and Slough residents of 5 years plus in joining the housing ladder.
The LAPP scheme was launched in June 2016 and received 33 applications. The council will shortly be re-opening the scheme for the next tranche of applications. This year the council delivered its first Housing Strategy in over a decade which serves key workers and Slough residents in finding and securing decent, affordable, sustainable and stable accommodation.
- 5.5 Bring forward plans to regenerate the Canal Basin and Stoke Road corridor; with new homes, retail and community facilities and enhanced open space
A scheme has been brought forward by Slough Urban Renewal for the development of the Canal Basin and is expected to go to planning in late 2017. The scheme will transform this location by providing a range of high quality homes within large open spaces and public areas. The development will improve community access to the waterway and encourage new recreational activities.
- 5.6 Open Slough's new Community Sports Stadium, Arbour Park, at Stoke Road, fulfilling our promise to bring a ground for Slough Town FC back to Slough
The first phase of Arbour Park was completed and opened in August 2016 and phase 2 is due for completion in June 2017. Once fully complete the facility will include: a 2,000 capacity stadium, 500 seats across two stands, bar and catering facilities, conference and training facilities and facilities for community hire. The facility was awarded the best new non league football ground for 2016-17 by Groundtastic magazine
- 5.7 Refurbish, extend and upgrade Slough Ice Arena – delivering new climbing facilities and a gym; as well as a flagship ice venue fit for the next 40 years
Work is well underway to refurbish, extend and upgrade Slough Ice Arena. The whole site is scheduled to open in March 2018. When complete the Ice Arena will include; a new ice rink, new fully glazed barriers, new changing rooms and toilets, new seating, a new café, a new climbing wall and a new

gym. The outdoor area around the Ice Arena will also benefit from extensive landscaping.

- 5.8 Begin construction of a new Leisure Centre to serve Western Slough on Farnham Road, and refurbish and modernise Langley Leisure Centre
The Centre has been demolished and work has begun on the towns new flagship Leisure Centre, with construction starting in May 2017 and an expected opening date of late 2018. 95% of the materials from The Centre are being recycled. Once complete the new Leisure Centre will house: a 25 metre, eight lane, swimming pool, a teaching pool, unisex changing village (wet), a sauna and steam room, four court sports hall, 135 station gym, three exercise studios, dry male and female changing facilities, a café and treatment rooms for healthcare services. Langley Leisure Centre is in urgent need of modernisation and a refurbishment will take place to extend and renew the facilities and improve car parking. Due for completion in Autumn 2018 the refurbishment will include; replacement of plant equipment, upgraded ventilation and lighting, extension of the gym to double capacity, enhanced activity studios, refurbished main pool, and increased parking provision.
- 5.9 Install at least 3 new Green Gyms and more 'Trim Trail' walkways to local parks; to help residents exercise and enjoy leisure time in our outdoor spaces
Green Gyms have been installed in the following six parks: Upton Court, Cippenham Rec, Salt Hill Park, Kedermister Park, Chalvey Rec and Kennedy Park. Three Fitness Trails have been installed at the following parks; Harvey Park, Crown Meadow and Godolphin Rec and a Trim Trail has been installed at Buttermere Avenue. Further to this a Parkour Court has been installed in Salt Hill Park.
- 5.10 Make major investment to significantly upgrade the open space at Kennedy Park
The work at Kennedy Park represents the final phase of the Britwell regeneration scheme which has provided new council homes, shops and community facilities. It was completed in March and will be officially opened in May. The work has included planting over 200 trees, installing more than 1km of new footpaths, an outdoor gym, creating natural play spaces, planting 10,000 seasonal bulbs and 5,000 native plants, 10,000 square meters of wildflower meadow, a sensory garden, new hedging and a new car park.
- 5.11 Introduce new bike hire racks in Manor Park and Britwell & Northborough and join up Slough's east to west cycle way with a new cycle lane from Huntercombe Lane to Dover Road
New docking stations have been introduced in Britwell (Kennedy Park) and Chalvey (High Street) taking the total number of bike hire racks to 11 and the total number of bikes available to hire to 80. There are plans to install at least 3 more bike hire racks by the end of the year. Work on the East-West Cycle Route will commence imminently and is due for completion in this financial year.

5.12 Support the continued regeneration of Slough Town Centre; helping improve the retail offer and bringing additional Council services back in central Slough
The council recently purchased the TVU site, which will trigger over £500 million of investment into central Slough. The project is expected to provide 1,400 new homes, 45,000 square foot of retail and leisure space and 250,000 square foot of office space. The project will be the largest single local authority regeneration project outside London. The Curve is now open and has brought a number of services into central Slough and a further review of council service requirement is being completed. The old library site is being demolished to make way for two new hotels and a restaurant. The area around the Bus Station continues to progress with two new offices nearing completion. The Council also worked to support the purchase of Queensmere Observatory by AIDA and our working with them to transform the High Street.

5.13 Deliver the next steps of the Chalvey regeneration - transforming the site currently occupied by Tower & Ashbourne Houses to provide new high quality homes, moving forward plans for a local 'Halt' rail station and re-developing surplus land near Chalvey Recreation Ground

The Tower and Ashbourne site is currently under option appraisal and detailed plans about the future of this crucial housing site will be forthcoming in the coming months. A feasibility study has been completed for Chalvey Halt and is currently with the LEP waiting funding. The council continues to explore other funding options for this project with a range of partners.

5.14 Continue to expand and improve local schools; delivering adequate places, better sports provision and better facilities for Slough children (including new classrooms and facilities at James Elliman, St. Mary's Primary and St Antony's)

The School Places Plan 2017-22 is being finalised before consultation and adoption. The 2016-18 school modernisation programme will deliver 14 projects at 7 schools spending a total of over £900,000 modernising the following schools; Baylis Court, Upton Lea Nursery, Claycotts Primary, Pippins Primary, Wexham Primary & Wexham Secondary. In terms of our expansion programme at Primary level £20m has been invested in creating 840 new school places. The extension of St Antony's is complete and projects are underway at James Elliman, Claycotts and St. Mary's which are due to be completed in 2017. At Secondary level expansion projects at Westgate and Wexham schools and new buildings for 3 free schools will be provided and completed in 2017. £18.75m has been invested in a major SEN and PRU expansion programme which will create 203 new spaces spread across the Haybrook College, Priory School and Marish Academy.

5.15 Provide a site for a brand new secondary school to serve central/western Slough

Discussions are progressing well with the DfE. However, the calling of a General Election for June 8th 2017 has delayed progress due to the dissolution of parliament.

- 5.16 Provide land for a new Secondary school at Castleview for Ditton Park Academy.
Provided.
- 5.17 Work to deliver our new pledge to better support looked after children in Slough
The Corporate Parenting Strategy and Joint Action Plan were agreed in June 2016 and regular updates are provided on its progress to the Joint Parenting Board. The Education, Employment and Training Strategy for Looked after Children and Care Leavers has been drafted and will run 2017-19. A multi agency NEET reduction working group has been set up so we can meet our target of reducing our NEET young people and Care Leavers to below 25%. The overall picture for the town is also positive; currently the rate in Slough is 4.2% which is below our target of 5%.
- 5.18 Work with the new Children's Services Trust to ensure better outcomes for Slough Children
A joint improvement board is now in place comprising of internal and external stakeholders which include senior officers from the Council, SCST, LSCB, Police, Health and the DfE. The board will focus on the delivery of the Improvement Plan, which is to attain a minimum rating of good for outcomes for children and young people in Slough. Recent monitoring reports confirm the improvements made are in line with targeted actions. As a result of improved partnership work a number of services have returned to the council ahead of schedule, and significant steps have been made over the past 12 months to put in place the foundations of good children's social care provision.
- 5.19 Support the Great work of Slough's Youth Parliament, helping them to develop the Slough Youth Awards and champion the needs of Slough's young people
The first Youth Awards were successfully held in October 2016. The Council has actively been supporting the Youth Parliament in championing the needs of young people through the Make Your Mark campaign, adding to young peoples representation on various bodies (including scrutiny panels at SBC) and actively listening to their concerns to create change, improve provision and address their concerns.
- 5.20 Deliver a new frequent SMaRT bus service along the A4, and improve cycling and walking routes
Working continues on the SMaRT scheme. The section from the Town Centre to Junction 5 is complete; the section between the Town Centre and the Tuns Lane junction is ongoing with MOVA being installed at Ledgers Road, works from O2 to Twinches Lane are complete and works between Twinches Lane and Tuns Lane are ongoing. Work continues to progress on the A4 cycle way and numerous footway resurfacing works have been carried out across Slough.
- 5.21 Improve parking regulation; expanding the pavement parking ban and controlled parking zones to include the east and west areas of the Borough

Members will be consulted in July and the worst affected streets where pavement parking is an issue will be assessed based on this information. Following this process the design stage will start before going out to consultation with residents and finally implementation.

5.22 Support major transport improvement schemes, including Crossrail, and the Western Rail Link to Heathrow; work to maximise the employment opportunities and benefits they bring to local residents

Transformational work is underway to upgrade Burnham Station for the arrival of Crossrail. The council has been working with Crossrail to improve the area in and around Slough Station to compliment the developments in and around the town centre. We have supported Network Rail on Western Rail modelling to support the business case for, and the acceleration of, the project.

5.23 Keep our highways and pavements to a good standard, and take action fill potholes

For the second year running Slough Council was a finalist in the APSE awards for top performing councils for Highway Services. This year we have filled 2500 potholes, resurfaced around 6km of road and carried out numerous repairs to pavements across Slough. Footpath and carriage way improvements have been carried out in all wards across Slough

5.24 Improve the M4 Junction 5 Langley gateway; resurfacing the roadway, enhancing the area and improving pavements and landscaping
All works have been completed.

5.25 Install new link footpaths to help Colnbrook residents better access bus routes
The Council is working with the Heathrow Partnership to deliver and plan these works and they are due for completion later this year.

5.26 Work with partners to increase the availability of Health Checks for residents and with parents and schools to ensure all children can access mental health services.

In 2016/17 the total number of health checks delivered was 2305. The new Cardiowellness 4 Slough programme was launched in January 2017 and aims to deliver a further 800 Health Checks and engage with 1500 people year. The Council works with Berkshire specialist Child and Adolescent Mental Health Services (CAMHS) to ensure all young people up to the age of 18 have access to mental health services. The Council has launched the Slough Wellbeing Strategy 2016-2020 which prioritises mental health and introduces new online counselling services for young people at kooth.com and mentalhealthforlife.org

5.27 Support our health partners to keep down unnecessary hospital admissions locally and support patients to help them to return home as soon as possible
Admission rates overall have continued to increase during last year. Several council led projects (telehealth, falls prevention and a responder service) have been successful in reducing admissions for the people they reach. There has been some increase in delays of people leaving hospital but overall those attributable to social care remain low. The national trend for both these areas

has been increasing but Slough continues to be well below the national and regional average. We are now looking to further investment and innovation through our Better Care Fund in next year to strengthen this position and deliver a 'Discharge to Assess' service model with an emphasis on 'home first'.

5.28 Implement a diabetes programme to increase prevention and maximise health outcomes for those with diabetes and work with parents and schools to reduce childhood obesity rates

16,119 eligible residents were invited to a free 18 week lifestyle with a 24% uptake. The Let's Get Going programme will be expanded across Slough for children aged 7-11 and an offer is being developed for young people aged 12-16 to engage in physical activity and learn about healthy eating.

5.29 Provide high quality, specialist housing for residents with learning disabilities on the old Rochfords hostel site

Despite a delay due to issues raised by the Environment Agency the project has had capital funding approved and occupancy is expected in 2018.

5.30 Increase the number of people managing their care and support via direct payment

Uptake of direct payments continues to increase with 360 people benefitting from a direct payment as of March 2017, this compares to 235 people in March 2016. We have implemented a new system using pre-payment cards which make Direct Payments easier to manage and are commissioning a personal assistant matching service and an employment support service.

5.31 Increase the number of people supported by the community/voluntary sector.

The first full year of the SPACE partnership saw 4,652 residents receive direct independent information and advice while a further 13,676 visited the Slough Advice Centre information and advice web site. Healthwatch, the independent health and care consumer champion, reached 56,651 people on social media, visited 55 local services, engaged with 150 people in its access to health and care information project, while 600 people made direct contact to give their views on health and care services. Advocacy in Slough provided independent advocacy support to 613 people.

5.32 Reduce air pollution from road transport, through a new Low Emission Strategy

The Council has secured funding of £157,000 to provide 7 charging points across the town for low emission taxis and minicabs which will be installed in the coming year. A Low Emissions Strategy is being developed and will go out for public consultation and adoption later this year. Alongside this we have submitted 6 bids to Heathrow Airport LTD to improve highway and transport links, including a feasibility study into a Clean Air Zone.

5.33 Introducing a kerbside food-waste to improve local recycling

This will form part of the insourcing of the waste contract and more details will follow as the project progresses.

- 5.34 Plant 250 new trees on verge land and in the Borough's parks and Open Spaces
Over 200 trees have been planted in Kennedy Park and a further 42 trees planted at Granville & Godolphin Parks. 125 trees have been planted on verge land across the borough and a further 125 will be planted in the 2017 planting season.
- 5.35 Reduce the Council's energy footprint by at least 3% of CO2 per annum from our existing corporate assets through a new Carbon Management Plan
A 6% reduction on CO2 emissions has been achieved and better energy management and more efficient energy use has saved £180,000 in energy costs.
- 5.36 Step up regulation and install measures to protect green verges from overparking
£330k has been allocated to the programme which is currently being devised to target the most affected areas. Work has also been programmed or carried out via the ward walkabout fund and measures to tackle overparking have been approved for Uxbridge Road, Hawthorne Crescent, Langley High Street, Perry Green South, Salt Hill Way, Hinksly Close/Windrush Avenue, Goodman Park, Pemberton Road and St George's Crescent.
- 5.37 Reduce incidents of Anti-Social Behaviour in known/identified 'hotspot' areas
5 hotspot areas for Anti-Social Behaviour (ASB) have been identified and a range of activities to discourage and stop such behaviour have been carried out. This has included working closely with residents and other partners, such as the police, to achieve sustainable outcomes. 6 Crime Reduction Days were held to further engage with the community, address residents concerns and to gather intelligence. Alongside this the council supported community litter picking events to address hotspot areas and in March actively supported the Keep Britain Tidy campaign. Our approach to ASB has hardened to improve areas which residents feel have been blighted by ASB. Two such examples of this approach can be seen in Lynch Hill where we worked with local stakeholders to prevent quad bike access into local woodland, and the ongoing work at Millie Nature Reserve to change the negative impression of this area by, clearing paths, art projects with school children.
- 5.38 Reduce fly-tipping by continuing to install alley-gates to problem alleyways and step up action and enforcement against fly-tippers
Our successful alley-gating programme has continued and have installed further gates in Chalvey, Cippenham and Upton. We have also deployed additional acorn cameras at known fly-tipping locations which has resulted in a reduction in fly-tipping.
- 5.39 Keep working to improve the safety and appearance of our local neighbourhoods – with landscaping improvements, more proactive litter clearance, and by deploying additional CCTV
The Five Year Plan has been revised and now have a dedicated priority of making Slough an attractive place to live, work, and visit. We have deployed CCTV cameras in Salt Hill Park and Baylis Park and introduced a new CCTV

policy. The overall rate of crime in Slough has increased by 1.4% but this is lower than the national average increase of 3.8% and Most Similar Group of 3.3%. In terms of individual crimes, home burglaries have reduced 26%, sexual offences have reduced by 9% and violent crime is down 6%. We continue to work the police and STAC (Slough Town Centre against Crime) to reduce public order offences surrounding the night-time economy and shoplifting.

5.40 Begin the construction of a new community hub to serve Elliman, Wexham Lea and Central wards at the Arbour Vale site

The community facility at Arbour Park will be completed in May 2017.

5.41 Plan out and start the construction of a new/expanded community hub for Manor Park on Villers Road

Design appraisals are currently being undertaken to ensure the site is used to full capacity and we are currently reviewing feedback from community engagement sessions and consultation to ensure the final design meets and serves the needs of the local community.

5.42 Build and open the new community hub being planned for Langley on the former Merrymakers Pub site

The site was demolished in 2016 to prepare the site for the mixed-use development that includes housing and a new health-led hub. Based on feedback this month, the expectation is that the project will be on site in 2018 and complete in 2019. This is a slight delay but our timescales are completely dependent on those of the NHS and the local CCG. This development ties into the Council's One Public Estate objectives and will provide new local integrated services and free up sites for housing-led development.

5.43 Upgrade the Council's casework system, improving the service for residents and customers

A new system has been purchased and has been rolled out with members receiving training sessions in April and May.

5.44 Make significant improvement to digital services and make it easier for the Borough's residents to access Council services online

A new Head of Customer has been appointed and discussions with Arvato about a new CRM and customer portal. Digital programmes in Adult Social Care are being progressed and this will form the first stage of a wider programme. Mobile and flexible working solutions are now being implemented as part of the Hub and Accommodation Strategy.

5.45 Further improve and expand online payments, to make it easier for residents to transact with the Council

Online payments are live for Council Tax, Business Rates and Housing Benefit Overpayments. During 2017/18 the council will be doing more to encourage people to use online payments and the Self Service modules within the system to check their balances on Council Tax and Business Rates as well as monitoring their HB claims. All customers are made aware of the self service module, online payments and Direct Debits when they telephone

to make better use of them. This work has resulted in an increase of over 50% in the take up of households signed up to self service to 16.7% from 8.1%.

5.46 Build on the opening of The Curve, by working to enhance the early evening economy in the town centre

A successful panto season was run at The Curve and it continues to collaborate with groups such as HOME and Resource Productions to bring evening activity into the town. Longer term the regeneration of the Old Library Site & TVU site will ensure the town has a thriving evening economy.

5.47 Support businesses to start, grow and locate in Slough; and work with employers to expand job and training opportunities for local people

Slough has a claimant rate of 1.4% which is below last years rate of 1.5%. Work in underway on developing a new economic growth strategy and the council continues to support the expansion of Heathrow and is working closely with Heathrow and partners to ensure residents gain the maxim employment benefits from expansion. The Leader of the Council attended MIPIM and has cultivated global interest in Slough as we seek to press ahead with major regeneration plans. The town has attracted investment into the High Street and the development of the TVU site will create 250,000 square foot of office space. We continue to work with our major partners and will be publishing a masterplan for Slough in the coming year.

5.48 Work with the new town centre manager and local retailers to improve the retail offer and facilities on Slough High Street

The council continues to engage with the town centre partnership and is currently working on creating clear market messages to promote the towns regeneration. We are exploring the feasibility of a Business Improvement District. The purchase of Observatory Queensmere by AIDA will undoubtedly improve the high street and the Council will continue to work them to bring about this improvement.

5.49 Continue working with the Police & partners to consolidate the significant reductions in crime over the past 7 years: that have made Slough into one of the safest urban conurbations in the Thames Valley

Unfortunately the overall rate of crime in Slough has increased by 1.4% in Quarter 4. However crime is increasing across the region and Slough has seen the slowest increase across Berkshire in the last calendar year. It is also lower than the national average increase of 3.8% and Most Similar Group of 3.3% - which maintains us a safer town than Oxford and Reading. It is worth noting that there has been an increase in the historic reporting of crime, and that cyber crime is now recorded. In terms of individual crimes, home burglaries have reduced 26%, sexual offences have reduced by 9% and violent crime is down 6%. We continue to work the police and STAC (Slough Town Centre against Crime) to reduce public order offences surrounding the night-time economy and shoplifting which are the two areas that have seen the biggest increases.

5.50 Use Slough's new 'Smart City' status to continue attracting inward investment and to harness digital technology and communications; improving residents' access to services and information

The Council held it's first Digital Leader's forum and a 'Smart City' board is in the process of being established which will include the towns major stakeholders and our major partners.

5.51 Continue to support the expansion of Heathrow; working with Heathrow Airport LTD and local business to maximise the training, employment, and travel opportunities available to local people if the government approves expansion

A number of our residents have benefitted from training and employment at the airport via the Heathrow Academy (33 completed pre-employment training and 37 accessed employment in 2016). A number of our schools participate in the Heathrow education programmes, attend the annual careers fair and have HAL staff on their board of governors. Through the existing bilateral relationship with Heathrow Airports Limited (HAL) we have received £20K (£10K in each of 2015 and 2016) towards investment activity and c. £30K in 2016 for the installation and operation of a new air quality monitoring station in Brands Hill. We continue to negotiate with HAL to build on our existing agreements to build a platform to derive greater benefit for residents from our relationship with HAL.

6 **Comments of Other Committees**

This report has not been considered by any other committees

7 **Conclusion**

The work on manifesto pledges adopted by Cabinet in June 2015 has been extensive and has met the aspirations of the pledges wherever possible. It should be noted that the cabinet have been asked to approve new priorities for this municipal year which can be found in Appendix A.

8 **Background Papers**

None

APPENDIX A

Cabinet priorities for 2017/2018

- We will work in partnership with you to focus on your needs
- We will continue to attract inward investment to transform our town
- We will harness this inward investment to ensure it works for you
- We will create jobs for Slough people and ensure your future in our town
- We will maintain and protect frontline services you rely on by doing things differently
- We will build more council homes for Slough people
- We will introduce Slough Rent and Slough Living Rent
- We will start the regeneration of the town centre
- We will improve repairs & maintenance service for our tenants and leaseholders
- We will regulate the private rented sector
- We will make it easier to move around Slough - giving residents a greater say
- We will improve our waste collection service & make it easier to recycle
- We will work with residents to improve parking across Slough
- We will support major infrastructure projects such as Heathrow expansion and maximise the benefits they will bring for Slough residents
- We will repair emergency potholes within 24 hours of being reported
- Children in Slough will achieve higher than the national average for a good level of development
- Every Slough resident will have access to good health and social care services
- Children in care will be well supported and developed
- We will increase the number of apprenticeships available to Slough's young people
- We will create a Slough young persons Education & Skills passport
- We will put residents at the heart of our customer service
- We will make the Council accountable to you

- We will make it easier for residents to contact us – making sure you get through to the right person at the right time
- We will roll out improved and expanded online services
- Our 5 values, Empowering, Accountable, Innovative, Responsive and Ambitious, will run as a golden thread through our customer service
- We will make our parks greener, cleaner and safer
- We will reduce air pollution and our carbon footprint
- We will keep our streets clean
- We will open new flagship leisure facilities
- We will help residents become more active more often
- We will open our improved cemetery and crematorium
- We will work with partners to create and maintain safe open spaces and neighbourhoods
- We will work with partners to raise awareness of and reduce domestic violence
- We will reduce flytipping and incidents of anti social behaviour & take stronger action against offenders
- We will continue working with the police to consolidate reductions in crime