

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood & Community Services Scrutiny Panel

DATE: 16th January 2018

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WARD(S): All

PART I **FOR COMMENT & CONSIDERATION**

NEIGHBOURHOOD AND HOUSING SCRUTINY OVERVIEW INDICATORS

1. **Purpose of Report**

The purpose of this report is to provide Members a progress update on the Scrutiny Overview Indicators (SOI) with a full dashboard of the SOIs and an exception report.

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

That the Panel note the Scrutiny Overview Indicators Dashboard and The Panel is endorse the ongoing revision of the SOIs presented to best represent services delivered.

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

The Scrutiny Overview Indicators (SOIs) track and follow activities and performance in Strategic Housing Services and Neighbourhood Services key areas of operation and therefore many contribute towards the Slough Joint Wellbeing Strategy and the Council's Five Year Plan.

3a. **Slough Joint Wellbeing Strategy Priorities**
Strategic Housing Services – Colin Moone

- Homelessness and Temporary accommodation – ensuring that homelessness is prevented and those in temporary accommodation are there for as short a time as possible
- Development and Housing Supply – to ensure there is a sufficient housing supply of affordable housing to meet the demands for good quality housing
- Fraud – demonstrating where housing is fraudulently obtained or used is brought back into use for those in need of good quality affordable housing.
- Voids – measuring the average time to re-let properties to ensure key to key times are efficient and allow allocations to meet housing demand for good quality housing

Neighbourhood Services – John Griffiths

- Housing Regulation – specifically addresses the need to monitor the number of CAT 1 risks removed from private sector housing and the management of HMOs ensuring those in the private sector are in safe, good quality housing.
- Anti-social behaviour (council stock only) – understanding that safe healthy housing is not just the physical structure but also the environment people live in.
- Repairs and Capital investment – to ensure all council housing stock has a valid gas safety certificate providing safe housing.
- Neighbourhood Enforcement – understanding that safe healthy housing is not just the physical structure but also the environment people live in

3b. **Five Year Plan Outcomes** **Strategic Housing Services – Colin Moone**

Our residents will have access to good quality homes.

- The number of cases where positive action succeeded in preventing homelessness.
- Actual new homes completions in the year against the target figure.
- The number of properties recovered as a result of fraud investigation.
- Fraud interventions in relation to right-to-buys.

Neighbourhood Services – John Griffiths

Our residents will have access to good quality homes.

- The number of managed - General Needs properties.
- The average time to re-let void properties.
- Number of private properties that have had category 1 hazards removed.
- Number of private rented sector dwellings improved due to intervention of the Housing Regulation Team

Slough will be an attractive place where people choose to live, work and visit

- The number of new ASB cases reported, how many successful outcomes achieved and average days to resolve a case.
- The number and type of neighbourhood enforcement and the number of formal enforcement notices served by notice type

4. **Other Implications**

(a) Financial

There are no financial implications of proposed action

(b) Risk Management

Recommendation from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score the risk	Future Controls
The Committee note the Scrutiny Overview Indicators Dashboard	Opportunity to understand services supply & demand	Indicators monitored on a quarterly basis	Low	N/A

(c) Human Rights Act and Other Legal Implications

There are no human rights or other implications

(d) Equalities Impact Assessment

The EIA is not required as the report requires the SOI return to be noted and approval of subsequent changes required. No impact on equality has been identified.

5. **Supporting Information**

Background

- 5.1 On 17th January 2017 Neighbourhood and Community Scrutiny approved the Scrutiny Overview Indicators and requested the service return on 26th June 2017 with a full dashboard of SOIs and an exception report. On the 26th June the second report was presented to the 2017 Neighbourhood and Community Scrutiny Panel, from that meeting three actions were requested, the panel are asked to review the actions taken:
- 5.2 It was noted that Stage 2 complaints had risen and Members would be informed as to the reasons for this. A full response is provided at appendix B.
- 5.3 The Panel also recommended that a Scrutiny Indicator on the percentage of garages held by SBC currently being let be added to the list of indicators. This is indicator SOI 40 on Scrutiny Overview Indicator (SOI) dashboard with additional information provided at appendix A of this report.
- 5.4 Finally, the Panel requested that a report by exception on voids be added to the agenda for 2nd November 2017. A Void report was presented to Neighbourhood and Community Scrutiny Panel on this date.

- 5.6 Recommendations were made at June's Neighbourhood and Community Scrutiny Panel meeting in relation to Indicators SOI 7, SOI 8, SOI 38, SOI 45 & SOI 46. All recommendations were shown in the minutes as resolved and this is now reflected in the SOI dashboard (appendix A) with these indicators removed.
- 5.7 The SOIs whilst developed before the launch of the Housing Strategy 2016-2021 can be considered relevant in supporting four of the five overarching themes:
- Theme 1 – New Housing Supply
 - Theme 2 – Private Sector Housing
 - Theme 3 – Council Homes
 - Theme 4 – Homelessness and Housing Need

Exception report

- 5.8 In total there are now 41 Scrutiny Overview Indicators; 37 are reported on a quarterly basis and 4 report annually.
- 5.9 18 Scrutiny Overview Indicators report operational areas within Strategic Housing Services, Service Lead Colin Moone, and 23 Scrutiny Overview Indicators report operational areas within Neighbourhood Services headed by John Griffiths.
- 5.10 The second part of this report is split into sections A and B in order to present the exceptions in order of Service Department.

Strategic Housing Services – Colin Moone

- 5.11 **SOI 7 - Total Net cost of all temporary accommodation**
Due to wide fluctuation in the Net cost quarter on quarter it has not been possible to set RAG rating control limits for this indicator yet.
- 5.12 **SOI 20 - % of debt that is former tenant arrears.**
SOI 21 - % of former tenant arrears written off.
SOI 20 and 21 whilst reported, no RAG rating applies as there is no performance measure applied in the Arvato contract for the performance of former tenant debt.

Neighbourhood Services – John Griffiths

- 5.13 At the end of Quarter one the indicator **SOI 37 “The percentage of dwellings with a valid gas safety certificate (RAMIS reporting via Property Services)”** did not achieve its target figure of 100%. There is no tolerance allowance on this target figure so a Red RAG rating was awarded, and in line with the agreed RAG rating process, a RAG rating action sheet was issued to the data owner of the indicator.
- 5.14 At the end of quarter two the indicator's performance was checked along with the effectiveness of the responsive action stated on the action sheet. The indicator achieved its 100% target for the end of quarter two and a Green Rag rating awarded. Sampling took place on both the data supplied to support the 100%

figure and random sampling on tenanted properties that had the gas supplied disconnected This is all evidenced on the RAG rating action sheet (Appendix C).

5.15 SOI 17 Average re-let time in days (standard re-lets)

SOI 18 Number of major works voids

Outturn figures for both these indicators were included in the SOI dashboard for the first time at the end of quarter two, the RAG rating control limits for these indicators have not been set as yet. It is anticipated this will be done in towards the end of 17/18 when there is sufficient trend information available.

5.18 SOI 19 Total cost of major works voids

As stated in the June report, the target to start reporting on this indicator is first quarter 17/18 and this is still the current position.

5.19 SOI 32 - Number of private rented sector dwellings improved

SOI 32 reported for the first time in quarter one but the method of collecting and collating the data was very time consuming. The Service Manager is re-visiting the data collection methodology and accuracy and was unable to report for quarter two, if the indicator is not reported in quarter three a further update will be provided.

5.20 While none of the indicators within the operational area of Neighbourhood Service have been given two consecutive Amber or a Red RAG rating at the end of quarter two it is worth noting those on a first Amber RAG rating. These are as follows:-

- SOI 30 Number of HMO found that were not licenced.
- SOI 47 Volume of new service requests received this quarter.
- SOI 49 Number of stage 1 complaints received.

6. Comments of Other Committees

No other committees at Slough Borough Council have considered this report.

7. Conclusion

The Panel is asked to note that the Scrutiny Overview Indicators (SOIs) are designed to give members an overview of the services undertaken by Strategic Housing Services and Neighbourhood Services and engages a conversation with members to review and challenge information presented and services delivered.

The Panel is also requested to endorse the ongoing revision of the SOIs presented to best represent services delivered.

8. Appendices Attached

- 'A' - Scrutiny Overview Indicator Dashboard
- 'B' - Response to increase in stage 2 complaints
- 'C' - RAG rating action sheet 1 (SOI 37)

9. Background Papers

None