

Recommendation 1:

That Slough Council restate its commitment to co-regulation and involvement with the objectives of a customer focussed culture, improving services and meeting regulatory requirements

Resident Board and Panel members have strengthened their relationship with members and the new leadership team over the course of the year through working with members on the Options Appraisal and inviting members to joint meetings. The Terms of Reference for both the Board and Scrutiny Panels will be reviewed in December 2017 when the Options Appraisal concludes and the work of 5 newly recruited residents will conclude.

Recommendation 2:

That to fulfil the requirements of co-regulation and the Tenant Involvement and Empowerment Standard that a conduit is set up between the Council and the Resident Board

A more formalised conduit between the Resident Board and members will be reviewed in December 2017 when the Options Appraisal concludes. Residents have established a good foundation for further developing their relationship with members moving forward.

Recommendation 3:

The Terms of Reference for the Resident Board and Panels need updating including the conduit between the Council and the Resident Board, the new roles with RMI, Options Appraisal and accountability to residents

As stated above, this will form part of the review in December 2017 and will be agreed with residents.

Recommendation 4:

The 2016/18 Involvement Strategy cover the new areas of Option Appraisal, Neighbourhood Forums, Independent Agent for the RMI contract and digital inclusion

This work is currently in progress and will be concluded in December 2017 when the approach to co-regulation is reviewed.

Recommendation 5:

That there be an annual review of the Involvement Strategy including the Resident Board with a clear emphasis on outcomes

Currently a desk-top gap analysis against the Regulatory Framework is carried out each year. Historically residents have been reluctant to engage with this, however this will be a standing agenda item for both the Board and Panels each year. The approach to co-regulation and resident led scrutiny is regularly reviewed with residents, however the Involvement Strategy will be updated in January 2018 to reflect any changes to the current approach.

Recommendation 6:

That the Gap Analysis be reviewed annually and reported to the Resident Board and N&C Panel. This will form the basis of the Council demonstrating regulatory compliance. An Action Plan should be put in place for any outstanding issues and monitored by the Council and Resident Board

This currently happens on an informal basis but will now become a standard agenda item for both the Board and Panels. The review of co-regulation and scrutiny in December will establish a formal conduit between the Board and members where the Gap Analysis will be shared.

Recommendation 7:

That the RMI Independent Audit Agent is appointed by and accountable to a group including Councillors and Resident Board members

The RMI contract go-live date is 1 December 2017. The review of co-regulation and scrutiny will include arrangements for residents to engage with the Independent Audit Agent and Councillors.

Recommendation 8:

That work begin immediately on a Project Plan for the Option Appraisal

A Project Plan was put in place and has been implemented over the course of the year. The project will conclude in December 2017 and residents have been fully engaged in the process.

Recommendation 9:

That members of the Resident Board and the Steering Group be given laptops and internet access to support their role. Support should be given to ensure that disabled resident members are able to operate on an equal footing to able-bodied resident members

All involved residents have now been provided with 4G enabled iPads. One of the Resident Board members, who is registered blind, has been provided with a iPad capable of running specialist software which 'reads' information to them.

