

Statements of Baseline Services

Prepared by

REVOLVE
THROUGH
REVOLVE

On behalf of



And



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Service Activity	Resilience and Enforcement, Neighbourhood Services
Directorate	Place & Development
Head of Service:- Name Email address Telephone number	Colin Moone Service Lead Strategic Housing Services colin.moone@slough.gov.uk 01753 474057
Service Description (incl. area covered)	<p>The Resilience and Enforcement team deal with all private and commercial land.</p> <ul style="list-style-type: none"> • Joint operations with the Border Agency and rough sleeper evaluations • Service of injunctions, orders and notices • Neighbourhood management • Anti-Social behaviour – site visits, surveillance, gathering evidence, witness support, deterring, intervention, partnership working, syringe and needle collection • Noise, smoke, odour, dust and light nuisance etc. • Littering, fly-tipping, Graffiti and criminal damage, dog fouling, commercial/domestic waste disposal problems, abandoned vehicles etc. • Public Health – filthy and verminous, boarding up, rats, insects and infestations, asbestos, overgrown gardens/land, stray dogs • Gating projects in private areas, community events, prevention of crime relating to the physical environment • Licensing, TEN and planning application reviews and comments • Out of hours emergency crisis response and deployment of Community Wardens • Investigation, evidence gathering and taking enforcement action • Preparation for prosecution and court attendance
Specification Please Include:- When? How Often? Planned/responsive?	Daily Mornings/afternoon Planned

Maintenance schedule? Renewal/replacement? Other?	
Staff and equipment	Street wardens – deployed to Slough town centre Community project officers in Neighbourhood Services Enforcement officers Housing regulation officers
Boundary Area	Slough Town
Performance Measures	Key performance indicators are constantly reviewed. Any reduction in performance standards is rectified immediately.
Other comments	The Resilience & Enforcement, Neighbourhood Services are proactive services that participate fully in partnership working.
Form completed by:-	
Name	Colette Makambila
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Telephone number	01753 476534

Service Activity	Highways Maintenance
Directorate	Regeneration
Service Leads:-	
Name	Savio De Cruz
Email address	Service Lead - Major Infrastructure Projects savio.deacruz@slough.gov.uk
Telephone number	01753 875640
Service Description (incl. area covered)	Highways Maintenance Slough and BID area.
Specification Please Include:-	
When?	
How Often?	
Planned/responsive?	
Maintenance schedule?	
Renewal/replacement?	
Other?	
	<p>The Council has a duty to maintain the highway for the safe use of the public throughout Slough including the BID area. This will include all the issues referred to within the Council's Highway Inspection Manual and Highway Maintenance Policy as category 1 defects. This includes potholes, trips, faulty ironwork and covers etc.</p> <p>Driven and Walked inspections are carried out around the area. A walked safety inspection is carried out throughout the town centre on monthly basis. Driven Inspections are carried out at various frequencies (varies from 1 – 12 months) depending on category of road.</p> <p>These inspections are supported by a maintenance team which works across the wider area which includes the BID and is able to respond to repair any category 1 defects found by the end of the next working day. At other times, this team will be carrying out other scheduled maintenance work. The aim of this maintenance work is to make 'like-for-like' repairs where this is reasonably practicable. In some instances, temporary solutions may be made, and these would normally be followed by permanent repairs which would be added to a programme of work.</p> <p>Slough Borough Council will respond to non- hazardous defects by carrying out repairs where possible within allocated budgets in response to routine inspections. Typically, these repairs would be small areas of surface repair / patching, straightening / replacing damaged signage, white and yellow lines, repairs / replacement of damaged bollards / barriers, repairs to gullies / drainage, repairs / replacement of seats and notice boards.</p>

	<p>More significant works (e.g. resurfacing of carriageways and footways) which are part of the capital programme are identified through condition surveys and service inspections. The programme of these works is prioritised on a countywide basis. Third party complaints are also dealt with. This could range from drainage issues, signs, scaffolds, skips and obstructions within the highway.</p>
Staff and equipment	<p>Slough DSO is responsible for operation matters including Winter Services, help to deliver the overall Highways Maintenance service.</p>
Performance Measures	<p>Pothole repairs and footway defects are monitored on a regular basis by our highway inspectors.</p>
Ideas for BID activities (with costs)	<p>A dedicated Team could be identified for the BID Area. This team could complete maintenance repairs on all infrastructure in the area.</p> <p>They could also complete cyclic maintenance on street furniture, Pedestrian Barriers, Bollards etc. where it add value to existing operations by stakeholders in the town.</p> <p>This would cost approximately £2K per week (excluding materials)</p>
Other comments	<p>The team mentioned above could also merge with other activities within the area, making it more versatile and cost effective.</p>
Form completed by:-	
Name	Sing-Wai Yu
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Telephone number	01753 875628

Service Activity	Winter Maintenance
Directorate	Regeneration
Service Lead:- Name Email address Telephone number	Sanjay Dhuna Service Lead Planning & Transport sanjay.dhuna@slough.gov.uk 01753 875810
Service Description (incl. area covered)	Slough Borough Council aims to provide an economic, effective and efficient winter service throughout Borough of Slough within the resources available which seeks to ensure, as far as is reasonably practicable, that safe passage along a public highway is not endangered by snow or ice and delays caused by adverse weather are kept to a minimum.
Specification Please Include:- When? How Often? Planned/responsive?	There are 2 gritting routes across the Borough. The routes are regularly treated to prevent the formation of frost and ice following assessment of the conditions from the forecast provider on a daily basis from 1 st November to 31 st March.
Maintenance schedule? Renewal/replacement? Other?	When widespread ice or light snow is forecast 2 secondary routes and priority sites will be treated across the Borough in addition to the above and in the case of heavy snowfall our resources are supplemented by other resource from DSO to hand grit busy trafficked areas and community centres. In such cases the highway network will be cleared in order of priority. Footways and Cycle ways are treated on a reactive basis as required when widespread ice is forecast and cleared on a priority basis should snowfall occur. To supplement the treatment of the highway network grit bins are provided at strategic locations throughout the Borough and on requests before the winter season starts. Additional gritting vehicles and equipment are available and used depending upon the conditions (Small gritter and plough etc.)

	<p>All equipment is regularly maintained and updated/replaced, calibrated and certified for operational requirement.</p> <p>Cross boundary working arrangements are in place with surrounding authorities to enable us to assist one another in periods of severe weather to ensure strategic routes through the East Berkshire are kept clear as far as possible.</p>
Staff and equipment	There is a team of 10 staff employed at DSO to deliver the current service including managers, supervisors and operatives with rotas in place to ensure sufficient resources are available where required throughout the winter season. This is supplemented from other sections during severe conditions.
Performance Measures	The Winter Services Policy and Information details the level of resources available and the standards to be achieved.
Ideas for BID activities (with costs)	
Other comments	Weather conditions are constantly monitored throughout the winter period with information sent by our forecast providers and gathered from roadside monitoring stations. Information regarding gritting arrangements, gritting routes, weather forecasts and conditions around the County are available on the Northumberland website which is regularly updated.
Form completed by:-	
Name	Sing-WaiYu
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Telephone number	01753 875628

Service Activity	Street Lighting and illuminated Street furniture including Traffic Signals
Directorate	Regeneration
Service Lead:- Name Email address Telephone number	Savio DeCruz Service Lead - Major Infrastructure Projects savio.decruz@slough.gov.uk 01753 875640
Service Description (incl. area covered)	Street Lighting Maintenance Borough Wide and Bid Area.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	<p>The Council has a duty to maintain the highway for the safe use of the public throughout Slough including the BID area. There is no duty to provide street lighting, but where street lighting or illuminated street furniture is installed there is a duty to maintain in line with current industry standards and recommended codes of practice. The street lighting and illuminated street furniture in the BID Area is maintained via the use of an Inventory Management System (FM) coupled with recently installed "Mayflower" CMS. There are no planned inspections with regard to operation, but a 4 working day response is operated with regard to the report of non- urgent faults, i.e. street lighting not working correctly.</p> <p>A 2 hour response is in operation for the report of anything urgent that is deemed serious and may endanger the public, i.e. door off a street light. All traffic signal faults are responded to within 2 hours.</p> <p>All items electrical street furniture, are subject to the requirements of the Electricity at Work Regulations, with each item being inspected at least once every 6 years to ensure it complies with the requirements of the regulations.</p> <p>If any item is found to be in a poor or unsafe condition it will be scheduled for replacement in line with the timescales that exist within fa. Typically, faults that do not require any excavation will be completed within 2 working weeks. Where excavation is required and the electricity supply company is involved, replacement works can take 6-8 working weeks to complete.</p>

	<p>The Council have recently completed on a large scale Street Lighting Upgrade Project to replace all the street lighting stock under our responsibility with new LED energy efficient lanterns together with the CMS system to enable us to monitor the performance and adjust the level of the lighting remotely.</p> <p>With regard to the BID Area, the street lighting columns in this area are due to be replaced. This work is being carried out by an external contractor, and the existing stock of columns in the BID Area will be maintained in line with the above service standards until the Modernisation Project reaches the BID Area.</p>
Staff and equipment	The BID Area is covered by the street lighting Maintenance Service.
Performance Measures	Street lighting Performance Indicators, covering response to lighting faults, emergency attendance and average time to repair.
Ideas for BID activities (with costs)	Discussions between the leading Councillor's and Town Centre management Team are on-going, all the street lighting columns and other street furniture posts have been given a new coat of black paint to unify the colour of our street furniture in the Town Centre. There is a conservation area within the Town Centre where we also replaced the old style of Heritage lanterns with the LED lanterns however, we have kept the original shape and character of the Heritage lantern covers and Columns.
Other comments	None
Form completed by:-	
Name	Sing-Wai Yu, Street Lighting Project Manager
Email address	sing-wai.yu.@slough.gov.uk
Telephone number	01753 875628

Service Activity	Festive Season Celebrations
Directorate	Finance and Resources
Head of Service:- Name Email address Telephone number	Vijay McGuire Service Lead Customer & Communications Vijay.Mcguire@slough.gov.uk 01753 875907
Service Description (incl. area covered)	This service is responsible for: <ul style="list-style-type: none"> • communications and marketing • strategic direction to council communications with customers, partners, the media and employees • Freedom of Information (Fol) requests and corporate complaints • the council's customer strategy • planning and implementation of major borough-wide events
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	<ul style="list-style-type: none"> • Christmas Lights Switch-On Event • Purchase, Installation, Decoration and Removal of Christmas Tree • Purchase, Installation and Removal of Christmas Lights • Checks, Repairs and PAT Tests of Existing Christmas Lights • Festive Fund Weekend, subject to funding (held the second weekend of December)

Staff and equipment	2 F/T staff Casual staff including security, stewards, first aid Cherry picker Sound equipment Stage performance Gazebos
Boundary Area	Slough High Street
Performance Measures	<ul style="list-style-type: none"> • Social media interaction • High volume of free raffle tickets • Number of attendees • Follow up enquiries whether good/bad feedback
Other comments	The Customer and Communications Service carries out maintenance and arrange for the Christmas tree to be erected and decorated after the switch-on.
Form completed by:-	
Name	Colette Makambila
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Service Activity	Food & Safety
Directorate	Adults & communities
Head of Service:- Name Email address Telephone number	Ginny de Haan Service Lead Regulatory Services Ginny.dehaan@slough.gov.uk 01753 477912
Service Description (incl. area covered)	<p>Assessing compliance with food safety requirements at food businesses within Slough. Including investigating food complaints and inspect food businesses based on risk.</p> <p>We are also responsible for:</p> <ul style="list-style-type: none"> • Health & Safety enforcement, including investigating accidents, giving priority to those involving major injury or death in the workplace • Infectious disease control • Imported food and products control • Primary Authority Partnerships • Smoke Free enforcement <p>We also signpost businesses and residents to information and free advice. We also provide businesses with bespoke advice and support on compliance at a cost recovery basis.</p> <p>In all areas that we regulate, where necessary, we take enforcement action, such as service notices, close businesses immediately that present an imminent risk and prosecute businesses who fail to comply with the law.</p>
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	<p>Inspections are based on risk, set by a national code of practice, which varies from 6 months to 3 years.</p> <p>All inspections are unannounced.</p>
Staff and equipment	Operation FTE is 4.23

Boundary Area	Slough town
Performance Measures	Team balance score card (BSC), of which some areas are fed into the directors BSC
Other comments	None
Form completed by:-	
Name	Levine Whitham
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Service Activity	Trading Standards
Directorate	Adults & communities
Head of Service:-	
Name	Ginny de Haan
Email address	Service Lead Regulatory Services ginny.dehaan@slough.gov.uk
Telephone number	01753 477912
Service Description (incl. area covered)	<p>Assessing compliance with consumer goods and services including food standards (labelling and composition declarations) within Slough. Trading Standards are responsible for enforcing nearly 300 pieces of primary legislation covering a huge area. Trading standards investigate complaints and inspect businesses, in particular food premises, based on risk.</p> <p>We are responsible for:</p> <ul style="list-style-type: none"> • Mis-description of goods and services • Product safety • Food labelling • Animal health and welfare • Fireworks and fireworks licensing • Under age test purchasing • Tobacco control work • Road traffic work (overloaded vehicles) • Rogue traders, doorstep sales, mass marketing scams • Counterfeit goods • Weights and measures (weighing equipment used in trade) • Market surveillance at ports (External Transit Storage Facilities) • Letting agents & estate agents redress scheme compliance • Business fraud <p>We also signpost businesses and residents to information and free advice. We also provide businesses with bespoke advice and support on compliance at a cost recovery basis (this is a statutory provision under the Regulation, Enforcement and</p>

	<p>Sanctions Act)</p> <p>In all areas that we regulate, where necessary and proportionate, and in compliance with our enforcement policy (publicly available via SBC website) we may take enforcement action, such as serve notices, issue FPN's, Simple cautions and potentially prosecute businesses who fail to comply with the law.</p>
<p>Specification Please Include:-</p> <p>When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?</p>	<p>Trading Standards Food Standards inspections are based on risk, set by a national code of practice, which varies from 6 months to 3 years.</p> <p>All food standards inspections are unannounced.</p> <p>Other inspections are based on intelligence received and evidence. Where intelligence is provided to establish a problem, those premises involved will be visited, usually unannounced. Where we visit premises as part of proactive projects, where no intel is available, a statutory 48 hour notice, describing the purpose of our visit will be provided.</p>
Staff and equipment	Operation FTE is 6
Boundary Area	Primarily SBC but we have powers to enforce legislation beyond our boundaries under the Consumer Rights Act 2015.
Performance Measures	<p>Team balance score card (BSC), of which some areas are fed into the directors BSC</p> <p>ACTSO TS impacts and outcomes (pilot) Scheme</p> <p>Local Authority Enforcement Monitoring System (LEAMS) on Food Inspections</p> <p>No national performance indicators for other TS duties.</p>
Other comments	None
Form completed by:-	
Name	Andrew Clooney
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Telephone number	01753 477901

Service Activity	Sport and Physical Activity
Directorate	Adults and Communities
Head of Service:- Name Email address Telephone number	Ketan Gandhi Service Lead Communities & Leisure Ketan.Gandhi@slough.gov.uk 01753 696099
Service Description (incl. area covered)	Herschel - Xplorer Orienteering Family Trail Events Upton Court Park – Run with Active Slough groups, future plans cycling lessons for families. We also do a lot with the clubs that are based in the park, rugby, cricket and hockey. Parkrun also takes place at Upton managed and run by volunteers. Salt Hill Park – Tennis, cricket and running groups, big community workouts using the gyms, again managed by volunteers and Great Outdoor Gym Company Lascelles – Installation of new artificial cricket wickets which have enabled us to hire out the park to cricket clubs e.g. last man standing league. Also in Lascelles Park football is played and is home to the Thames Valley FC.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Herschel- x6 Xplorer Orienteering Family Trail Events a year during school holidays (February, April, May, x2 Aug & Oct). Run from approximately 11:00 – 14:00/15:00. Average around x100 participants per event. Where possible, coincided with “Family Fun Days” organised by Ian Judd in Parks. Upton Court Park- used for x2 weekly running groups as part of Run with Active Slough programme. Tuesday evening 18:30 group (average between 25-35 participants) and a Friday morning 09:30 group (average between 12-17 participants). Coordinated by Active Slough team with the assistance of several volunteer run leaders. Salt Hill Park- the Activity Centre used as the meeting point for x1 weekly GoodGym Running Group, taking place on Monday evenings, 18:30 start. Averages between 12-20 people.
Staff and equipment	Volunteers run the running groups Xplorer is run by Active Communities Officer

Boundary Area	Slough town
Performance Measures	Participation numbers and impact questionnaires every 12 weeks
Other comments	None
Form completed by:-	
Name	Kam Bhatti
Email address	Kam.bhatti@slough.gov.uk
Telephone number	01753 477376

Service Activity	Housing (People) Services Wardens
Directorate	Regeneration
Head of Service:- Name Email address Telephone number	 Colin Moone colin.moone@slough.gov.uk 01753 474057
Service Description (incl. area covered)	Warden Patrols – Town Centre
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	 Daily Mornings/afternoon Planned N/A N/A
Staff and equipment	3 staff but going down to 2. Recruitment started for vacancy
Boundary Area	Town Centre
Performance Measures	To be confirmed
Other comments	Current Wardens have been 'seconded' from other areas in Housing and therefore these are not permanent staff
Form completed by:- Name Email address Telephone number	 Colin Moone colin.moone@slough.gov.uk 01753474057

Service Activity	CCTV & Careline Centre
Directorate	Adults and Communities – Regulatory Services
Head of Service:- Name Email address Telephone number	Ginny De Haan Service Lead Regulatory Services ginny.deHaan@slough.gov.uk 01753 477912
Service Description (incl. area covered)	A 24/7x365 CCTV monitoring service supporting crime and reduction within the town centre. Careline elderly and vulnerable alarm monitoring centre currently providing services for 2100 clients. Acting as a control centre (despatcher) for the town centre Slough Town Against Crime (STAC) retail radio scheme. Careline (community alarms) services for the elderly and vulnerable. All staff are Enhanced CRB cleared for children and adults. Staff are also police vetted. We have access to police Airwave radio channels and work very effectively with police partners.
Specification Please Include:- When? How Often? Planned/reactive? Maintenance schedule? Renewal/replacement? Other?	 24/7 x 365 Every day Proactive and reactive CCTV monitoring services, carrying out incident / crime reviews and the production of evidence for police to use in Court Quarterly clean and maintain all cameras Renewal or replacement takes place only when systems fail or are no longer fit for purpose
Staff and equipment	A total of 282 CCTV cameras across the whole town (although some residential areas have no camera) including shopping areas and within car parks. A staff complement of 8 CCTV operators, a Coordinator for Supervision and 1 Centre Manager
Boundary Area	Within the borough

Performance Measures	Careline is a TSA accredited alarm monitoring provider CCTV is about the achieve SCC Code of Practice accreditation
Other comments	None
Form completed by:-	
Name	Peter A Webster
Email address	peter.webster@slough.gov.uk
Telephone number	01753 875064

Service Activity	Regulatory Services – Consumer Protection - Licensing
Directorate	Adults and Communities
Head of Service:-	
Name	Ginny de Haan
Email address	Service Lead Regulatory Services ginny.dehaan@slough.gov.uk
Telephone number	01753 447192
Service Description (incl. area covered)	<p>All aspects of the below including accepting and determination of all types of applications and associated enforcement and complaints:</p> <p>Taxi and private hire licensing, premises licensing – Licensing Act 2003, tattooing, acupuncture, other special treatments, betting premises – Gambling Act 2005, scrap metal dealers, animal welfare regulations, street trading consents, sex establishments, hairdressers and barbers, zoos, dangerous wild animals street collections and house to house collections.</p> <p>All officers are multi-tasking and are able to take on all roles. The licensing team are also regularly carrying out various forms of awareness raising with licence holders together with safeguarding awareness training for taxi and private hire drivers on CSE, trafficking and modern slavery.</p>
Specification Please Include:-	Applications for taxi and private hire licensing are subject to an appointments system due to the requirement to produce original documentation for proof of identity.
When?	All other applications are dealt as soon as submitted.
How Often?	All applications are dealt with in accordance with the published service standards.
Planned/responsive?	Complaints are dealt with in accordance with service standards.
Maintenance schedule?	Enforcement and compliance checks are programmed during the course of the year.
Renewal/replacement?	Programmed operations are conducted with the Police using an Itemiser and drugs dogs. Similar operations are conducted with trading standards for underage sales and tobacco dogs.
Other?	Complaints are dealt with reactively.
Staff and equipment	Total 6 staff. Licensing Manager 1FTE 2 Senior Licensing Officer – 1 FTE and 1 Part time

	<p>2 Licensing Officers – 1 FTE and 1 part time Assistant Licensing Officer – 1 FTE</p> <p>All officers are multi-tasking.</p> <p>Officers use the in-house LalPac IT system for all work undertaken.</p>
Boundary Area	Whole of Slough
Performance Measures	Mainly published service standard requirements for licensing all functions and complaints.
Other comments	<p>The licensing team also implements new policies or carries out revision of current policy to keep abreast of changes in legislation.</p> <p>This involves working with other Council services and elected members.</p>
Form completed by:-	
Name	Michael Sims
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Telephone number	01753 477387

Service Activity	Parks, Open Spaces & Allotments Service
Directorate	Adults and Communities The Parks, Open Spaces & Allotments Service is placed within the Council's Adult and Communities Directorate and comes under the Communities & Leisure Department.
Head of Service:- Name Email address Telephone number	Ketan Gandhi Service Lead – Communities and Leisure Ketan.gandhi@slough.gov.uk 01753 696099
Service Description (incl. area covered)	Slough Borough Council owned parks, open spaces and allotments within Slough. The service manages 254 hectares of park and open space with 89 parks/recreational open spaces, 11 allotment sites with over 1000 allotments, 79 children's play areas, 60 outdoor sports pitch/courts. These are open 365 days a year and our dedicated team work to maintain high standards including 3 Green Flag sites at Salt Hill Park, Herschel Park and Pippins Park. They promote the health and well being benefits of green and outdoor space, growing your own food and enhancing the image of Slough for local communities, businesses and visitors.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Grass areas, trees and beds are maintained by Slough Environmental Services as part of contract. Hanging baskets are supplied and maintained at present by Windowflowers Ltd on a contract basis with two flowering season planting and maintenance/watering as required during the season. Street cleaning is carried out by Slough Environmental Services daily with litter clearance several times a day. Last year planter towers were supplied and maintained by Village Sensations on a contract basis with two flowering season planting and maintenance/watering as required. Arrangements are currently being made for the summer seasons planting.
Staff and equipment	Parks and Open Spaces Manager x 1 Parks and Open Spaces Officers x 3

	<p>Administrative Officer x 1</p> <p>No Slough Borough Council's Parks staff are directly involved in maintenance etc. but officers do order as above and are involved in planning and design as required.</p>
Boundary Area	Slough Town
Performance Measures	Quality control checks to ensure planters and baskets are maintained and secure.
Other comment	<p>The team ensures Parks & Open Spaces are an integral feature of Slough's offer to improve the health and wellbeing of our residents.</p> <p>The team works closely with the Leisure Team colleagues to ensure parks and open spaces are fit for purpose in relation to play and sports provision.</p>
Form completed by:-	
Name	Gerald Pleace
Email address	gerald.pleace@slough.gov.uk
Telephone number	01753 875566