

**Minutes of Slough Resident Board Performance Meeting
Tuesday 12 November 2024
Online Microsoft Teams Meeting**



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)
- Dave Shaw (DS)

Officers – In alphabetical order

- Anita Jan, Senior Localities Participation Officer (AJ)
- Councillor Paul Kelly (PK)
- Ian Stone, Asset Programme Manager (IS)
- Tony Turnbull, Neighbourhood Manager (TS)
- Steve Wakefield, Account Manager. Cardo Group (SW)

Absent

- Apologies received Lisa Keating, Director of Housing

Point	Description	Action
1.	Welcome and Apologies	
1.1	Welcome and introductions took place, apologies received from Lisa Keating	
2.	Minutes of the last meeting	
2.1	TB advised many of the actions have been completed and relevant documents have been attached to the paperwork	
2.2	<i>Fire door replacements:</i> Draft letter shared with board (Leasehold members) for input, letters to be finalised and sent out in the next few weeks.	
2.3	<i>Asset management strategy:</i> The strategy was shared with the chair, is out of date and needs refreshing. Action: IS to consider timescales for renewing strategy, (April 2025)	IS
2.4	<i>Voids visit</i> took place CG and BR visited a voids property 4 November. CG/BR gave an overview and timescales of key to key, which was dependent on the condition of the property when vacated. Everything is removed from properties including carpets. CG was aware that if carpets flooring is good condition some councils carry out a deep clean, helping the new tenants.	TT

Point	Description	Action
	Action: TT to look at if this would be possible at Slough (by Feb 2025)	
2.5	<i>Building Resident Engagement Strategy:</i> still outstanding due to lack of resource, TT advised HQN were supporting housing with the consumer standards review, could possibly look to them to support us with this. to progress Action TT/IS to progress (Q1 2025)	IS/TT
2.6	<i>Pennington review / report</i> – attached to paperwork	
2.7	<i>Housing Strategy:</i> LK is working with senior management and resurrecting the draft version– which will be reviewed (by Q1 2025)	LK
2.8	<i>Improvement plan:</i> LK has appointed a project manager who regularly meets with senior management team and gets updates on their areas of responsibilities and expertise (<i>LK to update further at next performance meeting</i>)	
2.9	<i>Complaints:</i> TT lessons learnt unable to provide much information at this time and recognised the importance. Will give some information later in presentation,	
2.10	<i>Sharing policy and strategy:</i> TT is working on this hopes to share (by Dec 2024)	
2.11	<i>Social Value Plan</i> - Internal meetings have taken place, social value plan sent with paperwork has been updated – to be shared with the Board. TB : suggested a summary to go with this has a lot of detail Action: SW to create summary (by 25 November)	SW
2.12	<i>Customer journey mapping:</i> scheduled for 10 December 10-2pm at Cardo's offices. Action : Board members to advise AJ if they are interested in being part of this (by 29 November)	Board
3	Customer Service Q2 Performance – Mohammed Ishtiaq	
3.1	MI presented performance from the last quarter for Housing Strategic and Housing Neighbourhoods. highlighting the change in KPIs since August. Average time for answering calls is under 8 mins. Corporate target for answering emails is 10 days (internal KPI targets is 5 days). Timings for answering calls vary depending on service impacts events i.e. when rent letters/service charge invoices are sent out. Resources are allocated accordingly. Management team will look at service impact events and review to see what resources can be moved around to reduce wait time.	
3.2	Your concerns around abandoned calls – we have highlighted average call time before customers hang up – Given our systems this can only be done month by month. Slides show average wait time and longest wait time	

Point	Description	Action
3.3	<p>Q: Board member queried if the council are able to let callers know the wait time? A: MI responded saying this was previously reviewed when the IVR changes were implemented and it wasn't easy to do as we have multiple queues that staff support i.e. staff are allocated core group i.e. benefits, council tax and housing are grouped together</p> <p>TB was aware that in public health centre patients have a call back option and are sent a text and link which takes them to a website where they can see how far they are in the queue. MI advised the IVR (Interactive Voice Response) has been updated however keeping in mind S114 – call backs which are outbound calls are chargeable require extra resource to be implemented. The improved IVR gives options to digital ways to access services .</p>	
3.4	<p>TB queried if the team carried out benchmarking with other local authorities and mystery shopping type of activities A : Benchmarking is difficult as services are not identical some have front door services some do not. The council is part of the Berkshire group of LAs: where good practice is shared. Mystery shopping isnt something we do, however we do quality assurance checks - staff are assessed on a monthly basis and scored through matrix and we share back with staff.</p>	
3.5	<p>There is a negative perception, but a lot of good work is done. MI advised he was happy for board members to visit the offices and listen to our calls Action : MI to liaise with AJ and arrange (tba in January 2025) Action : Board members to let AJ know if they would be interested in this (by 29 November)</p>	MI/AJ Board
4.	Repairs Q2 Performance – Steve Wakefield	
4.1	<p>SW gave an overview of Cardo's performance. Work in progress (WIP) numbers are improving is now below where we expect – a high % of overdue has dropped in 10-16% . Lowest in 7 years of contract which is good progress. Challenge in closing speciality repairs, that take more then one visit. Moving closer to target, improving month on month.</p>	
4.2	<p><u>Customer Journey Session</u> SW gave an overview of the session aim to get feedback on resident's experience of the repairs service – mapping out touch points from call to completion of repair. Will look at what is good and bad and what we can do to improve, will ensure we feedback changes.</p>	
4.3	<p>IF felt Cardo's online booking system worked well however there was notification when the repair has been completed particularly when booking a communal repair. SW was aware that the person booking the repair gets a message to say its booked, and sometimes there are issues dependent on the lack</p>	

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	of contact details. Cardo's IT systems will be changing again, will aim to factor when the change comes in.	
4.4	SW highlighted areas of performance that needed to improve <i>Call answering</i> – calls have increased over the last 3 months. IS highlighted discussions are taking place around channelling calls differently i.e. damp and mould calls through to a dedicated person. <i>Missed appointments</i> – the way calls are recorded if contractor arrives early – this shows as missed appointment. Cardo are working extremely hard on problematic and difficult jobs knock on affect to next customer. <i>Days to complete</i> – have increased following summer leave and onboarding contractors.	
5	Compliance Q2 performance – Ian Stone	
5.1	IS highlighted teams meeting weekly to monitor progress on actions from the Pennington report. IS went through performance he highlighted there wasn't much change, <i>Loft compartments</i> work started in a couple of areas <i>Bin stores</i> fire regs highlight bins too close to door block escape route We have a risk tracker and its coming down – will see improvement when doors are replaced. <i>Asbestos</i> dwelling surveys are still difficult, consolidated data base working through data and photos onto our compliance system – by end of December understand where dwelling surveys are needed making headway. Asbestos is being replaced by plasterboard only where necessary. <i>Coupled EICR with gas service</i> – had a few teething issues all resolved now TB commented a report in the future will be good to see how well this is working. Post meeting note : <i>The EICR and Gas coupling is only short term whilst catching up on the remaining outstanding EICR's</i> Action : Reporting on Action IS Outstanding EICRs each month and how many resolved (by Feb 2025) <i>Lift replacement</i> at Kennedy house start end of Feb Liaise with Housing officer to help plan – consultation will start after Christmas. Lift will be out for 4-5 week. 2 further lifts next year in other complexes.	IS
5.2	TT highlighted fire risk letter are being sent to residents living in blocks , giving them details of how they can access the Riskhub portal enabling them to access to fire risk actions and reports.	
6.	Housing Management Q2 performance – Tony Turnbull	
6.1	<i>Estate Inspections</i> Gave an overview around estate inspection plan, recently formed task force reviewing and streamlining forms recording systems. Looking to purchase software to facilitate ease of recording	TT/SW

Point	Description	Action
	<p>and improve efficiency. Improving mapping systems to identify estate ownership. Looking at ways to involve Cardo, resources could be an issue working way through this. Setting targets for Housing Officers and looking at publicising.</p> <p>Q: TB asked if the app being considered would be able to integrate with Cardo systems.</p> <p>A: SW advised this may not be that simple; would look to see how we could make this work.</p> <p>Action: SW / TT work together to align systems (Q1 2025)</p>	
6.2	<p><u>Void / empty properties</u> taskforce meetings every week. Aim to drive down void periods, changes to NEC system. increased comms with Cardo and SBC teams. Managing void period to reduce rent loss – develop and improve reporting.</p> <p><u>Complaints</u> officer has moved, looking for replacement / support from corporate – Looking to recruit an officer into the involvement team. Role to look at complaint analysis and learning from complaints for service improvement in particular timescales.</p> <p><u>Recruitment</u> – currently only have AJ working in the team; adverts to go out by the end of the week and start the permanent process.</p>	
7	<p>Director of Housing Priorities (2nd update) TT presented on behalf of LK</p>	
7.1	<p>TT gave an update on key areas in LKs absence</p> <p><u>Housing Inspection readiness</u> assigned HQN to help housing service prepare. HQN to assist teams to carry out the self-assessment, highlighting areas we need to work on and give a reasonable account of ourselves.</p> <p><u>Complaints:</u> delay in completing the self assessment currently non-compliant reviewing the processes to look at ways to ensure we meet requirements.</p> <p><u>RMI:</u> Extension of Cardo’s contract to 1st Apr 2027 – working closely with Cardo’s senior management. Report going to cabinet next February once approved will do wider comms.</p> <p>IS : highlighted reasons for extension were prevent disruption of service, changing providers whilst in councils recovery process is not ideal value for money exercise being carried out. Housing management and asset management systems are still not in place.</p> <p>Any questions for LK can be forwarded to AJ/TT</p> <p><u>Finance</u> budgets are still being tightened and savings are being considered as government intervention is extended for a further 2 years.</p>	
7.2	<p><u>Lighting reach</u> We have signed up to government initiative trial with Lightning Reach an organisation supporting residents who are in need; they have worked successfully with councils and wider residents. Timing is good with helping during the winter period helping those on benefits</p>	

Point	Description	Action
	and fuel poverty. Slides give more details we will continue to keep updated on progress.	
8.0	Any other business	
8.1	<p><i>Housing Away Day_27th</i> November at the Curve, invitation to board members to attend for the first session 9:30 – 11am. HQN will talk about consumer standards and TSMs.</p> <p>Action: Board to let AJ know if they would like to attend (by 20 November)</p> <p><i>Inspection Grading:-</i> TB to share the various gradings for the Social Housing Regulator good for Board to get sight of this</p> <p>Action TB to share with Board members (by 20 November)</p>	Board TB
9.0	Next Meeting – Tim Blanc	
9.1	<p>Face to Face Operational Meeting / Social Hawker House, Heron Way, Langley Time: 6.00pm to 8.30pm Date: Tuesday 3 December 2024</p>	