

Housing Improvement Programme Board Meeting Minutes

Meeting: Housing Improvement Programme Board (HIPB)
Venue: Committee Room 1 (and hybrid via Teams as required/agreed)
Date: 17th March 2025
Time: 17:00-18:30

Member Attendees: Cllr Rob Lillis (Cllr RL) – Chair & Programme Member Sponsor, Cllr Kate Knott (Cllr KK) – Vice Chair & Board Member, Cllr Dave Blackwell (Cllr DB) Leader of the Council and Board Member, Cllr Warren Gibson (Cllr WG) – Deputy Leader of the Council and Board Member, Cllr Jamie Huntman (Cllr H) – Board Member.

Officer Attendees: Ian Butt (IB) - Programme Senior Responsible Officer (SRO), Damien Ghela (DG) – Programme Director and Resourcing & Partnerships Workstream Lead, Angela Law (AL) - Legal & Democratic Services Lead, Hannah McNally (HM) – Assistant Programme Manager, Steve Colk (SC) - Interim Head of Housing Technical Services, Leigh Donegan (LD) – Administrator, Chris Stratford (CS) Interim Housing Director Projects, Chris Rutter (CR) Interim Compliance Manager.

Advisors: Damien Roche (DR) - HQN,

Apologies: Angela Hutchings (AH) – Programme Sponsor, David Randerson (DR) – Tenant Engagement Workstream Lead, Lance Wosko (LW) - Programme Finance Lead, Lorraine Savill (PM) – Programme Manager,

No.	Item	Lead
1.	Welcome & Introductions – apologies received (<i>prompt to record the meeting for note taking purposes</i>) <ul style="list-style-type: none"> The Chair welcomed everyone and asked for introductions The meeting was recorded for note-taking purposes 	Chair
2.	Declaration of Interests <ul style="list-style-type: none"> No declarations of interests were made. 	Chair
3.	HQN presentation: - <ul style="list-style-type: none"> The Board reviewed recent training for Members and discussed its relevance and effectiveness. A proposal was made to align future training with regular meetings for better time and resource management. Officers to liaise with Democratic Services as necessary Decision: - The Board agreed to streamline training to be concise, focused, and role-specific for wider member training events. - <i>Decision reference D-016</i> Terms of Reference Review: - <ul style="list-style-type: none"> Proposed revisions to the Terms of Reference were presented, focusing on Consumer Standards and Compliance. Members took action to review the changes and provide feedback at the next HIPB meeting. Terms of Reference to be circulated for comments and feedback by HIPB. Key Performance Indicators (KPI's) Policy Development: - <ul style="list-style-type: none"> The Board discussed the importance of setting challenging yet achievable targets and the need for a comprehensive set of KPIs with regular review and adjustment of targets based on performance data. Frequency of reporting to be confirmed at next HIPB. Action: - New policy on damp and mould to be approved, process starting in April with review of complaints as part of quality KPIs. <i>Action reference AC-096</i> Note: - We need to ensure contact details for residents are updated for effective communication and use local authority comparative data for timely target setting and reporting. Work plan revision proposals: -	HQN

	<ul style="list-style-type: none"> The Board re-reviewed the current work plan scope and discussed the re-alignment, and the specific focus needed to ensure the plan reflects the delivery of the Housing Improvement Programme objectives to meet regulatory compliance. Agreement to streamline the work plan and focus on key priorities with a detailed discussion to be held at the next Board meeting. <i>Action linked to AC-089</i> <p>Future involvement in HIPB including Tenant involvement: -</p> <ul style="list-style-type: none"> A simplified training program for council Members will be developed with HQN. Future involvement of tenants in Board activities was noted with TPAS involvement. 	
4.	<p>HIP Programme update Progress Plan reporting:-</p> <ul style="list-style-type: none"> The Board discussed gradual improvements and the importance of transparency in reporting progress. The Board will continue to receive regular updates on key deliverables and timelines, with feedback requested on the presentation format. The independent audit report will play a key role in deciding when regulatory control can be lifted. <p>Governance: -</p> <ul style="list-style-type: none"> Regular consultation with residents and stakeholders is necessary to ensure that performance aligns with regulatory standards and that performance is evaluated against specific KPIs. High-level indicators presented to the Cabinet or Full Council, while more granular KPIs are discussed at Board, Cabinet, and O&S. These should focus on key compliance and service performance areas. KPIs should cover both Safety and Quality standards and the tracking of the performance of the Housing Service in meeting Consumer expectations. 	HIP
5.	<p>Compliance: -</p> <ul style="list-style-type: none"> The Board reviewed updates on gas safety, electrical safety, fire safety, and water safety, highlighting efforts to improve compliance. Concerns were raised about unsatisfactory certifications and overdue actions in various compliance areas. Immediate corrective actions were agreed upon for fire and safety compliance, including procuring new contractors for fire door inspections and emergency lighting testing. <p><i>Housing Repairs & Contractor Performance:</i></p> <ul style="list-style-type: none"> The Board discussed improving performance tracking for housing repairs, with a focus on quality control and transparency. Historical issues with contractors were acknowledged, and measures to ensure better accountability were agreed upon. <p><i>Compliance Dashboard Update: (Presentation of Compliance Dashboard).</i></p> <ul style="list-style-type: none"> The Board discussed ongoing challenges related to access for compliance inspections. <p><i>Specialized Compliance Actions:</i></p> <ul style="list-style-type: none"> The Board approved actions for fire safety, including new fire risk assessments and fire door inspections for all blocks. The water safety policy was reviewed. <p><i>Asbestos Management:</i></p> <ul style="list-style-type: none"> The Board discussed the ongoing asbestos management program, including asset management system for better tracking and contractor compliance. The implementation of a centralised asbestos register and the need for regular asbestos awareness training was agreed. <p><i>Lift Safety and Inspections:</i></p> <ul style="list-style-type: none"> A Lift Safety Policy is being developed, with focus on domestic stair lifts and establishing a long-term replacement plan. <p><i>Third-Party Quality Assurance:</i></p>	Compliance Manager

	<ul style="list-style-type: none"> The Board approved the procurement of a third-party consultant to review gas engineers' work and ensure compliance with safety regulations across all areas, including electrical inspections and water safety. <p><i>Compliance Monitoring System:</i></p> <ul style="list-style-type: none"> The Board was updated on the development of a compliance management system, with Phase One focusing on fire safety and subsequent phases addressing electrical safety, water safety, and other compliance areas. <p>Health & Safety Dashboard – update on current position: -</p> <ul style="list-style-type: none"> An FRA consultant has been appointed to renew all FRA (Fire Risk Assessment) processes. Tenants will be engaged as needed in relation to FRA outputs High-risk assessments will now be carried out annually, rather than every 2 years. No overdue remedial actions reported. And fixes have been implemented, and notes will be written up accordingly. Quality Assurance (QA) process reviewed by the third party. The Compliance Team is continuously reviewing and compiling data. With regular checks now embedded in policies and procedures. 	
6.	Next Meeting Date: 7th May 2025	N/A