

Date of issue: Wednesday, 14 October 2020

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Hulme (Chair), Kelly, Ajaib, Begum, M Holledge, Matloob, Minhas, S Parmar and Sabah) <u>Non-Voting Co-Opted Members</u> Manvinder Matharu (Residents Panel Board) Trevor Pollard (Residents Panel Board)
DATE AND TIME:	THURSDAY, 22ND OCTOBER, 2020 AT 6.30 PM
VENUE:	VIRTUAL MEETING
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	JANINE JENKINSON 07511 048 406

NOTICE OF MEETING

You are requested to attend the above meeting at the time and date indicated to deal with the business set out in the following agenda.



JOSIE WRAGG
Chief Executive

AGENDA

PART 1

<u>AGENDA</u> <u>ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
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APOLOGIES FOR ABSENCE

CONSTITUTIONAL MATTERS

- | | | | |
|----|--------------------------|---|---|
| 1. | Declarations of Interest | - | - |
|----|--------------------------|---|---|

All Members who believe they have a Disclosable Pecuniary or other Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 4 paragraph 4.6 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed.

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3.	Member Questions	-	-
	<i>(An opportunity for panel members to ask questions of the relevant Director / Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated.)</i>		

SCRUTINY ISSUES

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10.	Date of Next Meeting - 18th November 2020 (Extraordinary Meeting)	-	-

Press and Public

This meeting will be held remotely in accordance with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020. Part I of this meeting will be live streamed as required by the regulations. The press and public can access the meeting from the following link (by selecting the meeting you wish to view):

<http://www.slough.gov.uk/moderngov/mgCalendarMonthView.aspx?GL=1&bcr=1>

Please note that the meeting may be recorded. By participating in the meeting by audio and/or video you are giving consent to being recorded and acknowledge that the recording will be in the public domain. The press and public will not be able to view any matters considered during Part II of the agenda.



Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Thursday, 3rd September, 2020.

Present:- Councillors Hulme (Chair), Kelly (Vice-Chair), Ajaib, Gahir, Matloob, Minhas, S Parmar, Sabah and Co-optee Trevor Pollard

Also present under Rule 30:- Councillors Nazir and Strutton

PART 1

13. Declarations of Interest

Councillors Hulme and Minhas declared that they were Council representatives on the Royal Berkshire Fire Authority. They remained logged in throughout the virtual meeting.

Councillor Gahir declared that he was a Hackney Carriage driver. He remained logged in throughout the virtual meeting.

In relation to Minute No. 18 Langley High Street, Infrastructure - Councillors Matloob and Strutton declared that they were members of the Council's Trustee Committee. They remained logged in throughout the virtual meeting.

14. Minutes of the last meeting held on 22nd June 2020

Resolved – That the minutes of the meeting held on 22nd June 2020 be approved a correct record.

15. Member Questions

None had been received.

16. Repairs Maintenance and Investment (RMI) Contract Update

Councillor Nazir (Cabinet Member for Housing & Community Safety) introduced a report that provided an update regarding Osborne's delivery of the Repairs Maintenance and Investment (RMI) Contract.

The Service Lead, Housing Development & Contracts highlighted that the report included information that had been requested at the previous Panel meeting.

In attendance was Mr Hughes, Osborne Account Director. Mr Hughes was invited to comment on the information presented. He highlighted that Osborne RMI 2019/20 Annual Report was appended to the report and invited comments and questions from the Panel.

During the course of the discussion, the following points were raised:

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- Referring to the 'Risk Management' section of the report, a Member queried why the backlog of maintenance repairs had not been listed as a significant risk. It was explained that the governance structure set out in the contract provided a formal basis to raise issues regarding performance. The Council adopted a 'partnership approach' and Osborne had provided an Improvement Plan to address the backlog of repairs. The issue was considered a 'medium risk' due to the proposed control measures offered by Osborne. If the backlog of repairs continued to increase the matter would be escalated and considered a significant risk.
- Mr Hughes explained that although the data appeared to show an increasing number of outstanding repairs, this was due to the system requiring a 'data cleanse' rather than actual works requiring action. He estimated that approximately 500 of the repairs listed would be removed from the system once the data cleanse had been completed.
- The initial findings of the Independent Audit Agent (IAA) review of performance data supplied by Osborne had raised significant concern regarding its validity. Osborne had failed to provide data to substantiate a number of its performance results. It was reported that the IAA would be continuing to monitor performance to ensure all data provided was consistent and factual. A report detailing the full findings of the IAA review would be available during September 2020 and would be shared with the Panel.
- The Independent Chair of the Resident Board commented that residents had little faith in the accuracy of the performance reports or the feedback from satisfaction surveys. He said the 99% resident satisfaction rate presented was not credible and did not reflect the experience of residents he was in contact with.
- Concern was raised that resident satisfaction was collected by a trade person via a handheld device. It was highlighted that this method was open to manipulation and could allow the trade person to complete the survey themselves.
- In relation to the backlog of repairs, it was asked how many of these cases involved urgent repairs. Mr Hughes agreed to provide further details to the Panel following the meeting.
- Concerns were raised about Osborne's call answering times, the standard of customer service and the ability of call centre staff to effectively handle queries. In addition, it was asked why calls had been diverted to a Manchester centre despite the RMI contract stipulating that calls would be managed at Hawker House in Slough. It was explained that a Manchester call centre was used to manage out of hours calls, and as a contingency option.

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- It was noted that a number of resident complaints were being escalated to Stage 3 rather than being effectively managed at Stage 1. It was explained that the Housing Ombudsman was reviewing the complaints procedure and consideration would be given to how best to involve residents in the process.
- The Panel noted that Social Return on Investment (SROI) was an essential part of the contract's service delivery. This included: employing local labour and establishing a supply chain strategy; providing apprenticeships and work placements; and the reinvestment of Slough money. It was agreed that details of Osborne's (SROI) would be provided to Members.
- Discussion took place in relation to joint resident and officer estates inspections being carried out; it was agreed that additional details would be provided to the Panel.
- In view of legislative changes, it was asked how many fire doors had been replaced and the number of replacements outstanding. It was agreed that this information would be provided to the Panel.

The Chair then invited Councillor Strutton to address the Panel under Rule 30.

Councillor Strutton suggested that the current method used to record tenants' satisfaction with repairs be reviewed. He raised concern regarding the accuracy of data held by Osborne and highlighted that if data was being effectively managed a 'data cleanse' would not be necessary. He commented that remedial works were not undertaken in a timely manner and raised concerns about the impacts on the health and safety of tenants. Further concerns were raised in relation to: the poor standard of caretaking in communal areas; building defects remaining unrepaired for a significant length of time; and storm damage insurance claims not being dealt with correctly.

The Service Lead, Housing (People) Services explained that estates inspections had been temporary suspended during the lockdown period, but had now been resumed and any estate repairs required would be completed. There was discussion in relation to estate officers and residents undertaking joint inspections.

In concluding the discussion on the item the Chair thanked the officers and Resident Board representatives for attending the meeting.

Resolved –

- (a) That the report and Osborne's 2019/20 Annual Report be noted.

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- (b) That additional details regarding Osborne's plan to tackle the backlog of responsive repairs be circulated to the Panel.
- (c) That an extraordinary Neighbourhoods and Community Services Scrutiny Panel meeting be scheduled to receive a further update from Osborne, including details of the following:
 - Outstanding repairs backlog
 - Results of the residents survey
 - Findings of the Independent Audit Agent report
 - Either a copy of the revised complaints process/procedure or an update on it
 - An update on Osborne's Forward Plan, detailed in section 4.1 of the Financial Report. With particular emphasis on their Social Return on Investment plans
 - Plan for the joint residents/officer estates inspections

17. Resident Board Feedback Reports

The Panel noted the Resident Board feedback provided within the reports.

Resolved – That the reports be noted.

18. Langley High Street, Infrastructure - Impact on Businesses

The Network Management Engineer introduced a report that set out the plans to transform Langley High Street, and the adjacent infrastructure. Members were also provided with the rationale for the scheme and details relating to the expected impact of the proposed scheme on local business and services in the locality.

(At this point in the meeting Councillor Minhas declared that Langley High Street was in her ward – she remained logged in throughout the virtual meeting)

The Chair invited comments and questions from the Panel.

During the course of the discussion, the following points were raised:

- A series of online public consultation sessions had been held during August 2020, via the Council's video conferencing facility. Residents and business owners had been invited to receive an update on the next stage

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of the road improvement works and to indicate their preferred option for changes to Langley High Street. The outcomes of the consultation process would be published on the Council's website.

- Concern was raised regarding the loss of car parking provision in the area. The Panel was advised that the design proposals would seek to maximise the number of car parking spaces provided by the scheme. It was explained that details of the issues raised during the consultation process would be presented on the Council's website.
- Discussion took place regarding public rights of way and ownership of pavements, particularly those located outside of business premises. It was explained that the Council had a statutory duty to maintain the upkeep and maintenance of public rights of way.
- It was reported that the area of land take within the Langley Memorial Garden would be confirmed through the consultation process and discussion with the Council's Trustee Committee. Appendices A and B of the report set out the current options that had been taken to consultation. It was reported that in total 62 residents had attended consultation sessions, of those 16 had completed an online survey to indicate their preferred option; all respondents had selected Option A as their preferred scheme.
- It was asked what risk assessments had been undertaken in relation to the scheme. Members were advised that detailed road safety audits and traffic modelling had been carried out. It was agreed that these documents would be circulated to the Panel. It was explained that before the scheme was implemented a stringent road safety assessment, carried out by an independent auditor would be undertaken.

Speaking under Rule 30 Councillor Strutton raised concern that there had been a lack of engagement with local residents. He highlighted that the proposals would have a significant impact on the provision of car parking, and the availability of loading bays. He raised concerns relating to overdevelopment of the locality and detrimental impact on the 'village type' setting of the area. He said that a significant number of residents were dissatisfied with the proposed options and asked what outcomes the consultation process had produced.

The Network Management Engineer explained that the scheme was considered necessary due to the planned closure of Hollow Hill Lane by Network Rail, as part of their Western Rail Link to Heathrow. Extensive modelling had been conducted with the results indicating that the closure, if not supported by substantial mitigation, would result in high levels of congestion and potential gridlock in the area. It was considered that the proposed scheme would stimulate economic growth, enhance accessibility

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and connectivity, reduce congestion and improve traffic flow in the area. The scheme was being designed to improve the highway infrastructure and transport links, and ultimately to make a positive impact and enhance the area.

The Chair thanked the Network Management Engineer and the Project Manager (Major Infrastructure Projects) for the report.

Resolved –

- (a) That the report be noted.
- (b) That the Network Management Engineer be requested to provide details of the road safety audits and traffic modelling relating to the Langley High Street scheme to the Panel.

19. Safer Public Spaces Update

The Interim Director of Place and Development provided an update on matters relating to safer public spaces.

The Chair invited comments and questions from the Panel.

During the course of the discussion, the following points were raised:

- A Member suggested that free car parking should be introduced in Slough high street to encourage footfall and economic activity in the town centre. The Interim Director of Place and Development agreed to follow up this query outside of the meeting.
- It was asked if there had been an increase in the number of reported Covid cases occurring in Farnham Road, Chalvey or Slough high street. It was noted that there had been an uptick of cases in the Farnham Road area. It was explained that the clarity of data received from Public Health England needed to be improved to effectively track cases. To reduce the rate of transmission it continued to be important to promote social distancing, hand washing and the use of face coverings.

Resolved – That the Panel noted the report.

20. Food Poverty Task and Finish Group Report

The Policy Insight Analyst introduced a report that asked the Panel to review and agree the recommendations of the Food Poverty Task and Finish Group.

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Members were provided with a PowerPoint presentation that set out the key findings of the Task and Finish Group.

Following the conclusion of the presentation, the Chair invited comments and questions from Members.

During the course of the discussion, the following points were raised:

- Slough Food Bank recorded the number of parcels distributed, rather than the number of people approaching the service. Parcels were given out to people in crisis situations and each person was offered three parcels per crisis.
- It was asked if the Council provided any extra services to the most deprived wards in the Borough. It was explained that the Council did not currently provide any additional services to these wards; however it was hoped that following Cabinet's consideration of the Task and Finish Group recommendations, suitable Council support services would be put in place, rather than people being dependent on the provision of charity.

Speaking under Rule 30 Councillor Strutton highlighted that the wider societal issue arising from food poverty should be taken into account. He suggested that the Task and Finish Group's research and recommendations be used as a 'starting point' to inform the Council's approach to support vulnerable residents.

It was noted that the recommendations of the Food Poverty Task and Finish Group had the full support of the Residents Board.

Resolved –

- (a) That the Panel endorsed the Food Poverty Task and Finish Group report and recommendations, as attached as Appendix A of the report.
- (b) That Cabinet be recommended to formally recognise food poverty as a priority requiring immediate action, and commit to adopting the Food Poverty Task and Finish Group recommendations to reduce the levels of food poverty in the Borough.

21. NCS Scrutiny Panel 2020/21 Work Programme Report

Further to the discussion under Minute No. 16 it was agreed that an extraordinary meeting be scheduled during November to receive an update report on the Osborne Repairs Maintenance and Investment Contract.

It was noted that Councillor Ajaib wished to sit on the Rough Sleepers Task and Finish Group.

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Resolved – That subject to an extraordinary meeting being scheduled during November, the Work Programme, as set out in Appendix A of the report be agreed.

22. Members' Attendance Record 2020/21

Resolved – That the details of the Members' Attendance record be noted.

23. Date of Next Meeting - 22nd October 2020

Resolved – That the date of the next meeting was confirmed as 22nd October 2020.

Chair

(Note: The meeting opened at 6.30 pm and closed at 9.12 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Service Scrutiny Panel

DATE: 22nd October 2020

CONTACT OFFICER: Rhian Richards- Housing Regulation Manager
(For all Enquiries) (01753) 477396

WARD(S): All

PART I**FOR COMMENT & CONSIDERATION****HMO AND SELECTIVE LICENSING SCHEMES UNDER THE HOUSING ACT 2004**1. **Purpose of Report**

To provide a progress report on the implementation of the property licensing schemes introduced in spring 2019 under the Housing Act 2004.

2. **Recommendation**

The Panel is requested to note the summary of progress made so far in implementing the Licensing Schemes and to make any recommendations they deem appropriate to improve the efficacy of the schemes.

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

Housing is widely recognised as a key determinant of health and wellbeing.

The Local Authority Health Profile for Slough published earlier this year by Public Health England highlighted a number of areas where the health of people in Slough is worse than the England average. Research suggests that a number of these areas can be linked to poor housing conditions: -

- Early deaths from cardiovascular disease - damp and cold homes have been linked to an increased risk from respiratory and cardiac conditions and in turn to excess winter deaths
- Rate of hip fractures - Falls are most likely to occur in the home. Disrepair in residential properties for example to floors, stairs and handrails can increase the risk of falls on level surfaces, stairs and those associated with baths and showers
- Hospital admissions for violence - Research by the Police Federation identified a link between the levels of violence in communities and prevalence of houses in multiple occupation
- Rates of T.B. which are almost 4 times the UK average - TB and other infectious diseases can spread more easily where conditions are overcrowded and/or unsanitary

In addition there is emerging evidence of a link between an increased risk of Covid 19 and over-crowded housing.

As well as the impact on health, unsafe, unsuitable or insecure housing can also have a long term impact on a child's academic attainment and life chances. Shelters report 'Chance of a lifetime - The impact of bad housing on Children's lives' (2006), highlighted that children who grow up in poor housing are more likely to be unemployed or to experience poverty in adulthood.

The impact of housing on health and well being is recognised in the Slough Wellbeing Strategy 2020-25 which makes the improvement 'of the life chances of residents by focussing on areas such as housing...' a key ambition under Priority 3: Strong, healthy and attractive neighbourhoods.

The thorough and effective licensing of HMOs and other privately rented properties can directly support this ambition by providing a proactive regulatory framework for identifying and improving poorly maintained and badly managed privately rented homes. The impact of the schemes goes beyond individual tenants to the wider community, which benefits from reductions in anti-social behaviour and environmental crime, as well as improvements in the physical environment within their locality.

3b. **Five Year Plan Outcomes**

The licensing of HMOs is also a key element of the following outcomes of the Five Year Plan:

- Slough will be an attractive place where people choose to live, work and stay
- Our residents will live in good quality homes

4. **Other Implications**

(a) Financial

The financial implications of the licensing regime were discussed in detail in the report to Cabinet dated 18th March 2019. The Licensing fees in Slough are amongst the lowest in the UK but in order to incentivise landlords to come forward a commitment was made to offer an early bird discount to those landlords who made their licence application prior to 1st October 2019. This commitment was honoured and in order to assist landlords further the early bird discount was extended for a calendar month to 31st October 2019. This may have some impact on the Council's ability to cover the costs of the scheme.

The Covid 19 pandemic and the restrictions imposed by Government to control the spread of the virus did result in a hiatus in the proactive enforcement of the schemes which may further impact the Council's ability to cover costs.

(b) Risk Management

There are no additional risks in addition to those listed within the Cabinet report.

(c) Human Rights Act and Other Legal Implications

All policies and procedures introduced in relation to the licensing schemes have been formulated in accordance with relevant legislation which has regard to Human Rights and is subject to legal scrutiny.

(d) Equalities Impact Assessment

A detailed Equalities Impact Assessment was conducted during the consultation period and was submitted to Cabinet in March 2019 alongside the report recommending the implementation of the schemes.

5. Supporting Information

A summary of the schemes and Cabinet report of 18th March 2019 is provided as Appendix A to this report.

Progress to Date

A report on progress of the schemes was submitted to Neighbourhood and Community Services Scrutiny Panel in October 2019, which provides some background to the latest update.

Key Figures and successes

The table below gives figures for the schemes correct on 21/09/2020

	Licence Type		
	Mandatory HMO	Additional HMO	Selective
Applications Received	164	83	2182
Licences Issued	98	44	1564
Applications being processed	24	11	347
Total no. licensed properties	270*	44	1564
Proportion of properties predicted to be licensable subject to an application	10		62
* this figure contains properties licensed prior to the introduction of the current schemes.			

In addition the Housing Regulation Team has: -

- Recruited and trained 4 new Housing Regulation Officers and a new property licensing coordinator is due to join the team in October 2020
- Procured mobile inspection App to improve the efficiency of inspections of Licensed properties
- Conducted high profile joint operations with Thames Valley Police and built excellent relationship with Royal Berkshire fire and Rescue Service
- Actively investigating 4 persistent offenders with files currently being prepared for submission to Legal Services and
- Successfully utilised licence conditions to resolve long standing ASB matter in East of Slough

The application process

Early 'teething problems' arising from the introduction of new cloud based licence application software have largely been overcome and the Housing Regulation Team continues to work closely with the software developers to improve their offer and streamline the application process for both landlords and the Council.

The Council continues to offer landlords additional support with their applications where they struggle to use technology or find the process intimidating or confusing.

Enforcing the requirement to licence

An independent review of Selective Licensing Schemes in England, published by the Government in 2019, concluded that robust enforcement is crucial to ensuring Selective Licensing schemes achieve their objectives.

The Housing Regulation Team has undertaken both large scale multi - agency operations and small scale exercises to identify unlicensed properties and bring them into compliance. For example, a joint operation conducted in Alexandra Road in January 2020 resulted in the submission of 9 licences and the identification and remediation of a number of serious hazards including repairs to a badly installed boiler.

The Housing Regulation Team has taken an intelligence led approach, using data obtained through council tax, land registry and National Anti Fraud Network, to identify properties that might require a licence. 350 warning letters have been sent to landlords of properties we believe to be licensable, inviting them to make a licence application. Where the recipient of the warning letter fails to respond the property is allocated to a Housing Regulation Officer for further investigation.

This approach allows us to take a graduated approach to enforcement activity, educating landlords and maximising their opportunity to make a licence application, while taking a robust approach with those that persistently fail to respond to warnings.

In the majority of cases this methodology has resulted in non-compliant landlords making the relevant licence application. Where this is the case, and where the landlord has an otherwise unblemished record, the housing regulation team generally take the view, that despite their initial non-compliance it would not be in the public interest to pursue enforcement cases against such landlords.

However, there are landlords who persistently refuse to cooperate with the Council and place their tenants at risk and the housing regulation team are committed to holding these landlords to account through the imposition of fines or prosecution. Indeed housing regulation officers are currently pursuing a number of enforcement cases, both financial penalties and prosecutions, against non-compliant landlords.

Enforcing licence conditions

The Housing Regulation Team is currently focussed on enforcing the requirement to licence and consequently the broad scale inspection of licensed properties has

not yet been undertaken. The rationale for prioritising unlicensed properties is that unprofessional, negligent and rogue landlords that pose the greatest risk to tenants can often be identified by their absence from the licensing schemes; so it follows that focussing resources on identifying unlicensed properties will have the greatest benefit to residents.

However, where reports are received which relate to poorly managed licensed properties, the Housing Regulation Team does intervene, using licence conditions to compel landlords to cooperate with council and Police investigations. Indeed the team are actively involved in a number of ASB investigations where the presence of a Licence has been helpful in engaging otherwise reluctant property managers.

Challenges and successes

A number of significant challenges have arisen since the last report to the Scrutiny Panel in 2019:

- Recruiting suitably qualified staff has historically been a challenge for the Housing Regulation Team due to the technical and demanding nature of the job and until July 2020 the team had been operating with a number of vacancies. Administrative barriers, financial uncertainty and Covid 19 created significant delays in recruitment and hampered efforts to train newly appointed staff. Despite these extraordinary operational challenges, established housing regulation officers have succeeded in providing intensive support and mentoring to new staff and as a result of their considerable efforts, the team is far more resilient and better placed to deliver the licensing schemes than it was only 12 months ago. Having said that the current resourcing is still short of what was originally intended when the schemes were approved by Cabinet in 2019.
- It is important to note that Licensing forms only one part of the Housing Regulation Team's workload. The team is responsible for undertaking a range of functions including but not limited to the Council's statutory functions under Part 1 of the Housing Act 2004. This involves responding to complaints about deficiencies and hazards in private residential properties and taking appropriate action to remove those hazards. Such cases can be complex, protracted and resource intensive and managing this work alongside the licensing schemes inevitably means difficult decisions have to be made about the allocation of resources.

This is particularly challenging in winter when cold homes, damp and mould present a more significant and immediate risk to residents than during the summer months. Moreover the link between cold homes and an increased risk of harm from respiratory infections is likely to make winter in the height of the Covid 19 pandemic particularly difficult. It is recognised that in the longer term far greater emphasis needs to be placed on empowering tenants and landlords to resolve matters for themselves and the Housing Regulation Team intends to explore opportunities for better joint working on issues like fuel poverty and energy efficiency which will ultimately free up resources to focus on licensing.

- The Housing Regulation Team, like many others across the council has faced unprecedented operational challenges in recent months due to Covid 19. An inability to access Council buildings, lack of IT equipment and the requirement for a number of officers to 'shield' have made performing even simple tasks problematic. Moreover a delay in the provision of certain IT equipment has

prevented the roll out of our Licensing Inspection software, which requires officers to have access to an I-pad.

Despite these difficulties the Housing Regulation Team has continued to work throughout the lockdown, with officers utilising their own phones and IT equipment to maintain continuity of service to vulnerable residents. However, the current working arrangements, though important for infection control, has impacted the Housing Regulation Team's effectiveness and it may become necessary through the winter months to reduce our activities in some areas, for example in relation to lower risk hazards, in order that we are able to successfully deliver the Licensing schemes.

Priorities

The key objectives of the Housing Regulation Team for the next 6 months are:

- To scale up our licensing enforcement activities targeting persistent offenders
- To ensure as far as possible landlords that should apply for a licence, do apply for a licence
- To further promote the licensing schemes as a tool to tackle wider local problems such as anti-social behaviour and health inequalities
- To prioritise reactive work where tenants are most vulnerable or at risk of significant harm and where our interventions will have the greatest impact.

6. **Conclusion**

Despite the many challenges faced by the Housing Regulation Team in delivering the licensing schemes, good progress is being made in identifying unlicensed properties and bringing them into compliance. The immediate focus for the team in the next 6 months is to locate as many unlicensed properties as possible and to robustly enforce against those who persistently fail to make a licence application, as it is these landlords who are most likely to put their tenants at risk of harm.

7. **Appendices Attached**

Appendix A - HMO and Selective Licensing Summary of Cabinet report of 18th March 2019

8. **Background Papers**

Report to Cabinet – *Proposals For Private Rented Property Licensing* -18th March 2019

**Proposals For Private Rented Property Licensing – summary of Cabinet report
18th March 2019**

Introduction

Following an extensive public consultation between November 2018 and January 2019 Slough Borough Council approved the proposal to implement two property Licensing Schemes under Parts 2 and 3 of the Housing Act 2004 to compliment the UK wide Mandatory Licensing scheme for Houses in Multiple Occupation which has been in place since 2006.

The necessary legal designations were made on 25th March 2019 and Public Notices were issued in accordance with the statutory requirements. Copies of the public notices of the designations can be found at the following location

<https://www.slough.gov.uk/business/licences-and-permits/property-licensing.aspx>

The Housing Act 2004 allows a period of 3 months for legal challenges to any licensing designation made under that Act. No such challenges were made and since 1st July 2019 the following Property Licensing Schemes have been in operation within Slough:

- Mandatory Licensing- This is a UK wide scheme that requires HMOs with 5 or more occupants to be licensed.
- Additional Licensing- This scheme applies to the whole of Slough borough and includes all HMOs which are not covered by the Mandatory Licensing Scheme.
- Selective Licensing- This applies to a specifically designated area (most of Chalvey and Central Wards) and covers all accommodation rented via an Assured shorthold tenancy or licence to occupy which is not an HMO i.e. let to one household.

Evidence

The rationale and legal justification for introducing the schemes were set out in detail in the report to Cabinet in March 2019 but in summary the Council was able to evidence:

In relation to the additional licensing designation:

- That a significant proportion of the HMOs in the area were being managed sufficiently ineffectively as to give rise, or likely to give rise, to problems either for those occupying the HMOs or for members of the public;
- That consideration had been given to other courses of action available that might provide an effective method of dealing with the problems in question;
- That the designation will significantly assist the Council to deal with the problems

- That all reasonable steps had been taken to consult persons likely to be affected by the designations and that any representations had been properly considered

In relation to Selective Licensing:

- That the designated area has a high proportion of property in the private rented sector i.e. 20% or more. Central and Chalvey wards have a high proportion of PRS (over 50%);
- That a significant and persistent problem caused by anti-social behaviour or poor housing conditions existed in the designated area
- That consideration had been given to other courses of action available that might provide an effective method of dealing with the problems in question;
- That the designation will significantly assist the Council to deal with the problems
- That all reasonable steps had been taken to consult persons likely to be affected by the designations and that any representations had been properly considered

Benefits of Licensing

The specific benefits of a targeted licensing scheme are as follows.

Housing conditions and safety:

- Preventing overcrowding by specifying the number of people and households permitted in the property.
- Ensuring gas and electrical safety by requiring the landlord to have a valid gas safety certificate and provide an electrical appliance test report to the council.
- Ensuring fire safety by ensuring that the landlord tests all smoke alarms and fire equipment. The licence requires the landlord to provide a copy of periodical test certificates/reports to the council.
- Ensuring the good condition of the property by requiring the landlord to inspect the property at least every six months.

Anti-social behaviour:

Licensing offers information and extra powers covering a range of common ASB issues, including:

- requiring the landlord to take steps to address anti-social behaviour with tenants
- requiring the landlord to ensure there are formal arrangements for the disposal of rubbish and bulky waste.
- working in partnership with landlords to reduce and prevent ASB at an early stage.

General:

- Improved management and conditions of privately rented accommodation and significantly increased identification and level of enforcement against criminal landlords.

- Allows a framework for councils to be proactive and not just reacting to complaints.
- Provides a quicker response and resolution rate by landlords to tenant complaints about repairs.
- Licensing will require absentee or unprofessional landlords to employ a professional property management approach to actively manage their properties and make sure suitable arrangements are in place to deal with any problems that arise.
- Promotion of landlord accreditation and encouraging landlords to let property to a higher standard and to act in a professional manner. Improvement of the image and desirability of the borough.

Licensing Fees:

The Current fee structure is as follows:

	Part A	Part B	Total	
Selective licence (houses with one family or two people who aren't related)	£200	£300	£500	
HMO licensing fee (additional and mandatory)	£450	£300	£750	For houses that have more than six rooms: additional charge of £30 per room.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 22nd October 2020

CONTACT OFFICER: Vijay McGuire - Associate Director, Business Services
(For all Enquiries) 07703 912021

WARD(S): All

PART I**FOR COMMENT & CONSIDERATION****CUSTOMER EXPERIENCE UPDATE****1. Purpose of Report**

To update NCS Panel on the customer impacts of the decant of the main My Council customer face to face service from Landmark Place to three local community access points.

2. Recommendation(s)/Proposed Action

That the Panel considers and comments on the content of the report.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**3a. Slough Wellbeing Strategy Priorities****Priorities:****1. Starting Well**

Shifting customer service staff from dealing with drop in customer demand, supporting customers to self help digitally will free up resources. This will enable customer service advisors (CSAs) to concentrate on deeper financial advice and support for people in need. The more proactive and holistic support that SBC can give to families and households in the greatest need to help prevent financial crisis, should help the sustainability and stability of the family unit

2. Integration (relating to Health & Social Care)

As part of the Our Futures transformation work, the contact centre has been trained in giving a deeper service to customers who telephone in, passing fewer calls to back office services. With a programme of robust training and empowerment, this is enabling more first time resolution of customer telephone calls. This is a work in progress and will significantly grow and develop as part of the transformation programme with a whole system approach, links to the localities programme and the SBC new

operating model. The contract centre has been helping more adult social care customers in this way since January 2020.

3. Strong, healthy and attractive neighbourhoods

We will be organising our local face to face offer around localities and communities. This will help us to be more engaged locally and therefore more understanding and responsive to what local people need. We will work with residents and communities to design services that work for them and regularly seek and act on customer feedback. SBC will also be strengthening commissioned services to provide more targeted support to the needs of the community in localities.

4. Workplace health

Since Covid_19 lockdown, which coincided with the closure of LMP, Staff were set up to, and continue to work from home. Performance is being managed daily, and there is increased workload with customer demand and also increased productivity. Council Access Points (CAPs) have now opened and Customer Service Advisors (CSAs) are now offering face to face interviews by appointments to customers in Britwell, Langley and Cippenham. These calls are being triaged by the contact centre. There has been considerable staff learning and development as part of this programme. This shift to the website, as the customer's primary point of access, will also help customers to self help with the programme that has just started of further developing our digital offer.

3b. Five Year Plan Outcomes

Outcome 1: Slough children will grow up to be happy, healthy and successful. We are moving to an emphasis on prevention and early intervention and work with communities and partners to prevent people at risk of crisis falling into further crisis. We have procured a tool to do this, which will help to identify families and households that are under claiming wider benefit entitlements. As customers continue to self help digitally our CSAs will be freed up to proactively contact customers to encourage them to claim.

Outcome 2: Our people will be healthier and manage their own care needs. By enabling and support people to 'self help' using digital service channels, and by seeking to design intuitive digital service channels, we are making it easier for customers to access us digitally. If customers are familiar with, and can trust our digital services before they have care needs, then they will then be more easily able to access our services if and when their circumstances change. We intend to offer a first class assisted digital offer, which enables people who don't or can't currently use digital to access services. This should also support them to access other available digital resources.

Outcome 3: Slough will be an attractive place where people choose to live, work and stay. We will organise our local offer around localities and communities. We have procured self scanning facilities for customers to use in the new council access points, which we will also pilot in a children's centre. We will shortly be working proactively with customers under claiming their wider benefit entitlements. This, combined with being located and available in localities will help us to be more engaged locally, therefore more understanding and responsive to what local people need. Our staff will be trained in all resources available in each locality and

therefore ensure that local people are signposted to additional or independent support and information where appropriate. We can use our local presence to work with residents and communities to feedback and redesign the services that we offer. The customer insight that we are currently developing will also improve how we bespoke services by locality in the future.

Outcome 4: Our residents will live in good quality homes. The work we will do on improving customer's financial resilience by helping people under claiming benefits entitlements will help support homelessness prevention. Maximising peoples benefit entitlements will help support families and households with the stability of their tenancies. We are working on taking a SBC single view of all debt owed to the council with a more holistic approach to collection. We are currently exploring technology options to help us to do this.

4. Other Implications

(a) Financial

There are no financial implications of proposed action

(b) Risk Management

This report is for information

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications.

5. Supporting Information

Summary of changes from March 23rd 2020 and their impacts on the customer experience.

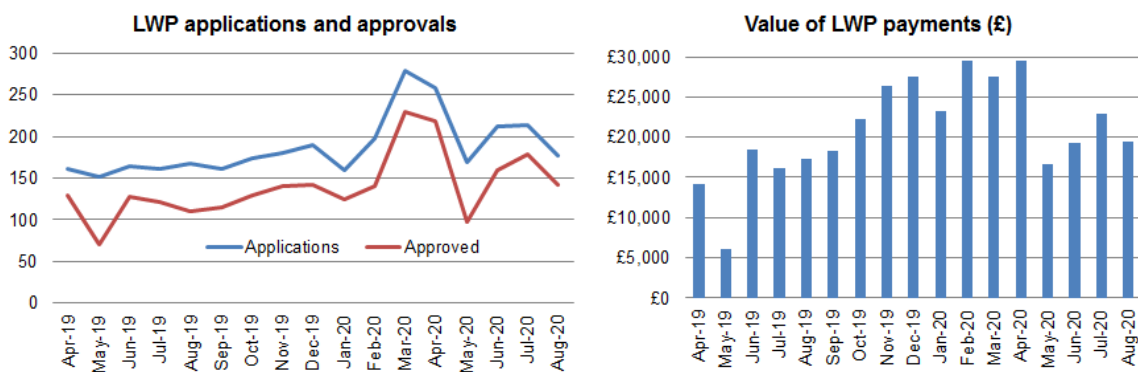
5.1 Landmark Place (LMP), the main and most central point from where My Council services had been offered closed on March 23rd. The lease was due to expire in May 2020. Extensive customer insight work including geographical mapping, had been undertaken to understand who the customers were using LMP and where they lived. This customer insight work informed the new Locality strategy. COVID-19 lockdown measures brought this LMP closure forward by a few weeks.

5.2 The council had previously made a decision in October 2018 to "Go Cashless" (see background papers no 2 below). The closure of LMP meant the closure of the council's main face to face cashier function. The earlier closure due to Covid-19 accelerated this change. Payments made via the council's automated telephone payment line, and via the council's website have increased by 20% between April 2020 and August 2020, compared to the same period in 2019.

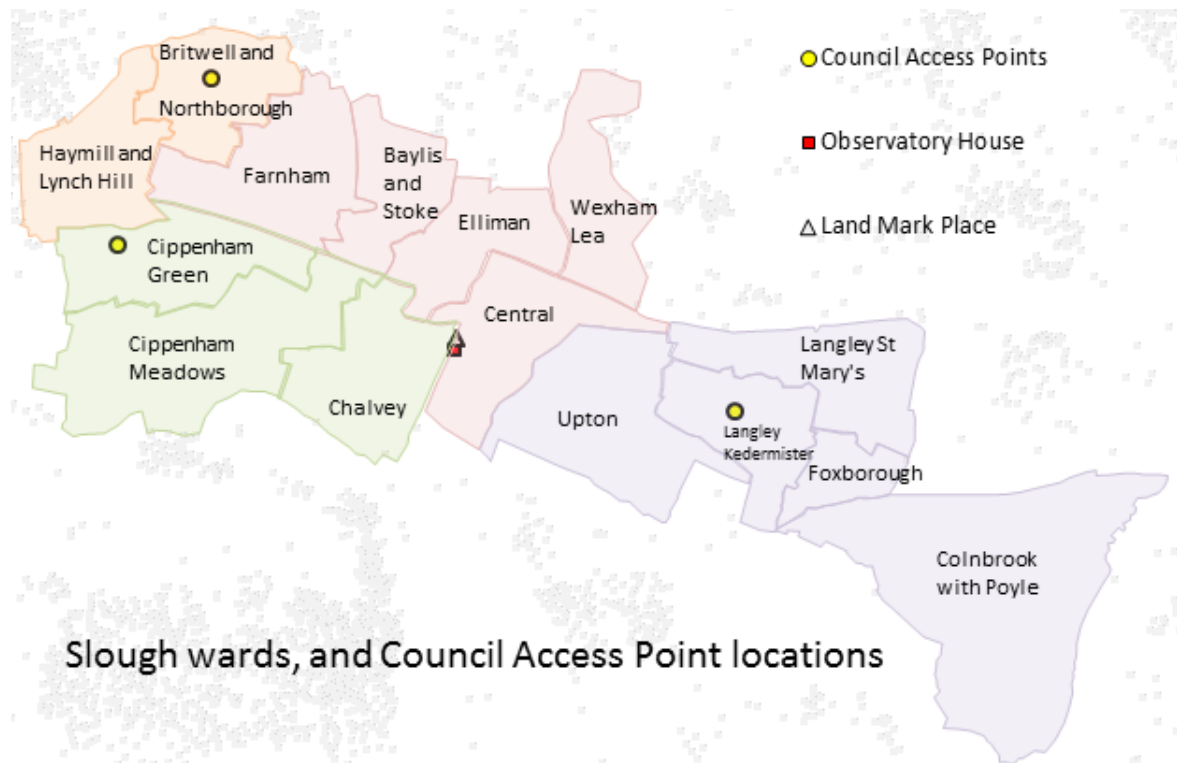
5.3 Local Welfare Payments (see background papers no 5) For paying out money to customers, we now have a PayPoint contract in place which will go live on October 1st, providing an improved and automated process, and better customer journey for those in need. Customers will be able to collect urgent payments to them at more than 70 shops distributed across Slough and receive automated credits to their utility company when awarded.

Prior to this, in the run up to lockdown, we have worked with Finance to ensure money was quickly transferred into customer’s bank accounts for emergency food and fuel payments. E-vouchers were also put in place. Sainsbury’s are now accepting e-vouchers issued for food assistance. We are gradually phasing out the existing paper vouchers scheme via the council access points. Argos e-vouchers are now also issued to assist with the purchasing of essential white goods such as fridges freezers or cookers During April to August we issued 407 Sainsbury’s vouchers – an increase of 57% on the same period one year previously, representing an additional spend of £16,276. The same period saw a total of 101 Argos orders or vouchers: a 388% increase on the same period in previous year, representing an additional spend of £38,898

5.4 The demand for Local Welfare Payments (LWP) in relation to COVID-19 has continued, although this has reduced substantially from its peak immediately following COVID-19 lockdown. In the period April to August 2020 we saw increased spend of £35,510 (a 49% increase) compared to the same period during 2019. The service has continued to working successfully with the Green Doctor making referrals for fuel assistance. These are being turned around in 24 hours.



5.5 The **Locality strategy** was agreed on 25th February 2019. Closure of LMP was on 23rd March (earlier than scheduled due to lockdown). Now the first 3 locality council access points (CAP) are open, in Britwell & Northborough, Cippenham Green and Langley Kedermister wards. Britwell CAP opened on 13th July and Cippenham and Langley CAPs opened 4th August. The location of the current Council Access Points is displayed below.



5.6 Customer services are seeing customers face to face by appointment, as are Housing officers. Homelessness officers are interviewing customers by appointment in Britwell after receiving an on-line referral; this scheme is intended to be expanded to cover both other CAPs. Licensing is also planning to be based in Britwell.

Customer services are offering a bus pass service in Britwell, to be rolled out to Cippenham and Langley as soon as the technology is delivered. This face to face service will essentially allow for customers to have their photos taken and then for passes to be processed in the back office

To be seen for holistic face to face customer service advisor advice, customers now make an appointment and receive a timed, more in-depth interview. This means colleagues are able to prepare in advance therefore offering higher quality customer services advice and problem solving. This is a shift from drop in where there were a high number of repeat callers and customers chasing progress. By ensuring customers are triaged first, this enables us to better manage demand and prioritise customers who most need a face to face service and support. The majority of the triage is via the contact centre, but customers are also triaged if they just turn up at a CAP. We also offer reception service at each of the access points where we take in documents / application forms where customers face challenges of not being able to do so online. Those who turn up without an appointment are advised to call the Contact Centre. Those who are not able to for whatever reason(s) - no phone access, internet, vulnerability - are giving additional guidance and if an appointment is required – they are given one.

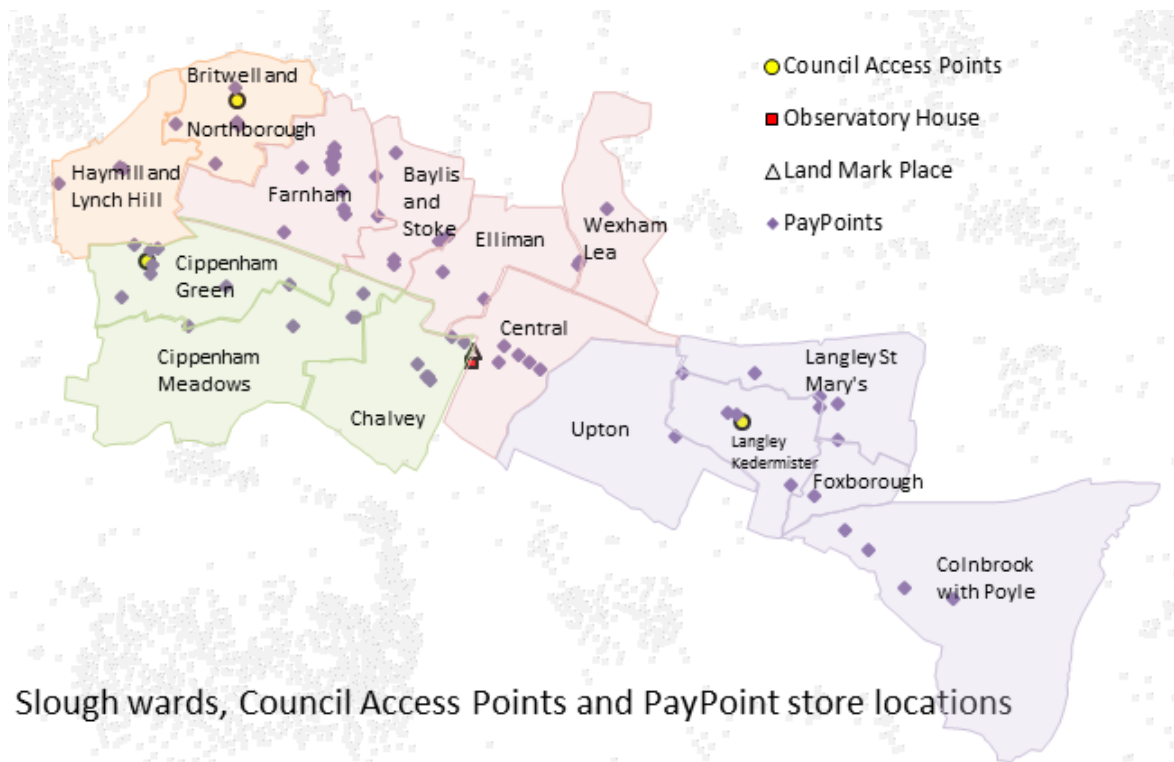
Analysis completed from w/c 17th August to w/c 07th September shows that 60% of customers go on to make an appointment after a triage conversation. Around 95% of these customers subsequently attend their allocated appointment. This is a good turnout.

65% of appointments were booked by telephone through the contact centre; the others were made after triage at the CAPs.

Staffing numbers are currently fluid and are based on resilience, “bubbles” and customer demand. Currently there are 2 customer service advisors (CSA) in the public areas based in Britwell and 1 each in Cippenham and Langley, with capacity to expand each CAP by 1 further CSA. There are also security guards and library staff. As above, in Britwell, housing staff are also available via appointment invitation. Staffing levels are adequate in line with demand, but will remain under review should demand change. Services provided at Local Access Points include in depth advice and assistance on matters relating to Housing Benefits, Council Tax, School Admission and Housing Services i.e. rent account. This staffing is under continuous review and there are weekly operational meeting of managers of all services in Hubs to review and revise.

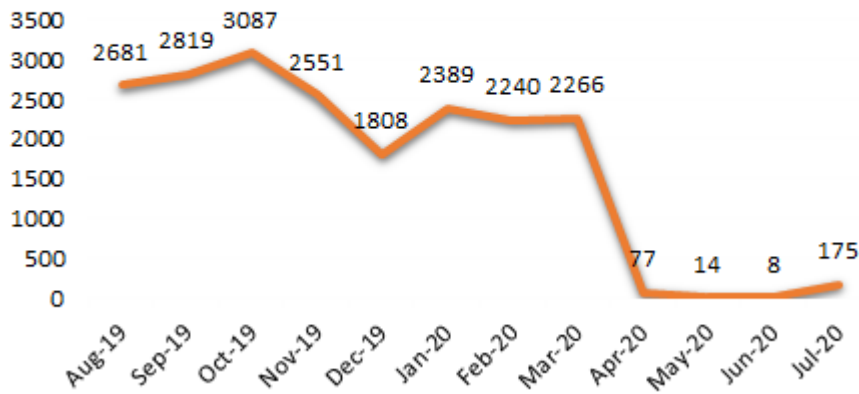
5.7 Our Futures – the transformation programme has meant that more training and development has been given to customer service advisors on specialist services. This is to reduce the number of telephone calls that have to be passed on to another person and to increase the number of telephone calls resolved first time. This training was completed for Adult Social Care in January/February and is currently being rolled out for all of the Housing services. 40 CSAs have received around 18 hours training each in housing and enforcement advice and legislation over a 4 week period.

5.8 Digital access – customers have been accessing services digitally and via the contact centre. Digital access for Local Welfare Payments should be in place in many shops operating within the PayPoint network across Slough from October 1st. This will make it easier for customers in crisis to access cash locally. It also means that any crisis help that is awarded for fuel bills is, in the main, paid directly to the utility companies.

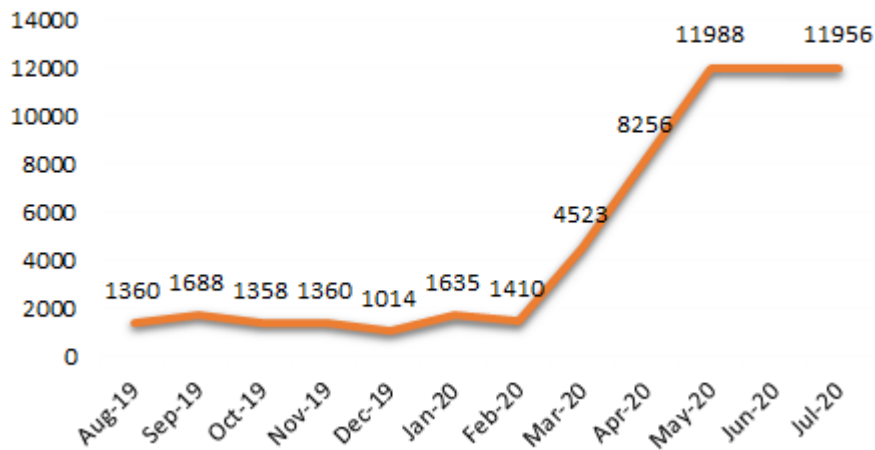


Increase in digital access, and corresponding decrease in face to face customer access shown below

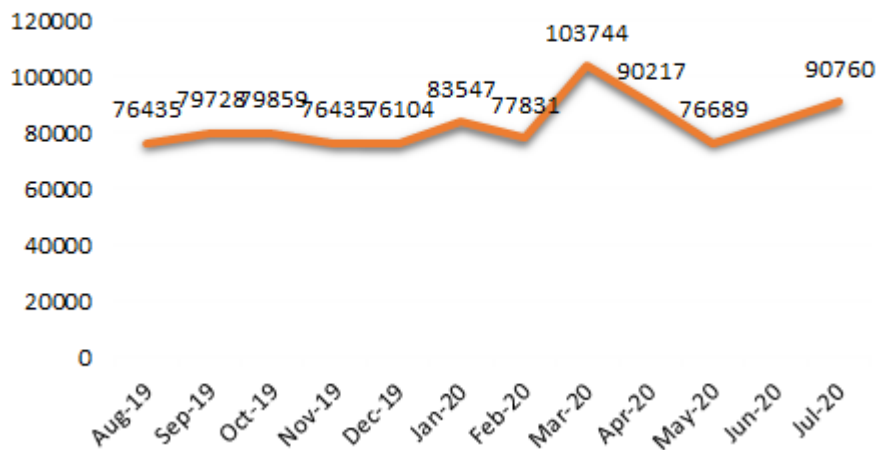
Number of face to face contacts by customer services



Number of webforms completed



Unique monthly website visitors



Digital inclusion – support is available for people who need to fill in online forms but do not have computers/ online access. There are specialist officers in Benefits who help customers to do this over the phone, for new benefit claims and discretionary housing payments. Council Access Points also assist with new claims for benefits by appointment. Extra resources of 1.5 CSAs have also been built into the contact centre to help customers apply digitally for Local Welfare Provision and Blue Badges. CSAs can book an appointment at Council access points if a customer requires additional support.

5.9 Language inclusion – the service receives requests from customers who only speak Urdu / Punjabi who we can support over the phone or face to face. Otherwise – the service uses the translation line Bigword (link below) to support those customers who cannot speak English. Both of the specialist benefit officers helping customers with new benefit claims and discretionary housing payments, speak Urdu and Punjabi.

5.10 Complaints – there have been no complaints raised by customers regarding the LMP decant or the new appointment arrangements.

5.11 Other than those staffing the CAPs, the majority of Customer Service staff continue to work from home, with performance being vigorously managed daily and increased productivity being seen.

5.12 Finally, Chalvey Centre construction delay (due to Covid-19) has left a geographical gap in the centre of the borough which has led to a small number of customers presenting at Observatory House who do not have easy phone or internet access. Facilities management, homelessness and customer services work together on signposting and supporting these customers.

6. Comments of Other Committees

NA

7. Conclusion

Covid-19 lockdown has had a bigger impact on our customers, their needs and their behaviours than the closure of LMP and opening of CAPs. Therefore it is not possible to understand the exclusive impact of LMP's closure on customers. We are therefore running a customer satisfaction survey in October to better understand our customer's perspective on current services. This will inform future services. This will be run over the phone, online and in person across the 3 current CAPs which will give us a direct understanding of customer preference and impacts.

The Covid-19 pandemic has meant many of our customers have had to shift to online and phone services. These services have been able to effectively support a large percentage of our customers from the comfort and safety of a location of their choice.

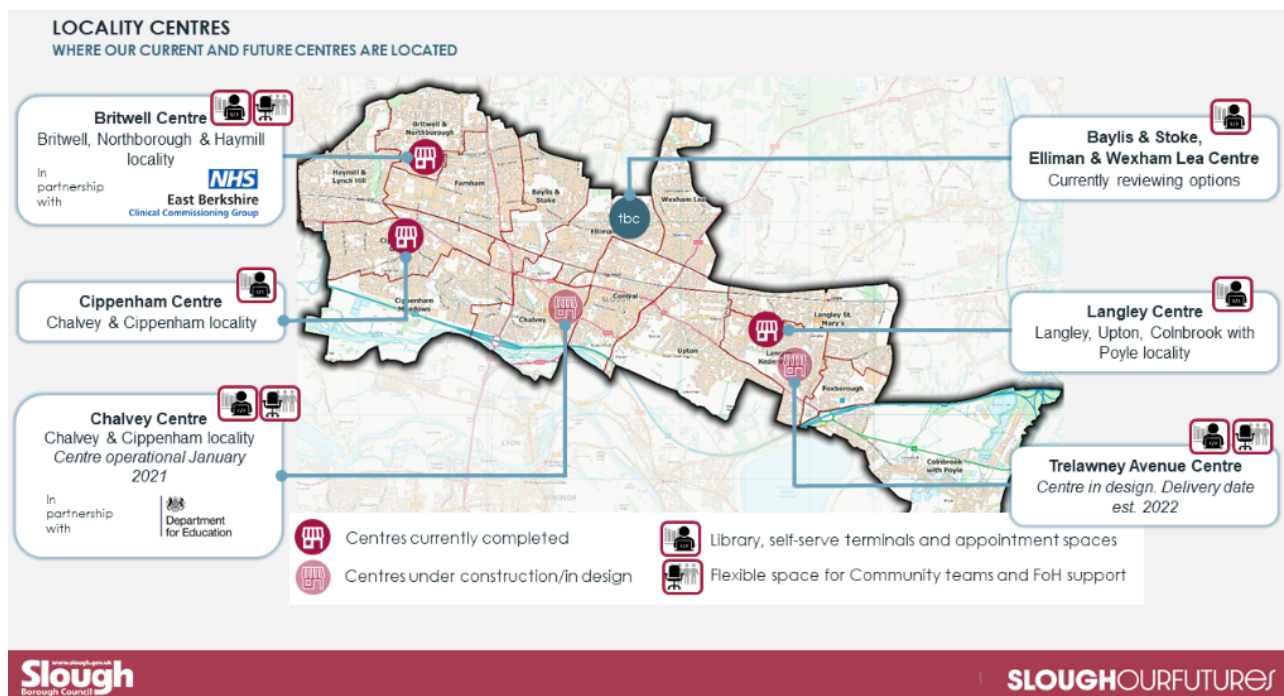
There have been key developments to support our customers further over the phone and online for example:

- Going Cashless and the imminent roll-out of PayPoint
- Changes to the way we have paid LWP pending PayPoint
- Digital inclusion telephone support from both the benefits team and the customer services teams
- New digital channel to accept Blue Badge payments and the digitalisation of that service
- Procurement of self scanning facilities to be shortly rolled out in the first 3 CAPs plus a children's centre
- Training for staff deployed to the 3 CAPs to ensure they can better help customers
- Additional training for contact centre to enable them to answer more queries at the first point of resolution
- Launch of the Homeless application portal
- More digital capabilities will be coming in the coming months

For those that cannot access phones or internet, our CAPs are available and still serve customers face to face. If people do turn up and they are in need, they do not get turned away.

8. Appendix

Locality Plan



9. Background Papers

'1' Locality Strategy -

<http://www.slough.gov.uk/moderngov/ieListDocuments.aspx?CIId=109&MIId=6295&Ver=4>

'2' Cabinet report on Going Cashless

<http://www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=109&MId=6050&Ver=4>

3 The Bigword translation service - <http://www.slough.gov.uk/help/interpretation-and-translation-service.aspx>

4 Equality impact assessment for Going Cashless -

<X:\Shared-SEDNA\Transactional Finance\Cashless Project 2020\EIA CASHLESS V5 Final 20.05.20.docx>

5 SBC Local Welfare Provision

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwin1_2SvYTsAhXFrHEKHVRCATYQFjACegQIARAB&url=http%3A%2F%2Fwww.slough.gov.uk%2Fdownloads%2FSLWP-2020-21.pdf&usg=AOvVaw3br9Wlzy6nNUAHpB_muRho

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel

DATE: 22nd October 2020

CONTACT OFFICERS: Jason Newman, Environmental Quality Team Manager
Olivia Flint, Principal Environmental Officer

(For all Enquiries) 07860 784526

WARD(S): ALL

PART I**FOR COMMENT & CONSIDERATION****LOW EMISSION STRATEGY UPDATE****1. Purpose of Report**

The Panel have requested an update on the low emission strategy (LES) from the last submission on 28th November 2019.

This report presents an update on progress with implementing projects towards the LES objectives within the last 11 months, and highlights the key issues and risks to the LES programme, particularly due to the impact of the COVID-19 pandemic.

2. Recommendation(s)/Proposed Action

The Panel is requested to note the report and comment on it. There are no proposed actions.

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

By tackling air pollution through a co-ordinated programme of vehicle emissions improvement measures and policies, the LES seeks to reduce the impact of poor air quality on the health of local residents in line with the Wellbeing Strategy.

The LES supports three key priorities within the Slough Joint Wellbeing Strategy:

- protecting vulnerable children
- increasing life expectancy by focussing on inequalities
- improving mental health and wellbeing

3b. **Five Year Plan Outcomes**

Transport has a major role to play in helping to address the challenges we face with respect to poor air quality. Better transport, and the improved connectivity and accessibility which results, combined with the promotion of a shift to sustainable transport modes and vehicle emission reductions outlined in the LES, can support some of the important Five-Year Plan Outcomes identified, in particular:

Outcome 2 – Our people will be healthier and manage their own care needs

- Work with all our partners to improve the health and wellbeing of our residents through improved communication and awareness of the effects of poor air quality on human health and by advising on actions residents can take to reduce their exposure and reduce their emissions.

Outcome 3 – Slough will be an attractive place where people choose to live, work and stay

- The LES will promote the acceleration of ultra low emission vehicles, electric vehicle infrastructure, and sustainable travel as well as undertaking a feasibility assessment, if necessary, for implementing a Clean Air Zone/s within Slough to reduce air pollution which will improve the attractiveness of Slough.

4. **Other Implications**

(a) Financial

This report is an update status report on the Council's Low Emission Strategy. There are no direct financial implications relating to this report.

The Low Emission Programme does require significant funding to be secured in order to enable its successful delivery, and some elements have already secured funding through Capital Borrowing, Local Enterprise Partnership funding bids, Heathrow community funding bids, central Government funding bids and private sector investment. One of the primary sources of on-going funding is via developers' S106 contributions. More detail is provided on funding issues in the Table in Appendix A, particularly under objective 4b.

(b) Risk Management

There are no recommendations contained within the report so there is no risk associated with this report.

This report outlines the current status of the LES, with progress in 2020 reported in Appendix A together with key issues and risks to individual

objectives and projects. The current outline delivery plan for all objectives is provided in Appendix B. A formal two year review of the LES is required shortly and this is due to be reported to Cabinet in November 2020 for approval. The unfolding situation with COVID-19 and the formal review could result in some revision to the delivery plan in the coming months.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act issues as a result of this report.

(d) Equalities Impact Assessment

There is no requirement for an equalities impact assessment as there are no recommendations contained within the report.

(e) Workforce

CMT have approved the creation of new posts to enable the delivery of the LES and Programme.

5. Supporting Information

5.1 The Slough Low Emission Strategy (LES) was approved by Cabinet on 17th September 2018 and by Full Council on 27th September 2018. The details of the LES are contained within the SBC webpage <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/low-emission-strategy-2018-2025.aspx>.

5.2 The principal aim of the LES is to:

- Improve air quality and health outcomes across Slough by reducing vehicle emissions through the accelerated uptake of cleaner fuels and technologies.

5.3 Under Section 83 of the Environment Act 1995 (Part IV), areas with persistent exceedance of pollutant EU limit values must be designated as an Air Quality Management Area (AQMA) and be followed by production of an Air Quality Action Plan (AQAP). Slough Borough Council (SBC) has designated five AQMAs due to elevated levels of nitrogen dioxide (NO₂) which breach the National Air Quality Objective (annual mean NO₂) and where there is relevant exposure to residents. The AQMAs are located around the M4, Tuns Lane, Bath Road, Town Centre/A4 and Brands Hill/A4 and cover over 2,000 residential properties.

5.4 The LES forms part of the Councils emerging AQAP, which will address exceedance in Slough's five AQMAs and any additional AQMAs declared during the AQAP process.

5.5 The Council has a statutory duty to prepare an annual report to DEFRA on the progress we are making to address poor air quality in Slough. This report

includes air quality monitoring and measures, including low emission measures we are taking to improve air quality. This is known as the annual status report. The latest annual status report 2020 is published on the SBC webpage <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx>). The executive summary to the annual report is provided at Appendix C. Air quality is improving in the Borough but at a slow rate, and none of the AQMAs can be revoked at this time.

- 5.6 The emerging AQAP will evaluate the impact that these measures have on reducing poor air quality, review progress on these measures and identify any new measures which could be introduced to reduce poor air quality further.
- 5.7 During 2021, once the AQAP is complete, the Council will be developing a new Clean Air Plan (CAP). The CAP will act as the overarching strategy which will consolidate all air quality aspirations and improvement plans across the Borough into one comprehensive strategy. This will encompass existing projects, such as the Defra funded sensor study, and emerging projects, such as the Clean Air Zone Feasibility Study.
- 5.8 The Low Emission Strategy is detailed and broad. It extends to 2025 and it can be broken down into three key themes:
- Evidence for Change – why are we taking action to improve air quality?
 - Creating a Low Emission Future: Leading by Example - what the council can do with its powers to improve emissions.
 - Clean Air Zone (CAZ) Framework for Slough: A framework to control emissions delivery in partnership with key stakeholders.
- 5.9 Progress on implementation of the Low Emission Strategy programme was last reported on at the Neighbourhoods and Community Services Panel of 28 November 2019. This is available on the SBC webpage: <http://www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=569&MId=6482&Ver=4> .
- 5.10 Progress has since been made in each of these three areas, with updates presented in **Appendix A**. In total there are 19 LES objectives across these themes.
- 5.11 An updated outline delivery plan is presented in **Appendix B**. It has been recognised that the COVID-19 pandemic has caused major disturbance and delay in delivery of the LES, particularly to the appointment of the low emission programme/project manager and project officer, therefore there has been disruption to many projects since the last update (November 2019).
- 5.12 We currently have one active low emission programme set up with our corporate Project Management Office (PMO), the **Fleet Challenge Programme**. This programme was set up in 2016 and reports to the PMO on a monthly basis. We are scaling up this programme, which has been running on a trial phase for just over two years, by procuring additional workplace electric vehicle (EV) chargers and EVs to operate as pool fleet.

5.13 Currently, there are 6 electric pool fleet vehicles (3 Nissan Leafs and 3 Renault Zoes). These are used regularly by staff, with 55 staff and Councillors currently signed up to the voluntary scheme for the electric pool fleet cars and 101 for the E-bikes (as of 1st September 2020). The electric vehicles (EVs) have reached 43,700 miles and the E-Bikes have reached total usage of 1767 miles (as of July 2020, however up to date figures for 2 vehicles are yet to be collated). This equates to 10.2 tonnes of CO2e avoided relative to the Grey fleet baseline data and £19,666 revenue savings from grey fleet mileage claims (July 2020 data).

In addition to the electric pool fleet vehicles, there are also:

- 3 community transport fleet vehicles (2 Kia Souls and 1 Peugeot ION)
- 1 highway inspection fleet EV (1 Electric Leaf)
- 1 Children's Trust EV (1 Kia Soul)

The community transport fleet are used daily to transport children with special needs to school, The Children's Trust EV is at St Martins Place and is used by its staff for site visits. The highway EV is used for highway inspections. Typically, the fleet averages ~48,000 miles per year, however there has been significant impact on usage as a result of COVID-19 and a reduction in mileage which will be reported by April 2021.

5.14 The expansion of the Fleet Challenge Programme also requires the recruitment of additional staff (fleet manager and fleet officer) to manage Fleet Challenge and Community Transport Fleet (home to school) and this has been approved by CMT, however recruitment to these posts is significantly delayed therefore the project is not currently able to progress.

5.15 There are several factors which have led to the delay in recruiting to these posts. The first related to the job evaluation process that graded the new Council Fleet Manager post. This was considered too low to attract the right calibre of staff to Slough Borough Council to oversee Council fleet operations, in particular home to school fleet operations and its review which is a complex service that requires significant overhaul and restructure. A new job description has been prepared and is ready for revaluation but this is on hold because of the Council 'Our Futures' phase 2 re-design process, which means every staff post below the senior management team (i.e. Chief Executive, Executive Directors, and Associate Directors) will now be subject to a re-evaluation and restructure process (placed into families and new services). COVID-19 has had significant impact on Council finances and this consultation process will take up to 6 months to complete. We intend to prepare a new business case for CMT and Finance to seek approval to appoint to these posts.

5.17 Despite this, additional resources from the DCO Project Team have been secured for the delivery of the Electric Vehicle (EV) Taxi Project and Electric Vehicle charging infrastructure projects:

EV Taxi Project update is as follows:

- Project initiation was completed Summer 2020.
- An Update report has been submitted to Office for Low Emission Vehicles (OLEV).
- Planning phase of the project has started through engaging with potential suppliers, other Local Authorities and commencing specification and tender documentation. Tender to be launched late 2020/ early 2021.
- Phase 1 installation timetabled for Autumn 2021.
- Phase 2 installation scheduled for Summer 2022.

The workplace Electric Vehicle charging infrastructure project update is as follows:

- Completed EV charge point installation of 13 fast chargers and 1 rapid charger
- Power connection to chargers due by end of 2020
- Fully operational workplace EV charge points by New Year
- Procurement of additional EVs in 2021 for staff business use in line with COVID-19 recovery return to the workplace.

5.18 The Low Emission Programme will be continually subject to further revisions, by its nature it needs to be very adaptable.

6. **Comments of Other Committees**

There are no comments from other committees on this status report.

There is a requirement to undertake a full review of the Low Emission Strategy within 2 years. This is due to be presented to Cabinet in November 2020.

7. **Conclusion**

The Low Emission Strategy (LES) 2018 – 2025 forms part of the Council's emerging Air Quality Action Plan. This report outlines the current status of the LES in particular with respect to the progress and issues over the past 11 months.

The outline delivery plan has also been updated. There is a need to resource the delivery of the Low Emission programme. CMT has approved the recruitment of additional staff to enable the delivery of the Low Emission programme with particular focus on:

- The expansion and mandatory adoption of the Fleet Challenge Programme (a programme focussed on the decarbonisation of the Councils grey fleet and service fleet by providing electric and ultra low emission vehicles to conduct business travel). This programme runs until 2025.
- The procurement and delivery of the Taxi EV Rapid Charger Infrastructure Programme between 2020 and 2022.

- The procurement and delivery of EV (rapid and fast) off-street and Car Park Programme between 2020 and 2025.
- The procurement and delivery of the Slough Electric Car Club Programme in partnership with a national car club provider over several phases from 2020 - 2025.
- The procurement and delivery of the EV (rapid and fast) on-street Programme between 2020 – 2025.

Delays to the above projects, particularly of recruitment of project management officers, have been caused by COVID-19 disruptions. It is expected that recruitment for the new posts will be progressed in 2021.

Funding and resources continues to remain a significant barrier to the effective delivery of the LES objectives. S106 contributions will continue to remain an important source of funding for the delivery of low emission infrastructure in Slough.

A formal review of the LES is due shortly, being two years since adoption. This is due to be reported to Cabinet for approval in November 2020.

8. **Appendices Attached**

- 'A' - Low Emission Strategy Objectives Update October 2020
- 'B' - Outline Low Emission Delivery Plan
- 'C' - Executive Summary to Slough 2020 Air Quality Annual Status Report

9. **Background Papers**

- '1' - Low Emission Strategy and associated LES documents (see <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/low-emission-strategy-2018-2025.aspx>)
- '2' - Low Emission Strategy Update Report to Neighbourhoods and Community Services Panel of 28 November 2019 (see <http://www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=569&MId=6482&Ver=4> .
- '3' - Slough BC Air Quality Annual Status Report 2020 (see <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx>)

10. **Glossary**

- 'AQAP' Air Quality Action Plan
- 'AQMA' Air Quality Management Area

'CAP'	Clean Air Plan
'CAZ'	Clean Air Zone
'CMT'	Corporate Management Team
'DCO'	Development Consent Order team
'EV'	Electric Vehicle
'LES'	Low Emission Strategy
'NO ₂ '	Nitrogen Dioxide
'OLEV'	Office for Low Emission Vehicles
'PMO'	Project Management Office

Appendix A: Low Emission Strategy Objectives Update

Low Emission Update Report October 2020			
Objective/ Programme	Progress	Status	Key Issues/ Risks/ Incentives
1. General			
1a. Ensure all relevant Council strategies consider and support measures to improve air quality and health outcomes in partnership with stakeholders	Lead Members and Directors Approval of Carbon Management Plan Due to be presented at Cabinet 12 th October	<i>Green – on track</i>	
2. Evidence for Change			
2a. Provide a robust framework for monitoring and modelling air quality across Slough	Review and upgrade of continuous air quality monitoring network – <ul style="list-style-type: none"> • Contract with ET was extended until August 2020. • New monitoring locations have been established for Chalvey (relocated station) and Langley (new monitoring station). • Civil works and site preparation are in progress for both Chalvey and Langley locations • New tender is required for Pippins station replacement to ensure value for money • Salt Hill Park monitoring station is due to be decommissioned, will commence this year 	<i>Green – on track</i>	Some delivery delays have been encountered due to COVID-19 pressures, however stations are still due to be installed by end of 2020. There is risk that water ingress will cause issues over winter at Pippins, though it is expected that the replacement works will be awarded and works underway by the end of the year.
	Defra funded sensor project - Vaisala	<i>Green –</i>	The project was initially delayed due to COVID-19 disrupting

	sensors were installed June 2020 outside four schools	<i>on track*</i>	<p>the delivery and installation of the sensors. The project objectives also had to be reviewed as the aim of the project is around school activity.</p> <p>* Project on track now that Defra deadlines have been extended. Defra recognised the delays across all projects due to COVID-19 and subsequently extended the project deadline</p> <p>Data communication issues had been ongoing however have now been resolved, allowing for high data capture</p>
	<p>Air quality dispersion modelling and source apportionment – previous modelling in 2014 (of NO₂ only) is being updated for all pollutants. Specialist consultants were appointed in late Spring 2020. During Summer 2020 the project team have been working on completing 2017, 2022 and 2026 transport and air quality modelling baselines. These are due to be delivered in October 2020.</p> <p>The modelling will supplement the Council's monitoring network to provide a clearer picture of air quality issues across the whole Borough. It will then allow scenario testing of LES measures to evidence whether they will be sufficient to achieve the necessary reductions.</p>	<i>Amber – Risk of delay</i>	<p>Delay has occurred due to COVID-19 – traffic levels are impacted and therefore automatic number plate recognition (ANPR) cannot be used to determine vehicle fleets. To overcome this issue, national fleet data and comparative data from other LA's completing Clean Air Zone studies has been used.</p> <p>Due to ongoing COVID-19 pressures, this may remain amber.</p>
2b. Use national and local data to assess the impact on health of Slough residents arising from air pollution	Data recorded from the continuous and passive monitoring locations is presented in Slough's Annual Status Report (ASR) every June. The most recent report (ASR 2020) presents data from 2019 and trends over the last 5 years. This can be found on the	<i>Green – on track</i>	<p>The Council's air quality monitoring consultant prepared a review of the impacts of COVID-19 on local air quality in Slough up to June 2020. This is available here: www.airqualityengland.co.uk/assets/reports/312/Slough_report_covid_analysis.html . Using complex modelling forecasts it was estimated that lockdown had</p>

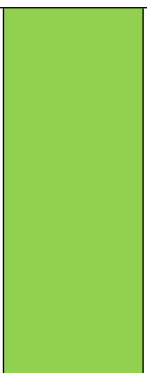
	following link: http://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx).		resulted in a temporary reduction in nitrogen dioxide levels of between 33-50% at four continuous monitoring locations. Officers are continuing to review monitoring results on a monthly basis as restrictions are eased and traffic levels return towards pre-lockdown levels.
2c. Work with local health professionals to promote awareness of the impact of vehicle emissions on health	Review and revise Smoke Control policy and PM2.5 measures with Public Health – <ul style="list-style-type: none"> PM2.5 modelling is underway as part of AQAP. Follow on elements have not yet started due to COVID-19 disruption 	<i>Amber – Risk of delay</i>	Initiation of Air Quality and Public Health group has been delayed due to COVID-19 impacts. This will be revisited early 2021, as it is anticipated health professionals will be busy over the winter months.
3. Creating a Low Emission Future			
3a Provide measures to improve vehicle emissions through the Transport Strategy and Local Transport Plans	Slough is currently developing the Strategic Transport Infrastructure Strategy as part of the Regeneration Framework, which is due to be circulated for consultation in September 2020. The Strategic Transport Infrastructure Strategy builds upon the existing Transport Vision, which was published by the Council in February 2020, and the Local Transport Plan 3 (LTP3). This LTP is being refreshed as this Strategy develops, to produce LTP4 which will be out for consultation in November 2020. LTP4 is an overarching plan, supported by supplementary strategy documents.	<i>Green – on track</i>	Air quality themes are being fed into these strategies and frameworks where possible. One of the key challenges which the emerging Local Plan aims to address is how to tackle congestion on Slough's roads. The Transport Infrastructure Strategy which ties in with the LES, provides important inputs into the review of the Local Plan and the Centre of Slough Development Strategy, to reduce car use, improve congestion and sequentially, improve air quality in the borough.
3b Provide policies to support improvements in air quality through the Local Plan	Collaboration is ongoing with Planning Policy to provide air quality information and evidence towards key interim documents – e.g. Summer 2020 <ul style="list-style-type: none"> Colnbrook and Poyle Spatial Strategy Centre of Slough Spatial Strategy 	<i>Green – on track</i>	

	<ul style="list-style-type: none"> Local Plan Sustainability Appraisal 		
3c Develop air quality and planning guidance to promote air quality mitigation at design stage and support wider air quality improvements through off-set mitigation	Refresh Council air quality policy in line with current practice and guidance - Collaboration has been ongoing in Summer 2020 with Planning Policy to refresh outdated guidance within Council policy regarding air quality assessment and mitigation.	<i>Green – on track</i>	<p>Ahead of adoption of new Local Plan, the existing Developers Guide will be refreshed.</p> <p>Agreement has not yet been reached on an appropriate standardised methodology to be applied to define the appropriate level of mitigation required. Close collaboration is required to ensure all concerns are addressed.</p>
3d Introduce specifications for electric vehicle charging as part of new development schemes			Implemented 2018 in section 3.3 of LES. Future review appropriate as electric vehicle market share increases.
3e Implement vehicle emission standards through Social Value procurement practices			Implemented 2018 in section 3.4 of LES.
3f Consider whole life costs and alternatives to diesel in SBC vehicle fleet procurements		<i>Amber – Risk of delay</i>	Mechanism in place. However, expansion of Council's fleet with additional 20 electric vehicles delayed until 2021 due to COVID-19.
3g Introduce Clean Air Taxi emission standards and infrastructure to support the take-up of ultra-low emission taxis	Taxi emission standards implemented in September 2018. From 1 September 2020 new standards also now apply to new vehicles for existing license holders.	<i>Green – on track</i>	
	<p>Installation of 7 rapid chargers for taxis:</p> <ul style="list-style-type: none"> Project initiation was completed Summer 2020. An Update report has been submitted to OLEV. 	<i>Red – Project delayed</i>	This is one of the projects to be delivered by the new Low Emission Programme Manager and Project Officer posts approved by CMT at the end of 2019. Recruitment has not been possible in 2020 due to COVID-19, and it will be 2021 before it can be progressed.

	<ul style="list-style-type: none"> • Planning phase of the project has started through engaging with potential suppliers, other Local Authorities and commencing specification and tender documentation. Tender to be launched late 2020/ early 2021. • Phase 1 installation timetabled for Autumn 2021. • Phase 2 installation scheduled for Summer 2022. 		This additional delay to resource the project means that the project, originally to be delivered by end of 2019, is running at least two years behind. This project is currently being supported by the DCO team Principal Environmental Officer to initiate planning and procurement.
3h Implement the Fleet Challenge to reduce emissions from the SBC 'grey fleet'	<p>Project has been running on a trial phase for just over 2 years. Now to be scaled up by procuring additional workplace electric vehicle (EV) chargers and EVs to operate as pool fleet.</p> <p>Progress made with installation of workplace chargers see 4b.</p>	<i>Red – Project delayed</i>	<p>The expansion of this programme also requires the recruitment of additional staff (fleet manager and fleet officer to manage Fleet Challenge and Community Transport Fleet (home to school) and this has been approved by CMT. Due to COVID-19 impact, there are delays in recruiting for these posts, and so currently the project is unable to progress.</p> <p>Across the two year trial the programme has been successful in recording over 31,000 EV business miles across 6 EV pool cars with zero exhaust emissions.</p>
4. Clean Air Zone Framework			
4a Look at the feasible implementation of a Borough-wide Clean Air Zone (CAZ) including emission standards for buses, taxis, lorries and vans, in line with National Air Quality Plans	<p>Extension of AQ Action Plan Modelling to include scenario testing of whether a CAZ will enable concentrations in Slough to decrease in the shortest possible time.</p> <p>AQAP Modelling commenced in Summer 2020 – see 2a.</p>	<i>Green – on track</i>	Project was to be funded by S106, however some funding was withdrawn and therefore may need to be funded by revenue costs to avoid delays in future
4b Implement measures to support the take-up of ultra-low	<p>The EV workplace charging project update is as follows:</p> <ul style="list-style-type: none"> • Completed installation of 13 fast 	<i>Amber – Risk of delay</i>	This objective has been majorly disrupted by delay to recruit (due to COVID-19) to the new Low Emission Programme Manager and Project Officer posts, approved by CMT at the

emission vehicles (ULEV) through the development of a Slough Electric Vehicle (EV) Plan	chargers and 1 rapid charger <ul style="list-style-type: none"> • Power connection to chargers due by end of 2020 • Fully operational workplace chargers by New Year • Procurement of additional EVs in 2021 (delayed from 2020) for staff business use in line with COVID-19 recovery return to the workplace. 		end of 2019, who will deliver the schemes towards the objective.
	The EVCP project (public charging) update is as follows: <ul style="list-style-type: none"> • Slough currently operate 22 public EV chargers (2 of which are rapid chargers). • In 2020 the network has recently increased to include an addition 5 public chargers and 1 rapid charger at the new leisure centre on Farnham Road. 		Some S.106 funding has been negotiated for these projects - £61.4k for EV charging network (of which £40.6k spent); and £111.7k for Car Club schemes.
	Develop an Electric Car Club across the Borough - discussions have been initiated in 2020 with car club providers (including Enterprise who currently operate in Slough) and a high level plan has been produced.		However, we still need to secure significant additional s106 contributions for the EV (rapid and fast) off-street and Car Park Programme and Slough Electric Car Club Programme in order to enable expansion of these programmes across the Borough into future phases.
	The funding for the programme will be secured through a variety of mechanisms, in particular s106 pooled contributions from major developments.		
	Officers have been successful in encouraging developers to build mitigation into their proposals, with notable examples in 2020 such as the provision of public EV infrastructure and EV car club for the		

	Horlicks site, and recently the Akzo Nobel site.		
4c. Work in partnership with bus and freight operators to reduce emissions	Work with bus operators to develop ultra-low emission corridors, including potential for the Slough Mass Rapid Transit (SMaRT) Scheme - work is ongoing with Reading Buses and a trial of an electric bus route (Langley to Heathrow via Colnbrook) is planned for November 2020.	<i>Green – on track</i>	Slough will maintain dialogue with all bus companies, and support where appropriate retro-fit bus scheme to reduce bus fleet emissions.
4d Work in partnership with Highways England to reduce the impact of vehicles on the Strategic Road Network (M4)	Highways England has commenced works on the Smart M4 Motorway. They have funded AQ monitoring in three areas of Slough where receptors may be at risk from increased emissions during the construction period, to monitor air quality impacts and ensure they are kept to a minimum. The additional 30 diffusion tubes were added to the Council's monitoring network in June 2020.	<i>Green – on track</i>	
4e Ensure Heathrow Airport expansion does not impact on pollution levels but help us realise the potential benefits of this opportunity to improve air quality in Slough		<i>Green – on track</i>	Airport Expansion currently on hold
4f Prepare a Low Emission Programme to deliver measures within the LES	A formal review of the programme is due two years after adoption. Officers have commenced work on this and it is due to go to Cabinet for approval in November 2020.	<i>Green – on track</i>	
5. Communication and Delivery Plan			
5a Produce an integrated communications and	The LES Programme Communication Plan has previously been developed. It will form part of the two year review outlined in 4f.	<i>Green – on track</i>	The plan will be developed out into a package of measures to be implemented going forward under the new Air Quality Action Plan (due Spring 2021) and subsequent overarching

<p>delivery plan for measures in the LES</p>	<p>Communication with schools is ongoing. Currently engaging with schools regarding Clean Air Day air quality awareness campaign, involving educational and active participation, linking with Sustainable Travel initiatives such as Bikeability Training and Walking with Daisy. The AirTEXT service will also be promoted via online resources and social media for the event.</p>		<p>Clean Air Plan.</p> <p>National Clean Air Day, usually in June, was this year postponed to 8 October 2020 due to the COVID-19 restrictions.</p> <p>An Air quality awareness campaign in schools was tabled to coincide with Clean Air Day in June 2020 as part of the sensor project (outlined in 2a). Delays due to COVID-19 closing schools and technical issues mean this will now take place in 2021.</p>
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Appendix B: Outline Low Emission Delivery Plan

Outline Low Emission Delivery Plan				
Objective	Action	Owner	Start Date	End Date
	1. General			
1a. Ensure all relevant Council strategies consider and support measures to improve air quality and health outcomes in partnership with stakeholders	Ongoing engagement with all relevant strategies and statutory plans that have a direct or indirect impact on AQ., i.e. Carbon Management Plan, Climate Change Strategy, Local Plan, Strategic Transport Infrastructure Plan , Local Transport Plan, Corporate Procurement Strategy, Wellbeing Strategy etc. to ensure AQ impacts are considered and low emission measures are supported through policy adoption within these strategies.	Various	Sept 2018	Dec 2025
	2. Evidence for Change			
2a. Provide a robust framework for monitoring and modelling air quality across Slough	Replace monitors and enclosure at Pippins School, Colnbrook with walk-in cabinet	EQ – Sophia Norfolk	March 2020	Dec 2020
	Decommissioning of Salt Hill monitoring station	EQ – Sophia Norfolk	Jan 2020	Dec 2020
	Replacement of Chalvey monitoring station	EQ – Sophia Norfolk	March 2020	Dec 2020
	Installation of a new roadside continuous air quality monitoring station in Langley, to observe air quality trends. Proposed location is on Langley High Street	EQ – Sophia Norfolk	Feb 2020	Dec 2020
	Installation of diffusion tubes in background locations to determine ambient NO2 concentrations	EQ – Sophia Norfolk	Completed May 2020	
	Installation of diffusion tubes to co-locate with Vaisala air quality sensors during Defra funded project	EQ – Sophia Norfolk	Completed June 2020	
	Commissioning of detailed air quality modelling and source apportionment during 2019 to determine pollutant sources and establish baseline NO2 and PM concentrations	EQ – Sophia Norfolk	Jan 2020	Oct 2020
2b. Use national and local data to assess the impact on health of Slough residents arising from air pollution	We report annually on Public Health Outcomes Framework (PHOF) that illustrates and reports on the fraction of mortality associated with particulate air pollution.	EQ – Sophia Norfolk	Annually reported in June within our Annual Status Report submitted to DEFRA	
2c. Work with local health	Promote educational awareness through council air quality	EQ – Sophia Norfolk	Jan 2020	Dec 2020

professionals to promote awareness of the impact of vehicle emissions on health	webpages			
	Promote AirTEXT (measure: number of subscribers)	EQ – Sophia Norfolk	Jan 2014	Dec 2025
	Implementation of the communication campaign to raise awareness	EQ – Sophia Norfolk	Jan 2020	Dec 2020
	Public Health Slough Website – dedicated air quality pages – (completed)	EQ – Sophia Norfolk	Completed May 2019	
	Clean Air Day – Prepare for PR event for Clean Air Day 2020	EQ – Sophia Norfolk	Jan 2020	Oct 2020 (postponed due to COVID-19)
3. Creating a Low Emission Future				
3a Provide measures to improve vehicle emissions through the Transport Strategy and Local Transport Plans	Promote modal shift away from cars to sustainable transport modes, including public transport, walking and cycling via the Strategic Transport Infrastructure Plan and new Transport Plan	MIP – Savio DeCruz	Jan 2019	April 2021
	Undertake a Clean Air Zone (CAZ) feasibility study in line with the national Clean Air Zone Framework (subject to funding) see details in 4a	EQ – Sophia Norfolk	Jan 2020	Dec 2020
	Promote the uptake of ultra-low emission vehicles (ULEV) in line with the Slough Electric Vehicle Plan	EQ – Jason Newman	Sept 2018	Dec 2025
3b Provide policies to support improvements in air quality through the Local Plan	EQ input into the Local Plan process and adoption of AQ policies within the new Local Plan (expected to be completed by 2022)	Planning Policy – Paul Stimpson	June 2020	Dec 2022
3c Develop air quality and planning guidance to promote air quality mitigation at design stage and support wider air quality improvements through off-set mitigation	Adopt Air Quality Planning Guidance to provide clarity to developers through the planning system (Specified within LES – revise as part of LES review and Local Plan process)	Planning and EQ	Completed	2 year review
	Seek air quality mitigation to be integrated into development schemes at the design stage	EQ – Sophia Norfolk		Ongoing
	Require appropriate air quality mitigation, proportionate in scale and kind to development scheme impact, including off-set mitigation on major schemes (s106 contributions)	EQ – Jason Newman EQ – Sophia Norfolk	Sept 2018 Started	Ongoing

	Adopt emission controls for non-road mobile machinery (NRMM) (Major Schemes)			Ongoing
3d Introduce specifications for electric vehicle charging as part of new development schemes	Introduce standards for plug-in vehicle charging on new development schemes (update as necessary specified in the LES)	EQ – Jason Newman	Completed (annual review)	
3e Implement vehicle emission standards through Social Value procurement practices	<p>Introduced through LES and used for procurement of RMI , DSO fleet, and Corporate repairs and Community Transport contracts. (ensure included in any new Corporate Procurement Strategy)</p> <p>Require minimum vehicle emission standards as part of Social Value procurement processes where relevant</p> <p>Set emission standards for all major contracts eg maintenance etc, where vehicle use is inherent in the contract</p> <p>Ensure the Waste and Recycling Fleet complies with the Euro VI Emission Standard from 1st December 2017 (yes full compliance achieved)</p> <p>The new Carbon Management Plan 2020-2030 sets an objective for the Council to reach carbon net zero emissions by 2030 – all Council fleet will be zero emissions at the tail pipe by March 2020</p>	EQ – Jason Newman	Completed	2 year review
3f Consider whole life costs and alternatives to diesel in SBC vehicle fleet procurements	<p>Use whole life costs (WLC) in the evaluation of vehicle procurement exercises, including the consideration of alternatives to diesel technology.</p> <p>Seek to migrate the refuse collection vehicle (RCV) fleet to natural gas / biomethane as part of the next procurement cycle (Jan 2024) rejected as still fossil fuel based approach – electric RCVS option being considered for next fleet cycle</p>	EQ – Jason Newman	Completed	As required
			Ongoing	Dec 2025 (next fleet replacement cycle)

	<p>Review the SBC light commercial fleet and pursue opportunities to transfer to plug-in vehicles where feasible (part of Fleet Challenge Programme)</p> <p>All SBC light community service vehicles will meet the Euro 6/VI Emission Standard (achieved by 2022)</p> <p>SBC will comply with best practice laid down by the Government</p>		<p>Jan 2020</p> <p>Jan 2020</p>	<p>Dec 2025 (complete fleet transition)</p> <p>Dec 2022</p>
3g Introduce Clean Air Taxi emission standards and infrastructure to support the take-up of ultra-low emission taxis	Set minimum emission standards for both Hackney Carriages and private hire vehicles (PHV) that comply with National Clean Air requirements and also promote the use of ultra-low emission vehicles (ULEV)	EQ – Jason Newman and Licensing – Mick Sims	Completed	ULEV implemented in 2025
	Install a network of dedicated, rapid charging units to support the growth in ULEV taxi take-up	EQ – LES Project Manager	Started	Dec 2022
	Encourage the development of SMART APPS for taxi drivers to connect with electric charging infrastructure and for customers to connect to ULEV taxis	EQ – LES Project Manager	Aug 2021	Dec 2022
	Facilitate ‘trade’ days for taxi drivers to meet with ULEV taxi manufacturers / retailers, infrastructure providers and other support organisations	EQ – LES project Officer	Jan 2022	Dec 2022
	Promote the use of ULEV taxis for public sector taxi contracts (post dates the strategy Dec 2025)	Community Transport Manager	June 2025	Sept 2026
3h Implement the Fleet Challenge to reduce emissions from the SBC ‘grey fleet’	Implement a Travel Hierarchy providing access to alternatives to car use to avoid unnecessary journeys and increasing the use of electric pool cars and bikes (completed)	EQ – Jason Newman	Completed	2 year review
	Build on the successful ‘My Electric Avenue’ Project to increase the take-up of ULEVs, reduce emissions and save costs for both staff and the Council (Fleet Challenge Programme Trial phase)	EQ – Jason Newman	June 2017	March 2021

	Expand the EV Pool Fleet over three phases (HQ, Hubs and Trust) subject to business case demonstrating return of investment (mandatory phase) – Impacted by COVID-19 and return to workplace	EQ – Jason Newman and Fleet Manager	April 2021	Dec 2025
4. Slough Clean Air Zone (CAZ) Framework				
4a Look at the feasible implementation of a Borough-wide Clean Air Zone (CAZ) including emission standards for buses, taxis, lorries and vans, in line with National Air Quality Plans	Appoint Transport and Air Quality modelling specialist: <ul style="list-style-type: none"> - Determine scenarios to run through transport model - Write formal task order for Transport model - Write Air Quality modelling RFQ 	EQ – Sophia Norfolk	Jan 2020	July 2020
	Collect Automatic Number Plate Recognition (ANPR) Data <ul style="list-style-type: none"> - Procure ANPR cameras (procurement sign off) - Deal with GDPR regulatory requirements for personal data - Install ANPR - Run ANPR for 2-3 weeks - Analysis of ANPR data 		May not be possible to complete this stage until 2021 due to COVID-19 disruption	
	Run Transport Model: <ul style="list-style-type: none"> - Scenario 1: 2018 baseline - Scenario 2: 2022 Implementation Date - Scenario 3: 2026 Future Year 		May 2020	Oct 2020
	Run Air Quality Model: <ul style="list-style-type: none"> - Scenario 1: 2018 Baseline - Scenario 2: 2022 Implementation Date - Scenario 3: 2026 Future Year (do minimum) - Scenario 4: CAZ B 2022 and 2026 - Scenario 5: CAZ C 2022 and 2026 - Scenario 6: CAZ 2022 and 2026 		October 2020	Dec 2020
	Prepare Feasibility Study Report – internal review		Dec 2020	Jan 2021
	Prepare and present recommendation to CMT		Feb 2021	March 2021
Prepare and present recommendation to Cabinet	April 2021	June 2021		
Business Plan to be developed if approved by CMT/Cabinet – require Public and Business Consultation.	June 2021	June 2022		

	Process is likely to take 18-24 months for full implementation of a CAZ			
4b Implement measures to support the take-up of ultra-low emission vehicles (ULEV) through the development of a Slough Electric Vehicle Plan	Develop a Slough Electric Vehicle Plan – links to the development of the low emission programme and delivery plan – presented to Cabinet in November 2020 Promote ultra-low emission buses through the Slough Electric Vehicle Plan	EQ – Jason Newman	Jan 2020	Nov 2020
4c Work in partnership with bus and freight operators to reduce emissions	Work in partnership with bus and coach operators to identify an emission reduction pathway to 2025 Promote alternatives to heavy diesel such as methane/biomethane and electric	MIP– Savio DeCruz	Started	Dec 2025
	Require a minimum Euro VI emission standard for new, tendered commercial bus route services through Slough from 2018		Ongoing	Dec 2025
	Require a minimum Euro VI Standard for all existing commercial bus routes operating in our AQMAs by 2021 (we are meeting significant resistance and may need to extend deadline)		Started	Dec 2021
	Undertake an electric bus route trial (November 2020) in the Town Centre		Nov 2020	Dec 2020
	Support, where possible, funding opportunities to reduce emissions		As required	
	Promote ultra-low emission corridors as part of the Slough Mass Rapid Transit (SMaRT) and Heathrow developments		Jan 2019	Dec 2022
	4d Work in partnership with Highways England to reduce the impact of vehicles on the Strategic Road Network (M4)		AQ monitoring being undertaken for the SMART M4 motorway and ongoing AQ mitigation where required	EQ – Sophia Norfolk
4e Ensure Heathrow Airport expansion does not impact on	Ongoing regular meetings with HAL discuss impact and mitigation of Heathrow expansion with respect AQ	MIP – Savio DeCruz and EQ – Jason	June 2019	Airport Expansion on

pollution levels but help us realise the potential benefits of this opportunity to improve air quality in Slough	Dates based on submission of DCO application these may change On Hold	Newman		Hold
4f Prepare a Low Emission Programme to deliver measures within the LES	Low Emission Programme.	EQ – Jason Newman	Started	Nov 2020 Cabinet approval
	5. Communication and Delivery Plan			
5a Produce an integrated communications and delivery plan for measures in the LES	Development of delivery and communication plans. Present to Cabinet	EQ – Jason Newman	Completed	Nov 2020 approval

Slough Borough Council



2020 Air Quality Annual Status Report (ASR)

In fulfilment of Part IV of the
Environment Act 1995
Local Air Quality Management

June 2020

Local Authority Officer	Sophia Norfolk – Technical Officer: Air Quality and Environmental Noise
Department	Major Infrastructure Projects Environmental Quality Team
Address	Observatory House, 25 Windsor Road, Slough, SL1 2EL
Telephone	01753 477340
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Report Reference number	ASR 2020
Date	June 2020

Executive Summary: Air Quality in Our Area

Air pollution levels within the Borough of Slough continue to remain a significant environmental and public health concern and Slough Borough Council, the 'council', continues to work hard to improve air pollution and to comply with national air quality objectives (AQOs) and EU limits.

Good air quality is not only important to improving health outcomes of our residents, but also for enhancing the natural and built environment and for attracting residents, visitors and businesses to Slough.

The Low Emission Strategy 2018-2025 (LES) was taken by Cabinet on 17th September 2018 and subsequently adopted as a council Strategy, therefore Slough Borough Council are committed to the objectives contained within the Strategy. The wellbeing of those living in Slough are the highest priority and implementation of the LES and its programmes over the next few years will improve air quality and therefore health for all of those living and working in the Borough. The LES programmes have progressed since adoption in 2018, which includes:

- Slough Electric Car Club Programme
- Electric Vehicle (EV) Infrastructure Programme (rapid and public chargers for public and taxis)
- Taxi EV Rapid Charger Infrastructure Programme
- Bus Fleet Programme (retrofit and electric bus routes)
- Cycle Infrastructure and Hire Programme
- Clean Air Zone (CAZ) Feasibility Programme

As the LES is now accepted as council strategy, it is a requirement that air quality is taken into consideration when assessing impact of developments. This ensures mitigation is secured to reduce impact on air quality as much as possible. For example, since implementation of this strategy, every new residential unit is required to have access to EV charging infrastructure, which will help improve air quality in the Borough, as residents transition into ultra low emission vehicles (ULEVs).

The Transport Infrastructure Strategy (TIS) and update to our Local Transport Plan (LTP4) are to be completed this year. These plans focus on increasing public transport

infrastructure, to reduce car dependency and encourage a modal shift away from cars and reduce congestion, whilst supporting the aims of the LES. This will be done by promoting sustainable travel such as use of E-bikes and EVs in transition to a low emission economy. The Government are also developing a Green Recovery Plan in response to the COVID-19 pandemic, which has a focus on active travel.

Slough currently has five Air Quality Management Areas (AQMAs), which exceed the EU limit for nitrogen dioxide (NO₂ (40µg/m³)). In response to this, Air Quality Action Plans (AQAPs) were established for AQMA 1 and AQMA 2 (2006) and also AQMA3 and AQMA 4 (2012)¹. The most recent update to these AMQAs was in 2017, when AQMA 3 was extended to include a section of Bath Road.

During 2020, these action plans will be updated under one comprehensive AQAP to address air quality issues in all of our AQMAs. The AQAP will determine existing NO₂ and particulate matter (PM₁₀ and PM_{2.5}) concentrations, test the effectiveness of the measures outlined in the LES programme in achieving compliance with AQOs, and identify additional measures to tackle air pollution in the Borough. The updated plan will reflect regeneration of the town centre and impacts posed by upcoming major infrastructure schemes including the Heathrow expansion and Smart M4.

Refreshed baseline modelling will be used to determine the status of our AQMAs and if any new areas will be declared. It is predicted that Langley will be designated as an AQMA in the future due to existing air quality trends and committed infrastructure schemes in the area, resulting in greater traffic volumes.

The AQAP will also address sources of local particulate pollution from construction sites and combustion processes. Industrial processes are currently regulated by the Local Authority and Environment Agency under the Environmental Permitting Regulations.

The AQAP will support the aims of the LES, primarily to design additional measures to reduce NO₂ emissions from road transport and improve health outcomes. Programmes such as the Slough EV Plan will help to achieve this aim, by implementing electric public infrastructure such as fast and rapid electric charging points and promote the operation of electric and ultra-low emission vehicles, including electric car clubs and electric taxis.

¹ <https://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx>

A Clean Air Zone (CAZ) is defined as an area where targeted action is taken to improve air quality from traffic sources – it can be a single road or part/ all of a town or city. A feasibility study for the implementation of a CAZ in Slough will be conducted in 2020/2021. It would set emission standards to encourage the uptake of EVs and ULEVs which meet the latest European Emission Standard, applicable to public transport vehicles, HGVs and LGVs. The CAZ may be charging or non-charging. Should the feasibility study demonstrate that a charging CAZ is necessary in Slough to improve air quality in the shortest possible time, an application may be made to the Secretary of State to introduce such a zone.

The CAZ feasibility study, AQAP and LES will be consolidated under a new Clean Air Plan (CAP) during 2021, which will set out all of the council's aspirations for improving air quality, including measures to address PM_{2.5}, supplementary planning guidance to support air quality considerations in the planning process, the air quality communication plan and updates to the air quality network.

Air quality cannot be tackled alone by the Council. The public, businesses and other public and third party sectors need to also play a significant role; either through changes of lifestyle to reduce dependency on the car (modal shift away from the car), increased walking and cycling, adoption of sustainable travel plans, and adoption of EV infrastructure and operation of lower emission vehicles. The Council will lead by example, by adopting policies to increase its EV fleet, reduce grey fleet emissions, and promote modal shift amongst its workforce.

Air Quality in Slough

Air pollution is associated with a number of adverse health impacts. It is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. There is also often a strong correlation with equalities issues, because areas with poor air quality are also often the less affluent areas^{2,3}.

² Environmental equity, air quality, socioeconomic status and respiratory health, 2010

³ Air quality and social deprivation in the UK: an environmental inequalities analysis, 2006

The annual health cost to society of the impacts of PM alone in the UK is estimated to be around £16 billion⁴. Full details of damage costs can be found on the government website⁵.

Sources of Poor Air Quality

The principal source of poor air quality within Slough relates to road traffic emissions, but local construction activities (there is significant regeneration taking place in Slough), diesel trains operating on the Great Western Mainline (some of these are being changed to electric), the town centre bus station (as fleet is relatively old), local industrial processes, larger combustion processes (Energy from Waste Incinerators), airport emissions (affect our receptors in Colnbrook and Poyle), and back-up diesel generators (data centres), as well as transboundary pollutants (e.g. pollutants outside Slough) also contribute to the background pollution levels, and will continue to do so. The Borough has declared ‘smoke controlled areas’ across Slough’s wards, and wood burning and smoke is not known to be a significant source of emissions within Slough, however updated baseline modelling will determine this.

Future significant sources of air pollution may arise from permitted local developments and Nationally Significant Infrastructure Projects in the wider area planned over the next 5-10 years, including::

- Construction and operation of M4 Smart Motorway - this is designed to allow up to 15,000 additional vehicle movements a day during its operation from 2022 (peaking by 2030) and re-routing of traffic through Slough at times during the construction phase (2019-2021) (Impacts: M4 AQMA, Tuns Lane AQMA, Town Centre AQMA and Brands Hill AQMA)
- Construction of M4 construction compound 9 at Sutton Lane on the edge of the Brands Hill AQMA (2019-2021)
- Operation of Sand and Gravel extraction ‘Cemex’ sites at Riding Court Road and North Park Road (up to 450 HGV movements a day through Brands Hill/M4 AQMAs and Langley area) (2018 – 2030)

⁴ Defra. Abatement cost guidance for valuing changes in air quality, May 2013

⁵ <https://www.gov.uk/government/publications/assess-the-impact-of-air-quality/air-quality-appraisal-damage-cost-guidance#annex-a-updated-2019-damage-costs>

- Rail Borne Aggregate Distribution Depot and Concrete Batching Plant at Thorney Mill Sidings, Thorney Mill Road, Iver, (up to 82 HGV movements a day through Brands Hill AQMA and Langley) (2019 onwards)
- Significant Town Centre regeneration (construction HGV movements and operational vehicle movements) up to 6,000 residential properties, new offices and commercial and retail uses (Town Centre/Tuns Lane AQMA)(2016 – 2030)
- Western Rail Access to Heathrow significant construction HGV movements through Langley and Brands Hill AQMA (2022 – 2027)
- Heathrow Expansion - a legal challenge to the Airports National Policy Statement has paused the Development Consent Order process for permission to expand, though an appeal is due to be heard in Autumn 2020. An application for expansion could still be made in the next couple of years for Heathrow's 3rd runway (runway located within Slough) and changes to associated airport operations, with impacts also including the re-routeing of the A4 and diversion of the A3044 into Slough, together with construction HGV and operational movements (2023 – 2040) (All AQMAs).
- Demolition, and construction of the new Grundons Energy from Waste facility 200m north of the current site to accommodate the 3rd runway, including a 55m stack (20m lower than the current stack) (currently on hold, potentially 2022-2024) (Iver AQMA and Brands Hill AQMA)
- Slough Northern Extension – a shortfall is predicted in Slough being able to meet its housing allocation within the local plan term, and a proposal for at least 5,000 (and up to 10,000) new homes on Green Belt land within Buckinghamshire is being explored. If pursued this urban extension could generate significant additional vehicle movements in both the construction and operational phases. (2026 – 2036) (All AQMAs).

Air Quality Modelling

Detailed air quality modelling and source apportionment (e.g. which vehicles are mostly responsible for air pollution) was commissioned in 2015⁶ to assist with the development of the Councils LES (the modelling used 2014 air quality data, road traffic

⁶ <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/low-emission-strategy-2018-2025.aspx>

data and Heathrow weather data). The modelling determined that local road traffic **contributes around 50% towards NO₂ concentrations** at relevant receptors (i.e. those modelled within the AQMAs and surrounding area).

The remainder is due to background levels that prevail in the area. Light passenger diesel cars are the main source of air pollution in the Borough accounting for between (7% and 30% of the total NO₂ concentrations). HGVs; artic and rigid HGVs and buses also contribute significantly to poor air quality in the Brands Hill AQMA.

The Council will commission further detailed air quality modelling and source apportionment during 2020, to take account, as far as practicable, the above significant development schemes and future traffic growth forecasts in Slough, as well as baseline monitoring data, air quality monitoring, traffic count data and weather data. In addition to running transport and LES scenarios, updated modelling will determine:

- The baseline NO₂, PM₁₀ and PM_{2.5} concentrations within Slough
- If any existing AQMAs should be revoked or amended
- If any new AQMAs should be declared within Slough (particularly Langley due to the potential impact of the Western Rail Link to Heathrow)
- The effectiveness of the LES measures and additional measures brought up in the AQAP study, in addressing poor air quality
- The effectiveness of implementing transport measures (e.g. dedicated bus lane, junction re-design etc.) in addressing poor air quality
- The effectiveness of implementing a CAZ(s) within Slough to deal with poor air quality

Air Quality Monitoring and Future Monitoring Proposals

The Council has monitored air quality for over 20 years and operates both passive (diffusion tubes) and continuous air quality monitoring stations in the Borough. The Council is continually looking to extend and improve the air quality network. An overview of both the continuous monitoring network, passive diffusion tube network and new air quality sensor network is given below.

Continuous Monitoring

The Council continuously monitors air quality at six locations: 6 monitoring stations monitor nitrogen dioxide (NO₂) concentrations; 4 monitoring stations monitor particulates (PM₁₀) concentrations, using established reference methods (TEOM or BAM). The Council also operated 2 Osiris indicative particulate monitors which measured PM_{1.0}, PM_{2.5} and PM_{1.0}, which ceased January 2020.

The Council upgraded its air quality monitoring network by adding 3 new air quality monitoring stations within the AQMA 4 (Wellington Road, Town Centre), AQMA 2 (London Road, Brands Hill) and AQMA 3 extension (Windmill, Bath Road) in October 2017. Additionally, the Council has access to air quality data (NO₂, PM₁₀ and PM_{2.5}) from a monitoring station operated by Grundons Lakeside Energy from Waste plant in Colnbrook. Access to real-time and historic monitoring data can be found in the following hyperlink <http://sloughair.aeat.com/>.

The air quality monitoring stations at Salt Hill (SLH 4) and Pippins Colnbrook (SLH 3) are long serving monitors and frequently suffered from water leaks. Due to this, operation of Salt Hill monitoring station ceased November 2019. Data for this area of Slough will continue to be collected at the nearby Windmill monitor (SLH 12), which is more representative of roadside NO₂ concentrations. At Pippins a short-term repair has been done until a replacement station, measuring NO₂ and PM₁₀, can be installed later in 2020/21. A future ambition for this site is to install a certified PM_{2.5} monitor (such as a BAM), to begin collecting reliable PM_{2.5} data in response to concerns over PM_{2.5} health related impacts and reports indicating high PM_{2.5} concentrations in Slough.

Chalvey monitoring station (SLH 7) is also due to be replaced. Currently, the Chalvey station is positioned in a waste depot. Although this area is within AQMA 1 (M4 corridor), it does not represent residential exposure well, therefore it is being relocated on Spackmans Way, to represent exposure at the nearest residential receptor to the M4.

Finally, a new continuous roadside monitor will be located in Langley. Due to passive monitoring results since 2016 showing increases in NO₂, there is a need to monitor continuous daily NO₂ and PM, to produce an evidence base of air quality trends, to

support the declaration of Langley as an AQMA. This monitor will also allow the Council to observe the impact of planned and proposed infrastructure projects, which may influence traffic volumes and subsequently worsen air quality.

Passive (diffusion tube) monitoring

The Council also operates a comprehensive (non-automatic) passive diffusion tube network. The Council operated 65 diffusion tubes across 53 sites for the majority of 2019, however the network was expanded in October 2019 to 96 tubes; to accommodate monitoring commissioned by Highways England to monitor the impact of the Smart M4 Scheme on nearby receptors with triplicates (3 tubes) at 10 residential locations close to the M4, and monitoring at a residential location in Poyle potentially impacted by a high % of HGV traffic to the Poyle Industrial Estate area. The diffusion tubes monitor NO₂ concentrations only.

The 2019 ratified data is reported within the **Appendix A.3** of the report. Please refer to **Appendix D** to see maps of all the air quality monitoring sites in the Borough.

The network was further expanded in early 2020 to co-locate diffusion tubes with monitors in the Slough Sensor Project (see below), additional urban background monitoring and new monitoring locations on congested roads (Albert Street/Upton Court Road). This will be reported on further in the next ASR with the 2020 monitoring results.

Slough Sensor Project

One of the key objectives within Slough's 5-year plan is to protect the livelihood and wellbeing of children. As the health impacts related to poor air quality are becoming more apparent, the need to monitor the impact of vehicle emissions outside of schools is increasing. Evidence obtained through monitoring can be used to support the aims of the LES, encourage behavioural change of parents to use sustainable travel methods and aid engagement with public health campaigns.

An application was made in November 2018 to the Defra AQ Grant Fund to trial low-cost air quality sensors. We were notified in March 2019 that our bid had been

successful and the funding of £99,125 (with £46,625 match funding) was received in late September 2019. Contracts with suppliers were signed in November 2019.

The project will focus on monitoring NO₂ emissions originating from idling vehicles and congestion around four local primary schools over 8-12 months, including Cippenham, Claycots, Pippins and Penn Wood Primary Schools. In the original project plan, monitoring was to cease in November 2020, however due to the disruption caused by COVID-19, this project will extend into 2021. Data obtained during this period will be reported to the Department for Environment, Food and Rural Affairs (Defra) within 6 months of monitoring completion.

Data collected over the monitoring period will be used to produce an evidence base, from which implementation of sustainable travel measures can be used to encourage behavioural change. The monitoring network will consist of 15 Vaisala air quality sensors, installed on lamp posts close to school boundaries, to monitor the impact of idling vehicles during peak school pick up and drop off times. One Vaisala sensor will be co-located with the continuous monitoring station and diffusion tubes in Colnbrook (SLH 3) and each sensor will be co-located with one diffusion tube, to allow sensor accuracy to be determined.

Continuous monitoring of air quality outside of schools will also allow the impact of air quality awareness and public health campaigns to be observed. One such campaign is to implement school streets alongside the schools which are being monitored. Currently, this is planned to be short term (days) rather than a permanent basis. This will affectively be a school street trial, to determine the impact on air quality and the feasibility of implementing schools streets Borough wide. This campaign is due to commence 8th October (to coincide with Clean Air Day), however it may have to be postponed further into 2020 due to COVID-19 disruptions.

The Slough Sensor Project is a key component of increasing awareness of air quality issues in the Borough. Work is ongoing to improve awareness and understanding on air quality for both residents and staff working in Slough

Air Quality Management Areas (AQMAs)

AQMAs are defined geographical areas where air pollution levels are, or are likely to, exceed national AQOs at relevant locations (where the public may be exposed to

harmful air pollution over a period of time e.g. residential homes, schools etc.). These are also shown within **Appendix D**.

Five AQMAs have been declared within Slough due to breaches of the annual mean concentrations for NO₂ (**40µg/m³**). Details of the AQMAs can be found on <https://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality-reports.aspx> and more detailed maps can be found on the Defra Website <https://uk-air.defra.gov.uk/aqma/maps>.

AQMA1: including land adjacent to the M4 along the north bound carriageway (junctions 5-7) and southbound carriageway (junction 5 – Brands Hill) up to a distance of approximately 100m from the central carriageway. **In June 2019, there were 559 residential properties located within AQMA1.**

AQMA 2: incorporates A4 London Road east of junction 5 M4, 300m past Sutton Lane along the Colnbrook by-pass and covers the entire gyratory system on A4 and both side of the A4 carriageway. **In June 2019 there were 28 residential properties located within AQMA 2.** A new residential development (Rogans) is being developed opposite the A4 gyratory (within the AQMA 2) will at least double the number of residential properties exposed.

AQMA 3: incorporates the A355 Tuns Lane from junction 6 of the M4 motorway in a northerly direction to just past its junction with the A4 Bath Road approximately 200m north along A355 Farnham Road, the area is known as the "Three Tuns". **In June 2019 there were 351 residential properties located within the AQMA 3.**

AQMA 4: incorporates the A4 Bath Road from the junction with Ledgers Road/Stoke Poges Lane, in an easterly direction, along Wellington Street, up to the Sussex Place junction. **In June 2019, there were 823 residential properties located within the AQMA4.**

AQMA Order 3 Extended: The Council declared the new extended AQMA 3 on 10th May 2018 and formally submitted this to DEFRA. **In June 2019, there were 227 residential properties located within the extended AQMA3.**

In June 2019, **1988 residential properties** were located within one of Slough's AQMAs. There are no schools located within Slough's AQMAs. The playing grounds of Foxborough Primary School just skirts the edge of the AQMA1 M4. The number of residential properties is set to increase as more residential units will be built within the Town Centre and along the A4 Bath Road.

Air Quality Concentrations 2019

This report covers the air quality results obtained during 2019 and compares these results over the past five years (or less time if sites are new) at the same sites to determine if there are any clear trends in pollution levels. These rolling trends must be treated with caution as they do not include statistical confidence, and air quality can change significantly from one year to the next due to metrological conditions and pollution episodes.

The air quality trend across the majority of sites shows a decrease in concentrations in 2019 when compared with the previous years' data, which is also the case with the trend from 2016 to 2018, however pollution concentrations need to be continually monitored over the next few years to determine if air quality is improving in the Borough, or if the improvement is caused by favourable meteorological or climatic conditions.

Additionally, the national trend has tended to show a decrease in pollution concentrations (both PM and NO₂) in 2019. The DEFRA air quality statistics reported that in 2019, the lowest average annual mean concentrations since the start of the time series for both roadside and urban background monitoring sites were recorded and there were on average fewer hours of moderate or higher levels of NO₂ pollution in 2019 compared with 2018 at roadside sites⁷.

The headlines of the 2019 Slough monitoring results (see **Appendix A, Table A.3** and **Appendix B, Table B.1** for all results) are that:

- Similarly to ASR 2019, there are breaches of the AQO at residential receptors within AQMA 2 (SLO 18, Brands Hill (A)) and AQMA 4 (SLO 29, Yew Tree Road). Generally, there are improvements across most residential receptor

⁷ <https://www.gov.uk/government/statistics/air-quality-statistics>

monitoring locations, however isolated areas have shown a worsening of NO₂ concentrations, namely SLO 8 (Grampian Way, +0.7µg/m³), SLO 4 (Lansdowne Avenue, +0.1µg/m³) and SLO 53 (High Street Langley (A), +1.3µg/m³). To determine if this is a continuous worsening of air quality, these areas will be closely monitored during 2020.

- 8 residential receptor locations across all AQMAs are exposed to NO₂ concentrations within 10% of the AQO, therefore there is no evidence to suggest that any of the AQMAs should be revoked.
- AQMA 1 has shown improvements at all locations excluding Grampian Way (SLO 8). As the construction phase of the Smart Motorway is progressing, periods of closure and speed restrictions are being implemented, which may have an influence on pollution arising from the M4. As SLO 8 represents the closest receptor to Junction 5 of the M4, it is expected that NO₂ concentrations would be higher at this location, however it is a concern that concentrations have risen by 0.7µg/m³ at this receptor in the last year. This area will be closely monitored over 2020.
- Residential receptors have experienced improvements in air quality across AQMA 2. The biggest NO₂ improvement is observed at SLO 28 (Rogans, Colnbrook By-Pass), which has reduced by 4.6µg/m³ from 2018 to 2019.
- Similarly to AQMA 2, AQMA 3 has experienced an improvement in air quality (SLO 50, Tuns Lane (B), 2.3µg/m³ decrease).
- Within AQMA 4, receptors have experienced no or minimal change in concentrations at SLO 46 (Cornwall House, Bath Road) and SLO 4 (Lansdowne Avenue), however the remaining receptor monitoring locations in this AQMA have shown improvement in air quality, with the greatest improvement observed at SLO 29 (Yew Tree Road), reducing from 43.7µg/m³ to 40.5µg/m³. SLO 26 (Yew Tree Road (B)) has shown an increase in NO₂ by 3.2µg/m³, however this is due to the monitoring location being relocated part way through 2019. A full dataset for this location will be observed in ASR 2021.

- Receptors located outside of AQMAs with NO₂ concentrations within 10% of the AQO are SLO 49 (Windsor Road (B)) and SLO 53 (High Street Langley (A)). SLO 49 has experienced an improvement of NO₂ since 2018 (0.6µg/m³ decrease), whereas SLO 53 has worsened by 1.3µg/m³.

Air Quality Trends Over 5 Years

Over the last 5 years, there is generally a downward trend in NO₂ and PM across the Borough, with isolated hotspots where a persistent air quality issue exists. This is not unusual as some years will show variations in pollution levels due to weather and climate. This tends to follow the general trend in the UK.

The average reduction in concentrations of annual mean NO₂ over the past 5 years across all diffusion tube monitoring sites and two continuous monitoring sites (Chalvey and Salt Hill), across the Borough is **1.82µg/m³ per year** (4.73% of the AQO). This figure of average annual reduction in mean NO₂ levels over 5 years has increased since previous calculations in the 2018 and 2019 ASRs – i.e the average annual decrease is getting greater, suggesting possible acceleration of air quality improvement.

However, the rate of improvement required to meet the AQOs is still relatively slow and air pollution remains a significant issue for Slough residents and will continue to do so for some years to come as there are clearly some stubborn hotspots of air pollution, as well as potential for new areas of relevant exposure (Windsor Road and Langley) to be declared.

Concentrations vary significantly between diffusion tube monitoring sites located within our AQMAs. And, there is no conformity to the change in concentrations from one monitoring site to the next even within the same AQMA. This could be down to how traffic is managed on the road network, and where queueing of traffic occurs. It could also be due to how traffic growth has affected some parts of network more than others.

It is recognised that air quality hotspots are going to become even more localised and importance of action at a local level will increase. The effort to reduce NO₂ also needs to be targeted on the sources that make the biggest contribution to the problem: as road vehicles contribute about 80% of NO₂ pollution at the roadside and the growth in the number of diesel cars has exacerbated this problem.

Actions to Improve Air Quality

The Council reported to Defra in 2018 on 41 measures that are aimed at improving directly or indirectly air quality in Slough. The number of measures reported within this 2020 ASR stands at 40. A number of these measures are still ongoing, some have yet to start, and others that were completed in 2018 were removed in ASR 2019. Whilst these measures may have had some positive effects on air pollution concentrations and contribute towards the downward trend, there is a need for more robust measures to be co-ordinated through a live strategy (e.g. refreshed AQAP, the LES and emerging TIS).

It is also clear, that improving air quality requires a multi-disciplinary approach across all Council Services and its Partners and across the wider residential and business community.

The Council has developed AQAPs for AQMAs 1-4, however there is a need to update these action plans and make them more relevant to reflect the significant regeneration of town centre development, as well as considering the transport impacts of major permitted infrastructure schemes (Smart M4) and potentially the expansion of Heathrow Airport and Western Rail Access to Heathrow.

Slough Borough Council has taken forward a number of direct measures during 2019 in pursuit of improving local air quality. Details of all measures completed, in progress or planned are set out in **Table 2.1**.

Key completed measures are:

- Successful implementation of the Slough LES (2018-2025) with significant development and funding towards the LES programmes, such as the Slough Electric Vehicle Plan, by ensuring provision of EV charging infrastructure at new developments
- Securing on-site mitigation at major developments, to accelerate uptake of ULEVs, such as on-site EV Car Club Hub at Horlicks development (in place 2022/2023)
- Completed transport schemes:

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- Local Enterprise Partnership (LEP) funding secured for SMaRT phase 2 and construction is in progress (continuation of wider SMaRT programme – phase 1 completed in 2018)
- Introduction of electric bus trials to promote Low Emission Public Transport
- Ongoing Council transformation and relocation to town centre office with no parking available on site, encouraging staff to travel to work in alternative travel methods. The Council are demonstrating good example for the rest of the Borough. This is supported by increase EV charging provision expansion of staff EV fleet for the office move, including 13 fast chargers, 1 rapid charger and a fleet of 20 EVs.
- Installation of 4 fast and 1 rapid charger at a new leisure site on Farnham Road, promoting sustainable transport.



Rapid Charger at the Council's new leisure centre on Farnham Road in 2019 – Charges Electric Car in 30 minutes. The Council is looking to expand its rapid charger network to 10 rapid chargers by the end of 2021.

Slough Borough Council expects the following measures to be completed over the course of the next reporting year:

- AQAP taken to Cabinet March 2021
- CAP draft ready for consultation by summer 2021
- CAZ feasibility study to be completed summer 2021
- Completion of the Slough Sensor Project monitoring
- Upcoming transport schemes:
 - A4 lane segregation for bus and cycle prioritisation
 - Reduction in town centre parking from 5000 to 3000 spaces
 - Introduction of park and ride scheme connecting west Slough to the trading estate

Slough Borough Council's priorities for the coming year are to develop the new AQAP and produce the CAP.

More detail on progress with these measures can be found in section 2.2 of the main report, with further background in their respective action plans and in the LES, available on the following link: <http://slough.gov.uk/pests-pollution-and-food-hygiene/low-emission-strategy-2018-2025.aspx> .

Conclusions and Priorities

Air Quality continues to breach national AQOs in Slough's AQMAs and for some sites outside the AQMAs. The Council has prepared a LES to co-ordinate and outline robust measures to address poor air quality. The AQAPs for all five AQMAs will be updated in 2020 under one consolidated plan. Air quality is a priority for the Council to address.

The key challenges Slough faces in addressing poor air quality are:

- Our population is growing at a significant rate. We are expected to build nearly 20,000 new homes over the next 20 years within a heavily populated and congested urban Borough (Slough is only 32.54 km²). We will need to reduce the amount of parking allocated to town centre residential developments and ensure significant EV charging infrastructure is installed and EV/ULEV car clubs are operating to enable residents to have a low emission car option.

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- The main challenges are non-conforming EURO 6 light passenger diesel cars and vans coupled with the significant growth in diesel vehicles over the past 20 years, although these are now showing a significant decline in sales following the VW emission scandal. The Government needs to ensure newer diesel vehicles entering the market will meet the tougher real-world emission standards. There needs to be more promotion and awareness of EVs and their air quality benefits over diesel cars. The Government has announced the ban of sale of all petrol and diesel cars from 2035.
- A lack of public awareness and understanding of air pollution is a significant barrier to change. There is a need for a public awareness campaigns at national level and at a local level, and Slough will work collaboratively with Public Health and all its stakeholders and officers on local communication and awareness of air quality.
- Over the next 10 years – significant traffic growth locally, associated with the operation of M4 Smart Motorway, Town Centre Development, and potentially the expansion of Heathrow airport will place significant strain on the highway network and will adversely impact air quality.

How to Get Involved – Local Engagement

Slough residents can find out more about air quality by visiting the Councils Webpages: <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/air-quality.aspx>.

Slough residents have access to the free app, AirTEXT, which provides accurate air quality alerts, and health advice for at-risk groups and the general population, on <http://www.airtext.info/>.

The LES has its own dedicated web page on the Slough Borough Council website. <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/low-emission-strategy-2018-2025.aspx>.

Slough has prepared a communication Campaign in 2018 to raise awareness of poor air quality and to advise what actions can be taken at a local level to address air

pollution. This will be published on the website. <http://www.slough.gov.uk/pests-pollution-and-food-hygiene/low-emission-strategy-2018-2025.aspx>.

In May 2019, Public Health Slough launched a new website. A dedicated air quality page has been set up and will be populated with information on air quality, how members of the public can reduce their impact on air quality and the health benefits. This can be found on the following link.

<https://www.publichealthslough.co.uk/campaigns/air-quality/>

Appendix E: Summary of Air Quality Objectives in England

Table E.1 – Air Quality Objectives in England

Pollutant	Air Quality Objective ²⁵	
	Concentration	Measured as
Nitrogen Dioxide (NO ₂)	200 µg/m ³ not to be exceeded more than 18 times a year	1-hour mean
	40 µg/m ³	Annual mean
Particulate Matter (PM ₁₀)	50 µg/m ³ , not to be exceeded more than 35 times a year	24-hour mean
	40 µg/m ³	Annual mean
Sulphur Dioxide (SO ₂)	350 µg/m ³ , not to be exceeded more than 24 times a year	1-hour mean
	125 µg/m ³ , not to be exceeded more than 3 times a year	24-hour mean
	266 µg/m ³ , not to be exceeded more than 35 times a year	15-minute mean

²⁵ The units are in microgrammes of pollutant per cubic metre of air (µg/m³).

Glossary of Terms

Abbreviation	Description
AQAP	Air Quality Action Plan - A detailed description of measures, outcomes, achievement dates and implementation methods, showing how the local authority intends to achieve air quality limit values'
AQMA	Air Quality Management Area – An area where air pollutant concentrations exceed / are likely to exceed the relevant air quality objectives. AQMAs are declared for specific pollutants and objectives
ASR	Air quality Annual Status Report
Defra	Department for Environment, Food and Rural Affairs
DMRB	Design Manual for Roads and Bridges – Air quality screening tool produced by Highways England
EU	European Union
FDMS	Filter Dynamics Measurement System
LAQM	Local Air Quality Management
NO ₂	Nitrogen Dioxide
NO _x	Nitrogen Oxides
PM ₁₀	Airborne particulate matter with an aerodynamic diameter of 10µm (micrometres or microns) or less
PM _{2.5}	Airborne particulate matter with an aerodynamic diameter of 2.5µm or less
QA/QC	Quality Assurance and Quality Control
SO ₂	Sulphur Dioxide
LES	Low Emission Strategy (2018-2025)
AQO	Air Quality Objective
CAZ	Clean Air Zone
EV	Electric Vehicle

ULEV	Ultra Low Emission Vehicle
TIS	Transport Infrastructure Strategy
LTP	Local Transport Plan
CAP	Clean Air Plan

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SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel
DATE: 22nd October 2020
CONTACT OFFICER: Difaf Sharba, Policy Insight Analyst
(For all Enquiries) (01753) 87 5411
WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

HOMELESSNESS AND ROUGH SLEEPING TASK AND FINISH GROUP UPDATE

1. **Purpose of Report**

For the Neighbourhoods and Community Services Scrutiny Panel to review and approve the final version of the terms of reference for the Homelessness & Rough Sleeping Task & Finish Group.

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

2.1 That the Panel

1. Review the proposed terms of reference for the Task and Finish Group; and
2. Agree the final version of the terms of reference under which the Task and Finish Group will operate.

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

3a. **Slough Joint Wellbeing Strategy Priorities**

The proposed areas of activity for the Task & Finish Group will support the following priorities:

- Integration (relating to Health & Social Care)
- Strong, healthy and attractive neighbourhoods

3b. **Five Year Plan Outcomes**

The review will support the following outcomes:

- Outcome 2: Our people will be healthier and manage their own care needs;
- Outcome 3: Slough will be an attractive place where people choose to live, work and stay.

- Outcome 4: Our residents will live in good quality homes
- Outcome 5: Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

4. **Other Implications**

(a) Financial

The work to be undertaken by the Task & Finish Group will be covered within existing staff budgets. Any financial implications of the review's recommendations will be reported back in the final report to be taken by the Neighbourhoods and Community Services Scrutiny Panel in 2021.

(b) Risk Management

There are no corporate risks associated with the adoption of the Terms of Reference included as Appendix A. Any risks associated with the final recommendations will be reported to the Panel at the review's conclusion.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights or other Legal implications arising from this report.

(d) Equalities Impact Assessment

The adoption of the terms of reference does not require an Equalities Impact Assessment. Should the final recommendations necessitate such an exercise, it will be carried out as required.

5. **Supporting Information**

- 5.1 In the summer of 2020, the NCS Scrutiny Panel decided to investigate the issue of homelessness and rough sleeping in the borough. This was mainly driven by concerns over the persistent nature of the problem in Slough and the potential increase in numbers as more people are expected to lose their jobs because of COVID and the winding down of the furlough scheme in October 2020.
- 5.2 The Task & Finish Group have had a preliminary meeting with SBC's Outreach Team Leader that helped define the initial scope of the problem and shape the Group's Terms of Reference.

Membership

- 5.3 The Task & Finish Group will be chaired by Cllr Ajaib and will also include the following Councillors:
- Cllr Hulme
 - Cllr Minhas
 - Cllr Sabah

Timeframes and Work Programme

- 5.4 When the final report with recommendations is presented to the Panel, members will be asked to approve and adopt the recommendations. Following this, the Panel will then assume responsibility for monitoring the progress of these recommendations. Officers will update the Panel on this as appropriate.
- 5.5 In order to compile its final report, the Task & Finish Group will hold meetings with officers from relevant services, including the housing, public health, parks, and mental health teams. They will also conduct a series of evidence sessions with various stakeholders, including homeless/rough sleeping residents and representatives from Turning Point, DWP, Shoc, Slough Outreach, Slough BID, throughout October and November 2020.
- 5.6 The group will aim to hold its meetings and evidence sessions between October and November 2020 and submit their final report to the NCS scrutiny meeting on 6th January 2021.

6. Comments of Other Committees

- 6.1 This report has not been taken by any other committees at Slough Borough Council.

7. Conclusion

- 7.1 This report is intended to provide the Panel with information and guidance on the work to be undertaken by the Task and Finish Group. There will be flexibility for the Task and Finish Group to arrange meetings to suit its work; however, its focus on the work it has been commissioned to complete will remain resolute.

8. Background Papers

Agenda papers and minutes of the Neighbourhoods and Community Services Scrutiny Panel, 22nd June 2020.

9. Appendices

A - Proposed Terms of reference for the Homelessness & Rough Sleeping Task & Finish Group

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Terms of Reference for the NCS Homelessness & Rough Sleeping TF Group

Background:

In the summer of 2020, the NCS Scrutiny Panel decided to investigate the issue of homelessness and rough sleeping in the borough. This was mainly driven by concerns over the persistent nature of the problem in Slough and the potential increase in numbers as more people are expected to lose their jobs because of COVID and the winding down of the furlough scheme in October 2020.

SBC has developed a Homelessness Prevention Strategy, which was updated in June 2019 and gives an overview of our existing services for the homeless and rough sleepers; it also outlines the initiatives we have in place to prevent homelessness as well as the risks, challenges and opportunities the council have. SBC's Homelessness Prevention Strategy will serve as a starting point for this Task & Finish Group as they collect evidence and assess how effective the model of state support in Slough is helping those in need.

Purpose of the Task Group

The Task & Finish Group will investigate and make recommendations in relation to the SBC Homelessness/Rough Sleeping Prevention Strategy, with specific reference to:

1. Identification and reporting:

- Examine the level of understanding and definition of rough sleeping and homelessness by residents, partners, businesses and councillors.
- How are rough sleepers identified and reported to the council by officers, residents, businesses and councillors?
- How are those at risk of homelessness identified and what measures are taken to help them stay at their homes?

2. Support provision

- What support is available to the homeless/rough sleepers in terms of accommodation, employment, skills, wellbeing and mental health?
- How and why SBC support provision is procured?
- Housing finance model- what are the main areas of spending over the last three years, and what are the financial challenges for this area?
- Understand the voluntary & community sector and private sector involvement.
- Examine the barriers that prevent people from taking advantage of the support available to them.

3. Engagement & Communication

- What is known of the service provided by SBC for this group and how is the service publicised?
- How does SBC engage with partners and residents to help prevent rough sleeping and homelessness? Is this engagement sufficient?
- How to engage local businesses to team up with SBC to join in a strategy to get homeless people start their lives all over.

Outcomes expected

A report covering the areas of investigation identified above, including options and recommendations to help tackle homelessness and rough sleeping in Slough, will be produced at the end of this investigation.

Operational Delivery

- The Homelessness and Rough Sleeping Task & Finish Group will identify evidence and collect data to help understand the current situation. This will include the number of homeless/ rough sleepers in Slough and how many of them have been able to get the help they needed to get off the street and into a normal healthy living.
- A survey may be prepared to capture the views of residents, partners, businesses and councillors on the definition of rough sleeping and homelessness.
- The Group will also look at the work of other councils and identify best practices and innovation.
- In addition, the Group intends to hold meetings, in person or virtually, with various stakeholders, including:
 - SBC officers – including the housing, public health, parks, regeneration, and mental health teams.
 - Charities and other partner organisations, including Shoc, Slough Outreach, Slough BID and local GPs- to understand if/how they help and identify opportunities for further collaboration.
 - Turning point – to understand how they work and how effective their work has been.
 - DWP and Probation services.
 - Homeless and rough sleeping residents.
- The group will aim to hold its meetings and evidence sessions between October and November 2020 and submit their final report to the NCS scrutiny meeting on 6th January 2021.

Membership

- Cllr Zafar Ajaib (Chair)
 - Cllr Harjinder Minhas
 - Cllr Christine Hulme
 - Cllr Waqas Sabah.
-

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 22nd October 2020

CONTACT OFFICER: Difaf Sharba, Policy Insight Analyst
(For all Enquiries) (01753) 875411

WARDS: All

PART I
FOR COMMENT AND CONSIDERATION

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2019/20 WORK PROGRAMME

1. **Purpose of Report**

For the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) to discuss its work programme for 2020-21.

2. **Recommendations/Proposed Action**

That the panel review the work programme and potential items listed for inclusion.

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

3.1 The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Joint Slough Wellbeing Strategy priorities. The NCS Scrutiny Panel, along with the Overview & Scrutiny Committee and other Scrutiny Panels combine to meet the local authority's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.

3.2 The work of the NCS Scrutiny Panel also reflects the priorities of the Five Year Plan, in particular the following:

- Our residents will have access to good quality homes

3.3 In particular, the NCS Scrutiny Panel specifically takes responsibility for ensuring transparency and accountability for Council services relating to housing, regeneration and environment, and safer communities.

4. **Supporting Information**

4.1 The current work programme is based on the discussions of the NCS Scrutiny Panel at previous meetings, looking at requests for consideration of issues from officers and issues that have been brought to the attention of Members outside of the Panel's meetings.

4.2 The work programme is a flexible document which will be continually open to review throughout the municipal year.

5. **Conclusion**

This report is intended to provide the NCS Scrutiny Panel with the opportunity to review its upcoming work programme and make any amendments it feels are required.

6. **Appendices Attached**

A - Work Programme for 2020/21 Municipal Year

7. **Background Papers**

None.

Neighbourhood and Community Services Scrutiny Panel Work Programme - 2020/21

Task & finish group
<ul style="list-style-type: none"> Homelessness and Rough Sleeping Task & Finish Group
Meeting Date
22 October 2020
<ul style="list-style-type: none"> Licensing of Houses in Multiple Occupation (HMO) update The Hubs Strategy - impact on customer experience Low emissions strategy update Homelessness and Rough Sleeping Task & Finish Group - Terms of Reference
18 November 2020
<ul style="list-style-type: none"> RMI update HRA Tenanted Stock Landlord Compliance Quarterly Report (Quarter 2)
6 January 2021
<ul style="list-style-type: none"> Housing allocation policy Housing Services Scrutiny Indicators Impact of personalised charges on tenants Housing rents and Service Charges update

25 February 2021

- Shaping Slough Town Centre update
- The Home Improvement Agency - findings of the review
- Community Cohesion Strategy
- HRA Tenanted Stock Landlord Compliance Quarterly Report

13 April 2021

- Waste management facilities, including recycling rates
- Crime and disorder reduction panel
 - Safer Slough Partnership Update
- HRA Tenanted Stock Landlord Compliance Quarterly Report

To be scheduled:

MEMBERS' ATTENDANCE RECORD
NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2020/21

COUNCILLOR	MEETING DATES					
	22/06/20	03/09/20	22/10/20	06/01/21	25/02/21	13/04/21
M. Holledge	Ap	Ab				
Gahir	P	P				
S Parmar	P	P				
Sabah	P*	P				
Ajaib	P	P				
**Begum						
Matloob	P	P				
Hulme	P	P				
Minhas	P	P				
Kelly	P	P				

P = Present for whole meeting P* = Present for part of meeting Ap = Apologies given Ab = Absent, no apologies given

*Councillor Gahir no longer a member of the Panel from 24th September 2020.

**Councillor Begum appointed to the Panel, in place of Councillor Gahir, from 24th September 2020.

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