

Minutes of the Slough Resident Board Meeting Held on Tuesday 6 February 2024 Microsoft Teams



Present

- Tim Blanc - Independent Chair
- Omer Farooq
- Dinah McGarry
- Tanieque Noel-George
- Trevor Pollard
- Bushra Raj
- Dave Shaw

Officers

- Councillor Paul Kelly
- Steven Wakefield (Osborne)
- Ian Stone (SBC)
- Tony Turnbull (SBC)
- Tosin Adewumi (SBC)
- Anita I Jan (SBC)
- Amber Joseph (SBC)

Apologies: Ishaq Fazal, Christine Griffin

Point	Description	Action
1.	Welcome and Apologies	
1.1	TT welcomed everyone. Apologies received from CG & IF. TB joined the meeting slightly later due to unforeseen circumstances.	
2.	Minutes of the last meeting	
2.0	Minutes were approved and actions update was provided. (See below)	
2.1	Right To Buy – Performance measures still to be reviewed. Action: TT to investigate and respond April 2024	TT
2.2	Mystery Shopping AJ gave an update that she is about to begin the process. February onwards will recruit volunteers. Organise training & launch in March.	

Point	Description	Action
	<p>Action: Board to be kept updated. <i>Post meeting note: mystery shopping to postponed, due to new repairs contract taking place.</i></p>	
3.	Draft Action Plan for Resident Involvement Strategy – Tosin Adewumi	
3.1	TA has created a 3-year action plan which forms part of the strategy, this has been shared with the board previously.	
3.2	<p>Residents felt the strategy needed to have targets and timescales linked to the years, particularly for year 1.</p> <p>TA advised timescales are dependent on recruitment of the team. Board will be kept updated throughout.</p> <p>Action: TT to provide a higher level of detail for the board members by May 2024.</p> <p>Action: TT to provide timetable for staff recruitment by April 2024.</p>	TT
3.3	<p>Members asked if the action plan can be resent to them allowing another week for feedback.</p> <p>Action: Board Members to email comments by Tuesday 13 Feb.</p>	All
4.	Repairs & Maintenance Contract Procurement – Ian Stone	
4.1	IA advised the re-procurement process has started. Faithorn Farrell Timms (FFT) consultants have been brought in to support the Council in the process.	
4.2	Cabinet agreed to change from one supplier to a few suppliers. One for repairs, another for planned works. Call centre and caretaking to be brought back in house.	
4.3	Meeting with staff took place 6 Feb to get their views around the current service and what needs to be implemented into the new service.	
4.4	<p>20th February is an in-person event is for residents to come and share their views and comments.</p> <p>Action: AIJ / IS to share timetable of engagement activities <i>post meeting note : action completed : details AJ sent 26 Feb.</i></p>	AIJ/IS
5.0	Tenant Satisfaction Measures – Anita Jan	
5.1	Anita J presented the results of the surveys carried out between April and December 2023.it was clear satisfaction amongst our tenants were low	TT

Point	Description	Action
	<p>when compared to results of other social landlords and peer group. Senior management are working on an improvement plan to address concerns.</p> <p>Action: TT to share Improvement plan with board by Apr 2024.</p>	
6.0	Cardo Group and Damp/Mould Update – Steve Wakefield	
6.1	SW advised the Board that Osborne has recently become a member of the Cardo Group, an enterprise which is made up of a growing number of companies that carry out maintenance, compliance and retrofit services in the social housing and local authority sectors.	
6.2	<p>Cardo is currently working on the branding of vehicles and uniforms ready for the launch of the new service on 18 March.</p> <p>Action: SW to share details of the launch in early March.</p> <p><i>Post meeting note : email received this is now a soft launch details of something bigger will be shared in April 2024</i></p>	SW
6.3	SW gave an overview of high number of damp and mould reports to Osborne. Over 2000 homes have damp and mould. We have 350 live cases and a specialised team who are taking the reports and operatives who are working their way through the properties.	
6.4	<p>Concerns were raised about no contact after the initial visit.</p> <p>SW advised this can be difficult for large areas of damp and mould; the process can take up all day which can become inconvenient for the tenants, when rearranging appts this too can be lack of availability of the operative and resident.</p>	
6.5	TT advised that damp and mould advice sessions have been taking place in partnership with the NHS this is targeted to those with damp and mould and young children in their home.	
6.6	IS advised that stock condition surveys took place in 2020, and there are several issues with properties; major works are being carried out that includes new windows, doors, roofing and insulation. All of which will help to deal with damp and mould.	
6.8	<p>TB requested to see Slough's damp and mould policy.</p> <p>Action: IS to share the policy with board by 1 March 2024.</p>	IS
7.0	Resident Board Feedback Survey – Tim Blanc	
7.1	Survey was sent to members to gather understanding of their experience to date in being board members.	AJ

Point	Description	Action
	Action: AJ to work with Tim to arrange a meeting with board members to talk through survey findings by 13th of Feb 2024.	
8.0	Future Meetings & Forward Plan	
	<p>TB advised housing management performance should be reviewed on a quarterly basis.</p> <p>April meeting to discuss what performance information board were keen to monitor.</p> <p>TT to advise that we can expect performance data to be available by April 2024.</p> <p>Action: AIJ/TT to share what performance data slough currently gather by April 2024.</p>	<p>TT</p> <p>TT/AIJ</p>
9.0	Date Of Next Meeting	
9.1	<p>Dates Agreed: Tuesday 16th of April between 06:30 PM to 08:30 PM via Microsoft Teams (Operational Review)</p> <p>Tuesday 14th of May between 06:30 PM to 08:30 PM via Microsoft Teams (Performance Based)</p>	
10.0	Any Other Business & Wrap Up	
10.1	No other matters were discussed, TB thanked everyone for attending	