

**Minutes of Slough Resident Board Performance Meeting  
Tuesday 3 December 2024  
Online Microsoft Teams Meeting**



**Resident Board Present:**

- Tim Blanc - Independent Chair (TB)
- Christine Griffin (CG)
- Dinah McGarry (DM)
- Tanieque Noel-George (TNG) (part)
- Trevor Pollard (TP)
- Dave Shaw (DS)

**Officers – In alphabetical order**

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

**Absent**

- Apologies received Ishaq Fazal, Bushra Raj, Lisa Keating and Cllr Paul Kelly

<b>Point</b>	<b>Description</b>	<b>Action</b>
<b>1</b>	<b>Welcome and Apologies</b>	
1.1	Welcome and introductions took place, apologies received from Lisa Keating, Councillor Paul Kelly, Bushra Raj and Ishaq Fazal.	
<b>2</b>	<b>Minutes / Actions</b>	
2.1	Minutes were reviewed and updates given. A detailed list of actions and updates were attached to board meeting paperwork.	
2.2	<i>Policies and Strategies – TT</i> TT advised nearly all policies needed reviewing as they out of date, this needs a systematic approach. Slough has appointed HQN to assist with housings consumer standard self-assessment. This will help us to prioritise which ones should be reviewed first. The ASB policy, has been consulted upon with the board and wider residents, small amendments have been made. Waiting for council’s formal approval, however it is now useable.	
2.3	<i>Customer Journey – SW</i> SW advised due to a low take up, a decision was made to postpone this till the New Year. The plan is to look at ways to encourage take up, review the script to make it appealing highlighting the benefits of taking part to improvements services.	
2.4	TB commented that Barnet Homes recently carried out an online workshop which took place one evening. They gave £30 to those that took part and had 30 attendees. They have further workshops planned. CG was keen to understand how they managed to get people on board.  TB advised this was achieved through contacting their database of	

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	involved residents. Barnet's repairs team contacted those who had recently had a repair using a specific script. SW agreed to consider a virtual evening session and matching the incentive. He highlighted that Microsoft Teams had capability for interactive sessions and would look to see how this can be done. <b>Action</b> :SW to meet with AJ, TT and IS and organise (by January 2025)	SW
<b>3.0</b>	<b>Cardo's Social Value Plan – Steve Wakefield</b>	
3.1	SW gave an overview of the plan to move forward with social value for the remainder of the contract. A summary was sent with the paperwork, a detailed document was shared with AJ and TB. <b>Action</b> : AJ to share the document with board (by 6 December).	AJ
3.2	SW gave highlights of the social value activities to date: <ul style="list-style-type: none"> <li>• Social value impacted across a 25 mile radius (wider than the local community)</li> <li>• 7244 volunteering hours, 106 jobs, £31,260 donations</li> <li>• 4 apprentices and 21 work experience placements from local colleges and schools.</li> <li>• Cardo appointed an apprentice as an electrician, a good news story working well</li> <li>• Cardo worked with community groups and partners in local clean ups, litter picks etc improving the environment.</li> <li>• Supporting an outreach programme donating food and warm clothing to those on the streets (this will continue over the winter).</li> </ul>	
3.3	Future plans: <ul style="list-style-type: none"> <li>• Understand local needs to tackle the issues</li> <li>• Align with the council's key priorities (around safety, health and wellbeing)</li> <li>• Joint approach – Cardo, SBC staff and residents making a difference</li> <li>• Cardo to work with DWP – attend a careers fair in March, supporting people to get into work.</li> </ul>	
3.4	For the remainder of the contract Cardo are planning: <ul style="list-style-type: none"> <li>• Collaborate with stakeholders (residents, staff and council leadership)</li> <li>• Targeted approach to social value.</li> <li>• Implement a steering group to review projects / proposals.</li> </ul> <b>Action</b> : SW to create a specific email address where residents and staff can email suggestions (by 28 February) <b>Action</b> Cardo and SBC to promote via social media. AJ/SW to look at this (by March 2025)	SW SW/AJ
3.5	TB asked if there were any other social value projects across the borough. AJ highlighted the Slough Business Community Partnership who works with businesses across the borough to support the community and local initiatives.	

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3.6	<p>TB was keen to understand how members felt about the wider residents benefiting from Cardo's social value plan. As a leaseholder himself he was keen to see a bigger impact in the areas local to him as opposed to wider community.</p> <p>TP felt strongly that the wider community should benefit and not just tenants and leaseholders.</p> <p>TB agreed that TP had a valid point, however he felt the priority should be for housing to benefit first then look at the wider community where improvements were needed.</p>	
3.7	<p>TB queried if Councillors were given a fund to use on the projects across the borough.</p> <p>TT advised in the past funding was given for projects some of which was given to Councillors to use for improvements. Things are different now given the councils financial situation.</p>	
3.8	<p>TB asked if the council had community garden projects? He highlighted Barnet had 26 groups who are given funding to plant trees and raised beds. Residents were responsible for maintaining the areas.</p> <p>CG was keen to see neighbourhood projects she highlighted how recent rose bushes were removed near her home and left as weeds which are cut back now and then</p> <p>TB asked if Cardo's RLO could review this when they are out and about, SW advised staff do look out and report back when they see where improvements can be made.</p>	
<b>4.0</b>	<b>Any other business</b>	
4.1	<p><i>Recruitment – TT</i></p> <p>TT advised the resident involvement team roles were advertised internally and have now closed; management are assessing applications. Some of the roles will be advertised externally sooner rather than later.</p> <p><b>Action</b> : TT to update board (by January 2025)</p>	<b>TT</b>
4.2	<p><i>Annual Board Survey</i></p> <p>TB highlighted when he first joined a year ago, he carried out a survey of board members to understand how members felt things were working for them and what they needed from him as a new chair.</p> <p>TB asked if the team could carry out a similar survey, this should be anonymised and include additional questions relating to TB as the chair. The aim was to understand if members felt the investment the council are placing in him has been worthwhile. TB will not see all the answers to the questions relating to him - this will just be for council to see.</p> <p><b>Action:</b> AJ/TT to create survey and send to board members (by January 2025)</p>	<b>AJ/TT</b>
4.3	<p><i>Four Million Homes</i></p> <p>CG shared her experience of signing up to Four Million Homes, she felt it was a great resource. She recently attended a couple of webinars; one in relation to decent homes which was worth attending. She encouraged</p>	

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	<p>members to register and re-watch or listen to previous sessions. CG was interested to learn that councils were able to apply for decarbonisation grants she wondered if Slough had done this. IS responded saying that Slough had received funding and the team were looking to apply for more.</p> <p>TB : agreed Four Million Homes was a great resource he had attended a few and was beneficial</p>	
5.	<b>Next Meeting</b>	
5.1	<p>TB Closed the meeting thanking everyone for attending and wished everyone a Merry Christmas.</p> <p>Next Meeting: Q3 Performance Meeting - Tuesday 11<sup>th</sup> February 2025</p>	