

Minutes of Slough Resident Board Meeting
Tuesday 16 April 2024
Microsoft Teams Meeting



Resident Board Present:

- Tim Blanc - Independent Chair
- Ishaq Fazal
- Omer Farooq
- Christine Griffin
- Dinah McGarry
- Trevor Pollard
- Bushra Raj
- Dave Shaw

Officers

- Neil Euesden, Director of Housing
- Steven Wakefield, Account Manager (Cardo Group)
- Ian Stone, Asset Programme Manager
- Tony Turnbull, Neighbourhood Manager
- Anita Jan, Senior Localities Participation Officer
- Amber Joseph, Resident Involvement Officer

Apologies

- Tanieque Noel-George
- Tosin Adewumi, Resident Involvement Manager

Point	Description	Action
1	Welcome and Apologies	
1.1	TB welcomed everyone. Apologies received from Tosin.	
2	Minutes of the last meeting	
2.1	Minutes were approved and updates provided.	
2.2	Right To Buy performance The various performance measures is on the agenda to be discussed later.	
2.3	Resident Involvement Strategy Plan TT advised the Resident Involvement Strategy Action Plan has been developed and shared with board. He is focusing on the recruiting permanent staff. Jobs descriptions are completed, and job evaluations need to take place. However, we are looking to recruit some temporary staff in the meantime as recruitment can take time. Action: TT to look at action plan meet with the team and see what can be done with current staff and update the board by the end of June.	TT

Point	Description	Action
3	Director of Housing Introduction – Neil Euesden	
3.1	<p>NE gave an overview of his extensive experience working within the housing industry. His main focus will be on the re-procurement of the repairs and maintenance contract along with Building Safety Act and other legislation. He advised he was keen to improve how we deal with leaseholders particularly around Section 20 making sure they are aware of their responsibilities etc.</p> <p>Action: TB suggested a future agenda item focusing on leaseholder engagement and what that would look like.</p>	TB/AJ
4	Housing Management Update – Tony Turnbull	
4.1	<p>Staffing</p> <p>TT provided an update on staffing within his service area.</p> <p>Currently, we have approximately 7 temporary interim staff, including both support personnel and frontline housing officers.</p> <p>Recruitment efforts are underway, particularly for the involvement team, with a focus on transitioning towards permanent staff rather than temporary roles, aligning with our long-term objectives.</p>	
4.2	<p>ASB policy and procedures</p> <p>TT provided an update on the progress of Slough’s anti-social behaviour (ASB) policy and procedures. The team are now collaborating with Community Safety, and have engaged with an organisation called ‘ASB Action’, to assist in developing a suitable policy and procedures</p> <p>A draft policy has been circulated internally staff for comments. The next step will be to circulate this to the board for feedback. If feasible, a presentation will be arranged. Given the urgency expressed by members, the objective is to finalise the ASB policy promptly.</p> <p>Action: To share the ASB policy and procedures with board by mid June 2024.</p>	TT
4.3	<p>Fire safety</p> <p>TT addressed the ongoing focus on fire safety within Slough’s properties.</p> <p>He advised Ian’s team coordinates regular independent checks on council’s blocks to identify risks. Subsequently, our staff promptly address issues such as fly tipping or obstructions in common areas to mitigate fire hazards. This ongoing effort ensures that fire risks are continually minimized through daily, weekly, and monthly inspections and interventions.</p>	
4.4	<p>Partnership working – NHS</p> <p>TT provided an update on Slough’s partnership efforts with the NHS.</p>	

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	Regular meetings with Frimley staff focus on identifying families with young children experiencing issues like dampness and mould, often linked to asthma. Looking ahead, we're exploring innovative methods, such as damp and mould advice videos, to support residents via platforms like our website and social media. Amber and TT will be the driving force to enhance community involvement and support.	
4.5	<p>Voids - current position</p> <p>TT provided an update on void properties. Since October 2022, we faced challenges with voids due to system transitions and housing application issues. However, recent improvements have resulted in smoother operations, with properties being let and allocated efficiently. From around 130 void properties three months ago, we've reduced to 28 ready-to-let units, primarily one-bedroom accommodations for over 50s or those with adaptations. Our aim is to further decrease this number.</p> <p>Action: TB highlighted that he was keen at some point to see performance related info on areas i.e. asb voids allocations and homelessness its impact on allocations.</p>	TT
5	<p>Consumer Standards & Role of Housing Ombudsman – Anita Jan</p>	
5.1	<p>Regulators & Consumer Standard Update:</p> <p>AJ provided an update on the role of Regulator of Social Housing and the increased responsibilities of both the Regulator and the Housing Ombudsman. Following significant incidents like the Grenfell Fire and tragic death the 2 year old Awaab Ishak. The Regulator have intensified their oversight, focusing on the viability, efficiency, and governance of the social housing sector.</p> <p>New Consumer Standards have been introduced. Safety and Quality, Transparency Influence and Accountability, Neighbourhood and Community and Tenancy standard.</p> <p>The standard relating to resident involvement is 'The Transparency, Influence and Accountability standard. Regular inspections will now be conducted by regulators, leading to graded assessments ranging from C1 to C4.</p>	
5.2	<p>Slough's Response Towards Regulators & Consumer Standard:</p> <p>AJ advised Slough has started the strategic changes, including increased communication via the newsletter, resident involvement initiatives, and staff training to align with the evolving regulatory landscape.</p> <p>Plans for improvement actions and staff recruitment are also underway to meet regulatory standards and enhance tenant satisfaction.</p> <p>Action: TT advised we are looking to carry out an internal consumer standard self-assessment which we plan to present to the board.</p>	TT

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6	Slough's Damp & Mould Policy Update – Ian Stone	
6.1	<p>IS has provided an update on damp and mould response from Cardo. The draft policy has been put together, discussions have ensued regarding the format and approval process for policy consultation and implementation. The next steps are involving NE to review and the lead cabinet member for housing, followed by consideration by the resident board. Due to significant changes in housing structure since the 2020, a clear process for policy development and approval is essential.</p> <p>TB commented that he has been discussing policies with the team what they have and what needs reviewing.</p> <p>Action: IS to ensure the policy is in the correct format and share with board members prior to approval by Cllr Kelly and Director of Housing,</p>	IS
7.0	Building Safety – Ian Stone/Tony Turnbull	
7.1	<p>TT provided updates on building safety, specifically addressing two blocks, Broom and Poplar, under the Building Safety Act. All fire safety actions have been completed, and inspections by the London Fire Brigade confirm their safety. Resident engagement remains crucial for compliance with the Building Safety Bill. Plans include updating evacuation plans, maintaining fireboxes, and ensuring lift and door check operations.</p> <p>TB felt that there needed to be a specific named accountable person for building safety.</p> <p>Action: The Building Safety Engagement Strategy to be written, timescales for this to be shared with the board as well as ensuring there is a named accountable person.</p>	TT/IS
8	Asset Management/Priorities & Retrofit Program – Ian Stone	
8.1	<p>IS provided detail on advising that year four of the ten-year program, from 2024 to 2025, focuses on both interior and exterior improvements. Internally, approximately 90 kitchens, 87 bathrooms, 249 boilers, 128 front doors, and 71 rewires are scheduled. Externally, £2 million is allocated for roofing works, prioritizing blocks identified through surveys and repair data. Additionally, carbon reduction works, funded by a grant, will enhance energy efficiency in 123 properties, starting in September or October 2024.</p>	
9	Current Lists of Performance Data SBC Collects – Anita Jan	
9.1	<p>AJ provided updates on the current performance data collected by Slough Borough Council. This includes data on homelessness, temporary</p>	BM

Point	Description	Action
	<p>accommodation, housing applications, lettings, complaints/enquiries, voids, estate management, tenancy sustainment service, leasehold management, and compliance performance.</p> <p>Board member queried aids and adaptation information seemed to be missing. SW gave an update on completed adaptations.</p> <p>Action: Board will review the list and advise which performance data they want to receive among all the data shared with board members.</p>	
10	Date of next meeting & Any Other Business – Tim Blanc	
10.1	<p>CG highlighted the confusion around the 53 week rent period, which was explained in the newsletter. However, there was an error on the letters around payments being made at hubs and libraries which needs to be rectified. TB thanked everyone for attending.</p> <p>Action: Letters to be corrected and details of where payments can be made to be published in the newsletter.</p>	TT
10.2	<p>Dates Agreed:</p> <p>Performance Meeting: on 21.05.2024 between 06:30 PM To 08:30 PM via Microsoft teams.</p>	