

Minutes of Slough Resident Board Operational Meeting

Tuesday 10 July 2024

In Person Board Meeting at Observatory House



Resident Board Present:

- Tim Blanc - Independent Chair (TB)
- Ishaq Fazal (IF)
- Christine Griffin (CG)
- Dinah McGarry (DM)
- Tanieque Noel-George (TNG)
- Trevor Pollard (TP)
- Bushra Raj (BR)
- Dave Shaw (DS)

Officers

- Lisa Keating, Director of Housing (NE)
- Adam Minogue, Operations Manager (AM)
- Tony Turnbull, Neighbourhood Manager (TT)
- Tosin Adewumi, Resident Involvement Manager (TA)
- Anita Jan, Senior Localities Participation Officer (AJ)
- Amber Joseph, Resident Involvement Officer (AMJ)

Absent

- No apologies received – Omer Farooq (Board Member)

Point	Description	Action
1	Welcome and Apologies	
1.1	TB welcomed everyone. No apologies received.	
2	Minutes of the last meeting	
2.1	Minutes were approved and updates provided. Actions pending from May board meeting. 3.2 Action: Remove the non-housing management categories from the complaints data on next performance report presented to board by 17 Sept. 4.1 Action: IS to review and report back on damp and mould satisfaction by 30 Aug. 4.2 Action: TB to confirm specific data required for health and safety by 28 June.	

Point	Description	Action
	<p>5.1 Action: AJ to prepare a summary including improvement plan for one area of the TSM results and add on to the agenda by 24 June.</p> <p>7.1 Action: TT/NE to provide list of projects including policies to be reviewed and shaped by residents by 24 June.</p> <p>3.1,3.3 7.0 & 7.2 Actions from previous meetings are now completed.</p>	
3	Introduction of New Director of Housing – Lisa Keating	
3.1	<p>LK, the new Director of Housing for Slough Borough Council, provided a brief introduction. Brings over 33 years of experience in housing across local authorities, housing associations, and ALMOs, with a strong background in driving service improvements in housing management, repairs & maintenance, and Resident Engagement.</p> <p>Lisa will build on the work started by Chris and Neil, immediately focusing on preparation for meeting housing regulatory requirement with regards to complaints and repairs. A service improvement plan will be developed which will be shared with the Board. Keen to work closely with the Board and invite others in her team as well as other relevant service areas to share at Board meetings.</p> <p>Lisa’s priorities also include:</p> <ul style="list-style-type: none"> • the website and navigation review • Complaints Self-Assessment for 2024 • Re-structure of team <p>Action: LK to provide progress update on the list of priorities she is working on at future Board meeting.</p>	LK
4	Estate Inspection – Tony Turnbull	
4.1	<p>TT discussed Estate Inspections and the role of Senior Neighbourhood Officers. Senior Neighbourhood Officers manage patches ranging from 300 to 800 homes The frequency of inspections varies based on patch size: blocks are inspected every 3 months, while estates without blocks are inspected every 6 months. Senior Neighbourhood officers will fill out the necessary forms following an inspection but do not inform residents the outcomes of the inspections. The inspections are not carried out with Cardo, and it was difficult to find evidence. This has prompted a need to review and improve our estate inspection process and procedure as well as involve residents.</p> <p>TP requested open invitation for Board members to attend estate inspections. This request was welcome by officers. LK agreed an urgent review is required and will be a priority for the TT’s team. LK will be looking at introducing a rating system (Gold, Silver Bronze) for estate conditions which she has used in her previous role and will require residents to sign off.</p>	TT

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	<p>The fire risk assessments are carried out by a third party and that works well. Identified fire risks are recorded and reported to Cardo who carries out the works. LK will commission Penningtons to do an audit of our Fire Risk Assessments.</p> <p>TB suggested that 12 months from now 8-10 residents to do reality checks and visit estates to give their views.</p> <p>Action: Review the estate inspection process and enhance resident involvement and communication. The timeline for these improvements to be determined. TT will provide an update on the progress at the next Board meeting in September.</p>	
5	Repairs Process – Adam Minogue	
5.1	<p>AM updated the Board on the recent developments at Cardo. Previously, there was a lack of communication with contractors. The new management has unlocked additional funds to deliver SBC contract, and additional contractors were brought in to manage the high volume of repairs. Currently, Cardo receives about 450 repair jobs weekly. To manage this workload, more staff have been hired and new procedures. Training is being provided to ensure effective management. Cardo is focusing on two main concerns: repairs and complaints.</p> <p>TB asked AM to talk through the repairs process map that was shared to Board members. Some members did not find the map easy to understand. AM briefly summarised the relevant section of the process and gave an update on handling of complaints.</p> <p>AM confirmed that Cardo manages complaints and explained reduction in complaints levels from about 300 November 2023 to around 46 outstanding and 35 in stage 1. AM and LK both acknowledged need for better communication between Cardo and SBC teams to ensure effective handling of complaints.</p> <p>AM informed the Board about the upcoming recruitment of four new staff that will carry out pre and post inspections soon.</p> <p>TB asked whether Cardo conducted customer journey mapping to understand residents service experience. AM admitted they focus more of social value delivery and not resident engagement for service improvement but keen to work more closely with SBC to improve this area. TB suggested that they do this. AJ recently met Cardo's social value manager and agreed they need to better involve SBC when planning social value activities.</p> <p>Action: AM to provide update on progress around involving SBC when planning and delivering social value activities at the operational meeting in April 2025.</p>	<p>AM</p> <p>AM</p> <p>AJ</p>

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	<p>Action: Engagement with SBC residents signed up for involvement in customer journey mapping understand their experience with the repair service by November 2024.</p> <p>Action: AJ to share TSM report with Cardo (AM) by 26 July.</p>	
6	Leaseholder (Home Ownership) Engagement - Tony Turnbull	
6.1	<p>Tony discussed the challenges faced by the Head of Home Ownership Angela Powell, due to staffing shortages. Angela has plans to expand her team and provide necessary support to leaseholders in a timely manner, with new procedures to be implemented soon.</p> <p>She is currently focusing on service charges and right to buy. Angela plans to hold a meeting with leaseholders in February to start engagement with them.</p> <p>DS shared his negative recent experience of the Right to Buy process and the length of time it has taken from his initial application. He explained the lack of knowledge by some of the staff he encountered and emphasised the need for training staff. LK will investigate DS's case to see where lessons can be learnt and explained the need to recruit specialists into the team.</p> <p>IF raised concerns about poor landlords and what checks SBC are putting in place to address them. LK acknowledge that more needs to be done and this will include audits, working with different departments including council tax for cross referencing to support enforcement actions.</p> <p>The same audit practices will apply in tackling illegal subletting by some tenants.</p> <p>TB would like to understand leaseholder's satisfaction and asked for the number of leaseholders. LK said the TSM result is the first step to help with this and will be reviewing the current results. LK said the number of leaseholders will be shared as she does not have it at hand.</p> <p>Action: AP to deliver a leaseholder forum by February 2025.</p> <p>Action: Conduct leaseholder audit and keep the Board updated at the next operational meeting in December.</p> <p>Action: Current leaseholder numbers to be shared with Board by 19 July.</p> <p>Action: Report back on the progress of the tenancy audit to the Board by the next operational meeting in December.</p>	<p>AP AP TT TT</p>
7	Resident Involvement Strategy Update - Tosin Adewumi	
7.1	TA updated the board on the progress of the Resident Involvement Strategy and referred to the action plan progress report sent to board	TA

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	<p>members for details. Due to time, she briefly highlighted the completion of several key actions. Since the launch of the strategy, 98 residents have signed up to get involved with many providing equalities information. This will help with better understanding of who is not engaging and improvement plan to address barriers. The Board members provided their feedback on the TOR and COC and the updated versions have been circulated.</p> <p>Following publication of the Resident Involvement Policy and training of housing staff, the team continues to support housing teams to bring the strategy to life. Embedding a culture of resident involvement is an ongoing work. TT welcomes the new Director of Housing, Lisa, who will be a great champion for this area and will help amplify the importance of all housing staff involving residents in matters that impact them.</p> <p>Copies of the strategy and the Housing Highlights magazines were distributed to the libraries and the sheltered accommodations to enable access for those who are not online. The next priority is the recruitment of permanent staff into the Resident Involvement Team between July and September which will help with making further progress with the action plan.</p> <p>TB suggested that SBC consider having only one accountable lead for each action on the action plan report and a column for resource support to carry it. He also suggested a small group from the board to monitor the progress of the Resident Involvement Strategy on a quarterly basis.</p> <p>Action: Email Board members to find out who is interested in forming a sub-committee to monitor the progress of the Resident Involvement Strategy by 30 July.</p>	
8	Any other Business – Tim Blanc	
8.1	<p>Performance Meeting</p> <p>TB would like to see data for voids and service standard.</p> <p>LK will be looking at voids and acknowledge there is a lot of work to make sure we turnaround properties quickly.</p> <p>LK would be happy to invite Board members to see a void property when safe to view before at the start, during and when its finish.</p> <p>Action: LK is forming a Task and Finish group to review the void and letting process over the next three months and will report to the Board at the next operational meeting in December.</p> <p>Action: Voids data to be included in the performance data for next meeting in September.</p>	<p>LK AJ</p>
9	Next Meeting – Tim Blanc	
9.1	Q1 Performance Meeting on Microsoft Teams	

Point	Description	Action
	Time: 6.30pm to 8.30pm Date: Tuesday 17th September	