

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhood & Community Services Scrutiny Panel  
**DATE:** 15<sup>th</sup> January 2019  
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**WARD(S):** All

### **PART I** **FOR COMMENT & CONSIDERATION**

#### **NEIGHBOURHOOD SERVICES SCRUTINY OVERVIEW INDICATORS**

##### **1. Purpose of Report**

The purpose of this report is to provide Members with an update on the new set of Scrutiny Overview Indicators (SOI) for Neighbourhood Services, as agreed at the 4<sup>th</sup> April 2018 Panel meeting. This is the first report presented for Neighbourhood Services covering these new agreed indicators for 2017/18 and covers reporting for quarters 1 and 2.

This report advises that following a restructure of both Neighbourhood Services and Strategic Housing Services that took place on the 1<sup>st</sup> November, all subsequent reporting of the Scrutiny Overview Indicators detailed in this report and those reported by Strategic Housing will be presented via the Housing Services, Scrutiny Panel report.

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

- The Panel note the Scrutiny Overview Indicators Dashboard as presented.
- The Panel note the future reporting of Scrutiny Overview Indicators for Housing Services

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

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

3.2 ***“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 overall management of the voids process is laid out in the Neighbourhood Services ‘Void Property Management Policy’.

- The average time for re-letting a standard void after works have taken place.
- Repairs & Maintenance - measure the repair response performance of the three priority categories against the set targets as stated within the RMI contract.
  - RMI Performance priority 1 - Emergency
  - RMI Performance priority 2 - Urgent
  - RMI Performance priority 3 - Routine
- 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 and the management of House in Multiple Occupation (HMOs).
  - Number of private properties that have had ‘Category 1’ hazards removed.
  - Number of enquiries from private sector tenants regarding their landlord’s failure to repair.
  - Number of mandatory licenced HMOs.
- Anti-social Behaviour (ASB) – to monitor levels of ASB and two of the powers used to tackle it, ensuring that Neighbourhood Services works effectively with partners to protect people who are suffering as a result of the behaviour of others. We recognise that ASB is an overarching term to describe a broad range of criminal and nuisance behaviour.
  - The number of new ASB related cases received.
  - Number of Closure Orders.
  - Number of Community Protection Notices issued
- Repairs and Capital Investment – to ensure all council housing stock is a safe, good quality home for residents; the home has a valid gas safety certificate providing safe housing that remains legally compliant. We will be reviewing the approach to electrical testing in preparation of the Housing White Paper.
  - Landlord Statutory gas compliance for all HRA properties
- Recharges – to monitor the number of recharges that have been raised and the total value of recharges invoiced during the quarter.
  - Number of and total value of recharges invoiced

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

(c) Human Rights Act and Other Legal Implications

There are no human rights or other implications.

(d) Equalities Impact Assessment

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

**5 Agreed reporting for the financial year 2018/19**

5.1 As stated previously a revised set of indicators was approved in April 2018 and the full list of these are shown below.

**Neighbourhood Services Scrutiny Overview Indicators (SOI's)**

SOI 1 Average re-let time in days (standard re-lets)

SOI 2 RMI Performance priority 1 (Emergency) repairs

SOI 3 RMI Performance priority 2 (Urgent) repairs

SOI 4 RMI Performance priority 3 (Routine) repairs

SOI 5 The percentage of dwellings with a valid gas safety certificate (RAMIS reporting via Property Services)

SOI 6 Number of and total value of recharges invoiced

SOI 7 Number of Category 1 hazards removed from private rented accommodation

SOI 8 Number of enquiries from private sector tenants regarding landlords failure to repair

SOI 9 Number of mandatory licenced HMO

SOI 10 Number of Closure Orders

SOI 11 Number of Community Protection Notices (CPN's)

SOI 12 Number of ASB related cases received (HRA & Private Sector), showing top ten case types

SOI 13 Number of stage 1 complaints received

SOI 14 Number of stage 2 complaints received

SOI 15 Number of stage 3 complaints received

5.2 On the 25<sup>th</sup> June 2018 the Panel agreed for Neighbourhood Services and Strategic Housing Service alternate in providing six monthly updates. Each of the services '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

5.3 SOI 1 Average re-let time in days (standard re-lets)

Due to average re-let time for a standard void during quarter 1 which is detailed in the SOI dashboard (Appendix 'A') a RAG Rating Action Sheet was raised (Appendix 'B'). This sheet outline the reason given for the RAG rating and what responsive action is being taken to bring the indicator back in line with it expected performance.

5.4 SOI 6 Number of and total value of recharges invoiced

The new Rechargeable Repairs Policy was approved by the Neighbourhoods and Community Services Scrutiny Panel on Monday, 25<sup>th</sup> June. The policy has been launched via Osborne but recharge data and performance by Osborne requires further definition before recharges can be robustly pursued. One recharge has been raised to a non-customer for contributory costs for estate works. The new Clienting Recharges Officer commenced in post on 15.10.2018 and routine recharging is expected to commence by December 2018.

5.5 SOI 13 Number of stage 1 complaints received

When setting the initial RAG rating measure for this indicator and SOI 14 Number of stage 2 complaints received the RAG rating measure was based on the previous years trend. This measure had to be adjusted after Q1 as it did not take into account that some complaints regarding the new RMI provider might come via the Neighbourhood Services complaint route. Following the adjustments both indicators SOI 13 & SOI 14 attained a Green RAG rating for Q2.

5.6 The full Neighbourhood Service Scrutiny Overview Indicator dashboard is Appendix 'A'

## **6 Comments of Other Committees**

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

## **7 Appendices Attached**

'A' Scrutiny Overview Indicator Dashboard.

'B' RAG Rating Action Sheet 07

## **8 Background Papers**

None