



# Housing HIGHLIGHTS

Housing Services newsletter

[www.slough.gov.uk](http://www.slough.gov.uk)  
**Slough**  
Borough Council



## IN THIS ISSUE

- P3 Tenant Satisfaction Measures
- P4 Damp and mould advice
- P8 NHS Healthy Start

Issued by Slough Borough Council  
for our tenants and leaseholders

ISSUE 61  
June 2024

# New Housing Director

Slough is set to welcome a new permanent Housing Director in the coming weeks.

Lisa Keating, who has a wealth of housing experience, comes to Slough from Hammersmith and Fulham and is fully aware of the challenges faced by housing providers, both locally and nationally.

Lisa takes over from Neil Euesden who has been acting as the interim Director for the last few months. She will continue to focus on improving the service and ensuring we are meeting the New Consumer Standards and the requirements of Social Housing Regulator.

# Resident Board update

The Resident Board met in May to look at the last quarter performance measure results for the year 2023-2024. Both Cardo and housing's senior management were in attendance to give an overview of the performance figures for the end of the year.

It was highlighted there were areas which required significant improvement, which would require reviewing processes, as well as additional resources.

The board members were keen to have open and honest conversations with the teams to understand what the current picture looked like and most importantly requested to see improvement plans to move things forward.

# Damp and mould asthma advice sessions

We delivered our fourth damp/mould advice session on 29 May at Romsey Close Children's Centre, in Langley. Officers from the council and Frimley Health NHS provided essential advice and support to our residents affected by damp and mould.

The issues raised by the three families who attended have been followed up by the relevant neighbourhood officers and they continue to ensure ongoing support. Cardo is also working closely with the residents to take necessary actions to resolve the damp and mould issues in their properties.

Katie Hannant, Clinical Respiratory lead CYP Frimley ICS, added: "We understand the challenges facing Slough and recognise the significant impact living in a damp home can have on children and young people with asthma.

"Our mutual goal is to provide safer homes and address health issues. These health and housing events at local children's centres are designed to offer advice on managing asthma, including inhaler techniques, asthma action plans, and ways to make homes safer."

The council remains committed to improving services and ensuring safer and healthier living conditions for our community.

**Next event:** Join us for the next damp and mould asthma advice session!

**Date:** 17 July

**Time:** 10am-12noon

**Location:** Romsey Close Children's Centre, Marish Primary School, Langley, SL3 8PE.

For tips on how to avoid damp and mould in the home, see p4.



# Building safety works

The New Consumer Standards came into effect in April. There are four standards, one of which is 'The Safety and Quality Standard'.

This relates to keeping tenants safe and the upkeep of homes to ensure they are of a decent standard. It is recognised that poor living conditions can have a serious impact on health and wellbeing.

In line with the standards, fire safety checks are regularly carried out by housing staff. You may have noticed

that we have been upgrading properties with high standard fire safety doors to ensure the safety of our residents.

Residents are regularly reminded to keep communal areas clear to allow for a quick and safe exit from the building in the event of a fire.

Kitchens, bathrooms and doors are being upgraded across the borough as Cardo is following a programme of works to bring properties up to a decent homes standard.



## TENANT SATISFACTION MEASURES

The Regulator for Social Housing requires all landlords who have 1,000 homes or more to carry out Tenant Satisfaction Measures Surveys to understand how tenants feel about the services carried out by the landlord.

The TSMs cover several themes, including repairs, safety of the home and respectful engagement. They measure 22 performance measures:

- 10 performance measures that are collected through management performance information
- 12 customer perception survey measures that will be collected through surveying customers directly.

Throughout 2023 we have been carrying out the perception survey, and many of you have taken part. The survey results are being prepared to send through to the Regulator.

We plan to share the results with you in our newsletter and on our website.

The Regulator will be publishing the results of all the boroughs and housing associations and will show how Slough is doing in comparison to other organisations.

# Damp and mould

**Reports of damp and mould are continuing to come through. To help deal with the increase in calls, Cardo has put in place a dedicated team who are responsible for dealing with damp and mould.**

When a report is received the team look to investigate the cause of the damp and mould, which at times is the fabric of the building. There could be issues with the roof, lack of insulation and windows.

Our roofing and insulation programme is underway which in turn will help to prevent damp and mould in properties as well help to cut back on energy costs.

A number of properties have had multi room sensors put in place which monitor the humidity in the home. These assess air quality and link to an app which residents are able to download. These help to advise residents when to open windows and when to reduce or increase temperature to avoid condensation.

To report damp and mould to the team, please email [dampandmould@cardogroup.co.uk](mailto:dampandmould@cardogroup.co.uk)

In order to reduce the chances of mould in your home there are some basic steps that can be taken.

## Heating and ventilation

- Keep all rooms warm and well ventilated.
- Keep the heating on at a low level for long periods, especially in cold weather. Constant heat on a low setting is better than bursts of heat in high setting, which can cause more condensation, as the air surfaces cool down.

- Keep window ventilators (trickle vents) or other room ventilators fully open.
- Never block ventilators in rooms with combustion appliances installed.

## Cooking

- Keep the kitchen doors closed and the cooker hood or kitchen extractor operating when cooking. If windows show signs of misting, open them slightly.
- Leave the extractor running after cooking until the misting has cleared.

## Washing and bathing

- Keep the bathroom door closed and extractor operating when bathing or showering. If windows show signs of misting, open them slightly. Leave the extractor running after using the bathroom/en-suite until misting has cleared.

## Drying clothes

- Where possible, do not dry clothes indoors. If this is unavoidable, only use a room with an extractor fan or system.
- Never dry clothes in unventilated rooms, especially those kept at low temperatures.
- Tumble dryers must be ventilated to the outside or be of the condensing type.

## Curtains and blinds

- Do not place wardrobes, fitted cupboards or other large items of furniture directly against external walls, as resulting pockets of trapped air can lead to serious surface condensation and mould growth on the wall, the furniture and its contents.



# Community safety survey

Residents are invited to answer questions about community safety, and their experiences, in a new survey which is running until 31 July.

The council's community safety team has launched the survey to help inform the Safer Slough Partnership (SSP) about community concerns, whether they live, or work, in Slough.

The SSP is made up of partners from the police, council, probation service, fire service and others, and they work on local crime and disorder priorities in Slough.

By completing the annual survey, you have the chance to give your views on:

- the impact of crime, anti-social behaviour, drug and alcohol issues where you live and work
- your experience of reporting crimes
- how safe you feel in Slough.

A similar survey was carried out a year ago, where there were 446 responses. Data from this year will be compared against last year to help to identify trends.

Lisa Spall, the council's community safety manager, said: "It's important we hear first-hand experiences from residents so we can understand what is going on at community level. Not everyone will have needed to report a crime, but we want to hear how easy it was to do.

"Do you feel safe in Slough? If not, we want to know why not and if there are any particular problem areas you want to highlight. This local knowledge will greatly help the Safer Slough Partnership to develop and implement an action plan to reduce crime and anti-social behaviour. Thank you in advance for taking the time to assist."

The survey can be translated into other languages using Google Translate. It will only take a few minutes to complete.

You can complete the survey online ([forms.office.com/e/SYD0VRgDYg](https://forms.office.com/e/SYD0VRgDYg)).

**Community Action Day**

Be the change that you want to see in Langley

Sunday 14th July 11:00 - 13:00

**Litter picking in Langley**

Meet-up:  
Harvey Park  
Tamar Way SL3 8TA

All ages welcome!

Bring your (gardening) gloves  
Wear suitable closed shoes

Equipment and refreshments will be provided

Questions? [hello@sloughantilitter.org.uk](mailto:hello@sloughantilitter.org.uk)

Slough Anti-Litter Society | Slough CARDO | Safer Slough Partnership

# Food Cycle scheme

**Enjoy a hearty, cooked meal on us!**

Every Monday at 1pm

Salvation Army  
53 Stoke Road  
Slough  
SL2 5BW

Opens 22nd July!  
[foodcycle.org.uk](https://www.foodcycle.org.uk) | 02077 292775  
Registered Charity Number 1134423

A new scheme is launching, where a volunteer team save food that will be wasted and turn it into tasty, vegetarian meals for anyone who might be hungry or lonely.

The Food Cycle Scheme launches on 22 July and the free lunch will be available every Monday at 1pm at the Salvation Army, in Stoke Road, Slough.

Join the group for tasty food and great chat. There is no need to book, just turn up and enjoy. It's free!

You are also invited to join the volunteer team if you love cooking, enjoy hosting and want to people new people.

Visit [foodcycle.org.uk/volunteer](https://www.foodcycle.org.uk/volunteer) to find out more.

# Stay True to You safety campaign

Parents and communities are offered training through a new safety campaign.

“Stay True to You” has been developed by the Thames Valley Violence Prevention Partnership and takes a deliberately positive approach to empowering young people and helping those who work to support them.

The training offered is run by The Ben Kinsella Trust. Find the dates at [www.eventbrite.co.uk/o/the-ben-kinsella-trust-36470517993](http://www.eventbrite.co.uk/o/the-ben-kinsella-trust-36470517993) where you can book a free place.

Find advice, resources and signposting to support and services at [staytrueto you.co.uk](http://staytrueto you.co.uk)



## Warm Spaces

There are community spaces throughout Slough where you can go for a chat and a cuppa.

SSE has donated £500 for items such as tea bags, coffee, sugar, biscuits, squash and hot chocolate for visitors to enjoy.

Those who run a Warm Space can contact [office@communitycafe.uk](mailto:office@communitycafe.uk) to request items.

Residents can find a list of Warm Spaces to visit on Slough community directory at [sloughhealth.org/listing-category/warm-spaces](http://sloughhealth.org/listing-category/warm-spaces)



## Celebrating co-production in Slough

Please come along to our partnership event to mark National Co-production Week!

- ✓ Learn more about co-production
- ✓ Hear how it is influencing health and adult social care services in Slough
- ✓ Meet organisations offering services

Light refreshments and entertainment will be on offer.

### When:

Tuesday 9 July 2024

### Time:

10am-1pm (9.45am arrival/coffee, 10am start)

### Where:

Chalvey Community Hub  
Ladbrook Road, SL1 2SR

Please let us know if you can make it by emailing [BelInvolved@slough.gov.uk](mailto:BelInvolved@slough.gov.uk)





## Private Fostering

**Are you looking after someone else's child who isn't a close relative or have you arranged to?**

If so, this could be a private fostering arrangement and your local authority needs to be notified.

Private fostering is when a child is living with someone other than a close relative for 28 days or more.

This is for all children up to the age of 16, or 18 if they have a disability.

For advice and support or to notify Slough Children First of a private fostering arrangement, please:  
 Visit: [www.sloughchildrenfirst.co.uk](http://www.sloughchildrenfirst.co.uk)  
 Email: [sloughchildren.referrals@sloughchildrenfirst.co.uk](mailto:sloughchildren.referrals@sloughchildrenfirst.co.uk)  
 Scan the QR code



**Closing date:  
28 June  
2024**



## Have your say in shaping the future of health and wellbeing services

Slough Borough Council is redesigning its integrated health and wellbeing service, and we need your input!

Your feedback is crucial to allow us to develop a service that meets the needs of our residents.

Join us in this important consultation to help shape a better, healthier future for everyone in Slough.

For more information, contact us via [publichealthslough@slough.gov.uk](mailto:publichealthslough@slough.gov.uk)



Scan to complete the survey and stand a chance to win a £50 One for All gift card!



## Physical Activity Survey

**Closing date:  
30 June  
2024**

Our Public Health Team want to find out more about your participation in physical activity, to help make future commissioning decisions to improve uptake throughout the borough.



Scan to complete the survey

Complete the survey and stand a chance to win a £50 One for All gift card.





## NHS Healthy Start can help you have a healthy, balanced diet while you're pregnant.

You could get help towards the cost of fruit, vegetables, milk and pulses.

You could also get free Healthy Start vitamins containing vitamin C, vitamin D and folic acid.



Find out if you're eligible and apply now  
[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)  
@NHSHealthyStart



## Need help applying for the NHS Healthy Start scheme?

If you're eligible, we can help you apply.



[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)  
@NHSHealthyStart




## Get your free Healthy Start vitamins here.

Use your NHS Healthy Start prepaid card to collect:

- Healthy Start vitamins for women
- Vitamin drops for babies and young children suitable from birth to 4 years old

[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)  
@NHSHealthyStart




## Online information sessions for parents of children with SEND

Tuesday 2 July 2024

11am-12noon or 6-7pm.

Our first session will focus on phased transfer.

Dates to be confirmed for the following four sessions:

- annual review
- school support-graduated approach
- transport
- EHC needs assessments.

To book, email:  
[SENDIASS@slough.gov.uk](mailto:SENDIASS@slough.gov.uk)  
(please specify AM or PM session)  
[www.sloughsendiass.org.uk](http://www.sloughsendiass.org.uk)

