# *Housing Improvement Programme Board Meeting Minutes*

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| **Meeting:** | Housing Improvement Programme Board (HIPB) |
| **Venue:** | Committee Room 1 (and hybrid via Teams as required/agreed) |
| **Date:** | 26th 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 McInally (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 |
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| 1. | **Welcome, Introductions & Declarations of Interest**<br>• Apologies received.<br>• The meeting was recorded for note taking purposes.<br>• No declarations of interest were made. | Chair |
| 2. | **Resident engagement update**<br>Recap of Regulator expectations:<br>• Governance critical to consumer standards inspections - Councillors to seek and receive assurance on how the Council are acting on tenants voice.<br>• How tenants voice has influenced decisions must be evidenced. Any measures put in place should deliver agreed outputs.<br>• Wide range of meaningful engagement opportunities must be utilised.<br>• Closing feedback loop is essential - how tenants voices have been heard and how things have/haven't changed as a result. Communication is key.<br>Engagement must be:<br>• Inclusive and accessible (working people, families, elderly, disabled residents)<br>• Supported financially (childcare, travel, IT access)<br>• Shown to have tangible outcomes (for example, “You said, we did”)<br>Challenges and examples discussed:<br>• Difficulty attracting tenants to participate due to historic lack of trust. Need to build confidence that the Council is genuinely listening.<br>• Using fun days, community events, pop-ups to reach families.<br>• Making engagement accessible: evenings, weekends, creche, digital options. | |

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| | • Showing residents how their input leads to real changes.<br><br>Tpas workshop outcomes:<br>• 10 residents attended<br>• Draft Resident Engagement Framework developed. Full framework to be presented at March HIPB.<br>• Tenants raised concerns about whether their voice would be heard at officer and Board level<br><br>Discussion about how success of tenant involvement will be measured. | |
| 3. | **Housing Improvement Programme update**<br><br>***Programme transition plan:***<br>• 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:<br>- Housing Improvement Plan<br>- Strategic Improvement Plan<br>- Transition Plan<br>• Regulator supports consolidated reporting approach.<br>• Aim to present integrated plan at March HIPB.<br><br>***Finance update:***<br>LW proposed this month's financial update is the last specific report to HIPB.<br>Proposed to present position of HRA budget at future HIPB.<br>Chair requested for Board to see significant variances which LW confirmed would be covered in wider HRA position updates.<br><br>**DECISION:** Future financial reports to HIPB to reflect current position of HRA.<br><br>Capital Programme:<br>• Forecasting a £1m variance, likely due to MCP/MCP+ delays.<br>• Expected underspend; exact figure to be known by end of March.<br><br>Revenue Budget:<br>• Currently forecasting £353k overspend, mainly due to extended programme timelines and staffing costs.<br>• HRA overall forecast: £142k overspend.<br>• Future reporting to focus on whole HRA budget, not just HIPB-specific budget lines.<br><br>***Compliance update:***<br>Big 6 compliance areas:<br>• Big 6 compliance areas static in numbers and under control.<br>• Annual asbestos and water inspections restarting.<br>• FRA work ongoing; several blocks' fire compartmentation completed. FRA inspections to recommence following completion of remedial works. | |

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| | • Fire doors continue to be delayed due to lead times.<br><br>Damp & Mould:<br>• New reporting system gives better insight. Will use information to target planned work.<br><br>Stock Condition Surveys:<br>• 81% completed. No-access cases persist, but follow-up calls increased.<br><br>Data and dashboard inconsistencies were noted (totals, percentages, abbreviations). These will be corrected for future reports.<br><br>**ACTION**: Reporting to change to show non-compliant KPI figures.<br><br>**ACTION**: Clearer reporting for ZapCarbon to show weekly/monthly damp and mould reports.<br><br>**ACTION**: Abbreviations to be amended on Compliance Report to HIPB.<br><br>***Repairs & Maintenance Contract Update:***<br>• MCP performance dipped in December due to contract transition issues.<br>• New contractor is expected to improve performance and reliability.<br>• MCP+ satisfaction metrics raised concerns:<br>- Low monthly response numbers make results statistically weak.<br>- Scoring system (7.5 threshold) may mask negative feedback.<br>• Agreement to review KPIs with HouseMark benchmarking.<br>• Greater focus is needed on why low scores are given.<br><br>**ACTION:** Reporting for new repairs contractor to include commentary on poor satisfaction results.<br>**ACTION**: HQN to look into sector benchmarking.<br><br>***Housing Management System Progress Update****:*<br>What modules belong to what department and what dependencies are needed to deliver them to be discussed and mapped on the 3 March.<br><br>Data Migration:<br>• Third data migration successful.<br>• Final migration and go-live planned as:<br>- 31 March: Final data transfer<br>- 1 – 30 April: Dual running<br>- 1 May: Full go-live<br><br>Remaining Risks:<br>• Complex security setup still being finalised; system will default to “locked-down” permissions.<br>• Business readiness is critical:<br>- Finance must be able to process payments.<br>- Tenancy team must manage tenancies confidently.<br>- First Contact must print rent statements & check accounts. | LC<br>LC<br><br>LC<br><br>SC<br>DR |

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| | - Housing Benefit integration meeting next week — this is the final technical blocker.<br><br>Regulator requirement:<br>• Regulator will require sight of the full transition plan and risk management approach.<br><br>**ACTION**: Bring HMS to the forefront of agenda for next HIPB. | HM |
| 4. | **AOB**<br>• Acuity has received the TSM data sample — fieldwork beginning 9 March; report due 17 April.<br>• Housing Strategy Workshop to be arranged for HIPB members.<br>• Response to Regulator consultation on Consumer Standards gone through PFH decision and CPBC response to be submitted 27 February.<br><br>Next meeting: 26 March 2026 | |