



Housing HIGHLIGHTS

Housing Services newsletter

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Slough
Borough Council

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Issued by Slough Borough Council
for our tenants and leaseholders

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Welcome from Councillor Paul Kelly

Due to a change in the Cabinet portfolios, I have now taken over from Cllr Bedi and her fantastic work on the housing portfolio to date. It is an honour for me to take on this portfolio and ensure the improvement work that has been undertaken to date and currently planned, continues for you, the resident.

It has been really encouraging for me to see that we are taking a draft of the Resident's Involvement Strategy to Cabinet for approval in December, which really sets out our commitment to put our tenants at the heart of the service that we provide and for us to be held accountable by them, as we should always have been.

With the introduction of the Housing Regulation Act, there is now a clear external driver for change, and I am very pleased that we have a framework to operate in going forward, which should reassure residents of our focus on improvements.

I would like to take this opportunity to thank those of you who have given up your valuable time to be part of the Resident's Board. This board is really integral to the collaborative approach we want to take going forward, working with residents and being more accessible to them. It is my wish that we have more representation from our residents with more people joining, from various generations and backgrounds, who really can represent the diverse communities that we have in Slough.

If you are interested in becoming a board member - you can contact the team by emailing getinvolved@slough.gov.uk. Any support of the board and that valuable resident voice is greatly appreciated and will drive better change and decision making.

Other news from housing is that we now have a dedicated team at Osborne who are dealing specifically with damp and mould. I would encourage those of you that have not already done so, to contact us to report your damp and mould issues. This will allow us to continue to target problems and support residents with damp solutions.

We also have plans to submit a bid for funding from the 3.8bn Social Housing Decarbonisation Fund, which was pledged by government over a 10-year period to improve the energy performance of social rented homes. The fund aims to deliver warm, energy-efficient homes, reduce carbon emissions and fuel bills, tackle fuel poverty, and support green jobs. Progress of this bid will be updated in my intro as we go, along with plans of how we will be using it if the bid is successful. This for us, is an exciting opportunity to really support tenants, who are struggling with the increased cost of living and in homes that require efficiency improvements.

I look forward to contacting you next month, with further updates and progress. In the meantime, on behalf of Slough Borough Council, I wish you all a wonderful Christmas Season and a prosperous 2024.



Update from Chris Stratford, Housing Director

Welcome to the festive season edition of the newsletter. It's been a busy year and the time seems to have flown by since my arrival in January.

It was quite evident at the beginning of the year that there was a lack of communication with our tenants and leaseholders.

We followed the directive from Pat Hayes, our Executive Director of Housing and Planning, who was keen for us to begin communicating with residents on a regular basis. Since then, we have been publishing the newsletter monthly to keep you updated. I hope you are finding the newsletter informative and most importantly relevant. If you have any comments or feedback, feel free to email us at getinvolved@slough.gov.uk.

Resident board update

The Resident Board has continued to carry out its important role scrutinising the council's housing service and repairs service. In the summer edition of the newsletter, we advised you that the current chair Nigel Pacey was looking to step down and we had plans to recruit.

In October we went out to advert to recruit the replacement Independent Chair with a more targeted approach. This proved successful as we received a high calibre of applicants. The board and housing management staff had the difficult task of whittling this down to a selection of candidates to interview.

We are pleased to announce following the interviews we have appointed Tim Blanc, who comes to

us with a wealth of experience and knowledge in resident engagement and scrutiny. I would like to welcome Tim and look forward to working with him as he takes the Resident Board forward.

The timing of his appointment is ideal, particularly as we begin the implementation of our resident engagement strategy and move into a new way of working of putting residents at the heart of our decision-making processes. The Resident Engagement Strategy has been drafted and is being presented to cabinet on 18 December, just before the Christmas break. We will continue to keep you updated.

I would like to take this opportunity to thank Nigel and the Board for continuing to keep us on our toes, particularly during the lockdowns. As our world came to a standstill, they remained consistent and very quickly moved from meeting in person to online meetings.

Once Tim settles in we will be looking to renew the board membership as well. If you have time and would like to be involved please do email us at getinvolved@slough.gov.uk.

Tenant Satisfaction Measure Surveys

The next round of quarterly Tenant Satisfaction Surveys has begun. The previous results showed low satisfaction rates for those customers contacting us. To enable us to dig deeper into the reasons why this is the case, the next round of surveys will be asking a bit more about how you contact us and your experience.

The results will help us to understand the issues and help us to look at ways to improve residents' experience.

Improving your homes

In the last edition we mentioned we were looking to put in a bid for funding to enable us to improve the energy rating of our properties. Our stock condition surveys have highlighted initially 200 potential properties that can benefit from energy efficiency. To bring forward this critical work, officers have decided to submit a bid to Government through the Social Housing Decarbonisation fund. This must be in by mid-January our teams are working hard to get the necessary information submitted by the deadline and we will continue to keep you updated as to progress being made and of course the final outcome.

As well as the above, we are bringing forward budgets to enable us to continue replacing windows and doors of our properties, this will also help improve the energy efficiency rating of more of our properties. Most importantly this will help our tenants and leaseholders reduce their energy costs.

Following concerns from residents, the properties around Wellesley Path in central Slough have recently seen long awaited new roofs and replaced cladding, as well as improved security with automated gating.

continued overleaf

We plan to widen and increase the number of roof replacement during 2024 and the programme is being brought forward so we can achieve this. Those tenants to benefit from new roofs will be notified in due course.

Garrick House in Langley and the adjacent bungalows have been empty for some time. We are currently having internal discussions with the view to refurbishing the flats and replacing the bungalows with more appropriate housing. Consultation with residents and the tenant and resident board will take place in due course. The proposals should however greatly improve the area.

It has also been quite some time since we upgraded the lifts in our properties. Over the next few months we will be putting in place a new lift replacement programme where the majority of our existing lifts will be replaced and communal areas upgraded to improve the entrance arrangements to our communal parts of residential buildings. The full programme and timelines to complete these works will be announced during the early part of 2024.

Tenancy management

We are aware that for some time residents have been saying they wanted their housing officers to be more visible. We have recently commenced the monthly drop-in sessions in our local hubs/libraries. These first sessions have been well received. Dates of the drop-ins can be found in this newsletter, notices displayed at the Hubs and on our website.

Season's Greetings

On closing, may I wish you all a Merry Christmas and Happy New Year, enjoy the festive season!

Should you wish to contact us urgently during this period, please call Osborne on 0800 915 1215.

HOUSING SURGERIES

Senior Neighbourhood Officers from the tenancy management team will be at local community hubs once a month, so residents can discuss any issues or ask advice.

The housing surgeries will be running on the fourth Thursday of each month in Britwell and Chalvey, and on the fourth Wednesday of each month in Langley, from 10am-4pm.

An officer will be based at Langley, Britwell and Chalvey Community Hubs, for tenants to go along to talk about their property, tenancy or neighbourhood.

The next dates are:

- 20 December - Langley Hub, Langley Library, Trelawney Avenue, SL3 7UF
- 21 December - Britwell Hub, Britwell Centre, Wentworth Avenue, SL2 2DS
- 21 December - Chalvey Community Hub, Ladbroke Road, SL1 2SR

All future dates can be found on the [Your Tenancy](#) page of our website.



Installing defibrillators

Keeping residents safe is important to us. We have recently purchased eight defibrillators as we are aware that defibrillators are placed in many public buildings and save lives.

The plan is to place these in our de-designated (over 60s) properties across the borough at Kennedy House, Apsley House, Brook House, Calstock House, Redwood House, Armstrong House, Allington Court and Seymour House.

The defibrillators are simple to use as they give you instructions via a voice activated device that talks through the process.

The equipment requires no maintenance and self-tests, alerting officers to a required battery change, normally necessary every five years.

We plan to have these installed in the next few weeks and will continue to keep you informed.

Future of housing repairs contract up for discussion

Cabinet will be discussing the future delivery of the housing repairs maintenance and investment (RMI) contract at their meeting on Monday (18 December).

Osborne was granted a seven-year contract for the service in 2017, with the option to extend for another three years. The initial end date is 1 December 2024.

Cabinet is being asked to approve a short extension of four months to the current provider, up to 31 March 2025.

They are also asked to approve a soft market testing exercise for the future procurement of services and agree to receive a future report by September 2024, to decide whether to insource cleaning and customer contact services.

The extension period would ensure there is time to reprocure the

services and have an effective transition and any new contracts would start in the new financial year.

Cabinet has four options to consider, with option four being recommended.

1. A further three-year extension of the current contract.
2. Procure a single integrated contract.
3. Procure a single integrated maintenance and investment contract but separately procuring specialist works for compliance activity such as water management, gas, and electrical compliance.
4. Procurement based on a more traditional multi contract approach with selective internalisation of customer service and cleaning functions, along with a balanced approach to repair and investment services to

spread risk and operational profit and to reduce risk across more than one contract placement.

Councillor Paul Kelly, lead member for highways, housing and transport, said: "We need to ensure our repairs and maintenance contract is delivering a responsive and customer-oriented service.

"Customer satisfaction needs to improve, and the current contract no longer reflects the priorities of the council for service delivery around customer contact and cleaning and estate services.

"By going out to procurement, we can look to get the best service for our residents, speed up some processes and give them more satisfaction with the service they receive."

[The papers can be found on the council's website.](#)

Tenancy audits

In the next few months, housing staff will begin carrying out tenancy audits. These visits are unannounced and if you are not home staff will leave a note to say they have visited.

A tenancy audit is a survey, which involves a Neighbourhood Officer visiting you in your home to view ID documents and complete a short questionnaire to make sure the details about you and your household are correct. It's a helpful way to get to know your Neighbourhood Officer, visits shouldn't take more than 30 minutes.

The officer will ask to look around the property to ensure it is being looked after in accordance with your Tenancy Agreement.

The tenancy audits help us to:

- identify any people who may need to be re-housed due to any over-crowding or under-occupation to better match the property to the size of the family
- uncover any fraud
- signpost people to other services that are available
- identify any issues with the condition of the property.

When we visit, we will ask you for proof of identity to guard against fraud. This enables us to determine

that the person who has the Tenancy Agreement is the person who is occupying the home. We will ask for two forms of identification, which must include one photographic form of ID.

Identification suitable for this purpose could be:

- utility bill
- bank statement
- passport
- birth certificate (for children)
- driving licence
- official communication from Department of Works and Pensions (DWP) or another government body (in the past year).

Bleed control kits could help save lives

Kits which could help stem traumatic bleeding have been placed in local shops, for use in medical emergencies.

The council's community and detached youth work team have purchased several of these kits and have worked with local shops to agree for the kits to be kept on site.

The kits contain the following items.

- Large trauma dressing - designed to control moderate bleeding.
- ChitoGauze® XR Pro - a haemostatic gauze dressing that is very effective, designed to control moderate to very severe haemorrhage.
- Fox Seal Chest Seal - an innovative dressing for emergency management of penetrating chest wounds.
- Tourniquet - easy to use tourniquet for stopping the flow of blood to the arms or legs.
- Two pairs of disposable gloves - personal protection.
- Scissors - emergency sheers for quickly and effectively removing clothes.
- Emergency foil blanket - keeps patient warm and protected from the elements.
- CPR face mask - if CPR is required the face shield protects the user.
- Marker pen - used to note the time a tourniquet is applied - this is important when a hospital comes to remove it later.

Stacie Armand, senior youth and community detached youth worker, said: "Tragically so many lives are lost each year due to traumatic bleeding, some of which could have been prevented by properly using one of the recommended Bleed Control Kits.

"Those vital few minutes are paramount. Heroes often come in



the form of zero responders i.e. someone on the scene. You or a member of the public with access to a kit can be that person who saves a life and prevents a tragedy."

As well as placing the kits in publicly accessible venues across Slough, the team is handing out 'AR' cards, which give information on how to use the kits and details of their service.

Councillor Iftakhar Ahmed, lead member for community cohesion, planning, public health, public protection and leisure, said: "It's fantastic to hear these kits will be out in the community and can be used in an emergency. Any early intervention to stop a bleed will give the person injured a greater chance of survival.

"Help spread the word by letting your friends and neighbours know about the kits and their locations. Fingers crossed you'll never need to use one, but it's good to know it's there if required."

Laura Mathias, Head of Operations (Acting) for East Berkshire & South

Buckinghamshire at South Central Ambulance Service, said: "Extreme bleeding can cause death within minutes. That's why having more of these kits available to use whilst the ambulance service is on its way will save the lives of people who suffer severe bleeding whether from an assault or an accident.

"You don't need any specialist skills to use the kits and our emergency call takers can talk you through how to use them correctly. This is a fantastic initiative and I hope it will encourage more businesses and organisations to get involved and ensure more bleed control kits are available across Slough."

The kits are located in:

Slough High Street

- The Moon and Spoon, 86-88 High Street, Slough SL1 1EL

Chalvey

- Esso (Londis) Petrol Station, 135 High Street, Chalvey, Slough SL1 2TW

Cippenham

- Londis, 129 Earls Lane, Slough SL1 5TD

Britwell

- Co-op, Twist Way, Slough SL2 2LX

Langley

- Shamrocks, 12 Parlaunt Road, Slough SL3 8BB
- Chicken Cottage, 258 Trelawney Avenue, Slough SL3 7UD

Manor Park

- Manor Stores, 3 Villiers Road, Slough SL2 1NW

If you want to discuss getting a bleed control kit in your venue, contact the team by emailing tony.rawlings@slough.gov.uk or call 07771 763205.

Information about bleed kits can be found on the [Daniel Baird Foundation website](https://www.danielbaird.org.uk/).

Share views on Thames Valley Police budget

The Thames Valley Police and Crime Commissioner, Matthew Barber, is asking residents to share views on which areas they would like the policing element of council tax to be focused in the 2024/25 budget.

The Police and Crime Commissioner is due to set the 2024/25 policing budget by the end of January. The allocation of central government funding for forces is expected to be received in December.

Alongside this, the current funding settlement allows Police and Crime Commissioners to increase council tax by up to £10 (for a Band D property) in order to make additional investments in policing (and last year increases of up to £15 were permitted).

Visit thamesvalley-pcc.gov.uk/survey/ to complete the survey before 12noon on Friday 5 January.

Have your say on next year's Thames Valley Police Budget



Complete the survey by Friday 5 January:
www.thamesvalley-pcc.gov.uk/survey

If you are unable to complete the survey online, please contact pcc@thamesvalley.police.uk or call 01865 541957 for a paper copy



PROTECTING NATURAL HABITATS

Communities across Berkshire are invited to say how they'd like to get involved in shaping plans for protecting and improving natural habitats in the county.

Berkshire's six councils, led by the Royal Borough of Windsor & Maidenhead, are keen to work with residents, landowners, NGOs, developers, community groups and others to create a Local Nature Recovery Strategy for the county.

Funded by DEFRA (Department for Environment, Food & Rural Affairs) as part of a wider national nature recovery project, the result for Berkshire will be a nature map of opportunities, as well as a list of biodiversity priorities.

To ensure as many individuals and organisations as possible are involved in the planning stage during 2024, the project team is holding an initial survey to hear people's preferences around how best to engage them in the conversations.

This engagement survey covers how people would like to contribute to the strategy and stay up to date with project progress, as well as important accessibility considerations, and the chance to say if you have any specialist skills or knowledge to share around particular habitats and species.

Find out more and take part in the survey until Tuesday 2 January at rbwmtogether.rbwm.gov.uk/berkshire-local-nature-recovery-strategy

If you don't have online access, you are welcome to use the public-access computers available at all local libraries, where staff are happy to help you get online if needed.

SLOUGH FOODBANK

Slough Foodbank believes that no one in the community should have to face going hungry. That's why they provide three days' worth of nutritionally balanced, emergency food and support to local people who are referred to them in food poverty crisis.

They are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

To get help, people must be referred via certain agencies, including their child's school, GP, housing officer, church leader, or the council's debt and welfare team.

During 1-30 November, they issued 1,008 food parcels, helping 639 adults and 369 children. These numbers have all risen by more than 25% compared to the same period last year.

Find out more information on the [Foodbank website](#). The Foodbank will be closed on 25 and 26 December, and 1 January, but is otherwise open as normal.



Osborne help at community litter pick



Osborne Property Services joined forces with the Slough Anti-Litter Society in an inspiring initiative to rejuvenate Chalvey High Street.

This brought together passionate volunteers and community leaders on a Sunday morning, in a collective effort to clean up their local area.

The event witnessed a turnout of enthusiastic volunteers, ranging from community leaders to dedicated locals, all eager to contribute to the clean-up drive.

Witnessing the transformation of their local high street, several passers-by even spontaneously joined the litter-picking activities, demonstrating the shared commitment to enhancing the community's surroundings.

In a testament to the dedication and hard work of the volunteers, an astounding 22 bags of litter were collected within just one hour, showcasing the remarkable impact achievable through unity and shared goals.

Adding sweetness to the community-driven endeavour, Osborne Property Services donated hot chocolate and cookies, to help foster a warm and rewarding atmosphere for the volunteers after their commendable efforts.

Tirza Meinema, Founder, Slough Anti-Litter Society, said: "Thank you so much for your support! And for the hot chocolate and cookies!"



Farnham Road design consultation launches



Funded by
UK Government

Residents, commuters and businesses are being asked to share their views on designs for the Destination Farnham Road scheme, in a new consultation.

Last year the council was successful in a multi-million-pound bid to the government's Levelling Up Fund Round 2 after developing a successful business case for major improvements to Farnham Road and its side roads.

Following a consultation last year on the vision for the scheme, the council has developed a proposed design, including:

- a high-quality public space, and a reduced speed limit (20mph), through the main shopping area
- a new off-road, two-way cycle route, upgraded roads and footways, new/upgraded signalised and unsignalised pedestrian and cycle crossing facilities, better street lighting where needed, upgraded bus stops, and new parking facilities, along most of Farnham Road
- improvements to the small park, and changes to the car park, at the junction of Sheffield Road
- widened advisory cycle lanes, and further road improvements, along most of Sheffield Road
- a 'cycle street' along most of Furnival Avenue.

People can give their views on the design until Sunday 11 February.

Councillor Paul Kelly, lead member for highways, housing and transport, said: "This is a scheme which could transform Farnham Road and the surrounding roads, making the area better for residents, businesses, visitors and all road users.

"We consulted last year on the vision for the scheme and now we would like your input into the proposed design."

The Destination Farnham Road scheme aims to create an attractive, high quality public space that will:

- enhance the local economy and help to create jobs by supporting businesses in the area
- improve the busy and active space that residents, businesses and visitors use every day
- help local residents who are impacted by the volume of people and cars in the area.

There will be public information drop-in sessions where people can find out more about the scheme.

These will be at The Centre, Farnham Road, Slough, SL1 4UT on:

- Tuesday 23 January, 2-7pm
- Thursday 25 January, 10am-4pm
- Thursday 1 February, 3-7pm.

The consultation closes on Sunday 11 February.

People can view the details, including artist's impressions, and have their say at slough.citizenspace.com/transport/destinationfarnhamroad/ or in a leaflet available from 18 December at Observatory House, 25 Windsor Road, or from Britwell Library, Wentworth Avenue.

Following the consultation, views will be taken into account when preparing the detailed design and a report will go to the council's Cabinet.



FOOD SUPPORT

List of food services and support in Slough

Free/low-cost food, including meals and refreshments, plus Warm Spaces in Slough as of September 2023.

For more information about groups and organisations in Slough supporting residents please visit the Slough Community Directory [Slough](#)

[Community Directory - Activities and services to keep Slough residents fit and healthy \(sloughhealth.org\)](#)

More help and advice on the cost of living can be found in the Cost of Living Resource Pack [Benefits and support - Slough Borough Council](#)



Day	Provider	Address	When	Notes
M O N D A Y	AJ Café Warm Space	Britwell Hub, Wentworth Avenue, Slough, SL2 2DS	9am-12noon	Share a warm space and enjoy a hot drink and chat. Free WiFi, volunteering and training opportunities. All welcome.
	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Slough Foodbank Distribution point - voucher needed	Slough Baptist Church, Windsor Road, Slough, SL1 2EJ	12noon-2pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madinah	27 Cheviot Road, Slough, SL2 8LA	11.30am-1.30pm	Tinned food, pasta and other foods available for pick up.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
T U E S D A Y	St George's Church Food Distribution	St George's Church, Long Furlong Drive, Britwell, SL2 2LX	8.30-9.30am	Supermarket surplus food is available for collection. All welcome.
	Art Classes Group Warm Space	Observatory Shopping Centre, Slough, SL1 1LN	10am-12.30pm	Free art course for adults with tea and coffee. Term time only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
	Slough Community Support Café	St John's Church, Stoke Poges Lane, Slough, SL1 3LW	5-8pm	Enjoy a simple meal, chat over coffee, play games or read a newspaper. Family friendly. Free of charge. All ages welcome.
	Ujala Foundation Warm Space	Manor Park Pavilion, Villiers Road, Slough, SL2 1NP	10am-2pm	A Warm Space where you can enjoy a free hot drink and people to talk to. All are welcome.
	Slough Foodbank Distribution point - voucher needed	Langley Free Church, 100 Trelawney Avenue, Langley	10.30am-12.30pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madina	27 Cheviot Road, Slough, SL3 8LA	11.30am-1.30pm	Tinned food, pasta and other foods available for pick up.
	Edens Tree Pantry Pop-Up Stop	St John's Church, Stoke Poges Lane, Slough, SL1 3LW	10am-12noon	Pick up free fresh products and artisan food donations from local shops

FOOD SUPPORT

Day	Provider	Address	When	Notes
WEDNESDAY	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Salvation Army Warm Space	53 Stoke Road, Slough, SL2 5BW	10am-12noon	Warm Space with refreshments, food, clothing and showers. Homeless/vulnerable.
	Cippenham Royal British Legion Warm Space	Cippenham Royal British Legion, Brook Path, Slough, SL1 5EJ	11am-3pm	A Warm Space offering free hot drinks and biscuits. Television and books available to enjoy. All are welcome.
	Art Classes Group Warm Space	Observatory Shopping Centre, Slough, SL1 1LN	11.30am-1pm	A Warm Space offering free embroidery classes and hot drinks for women. Term time only.
	Cippenham Carers Warm Space	Cippenham Baptist Church, Elmshott Lane, Slough, SL1 5QS	Every 3rd Wed of the month 1-3pm	Open to carers and relatives on the third Wednesday of the month. Refreshments and talks, plus the chance to meet other carers.
	Slough Foodbank Distribution point - voucher only	St Andrew's Church, Washington Drive, Cippenham, Slough, SL1 5RE	11am-1pm	Voucher needed from referral agency only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
THURSDAY	St George's Church Food Distribution	St George's Church, Long Furlong Drive, Britwell, SL2 2LX	8.30-9.30am	Supermarket surplus food is available for collection.
	Ujala Foundation Warm Space	Manor Park Pavilion, Villiers Road, Slough, SL2 1NP	12noon-2pm	A Warm Space where you can enjoy a free hot drink and people to talk to. All are welcome.
	Slough Community Support Café	St Andrew's Methodist Church, 2 Merton Road, Slough, SL1 1QW	3.30-8.30pm	Enjoy a simple meal, chat over coffee, play games or read a newspaper. Family friendly. Free of charge. All ages welcome.
	Slough Foodbank Distribution point - voucher only	Slough Baptist Church, Windsor Road, Slough, SL1 2EJ	11am-2pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madina	27 Cheviot Road, Slough, SL3 8LA	11.30am-1.30pm	Tinned food, pasta and other foods available for pick up.
	Slough Outreach	Stoke Road, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
	Edens Tree Food Pantry	Slough Jamia Masjid & Islamic Centre, 83 Stoke Poges Lane, Slough, SL1 3NY	11am-1pm	Pick up free food redistributed from supermarkets
FRIDAY	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Salvation Army Warm Space	53 Stoke Road, Slough, SL2 5BW	10am-12noon	Warm Space with refreshments, food, clothing and showers. Homeless/vulnerable.
	Slough Foodbank Distribution point - voucher only	The Pavilion, Iver Heath Recreation Ground, Church Road, Iver, Bucks, SL0 0PN	10.30am-12noon	Voucher needed from referral agency only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
SAT	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Slough Foodbank Distribution point - voucher only	Britwell Community Centre, Long Furlong Drive Recreation Ground, Slough, SL2 2PH	10am-12noon	Voucher needed from referral agency only.
SUN	Slough Outreach	High Street, Slough Stoke Road, Slough	10am 7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.

Equality objectives: consultation now open!

The council is currently consulting on its statutory equality objectives. Setting these objectives is a key part of our public sector equality duty under the Equality Act 2010, and will cover a period of 4 years.

The objectives set out what we want to achieve and our priority areas of focus to:

- reduce inequalities for Slough residents and service users
- reduce inequalities and promote diversity and inclusion for the council's workforce.

The council is now seeking views on 5 draft equality objectives and wants to hear from as many people as possible on:

- if they agree with the objectives we have proposed
- which ones are most important
- if there are significant areas of equalities focus or groups that are missing.

The consultation is accessed [online via CitizenSpace](#). The consultation is open now and closes on 2 February.



The poster features a festive theme with a circular logo at the top center that says 'WARM SPACES SLOUGH WARM WELCOME' around a coffee cup icon. To the left is a calendar icon for 'DECEMBER 25'. In the center are illustrations of mince pies and a Christmas tree. The main text is on a red background.

Warm Spaces Slough is hosting
Christmas Day Warm Spaces

New Langley Community Association
Harrow Road, Langley from 11am – 1pm
&
Slough Outreach Community Hub
Elmshott Lane (opposite Cippenham
Library), Cippenham from 2-4pm

Join us for a mince pie, hot drink and
some festive cheer on Christmas Day.

Christmas Warm Spaces is supported by:
Slough Outreach, New Langley Community Association,
Slough CVS, Slough Foodbank and Slough Borough Council.



The poster has a blue background with the Slough and NHS Frimley logos at the top. The main heading is 'Does your child have asthma?'. Below it is a message about mould and dampness. A dark blue box contains event details. At the bottom is an illustration of a hospital and houses.

Slough NHS Frimley

Does your child have asthma?

Do you know that mould and dampness in your home can worsen your child's asthma symptoms.

Come and meet your local asthma and housing teams.

Learn practical tips and solutions on how to make your child's home safer for asthma.

When - 16th January 10am-12noon

Where - Monksfield way Children's Centre and family Hub Britwell SL2 1QX

Together we can help

Slough Borough Council and Frimley ICS
with more sessions to come across the borough



Repair priorities

When you report a repair, the work will be prioritised as below.

Priority 1: Emergency repairs: risk of immediate danger to people and/or significant damage to property (e.g. this could be a substantial leak or flood that can't be contained by the tenant).

Priority 2: Urgent repairs: risk of danger to people and/or damage to property if not attended to within three days.

Priority 3: Routine repairs: low risk of danger to people and/or further damage to property.

You can expect us to respond within the following timescales:

Priority 1: We will attend within 2 hours to make safe with the objective of completing the repair within 24 hours or the next working day (if attended by the out of hours service).

Priority 2: To be completed within 3 working days.

Priority 3: To be completed within 20 working days.

When you call to report a repair, the call taker will tell you how the repair has been prioritised and book an appointment with you within timescales above.

This guide shows which repairs are the council's or the tenant's responsibility. You should check this guide before contacting the council to request a repair. Any SBC repair that has been caused by damage or neglect will be rechargeable. We may agree to undertake some tenant responsibility repairs in exceptional circumstances and recharge.

Information for leaseholders

Repair responsibilities for leaseholders differ depending on your lease agreement. Please check your lease for confirmation of responsibility for repairs.

Repair description	Council tenancies SBC	Council tenancies Tenant	Lease hold
The structure			
Roof and chimney stacks/breasts (brickwork, flashing, cowls and protective fittings)	✓		
Chimney cleaning		✓	✓
Walls, foundations and flooring (floorboards, MDF panel or concrete screed and lino in kitchen/bathroom/wet rooms)	✓		✓
Heating, power and sanitary installations			
Central heating boilers and radiators	✓		✓
Council-supplied gas and electric fires	✓		✓
Electricity wiring and gas and water* pipework from meter or point of entry into the property *the council may be responsible for water supply pipework outside the property and some pipework passing through leasehold properties	✓		✓
Blocked and damaged drains and sewers	✓		
Slow-draining/blocked sink, hand basin and bath waste traps/u-bends		✓	✓
W.C. pans, sinks and cisterns	✓		✓
Fixtures and fittings			
Laminate flooring, carpets and other non-council floor coverings		✓	✓
Kitchen sinks, units and worktops	✓		✓
Toilet seats		✓	✓
Curtain battens, rails, shelves and coat hooks		✓	✓
Standard light and fluorescent light bulbs and starter fittings		✓	✓
Electrical sockets, light switches and pull cords	✓		✓
Sink plugs and toilet chains		✓	✓
Smoke alarm batteries		✓	✓
Hard-wired smoke alarms	✓		✓
Shower rails and curtains		✓	✓
Doors and windows			
External doors, hinges and locks	✓		✓
Internal doors and hinges and privacy door locks		✓	✓
Window frames and glazing panes, latches, locks, putty and sills	✓		✓
Failed seal in double glazing units (not caused by pane break)	✓		✓
Gaining access/lost keys		✓	✓
Gardens			
Individual washing lines and rotary driers		✓	✓
Washing lines/driers in communal areas	✓		
Dividing fencing and gates for tenants/leaseholder gardens * The council will maintain any estate boundary fencing		✓	✓
Garden sheds, greenhouses and patios		✓	✓
Decoration			
Internal decorations including minor plastering		✓	✓
External decorations	✓		
Other repairs			
White goods and non-council appliances		✓	✓
Improvements and alterations by you or previous tenants		✓	✓
Communal and external areas			
Footpaths to your front door	✓		
Estate paths across grounds	✓		
Gates and fencing to alleyways and drying areas	✓		
Play equipment	✓		
Door entry systems *Damage to door entry system handsets may be rechargeable	✓		
Refuse and recycling			
Cleaning individual refuse/recycling bins		✓	✓
Replacing lost or stolen bins (via MyCouncil)		✓	✓