

Slough Borough Council

Appendix B:

Manifesto Commitments 2019/20

2019/20 – Quarter 3

(October to December 2019)

Strategy and Performance

PARKING AND TRANSPORT

	Manifesto Pledge	Date for delivery	Actions taken	RAG
1	We will deliver a new public transport vision for Slough, including a public transport corridor for the town centre and a new pedestrian bridge link to connect communities north of the railway with the High Street area	Feb 2019 Nov 2019	Stage 1 of the transport vision has been completed and approved by Cabinet. Stage 2 has been commissioned and will look at the detail, where the corridors will start and end together with the impacts and mitigation requirements. This task has been delayed due to changes from Bucks CC meeting scheduled for Feb with the DfT	AMBER ↓
2	We will complete construction of phase 2 of the Mass Rapid Transit Bus Scheme (MRT), connecting the town centre to Heathrow, and develop a 'Park and Ride' solution near Junction 5 of the M4	Summer 2020	Detailed design is underway and work is due to start on site for the MRT extension during Q3. Park and Ride: Land acquisition progressing with land owner and discussions with Highways England continuing. Likely to involve CPO of land. CPO has been passed to agent to negotiate. Works on MRT starting late January 2020	AMBER ↔
3	We will work with operators to keep bus fares low, and prioritise 'end to end routes', with additional green vehicles and bus lane enforcement	Aug 2019 May 2019 Jun 2019	Manifesto Pledge has been met. In discussions with Reading Bus to deliver a free electric bus pilot for the Colnbrook area and Langley area. Pilot started on 4 th November 2019. Free pilot for MRT users completed and usage supplied to Leaders office. Bus Lane enforcement is underway.	✓
4	We will upgrade the council's fleet to electric/hybrid vehicles to reduce air pollution	Between Q2-Q4 2019/20	Tenders back for supported service 4 and 6 includes minimum standard of EuroVI. Electric and Gas powered buses being discussed with Heathrow on routes 7 and 703. Tendered bus services for route 4 and 6 now using a minimum standard of Euro VI	GREEN ↔
5	We will open 4 new bike docking racks - in Langley, Colnbrook, Manor Park and Cippenham - and purchase 20 new bikes	Q3 2019/20	Locations currently being looked at to ensure maximum usage. Officers will be firming up positions before the stations go in.	GREEN ↔

6	We will spend £2 million on improving highways and pavements and ensure Slough remains recognised as a national leader in repairing potholes	Ongoing	Manifesto Pledge has been met Potholes, defects picked up daily via inspections and complaints, works orders raised. Resurfacing scheme completed, currently working on the reserve list to be delivered by end of March 2020.	✓
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ENVIRONMENT AND OPEN SPACES

	Manifesto Pledge	Date for delivery	Actions taken	RAG
7	We will open new outdoor gyms in Baylis & Stoke, Colnbrook, Cippenham Green, Cippenham Meadows and Farnham wards	Aug / Sep 2019	Manifesto Pledge has been met Tender awarded to the Great Outdoor Gym Company. All gyms now installed and open/in use.	✓
8	We will work with partners to expand our popular free 'community work outs' to more locations across Slough	Ongoing throughout 2019/20	Manifesto Pledge has been met This is still an offer and more instructors are being trained to facilitate sessions, through the Great Outdoor Gym Company, Everyone Active and community activators.	✓
9	We will identify and replace all public trees lost as a result of last summer's drought and promote wildlife-friendly planting schemes to offer habitats for butterflies, birds and bees	Ongoing First tranche Oct-19 to Mar-20	Manifesto Pledge has been met Tree audit complete and details fed into the Urban Tree Challenge bid. Awaiting the outcome of the bid, this should be confirmed in early October. Funding for tree replacements outside of the Urban Tree Challenge initiative has been confirmed and new planting before end of March 2020.	✓
10	We will begin work on a major environmental urban wetland project in Salt Hill Park	Mar 2020	Manifesto Pledge has been met Salt Hill stream works. Planning consent gained and contract for works awarded. Works planned to commence on 7th October, and to be completed by March 2020. Official Open Day 12 th March 2020	✓
11	We will open a new allotment at Moray Drive, continue to improve our existing allotments and support 'community growing' projects	Sep 2019	Manifesto Pledge has been met Allotment complete and plots ready to let. Capital Improvement works to allotments completed.	✓

12	We will Introduce more regular intensive cleaning of the town centre and hotspot areas, and develop a reporting app for residents to report fly-tipping incidents	Nov 2019	<p>Manifesto Pledge has been met</p> <p>Our planned litter picking and sweeping of the High Street continues to deliver a sound core service between 06:00 and 19:00. This resource calls on response teams to deal with out of the ordinary issues.</p> <p>A cloud based App has been developed to report fly-tipping, street cleaning standards and grounds maintenance issues. It will be launched on our new website.</p>	✓
13	We will do more to make our neighbourhoods strong, healthy and attractive with 3 initial projects in Foxborough, Chalvey and Langley Kedermister	Ongoing	<p>Phased project to test different approaches to community development. Needs analysis completed for Chalvey, Trelawney Ave and Foxborough. Soft launch of Chalvey initiative to take place on 30th January 2020.</p>	GREEN ↔


HOUSING AND NEIGHBOURHOODS

	Manifesto Pledge	Date for delivery	Actions taken	RAG
14	We will start the construction of 120 council and affordable homes, plan the development of over 250 more, and launch a key worker housing scheme	Mar 2020	On 12 development sites there are 20 homes in handover stage and a further 50 nearing completion. The hoarding in preparation for the award for phased demolition of Tower & Ashborne is in place. In addition development site tenders are in circulation or pending offer to the market for the provision of 263 homes. We have a further 20 sites undergoing a planning process for permission to build a further 272 affordable homes. At early stage of design and assessment for viability we have 32 sites that may offer potential for 45 homes.	GREEN ↔
15	We will invest £8 million to provide additional decent, affordable rented homes in Slough	Mar 2020	We have assembled through investment by the Housing Revenue Account £8.5m in land dedicated to providing additional decent affordable homes.	GREEN ↔

16	We will bring forward proposals for a co-operative/tenant-led housing initiative to offer more choice and accountability for those in need of affordable rented housing	Jan 2020	<p>The creation of a community led society via the DISH is with solicitors and progressing to registration which as a holding company can be in place by the end of January.</p> <p>We have taken a further step forward as the 16th December Commercial Cabinet has supported the creation of DISH as a registered provider for profit and separately for not for profit. In order that partnership and initiatives in delivering and community accountability are able to be created alongside new developments. We are advised by homes England process requirements that registration will take 6 months , during the interim a shadow board is being formed and led by the service lead for housing development & contracts.</p>	GREEN ↔
17	We will do more preventative work to tackle street homelessness, investing £250,000 in local homelessness initiatives	Mar 2020	<p>The planned car park closures took place in August 2019 and up to 15 rough sleepers were ejected. None have returned, so this has been successful, so far. The outreach team continue to engage with rough sleepers and move them into Emergency Bed or temporary housing provision. As part of our reconnection to communities work, we have moved 3 rough sleepers back to Poland with the help of the Polish authorities. The Official Rough Sleeper Count was 25 (down from 27 last year). The Winter Night Shelter is now open at Serena Hall with an average of 14 attending each night. There are an average of 10 rough sleepers also attending the Night Shelter at the Slough Soup Run. Serena Hall is our Severe Weather Emergency Provision and it will be open until the end of March 2020. 28 rough sleepers have been housed permanently since April 2019.</p>	GREEN ↔

18	We will invest £4 million in repairs, modernisation, structural and environmental improvements to tenants' estates and homes, and pilot a new app that allows council tenants to see their repairs and account information in real time	Mar 2020	<p>There is a significant investment programme underway which includes a focus on addressing compliance works identified as part of the Fire Risk Assessments undertaken across housing blocks. This includes environmental improvements across our ex-sheltered housing schemes for older people, which are currently in progress.</p> <p>The environmental program is being conducted on garages so that the sites are either upgraded for modern parking or decommissioned for development. These are in progress and investment of £1m is underway.</p> <p>The investment program which was previously outlined to June Neighbourhood & Community Services Scrutiny Panel is in place and remains on course to deliver 4,000 electrical works (of which 2,334 completed). An additional £750k has been invested in a boiler replacement programme for 2019/20 for in excess of 782 new boilers (of which 455 have been completed).</p>	GREEN ↔
19	We will help establish and facilitate a private tenants' association to give private renters a voice	First meeting October 2019	The first meeting took place on Tuesday 29 October 2019 at St Martin's Place. It was not well attended but we had presentations about general private sector conditions; a presentation about standards and what to expect from your landlord; a presentation from Shelter and on about retaining your tenancy. We are planning the next meeting for March/April 2020 and hope that the attendance is better.	GREEN ↔

HEALTH AND LEISURE

	Manifesto Pledge	Date for delivery	Actions taken	RAG
20	We will work with dentists and health partners to improve local children's oral health	March 2020	<p>SBC's early years (EY) and prevention service is continuing to work in partnership with the Oxfordshire oral health team. All 10 children's centres were re-assessed in Oct 2019 as part of the Slough Healthy Smiles scheme and all secured gold accreditation for the second consecutive year. The centres are supporting other local EY settings to gain accreditation. 11 EY settings and 2 maintained nursery schools have gained the Slough Healthy Smiles accreditation, with 9 of them achieving gold status.</p> <p>The starting well dental practices across Slough ran open days during October half term 2019, with further dates scheduled during the February half term for families to bring children to register with their local dentist. The dental practices have been working in conjunction with reception classes in 5 primary schools across the town, continuing to support them with tooth brushing. The EY health improvement officer, funded by Public Health, will work with the Oxfordshire oral health team to support these primary schools to gain their accreditation for the good practice they have implemented.</p> <p>The EY health improvement officer and the Berkshire Healthcare Foundation Trust (BHFT) oral health practitioners have collaboratively delivered workshops for parents with the focus on healthy eating to support reducing obesity in under 5's across Slough and promote improved oral health. A range of EY providers have benefited from this partnership working and more targeted work is planned over the next few terms.</p> <p>In December 2019, health promotional stands were set up at the leisure centre and a local superstore in Slough, where the health inequalities nurse were on hand to raise awareness of immunisations to families, together with a strong focus on oral health.</p>	GREEN 

21	We will become a disability-friendly town and improve mental health support services, to support more people and help them into sustainable employment	Ongoing	We will continue to develop co-produced asset based approaches and contribute to building more community resilience, which supports better mental and physical health. This will be further developed through the Recovery College network and in partnership with colleagues from SPACE consortium and the Well-Being social prescribing service. The approach will focus on the success of the Independent Placement Support (IPS) service which proactively supports people in finding employment. The co-produced approach will include a bespoke Mental Health website platform that will be informative about many elements of health promotion and how to get involved across the town.	GREEN ↔
22	We will work with our residents, service users and partners to set up a network to jointly design future health and social care services	Ongoing	<p>Manifesto Pledge has been met</p> <p>The Network is becoming well established and has been involved in a number of initiatives. These include:</p> <ul style="list-style-type: none"> ➤ Working with Healthwatch to co-design a new framework for enter and view visits to Slough care homes. ➤ Developing a new floating support service and selecting a new provider. ➤ Providing comments and feedback on the draft Housing Strategy. ➤ Successfully bidding to use the Open Doors shop for a monthly community forum. ➤ Attending a number of forums and partnership boards. <p>The co-production network will be involved in a number of key commissioning projects over the coming months.</p>	✓
23	We will build on the success of the reinstated Slough Half Marathon by introducing a stand-alone family fun day around the new annual 5k run in Upton Court Park	<p>Jun 2019</p> <p>Oct 2020</p>	<p>On 22nd June 2019 we had the Great Get Together in Herschel Park with more than 1,000 people attending.</p> <p>On 23rd June the 5k fun run took place in Upton Court Park with more than 360 people taking part.</p> <p>An external provider for the running of the half marathon is currently going through procurement.</p>	GREEN ↔

24	We will continue supporting the work of the Safer Slough Partnership; building on the success of their campaign against modern slavery and helping deliver the 'Choices' campaign to reach 2,000 people in 2019/20	Mar 2020	In October 2019 we ran a 6 week campaign highlighting various forms of slavery and how it can affect children and adults. This campaign directed people to use the national Modern Slavery Helpline phone number as a single point of contact, and we hope to see a rise in call from Slough as people report their concerns.	<div>GREEN</div> <div>↔</div>
		Autumn 2019	In total since the Choices programme started in Slough, over 7000 pupils have benefitted targeting drivers of vulnerability and supporting them to avoid gangs, sexual exploitation and radicalisation. From Q2-Q3, two primary schools dropped out of the programme. So, as of January 2020, there are 18 primary schools still delivering the year 5 and 6 programme and in total the programme will reach over 144 teachers trained and over 1,000 sessions for 3,280 pupils delivered this year. In a recent Ofsted inspection of Ryvers Primary School in Slough the inspectors reported the "pupils feel safe in schools and learn how to manage risks. The 'choices' scheme helps pupils to consider the impact of their actions and how they can overcome peer pressure" (Ofsted, October 2019). The programme also being rolled out to 9 secondary schools which is completing design phase, with delivery starting this term.	

25	We will tackle inequalities locally and work to improve health, life chances and opportunities for all our residents	Ongoing	<p>Health Beliefs research of how Slough residents feel about their health has now been reported to Wellbeing Board and Health Scrutiny as planned in Sept-19. Findings will be published and help inform the Keeping Well Strategy planned for Q3/4.</p> <p>Smoking remains a priority. An external funding bid for additional smoking cessation funding to the Better Care Fund was developed in Q2 and will be submitted in Q3.</p> <p>The new integrated wellness service, which is due to launch on April 1st 2020, is now out to tender. Applicants will be invited to interview over the coming few weeks and a decision is due to be made in the coming month. This new service will be an umbrella service covering our key prevention programmes, including Stop Smoking, weight management, falls prevention, NHS health checks, behaviour change and brief alcohol interventions.</p> <p>An audit to review our practice of tackling health inequalities in Slough through the NHS Health Checks programme started in Q2 and contributed to the national review in Q3.</p> <p>Work to understand one of the major underlying causes of health inequality in Slough - poverty – has started. The project will draw on a broad array of Council areas to understand our current offer, identify any gaps and prioritise follow-up action.</p>	<p>GREEN</p> <p>↔</p>
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CUSTOMER SERVICES & COMMUNITY HUBS

	Manifesto Pledge	Date for delivery	Actions taken	RAG
26	We will invest £3 million and bring our IT service in-house; to ensure better outcomes in our customer services, more resident-friendly communication channels and faster response times for service requests	IT Insourcing due 31 Oct 2019 Investment Projects – to be decided in conjunction with Transformation	<p>Arvato contract exit has now concluded and services have transferred successfully with the Q3 focus on stabilising services and understanding current operational practices.</p> <p>To support the transfer a number of contingencies have been put in place to support customer services provision:</p> <ul style="list-style-type: none"> ➤ A new call centre telephony solution has been successfully implemented to provide more resilient call back functionality and improved reporting. ➤ An extension to the current CRM solution has been commissioned to ensure continuity of service. ➤ Data mapping and development work is ongoing. ➤ A business case is being drawn up for a customer insight tool that helps to identify households at risk of financial crisis, which will assist our work in moving from reacting to customers queries to working on the root causes of why people need to contact the council. ➤ It has been fitted to all occupied floors in the new council HQ at 25 Windsor Road. ➤ A new corporate telephony solution has been rolled out in conjunction with a remote working programme. ➤ A comprehensive IT health check is being undertaken on returning infrastructure to identify priority risk and investments required. ➤ A new digital platform solution has been agreed and is in the final stages of procurement. 	GREEN ↔

27	We will launch a £15 million 'Community Hubs Strategy', starting the construction of brand new community hubs in Chalvey and central Langley and planning new hubs in Cippenham and Wexham	New Chalvey School and hub June 2020	Localities Strategy Workstream established to lead on the Transformation agenda for locality working and delivery. First workshop has happened with attendance from Subject Matter Experts and SLT colleagues from across the council as well as PMO and GateOne representatives. Work continuing to build the new Chalvey School and hub, the programme remains on schedule with a completion date of June 2020, with an opening date in July.	GREEN ↔
28	We will involve residents in shaping 'meanwhile' improvements and in the longer-term redevelopment plans for the town centre	Ongoing	Established the Slough Town Association of Residents (STAR) group to help inform, shape and engage with us on Clean Safe Vibrant TC Programme as well as the Town Centre Vision. Working with the STAR group and stakeholders on the SloughNow concept to gauge their interest and explore what they would like to see in their Town Centre.	GREEN ↑
29	We will add further discounts to our new Residents' Privilege Scheme, the 'Slough app'	Ongoing	Explore Slough App went live on 24 June 2019. Working with businesses to ensure we keep offers live and plentiful.	GREEN ↔
30	We will actively promote a fully inclusive registrar's service with increased marketing and promotion for LGBT+ weddings and celebrant services	Ongoing September 2019 December 2019	Manifesto Pledge has been met We have seen a significant increase in LGBT+ ceremonies this year. The trend continues upwards since last reporting in this respect. We have done 11 LGBT ceremonies this calendar year, 8 this financial year (civil Partnerships and Weddings). We make sure that anyone marrying or celebrating their civil partnership have a welcoming and special experience. We are very inclusive and celebrate all our citizens using our noteworthy services, we include LGBT weddings and celebratory services photos on our Facebook page. Preparation for marketing campaign to focus on 2020 session and incorporate new venues. Work on marketing to commence once newly appointed Group Manager arrives in November 2019. The new Group Manager joined the service in November 2019 and is looking at business and marketing strategies across her service areas including licensing new venues, civil and partnership ceremonies etc).	✓

31	We will bring forward plans for a new arts, entertainment and cultural offer at the former Adelphi Cinema site, while protecting the building's heritage	Ongoing	A discussion has been held between Service Leads to ensure that work progresses subject to finance availability. It is estimated that a feasibility for the site will begin in Autumn 2020	GREEN ↔
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REGENERATION AND THE TOWN

	Manifesto Pledge	Date for delivery	Actions taken	RAG
32	We will continue regenerating our town; bringing forward detailed plans for the Montem Leisure Centre site, the Canal Basin and the former Thames Valley University site	Ongoing	Work is progressing on all schemes with a major focus being the emerging town centre framework masterplan. SBC and SUR signed an option agreement in November 2019. The following steps will include refining the masterplan for the site to determine the appropriate levels of housing, employment and community uses in Q1 2020 with the aim of submitting a planning application in November 2020.	GREEN ↔
33	We will begin work on two new hotels with ground floor branded restaurants, affordable shared ownership homes and an attractive public realm, on the former Slough Library site	Ongoing	Construction has begun on site and works are scheduled for completion by spring 2021.	GREEN ↔
34	We will help the owners of the High Street shopping centres to deliver their ambitious plans for the northern side of Slough High Street, and work with partners to shape a regeneration plan for the former Horlicks factory	Ongoing	Ongoing discussions with ADIA in partnership working and wider visioning work for the Town Centre, not just a site by site vision Horlicks Factory redevelopment work has begun.	AMBER ↔
35	We will redevelop the former Alpha Street car park site to provide new affordable homes	December 2020	The site is being developed by Slough Urban Renewal, comprising of 14 units of 1 and 2 bedrooms. Construction onsite commenced in December 2019 with a view to handover in December 2020. James Elliman Homes are intended to acquire for use for social housing.	GREEN ↑
36	We will bring forward plans for a 'meanwhile' improved food and beverage offer for the town centre while major regeneration takes place	Ongoing	Exploring options for a Social Enterprise Quarter, Food & Beverage and Cultural meanwhile uses in the shopping centre which encourages local groups to occupy empty units and influence the increase of footfall in the area. Meanwhile use discussions with partners are picking up pace with a number of opportunity sites being reviewed for meanwhile uses in the town centre.	AMBER ↔

37	We will significantly improve the public forecourt to the north side of Slough station and deliver improved paths and walking routes in and around the town centre	March 2021	<p>Public Realm design underway and negotiations with Net Rail and GWR to construct the forecourt are ongoing.</p> <p>Paths to connect the Town Centre and rail station are being secured through the planning process with the SUR Stoke Wharf scheme plus a new footbridge across the canal. Cabinet approval now secured (September Cabinet) designs proceeding.</p>	<p>GREEN</p> <p>↔</p>
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CHILDREN & YOUNG PEOPLE AND SKILLS

	Manifesto Pledge	Date for delivery	Actions taken	RAG
38	We will improve the learning environment for local children, investing £12 million in expanding our secondary schools and £14 million in Special Educational Needs and Disability provision	2021-2022	<p>£12.1m spent from Q1 to Q3 on providing a site for Grove Academy and an expansion of places at Langley Grammar School.</p> <p>£2.4m spent from Q1 to Q3 providing new SEND Resource Unit at Marish Primary Academy.</p> <p>£175K spent on providing refurbished buildings for Haybrook College and Littledown School.</p>	GREEN ↔
39	We will facilitate a brand new through-school with community sports provision in Chalvey	October 2020	<p>In Q1, Slough completed the acquisition of 2 shop/residential sites on Chalvey High Street and disposed of them to the DfE to create the playing fields for the new school. Utility disconnections and diversions are interfering with programme delivery and causing some phasing delays.</p> <p>Refurbishment of the Orchard Community Centre is complete.</p> <p>Chalvey Community Centre users and Chalvey Nursery buildings are currently using temporary accommodation. Construction of the new school and Chalvey Hub are progressing well on site and will be complete by the end of 2020.</p>	GREEN ↑
40	We will provide all our looked-after children with leisure passes and council tax exemptions until the of age 25	Ongoing	<p>Manifesto Pledge has been met</p> <p>Offer has been designed and approved. Implementation of offer is now being undertaken.</p>	✓
41	We will invest £1.4 million in our Children's Services Trust to ensure they can continue to meet the needs of vulnerable children in Slough	Financial Year 2019-2020	<p>Manifesto Pledge has been met</p> <p>Secured revenue funding of £1.4 million growth for SCST Children's Services. This was approved by Cabinet in February 2019.</p>	✓

42	We will launch the 'Slough Academy' giving our residents greater opportunities to access apprenticeships and training, to gain the skills they need to get on	Ongoing	<p>Slough Academy was launched in Nov-18 and currently promotes apprenticeship opportunities to all SBC colleagues through internal communications.</p> <p>Apprenticeship opportunities not filled internally are promoted through communications externally in Slough.</p> <p>As at Quarter 3, no further external applications have been received, 11 interviews have been held and 11 appointments offered.</p> <p>We are expecting to make available a further 19 Apprenticeships by September 2020.</p>	GREEN ↔
43	We will work with our partners to lower the exposure of our children and young people to youth violence and gang-related activity	<p>June 2019</p> <p>Ongoing</p> <p>October 2019</p>	<p>The Violence Task Force is meeting every two months, with the executive group meeting monthly (both chaired by the Chief Executive). Two sub groups have been formed to review interventions and data – both groups have presented their findings the board and starting to form key projects – aligned to 'Our Futures' programme.</p> <p>The Early Intervention Youth Fund project is continues to deliver in Slough, funded through the Thames Valley Wide bid – slough was able to access the following,</p> <ol style="list-style-type: none"> 1. Upskilling professionals and raising awareness 2. Tackling Exclusion in Schools 3. Detached youth work 4. Intensive work with young people who are engaged in gangs activity <p>Tier 1c – Training for professionals - Workshops aimed at frontline professionals to raise awareness and develop skills in relation to young people and gangs. Delivered by Reach Every Generation, Gavin McKenna, Director. There was a training day on 30th September and another training day on 20th November.</p> <p>Thames Valley Police Surge funding supporting the expansion of CCTV cameras in Salt Hill Park.</p>	GREEN ↔