



**Minutes of Slough Resident Board Operational Meeting
Tuesday 23rd September 2025
6:30pm – 8:30pm: Microsoft Teams**

Attendees:

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)

Officers: In alphabetical order:

Fola Akinsowon, Head of Homeless Demand & Rough Sleeping (FA)
Peter Bird, Tenancy Team Leader South (PB)
Victoria Boateng, Head of Housing (VB)
Nikki Claire, Resident Involvement Officer - Minutes (NC)
Sean Hughes, Regulatory Inspection Lead (SH)
Anita Jan, Resident Involvement & Information Manager (AJ)
Natasha Jopp, Complaints and Resident Involvement Officer (NJ)
Zarron Miller, Neighbourhood Manager (ZM)
Angela Powel, Head of Home Ownership (AP)
Holly Statterly, Graduate, Housing (HS)
Ian Stone, Asset Programme Manager (IS)
Janet Weekes, Head of Temporary Accommodation & Allocations (JWa)
Sarah Williams, Neighbourhood Lead North (SW)
Jonathan Wills, Business Analyst, programmes & Performance (JW)

Councillors:

Robert Stedmond, Councillor (RS)

Apologies:

Lisa Keating, Director of Housing
Allison Kennedy, Head of Customer Services

Number	Item	Action
1	Previous Minutes & Action Log Review	
1.0	TB opened the meeting, welcome and introductions took place.	

1.1.	Previous minutes and action log were reviewed and signed off with approval of Board Members.	
2	Regulatory Inspection Update - Sean Hughes	
2.0	<p>SH presented the outcome of the recent Regulator of Social Housing inspection of Slough Borough Council's Housing Services.</p> <p>SH explained the inspection stemmed from the Social Housing Regulation Act 2023. SBC received a C3 judgement due to serious failings in transparency, accountability, and tenancy management.</p> <p>Resident involvement was identified as weak, with limited evidence of long-term tenant influence, safety and quality compliance was stronger, but improvements were still required. The regulator noted positive financial capacity within the Housing Revenue Account and early signs of better repairs performance with Cardo.</p>	
2.1	<p>TP asked how the Board would be kept informed of progress. SH confirmed the Service Improvement Plan would be a standing agenda item, with actions monitored and signed off by the Board.</p> <p>CG raised concerns about wider Council finances, asking if these issues were linked.</p> <p>SH explained the Housing Revenue Account (HRA) is ring-fenced and legally protected from general Council deficits.</p> <p>TB asked about wider consultation with residents. SH agreed that consultation on service standards must involve the broader resident population, beyond the Resident Board.</p>	
2.2	ACTION 1 Final Improvement plan to be presented to Resident Board at the November meeting.	SH/LK
2.3	ACTION 2 Improvement plan to find out what it will include and share with wider residents (present to Board) at November meeting.	SH/LK
3	Transformation Programme - Jonathan Wills	
3.0	<p>JW outlined housing transformation projects:</p> <ul style="list-style-type: none"> • Choice-Based Lettings system (planned implementation within 6 months). • NEC system improvements to resolve data and integration gaps. • Policy reviews supported by best practice from other councils. • Improved data reporting for staff and residents. • Efficient processes to reduce manual workloads. 	
3.1	TB asked about quality of data, knowing who is behind the front door and links to regulatory requirements.	

	<p>JW confirmed data cleansing and integration was a priority. Board Members did not raise objections but welcomed further updates.</p> <p>TB requested a project plan or chart showing where residents would be involved within the program. JW agreed to prepare and share with AJ.</p>	
3.2	ACTION 3 Choice based Lettings system, wider group of residents to be involved in shaping the look and feel of the new online housing register/bidding system once a product is selected	JW
3.3	ACTION 4 JW to outline transformation's project plan for housing what it would like and how it will improve and benefit residents	JW
4	Leaseholder Engagement Angela Powell	
4.0	<p>AP gave a verbal update and shared her views on the recent virtual Leaseholder Event.</p> <p>The first virtual leaseholder presentation in August had a good attendance of Leaseholders (<i>approx. 99 attendees</i>).</p> <p>Areas covered included:</p> <ul style="list-style-type: none"> • Right to Buy • Service charges • Major works • Section 20 consultation • Arrears. <p>A leaseholder forum was proposed, although only two residents had responded to date. Efforts to boost engagement will continue, including inserts with service charge statements.</p> <p>Over 100 questions were posted in the chat during ; after consolidating duplicates, fewer than 20 general questions remained.</p> <p>AP confirmed letters will be circulated with service charge actuals to all leaseholders. (<i>Post meeting note FAQs have been sent out</i>)</p>	
4.1	<p>Positive feedback was received, although leaseholders still reported difficulties contacting the service. AP has since:</p> <ul style="list-style-type: none"> • Shared direct staff phone numbers with the contact centre. • Arranged for reception to accept Leaseholder visits. • Encouraged staff to proactively call Leaseholders in response to queries. 	

4.2	<p>IF suggested including Leasehold forum information with service charge mailings. AP confirmed this would be done. TP expressed support for AP's approach, noting the importance of building trust. IS confirmed Cardo can supply the planned works schedule for publication and will liaise with AP on timing. TB highlighted the need to publish or share planned works schedules with leaseholders which AP agreed to follow up.</p>	
4.3	<p>ACTION 5 General FAQs and details of signing up to the Leaseholder Forum to be sent to LH with their actuals (including contact details for the team)</p>	AP
4.4	<p>ACTION 6 IS confirmed Cardo can supply the planned works schedule for publication and will liaise with AP on timing.</p>	AP/IS
4.5	<p>ACTION 7 Planned works programme for 5 years – AP to liaise with IS to get information for leaseholders to access.</p>	IS/AP
5	<p>Temporary Accommodation & Housing Allocations Janet Weekes</p>	
5.0	<p>JWa introduced herself as the new Head of Temporary Accommodation and Housing Allocations and provided an outlined scope of her team's work.</p> <p>JWa highlighted challenges:</p> <ul style="list-style-type: none"> • Over 3 thousand households currently on the housing register with waiting times of between 8-12 years for larger family homes. • Supply & demand pressures are not unique to Slough but reflect a national issue. • Perceptions of quick access to Council Housing remain widespread but unrealistic. 	
5.1	<p>JWa emphasised progress on the following:</p> <ul style="list-style-type: none"> • Active refurbishment & development pipeline for Council owned stock. • Exploring opportunities through downsizing schemes, empty homes, & new build section 106 agreements. • Partnership working with Housing Associations, registered providers, and the private sector to increase affordable housing. • Re-registration exercise planned to clean-up the Housing register. 	
5.2	<p>TB noted that many residents assume moving into council housing is straightforward, without realising the complexity and limited supply. He highlighted the need for clearer communication about the housing process and timeframes to help manage expectations and reduce frustration among applicants.</p>	

	JW responded that managing perception is as important as managing allocations. She stressed the need for clearer resident communication about waiting times, processes and legal duties.	
6	Housing Demand & Homelessness (Fola Akinsowon)	
6.0	FA presented the main drives of Homelessness in Slough, explaining that it is caused by a combination of social and economic pressures which included: <ul style="list-style-type: none"> • Loss of private accommodation (identified as the leading cause) • Family breakdown of domestic abuse (highlighted as significant contributors) • Institutional discharge – leaving Care, Prison or Hospital, increasing demand for social support. FA explained that health and vulnerabilities were also key factors.	
6.1	FA provided demographic breakdown to inform targeted support. TB asked whether ethnicity patterns in homelessness align with Slough Borough’s demographics. FA confirmed they broadly do, although acknowledged the need for deeper analysis on disproportionate impacts.	
6.2	ACTION 8 Deeper analysis and insight to take place.	FA
7	Estate Inspections and Communications (Victoria Boateng)	
7.0	VB updated on the new estate inspection system and explained that the Housemark app would go live on 1 Oct 2025, adding that two separate forms will distinguish between street property inspections and block inspections.	
7.1	TP questioned the fire-related “stay put” policy for residents and vocalised the need to fire-safety information to be distributed to all blocks. IS confirmed that this has already been done and added each block has received a copy of their buildings Building Safety Strategy.	
7.2	Poster competition results to be finalised by Cllr RS by 10 Oct. CG raised that Winvale estate notice board lacked essential information (e.g., fire procedures, contacts). VB confirmed this would be addressed.	
7.3	Action 9 Poster Competition – Board and Pat Hayes/Cllr Stedmond to be involved in the decision.	VB/AJ
7.1	Action 10 Awaabs Law brief to be provided to the Board members before go live date – virtual meeting arranged 21 October.	IS
7.2	Action 11 Awaabs Law, plan of communication for residents and staff regarding– board members to get an overview of the plan ahead of the go live date.	IS/AJ
7.3	Action 12 Notice boards in blocks, Fire procedure & local info to be placed in notice boards.	IS/VB
7.4	Action 13 Launch Housemark App for estate inspections	VB

7.5	Action 14 Breakdown of ASB themes in East, North and South for the next meeting – brief paper as appendix in next report to Board	VB
8.0	AOB	
8.1	VB outlined steps to contact dissatisfied residents identified via Mel Research.	VB/AJ
8.2	ACTION 15 TSM dissatisfaction follow up. Contact dissatisfied residents from MEL research list, develop action plan, report back to board	VB
8.3	ACTION 16 Proposed changes to social housing rents to be presented at the November meeting.	LK/AJ
9	Meeting Closed	
9.0	TB closed the meeting, thanking everyone for attending. <i>Meeting Closed.</i>	

Date of next online Q2 Performance meeting: 18 November 2025

Time: 18.30 – 20.30

Via MS Teams