

Housing Improvement Programme Board Meeting Minutes

Meeting:	Housing Improvement Programme Board (HIPB)
Venue:	Committee Room 1 (and hybrid via Teams as required/agreed)
Date:	26 th February 2026
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

Officer Attendees: Angela Hutchings (AH) – Project Sponsor, Ian Butt (IB) - Project Sponsor, Lance Wosko (LW) - Section 151 Officer, Angela Law (AL) - Monitoring Officer

Guests: Chris Stratford (CS) Programme Director, Linda Curtis (LC) – Compliance Manager, Michael Lerpiniere (ML) - Interim Head of Housing Management, Hannah McNally (HM) – Project Manager, Fatima Bagam (FB) – HMS Project Manager, Leigh Donegan (LD) – Administrator, Rebecca Outram (RO) – Policy Officer, Damian Roche (DR) – HQN

Apologies: Cllr Jamie Huntman (Cllr JH) – Board Member, Cllr Warren Gibson (Cllr WG) – Deputy Leader of the Council and Board Member, Cllr Grace Watson (Cllr GW) – Chair of Overview & Scrutiny Committee, Steve Colk (SC) - Interim Head of Housing Technical Services, Damien Ghela (DG) – SRO

Ref	Item	Lead
1.	<p>Welcome, Introductions & Declarations of Interest</p> <ul style="list-style-type: none"> • Apologies received. • The meeting was recorded for note taking purposes. • No declarations of interest were made. 	Chair
2.	<p>Resident engagement update</p> <p>Recap of Regulator expectations:</p> <ul style="list-style-type: none"> • Governance critical to consumer standards inspections - Councillors to seek and receive assurance on how the Council are acting on tenants voice. • How tenants voice has influenced decisions must be evidenced. Any measures put in place should deliver agreed outputs. • Wide range of meaningful engagement opportunities must be utilised. • Closing feedback loop is essential - how tenants voices have been heard and how things have/haven't changed as a result. Communication is key. <p>Engagement must be:</p> <ul style="list-style-type: none"> • Inclusive and accessible (working people, families, elderly, disabled residents) • Supported financially (childcare, travel, IT access) • Shown to have tangible outcomes (for example, "You said, we did") <p>Challenges and examples discussed:</p> <ul style="list-style-type: none"> • Difficulty attracting tenants to participate due to historic lack of trust. Need to build confidence that the Council is genuinely listening. • Using fun days, community events, pop-ups to reach families. • Making engagement accessible: evenings, weekends, creche, digital options. 	

	<ul style="list-style-type: none"> • Showing residents how their input leads to real changes. <p>Tpas workshop outcomes:</p> <ul style="list-style-type: none"> • 10 residents attended • Draft Resident Engagement Framework developed. Full framework to be presented at March HIPB. • Tenants raised concerns about whether their voice would be heard at officer and Board level <p>Discussion about how success of tenant involvement will be measured.</p>	
3.	<p>Housing Improvement Programme update</p> <p>Programme transition plan:</p> <ul style="list-style-type: none"> • Existing reporting is complex and across multiple plans. Work underway to merge into a single integrated plan for long-term operation and monitoring. Integrated plan to include actions and risks from the following established plans: <ul style="list-style-type: none"> - Housing Improvement Plan - Strategic Improvement Plan - Transition Plan • Regulator supports consolidated reporting approach. • Aim to present integrated plan at March HIPB. <p>Finance update:</p> <p>LW proposed this month's financial update is the last specific report to HIPB. Proposed to present position of HRA budget at future HIPB. Chair requested for Board to see significant variances which LW confirmed would be covered in wider HRA position updates.</p> <p>DECISION: Future financial reports to HIPB to reflect current position of HRA.</p> <p>Capital Programme:</p> <ul style="list-style-type: none"> • Forecasting a £1m variance, likely due to MCP/MCP+ delays. • Expected underspend; exact figure to be known by end of March. <p>Revenue Budget:</p> <ul style="list-style-type: none"> • Currently forecasting £353k overspend, mainly due to extended programme timelines and staffing costs. • HRA overall forecast: £142k overspend. • Future reporting to focus on whole HRA budget, not just HIPB-specific budget lines. <p>Compliance update:</p> <p>Big 6 compliance areas:</p> <ul style="list-style-type: none"> • Big 6 compliance areas static in numbers and under control. • Annual asbestos and water inspections restarting. • FRA work ongoing; several blocks' fire compartmentation completed. FRA inspections to recommence following completion of remedial works. 	

- Fire doors continue to be delayed due to lead times.

Damp & Mould:

- New reporting system gives better insight. Will use information to target planned work.

Stock Condition Surveys:

- 81% completed. No-access cases persist, but follow-up calls increased.

Data and dashboard inconsistencies were noted (totals, percentages, abbreviations). These will be corrected for future reports.

ACTION: Reporting to change to show non-compliant KPI figures.

LC

ACTION: Clearer reporting for ZapCarbon to show weekly/monthly damp and mould reports.

LC

ACTION: Abbreviations to be amended on Compliance Report to HIPB.

LC

Repairs & Maintenance Contract Update:

- MCP performance dipped in December due to contract transition issues.
- New contractor is expected to improve performance and reliability.
- MCP+ satisfaction metrics raised concerns:
 - Low monthly response numbers make results statistically weak.
 - Scoring system (7.5 threshold) may mask negative feedback.
- Agreement to review KPIs with HouseMark benchmarking.
- Greater focus is needed on why low scores are given.

ACTION: Reporting for new repairs contractor to include commentary on poor satisfaction results.

SC

ACTION: HQN to look into sector benchmarking.

DR

Housing Management System Progress Update:

What modules belong to what department and what dependencies are needed to deliver them to be discussed and mapped on the 3 March.

Data Migration:

- Third data migration successful.
- Final migration and go-live planned as:
 - 31 March: Final data transfer
 - 1 – 30 April: Dual running
 - 1 May: Full go-live

Remaining Risks:

- Complex security setup still being finalised; system will default to “locked-down” permissions.
- Business readiness is critical:
 - Finance must be able to process payments.
 - Tenancy team must manage tenancies confidently.
 - First Contact must print rent statements & check accounts.

	<p>- Housing Benefit integration meeting next week — this is the final technical blocker.</p> <p>Regulator requirement:</p> <ul style="list-style-type: none"> • Regulator will require sight of the full transition plan and risk management approach. <p>ACTION: Bring HMS to the forefront of agenda for next HIPB.</p>	HM
4.	<p>AOB</p> <ul style="list-style-type: none"> • Acuity has received the TSM data sample — fieldwork beginning 9 March; report due 17 April. • Housing Strategy Workshop to be arranged for HIPB members. • Response to Regulator consultation on Consumer Standards gone through PFH decision and CPBC response to be submitted 27 February. <p>Next meeting: 26 March 2026</p>	