

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood & Community Services Scrutiny Panel

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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**

- The Panel note the Scrutiny Overview Indicators Dashboard as presented.
- Following discussions at the last meeting the Panel endorses the proposal for the revision of the SOI's to be presented in the new financial year 2018/19 and will include from April:
 - Neighbourhood Services will present a report, and;
 - Strategic Housing Services will present a service specific report

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

- 3.1 The Scrutiny Overview Indicators (SOIs) track and follow activities and performance in Strategic Housing Services and Neighbourhood Services key areas of operation and therefore contribute towards the Slough Joint Wellbeing Strategy and the Council's Five Year Plan.
- 3.2 In January 2017 Neighbourhood and Community Scrutiny approved the Scrutiny Overview Indicators comprising a full dashboard of SOI's and an exception report. Quarterly reports were presented in June 2017 and January 2018, this is the Q3 report.
- 3.3 At the meeting in January 2018, Members raised questions regarding the rating and tolerances identified in the dashboard report. It was agreed that Councillor Plenty would meet with Colin Moone, Service Lead, Strategic Housing Services in order to Review and agree the SOIs being provided and identify those required for ongoing reporting and those where exception reporting is required.

3.4 In the current reporting process there are 41 Scrutiny Overview Indicators shown in the dashboard; 37 are reported on a quarterly basis and 4 report annually.

- 18 Scrutiny Overview Indicators report operational areas within Strategic Housing Services, headed by Colin Moone.
- 23 Scrutiny Overview Indicators report operational areas within Neighbourhood Services headed by John Griffiths.

3.5 **Strategic Housing Services – Colin Moone**

“Our residents will have access to good quality homes”.

- Homelessness and Temporary accommodation – ensuring that homelessness is prevented and those in temporary accommodation are there for as short a time as possible meeting strategic well being priorities.
 - The number of cases where positive action has succeeded in preventing homelessness, meeting the outcomes of the Five Year Plan.
- Development and Housing Supply – to ensure there is a sufficient housing supply of affordable housing to meet the demands for good quality housing for Slough residents.
 - Actual new homes completions in the year against the target figure set in the Five year Plan.
- Fraud – demonstrating where housing is fraudulently obtained or used is brought back into use for those in need of good quality affordable housing.
 - The number of properties recovered as a result of fraud investigation.
 - Fraud interventions in relation to right-to-buys.
- Allocation of Voids – provide Nominations in a timely manner to facilitate the efficient turn-around of void properties in meeting the demand for good quality Housing.
 - The average time to allocate to void properties.

3.6 The Service Lead for Strategic Housing Services will apprise the Panel of issues raised in relation to Strategic Housing Performance Indicators.

3.7 While none of the indicators within the operational area of Strategic Housing Services have been given two consecutive Amber or a single Red RAG rating at the end of Q3. There is one indicator on a first Amber RAG rating:

- SOI 6 - The number of cases in temporary accommodation and compared to previous year. This shows an increase of 20 from Q2 and an 18% increase from the same time last year.

3.8 Neighbourhood Services – John Griffiths

“Our residents will have access to good quality homes”

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

- Voids – measuring the average time to prepare properties for allocation, to ensure key-to-key times are efficient and allow Housing Allocations to meet housing demand for good quality housing meeting strategic well being priorities.
 - The average time for void repairs in making properties available for Housing Services to allocate.
 - The number of managed - General Needs properties.
- Housing Regulation – identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings ensuring those in the private sector are in safe, good quality housing. The monitoring report highlights the risks identified within the private sector housing and the management of HMO's.
 - 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.
- Anti-social Behaviour (ASB) (council stock only) – to ensure that Neighbourhood Services works effectively with partners to protect people who are suffering as a result of the behaviour of others. It recognises that ASB is an overarching term to describe a broad range of criminal and disorderly behaviour.
 - The number of new ASB cases reported, how many successful outcomes achieved and the average days to resolve a case.
- Repairs and Capital Investment – to ensure all council housing stock is a safe and sustainable asset; the home has a valid gas safety certificate providing safe housing that remains legally compliant.
 - Landlord Statutory gas compliance for all HRA properties
- Neighbourhood Enforcement – understanding that safe healthy housing is not just the physical structure but also the environment people live in. The primary function is to achieve regulatory compliance in order to protect the public, the environment, neighbourhood and residents if it is in the public interest to do so.
 - The number and type of neighbourhood enforcement and the number of formal enforcement notices served by notice type.

3.9 At the end of Q3 the indicator SOI 48 “The number of closed service requests that took 90 or more days to close” did not stay within its upper control limit set at 221 cases returning a figure of 259 cases for the quarter. A Red RAG rating was awarded, and in line with the agreed RAG rating process, a RAG rating action sheet was issued to the Neighbourhood Managers of the indicator.

3.10 An action plan has been agreed with the Neighbourhood Managers in order to increase the number of cases closed in Flare; this continues to be closely monitored and is delivering improvement.

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
<ul style="list-style-type: none"> The Panel note the Scrutiny Overview Indicators Dashboard 	<ul style="list-style-type: none"> Opportunity to understand services supply & demand. Risk of loss of revenue and additional expense of households in TA. 	<ul style="list-style-type: none"> Indicators monitored weekly and reported on a quarterly basis 	Low	<ul style="list-style-type: none"> Regular (weekly) meetings with stakeholders to monitor and progress void activity – identify and resolve blockages. RSM bespoke audits.

(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 **Proposal for Reporting from April 2018 and the financial year 2018/19**

5.1 It is proposed that the following indicators be reported to the Scrutiny Panel going forward beginning with the full year report for 2017/18 (Q4). Thereafter, it is proposed quarterly 'exception' reports are received by the Panel for indicators reporting a significant change, specifically:

- Where there is an identified risk to the service
- A significant positive impact
- Specific indicators raised by residents and Members for discussion and/or awareness

Strategic Housing Services (Service Lead – Colin Moone)

- Voids – allocation time
- Rent Arrears
- Service Charge Repayments
- Right-to-Buy
- Fraud Investigation
- Strategic Housing Complaints

Neighbourhood Services (Service Lead – John Griffiths)

- Voids - time taken to repair voids in order to allocate to a new tenancy.
- Repairs & Maintenance – performance against contractual Priorities 1, 2 and 3
- Landlord Statutory Compliance – Gas
- Recharges
- Housing Regulation:
 - Number of HMO's licenced
 - Number of enquiries from private sector tenants regarding landlords failure to repair
 - Number of Cat1 hazards investigated and acted upon
- Anti-social Behaviour (HRA and Private Sector):
 - Number of new cases received (by category)
 - Number of closure orders
 - Number of Community Protection Notices (CPN's)
- Neighbourhood Services Complaints.

6 **Comments of Other Committees**

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

7 **Appendices Attached**

'A' - Scrutiny Overview Indicator Dashboard

8 **Background Papers**

None