

Minutes of Slough Resident Board Meeting

Tuesday 21 May 2024

Microsoft Teams Meeting



Resident Board Present:

- Tim Blanc - Independent Chair (TB)
- Omer Farooq (OF)
- Christine Griffin (CG)
- Dinah McGarry (DM)
- Tanieque Noel-George (TNG)
- Trevor Pollard (TP)

Officers:

- Neil Euesden, Director of Housing (NE)
- Steven Wakefield, Cardo Group Account Manager (SW)
- Ian Stone, Asset Programme Manager (IS)
- Tony Turnbull, Neighbourhood Manager (TT)
- Tosin Adewumi, Resident Involvement Manager (TA)
- Anita Jan, Senior Localities Participation Officer (AJ)
- Amber Joseph, Resident Involvement Officer (AMJ)

Apologies:

- Ishaq Fazal
- Bushra Raj
- Dave Shaw

Point	Description	Action
1	Welcome and Apologies	
1.1	TB welcomed everyone. Apologies received from Bushra, Dave & Ishaq.	
2	Minutes of the last meeting	
2.1	Minutes were approved and updates provided. Actions pending from April's meeting. 2.3 Action: TT to provide Resident Involvement Strategy action plan update to the board by the end of June. 3.1 Action: TB/AJ to discuss leaseholder engagement by 28 June . 4.2 Action: TT to share the ASB policy and procedures with board by 28 June . 5.2 Action: TT to carry out an internal consumer standard self-assessment with his team during their away day and present outcome to the board by next meeting on 9 July .	

Point	Description	Action
	<p>6.1 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 by 28 June.</p> <p>7.1 Action: TT/IS to ensure that the Building Safety Engagement Strategy to be written. TT explained they the council is looking to utilise Tosin on consultancy basis to help progress this and working towards a draft by 30 September.</p> <p>9.1 & 10.1 Actions from previous meetings are now completed.</p>	
3	<p>Housing Management Performance Measures – Tony Turnbull</p> <p>TT provided the commentary to explain the Housing Management performance data and measures to improve areas for development. Recognised that some of the performance such as average re-let time and complaints responded to on time fall below required standard. These are areas for improvement.</p> <p>NE flagged issue with IT system which meant some data provided were not accurate. He recommended a simplified report focusing on key issues and their resolutions in relation to Housing management. He explained that the aim is to present more relevant data focused on housing management to ensure effective board oversight on the day-to-day operations that matters to residents. He suggested removing housing allocations and housing demand data from the complaints reporting.</p> <p>TB emphasised the priority to streamline performance information for resident board members, suggesting a more concise, high-level summary with highlights and lowlights.</p> <p>TP said he would prefer to have all the data as it is.</p> <p>OF requested that any pause in service due staff changes should be communicated to residents using relevant channels including the Housing Highlights. TT agreed to ensure this happens going forward.</p> <p>TNG questioned the definition of good standard rating for estate inspections and requested a copy of the inspection form.</p> <p>There is a plan for resident involvement in estate inspections.</p> <p>Action: Estate inspection form, including service standards to be shared with the Board for comments by 14 June.</p> <p>Action: Remove the non-housing management categories from the complaints data on next performance report presented to board in September.</p> <p>Action: Board to agree performance data for future meetings by 28 June.</p>	<p>TT</p> <p>AJ</p> <p>TB/ Board</p>

Point	Description	Action
4	<p>Repair Maintenance and Investment (RMI) Performance – Ian Stone & Steve Wakefield</p> <p>IS the commentary for first part of the Repair Maintenance and Investment (RMI) performance data. He explained that the number of repairs completed on time is below target due to a longstanding backlog, which the team are actively working to reduce. In the last 6 weeks, backlog was reduced by the completion of 600 jobs. Issues like missed appointments and high levels of staff sickness have impacted performance. The change from Osborne to Cardo has allowed for increased recruitment and additional subcontractors, leading to better management of current demands and the backlog. Further improvements anticipated over the next 8-10 weeks.</p> <p>SW provided commentary for the Damp and Mould data. He explained that a dedicated team was put in place in September 2023 to manage the caseload following high number of reported cases and it is proving to be an effective approach. Most of the low and medium cases have been completed and working towards</p> <p>Action: IS to review and report back on damp and mould satisfaction in August prior to September meeting.</p> <p>Action: TB to confirm specific data required for health and safety by 28 June.</p>	<p>IS</p> <p>TB</p>
5	<p>Tenant Satisfaction Measures (TSM) – Anita Jan</p>	
5.1	<p>AJ provided commentary for the Tenant Satisfaction Measures performance report for 2023/24.</p> <p>Overall, tenant satisfaction was very low, with the lowest satisfaction with complaints handling. AJ also highlighted how the council is performing compared to other social landlords. The comparison revealed that Slough’s tenant satisfaction is generally lower than that of other social landlords with low tenant satisfaction.</p> <p>TP asked for pro activeness from the council. He suggested an improvement plan to address the areas for improvement and close examination of one area of TSM at each board meeting.</p> <p>Action: Prepare a summary including improvement plan for one area of the TSM results and add on to the agenda for next operational meeting (9 July).</p>	<p>AJ</p>
6	<p>Recap of Actions from Meeting – Amber Joseph</p>	
6.1	<p>Recap</p> <p>AJ recapped all the actions picked up from the meeting and have noted them.</p>	
7	<p>Any other Business & Dates of future meetings – Tim Blanc</p>	

Point	Description	Action
7.1	<p>7.1. TB asked what the board would like the operational meetings to cover. He requested for a list of projects from staff to develop a 9-month plan and identify what resident board members can help shape.</p> <p>Action: Board to confirm topics that should be covered at operational meetings by 18 June.</p> <p>Action: TT/NE to provide list of projects including policies to be reviewed and shaped by residents by 14 June.</p>	<p>Board</p> <p>TT/NE</p>
7.2.	<p>TA provided brief update on the Resident Board Terms of Reference, Code of conduct and draft role profile she has been working on to align with the new Involvement Strategy. She explained that clarification about internal process for board member incentives has caused some delay however plan to share the documents with board for their input in the coming weeks.</p> <p>Action: Resident Board Terms of Reference, Code of conduct and new draft role profile to be shared with Board for comments by 31 May.</p>	TA
7.3.	<p>Dates for Future Meeting</p> <p>9th July Operational Services -Face to Face</p> <p>17th September Q1 Performance Meeting</p> <p>12th November Q2 Performance Meeting</p> <p>3rd December Operational Services Meeting/Get Together</p> <p>2025 Dates</p> <p>11th February Q3 Performance Meeting</p> <p>8th April Operational Performance Meeting</p> <p>13th May Q4 Performance Meeting</p>	