Housing Improvement Programme Board Meeting Minutes

Meeting:	Housing Improvement Programme Board (HIPB)
Venue:	Committee Room 1 (and hybrid via Teams as required/agreed)
Date:	22nd January 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, Cllr Warren Gibson (Cllr WG) – Deputy Leader of the Council and Board Member, Cllr Jamie Huntman (Cllr JH) – Board Member

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

Guests: Chris Stratford (CS) Programme Director, Steve Colk (SC) - Interim Head of Housing Technical Services, 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, Ellie Darling (ED) - Tpas

Apologies: Cllr Grace Watson (Cllr GW) – Chair of Overview & Scrutiny Committee

Ref	Item	Lead
1.	**Welcome, Introductions & Declarations of interest** • Apologies received. • The meeting was recorded for note taking purposes. • No declarations of interest were made.	
2.	**Resident engagement update** • Reminder to HIPB of re-engineering engagement (REE) project completed with CPBC tenants and Tpas in 2025 that identified 16 recommendations across 4 key areas. • Tpas procured to support implementation of tenant influence framework to build strong and meaningful foundation for tenant influence. Objectives compliment the Consumer Standards Action Plan and Performance Milestones for Engagement. • Interim Transparency, Influence and Accountability strategy and project plan drafted for the next 12 months for internal clarity and evidence of progress to RSH and tenants. Tpas to support creation of new 3-year strategy influenced by tenants. • Tpas have included the possibility of recruitment work in project plan with scrutiny pilot to support re-building trust with tenants. • Discussions were held to determine if any of the milestone dates could be brought forward. **ACTION**: Realign project plan with timeline from January 2026 to demonstrate clear critical path of progression, key indicators of success and clear points for internal self-analysis.	ED

	ACTION: Confirm internal data privacy notices and data protection policies cover tenants during this project. **DECISION**: HIPB agrees to adopt proposed strategy and project plan.	AL ALL
3.	**Regulator of Social Housing Consultation** • Summary of proposed changes provided in briefing paper. • RSH are consulting on the proposal to amend the Transparency, Influence and Accountability (TIA) Standard to reflect the STAIRs (Social Tenant Access to Information Standard 2025) directive issued by the government. • RSH are also consulting on the implementation of a Competency and Conduct Standard, proposed to come into effect in October 2026, and proposed changes to the TI&A Standard and Code of Practice in respect of the Tenant Satisfaction Measures (TSMs). • The proposed changes reflect that RSH will be reissuing the requirements for landlords to collect, process and publish TSMs, and requiring completion of the annual TSM returns, using new powers that were introduced by the Social Housing (Regulation) Act 2023 (SHRA 2023). **ACTION:** Clear timelines for officer qualifications are set out in the new Competency and Conduct Standard. Housing and HR to adopt training matrix to deliver the required qualifications in line with set timescales. **DECISION**: HIPB agrees to proceed with responding to consultation with response being made through a Portfolio Holder Decision.	CS/RO ALL
4.	**Housing Improvement Programme update** ***Housing Management System:*** • Resource issues remain a concern. Phase 1 due for completion by 1 May 2026 is rents only. All modules not part of rents system will need to be reforecast to establish clear process for future resource management. Key for implementation is that future modules are aligned with policies and procedures and fully embedded within the HRA. ***Compliance update:*** • Purchase orders for fire doors to go out by end of January. Aim for fire doors to be manufactured by end of February and deliver as many as possible replacements by end of March. • Start date of warden call system works on site mid-February. This work will fall into the new financial year in	

	order to minimise disruption to residents as much as possible. • FRA remedial works have recommenced on site. • Clarification made on damp and mould figures in Board pack. Property number = number of properties that reported damp and mould. Can be fully compliant if these properties are responded to within set timescales. **ACTION:** Include narrative on timescales and RAG status to compliance dashboard in future Board packs. **ACTION:** Add recurring damp and mould reports to compliance dashboard in future Board packs. ***MCP Plus contract update:*** • A new contract arrangement is in place after the formal signing of the contract documentation by both the directors of MCP Plus and the Council on 24 December 2025. • FRA subcontractor back at two sites, with more planned to commence in the coming weeks. • Roof replacements are now being booked in with residents. Void delivery has increased. Anticipate all outstanding voids back by month end, except 3 major voids which will be delivered by early February. **ACTION:** Provide KPI details around backlog of repairs during MCP contract negotiations to the next HIPB. ***New repairs, maintenance and capital work tender update:*** • Members were briefed on the new contract requirements. Arrangements are in place to secure the necessary governance for sign off. • Tender for new contract closed on 23 January 2026. Contracts will be scored internally, and moderation will be held on 29 January 2026 with Fusion21, PFH, Leader, and 2 tenants. • Informal Cabinet on 5 February to confirm award. ***Stock Condition Survey update:*** • 95 CAT 1 HHSRS fails across 85 properties were reported through stock condition surveys. All works to resolve these fails have been completed. • Clarfication on % completion of surveys as current numbers less than what was reported to Cabinet. The number reported was against original tender numbers not actual stock numbers. This has now been rectified. • Target for 100% completion of surveys by end of March 2026. However, all property architypes within the Council portfolio have been surveyed which means that accurate assumptions can be made as to the fail rate of any properties not surveyed using data gathered on properties of the same type.	LC LC SC

	ACTION: Clarify number of HHSRS actions completed in future dashboard reporting.	SC
	Milestone update: • There are 8 actions overdue relating to policies that are live within service delivery. These actions remain open within the programme as they have not yet been made accessible to tenants on the Council website due to the move to the CRM system. Housing's content editor has now received training and will upload the outstanding policies to the website by 30 January 2026. • Considering time for further edits and the governance process call in period, the Gaining Access Policy and CCTV Policy forecast delivery dates have been rebaselined to 28 February. Gaining Access Policy going for Director sign off in the last week of January and CCTV Policy to be considered against corporate policy already in place. • Two successful housing service away days took place to look at service culture as identified in the root cause analysis.	
	ACTION: HM to meet with IB and AH to run through project book milestones and discuss where wider Council input is required with the aim to understand upcoming deliverables on a quarterly basis.	HM/AH/IB
	ACTION: Milestones to be presented earlier in agenda at next HIPB.	HM
	ACTION: Brief of housing service culture and behaviours to be reported at February HIPB following service away days.	RO
5.	**AOB** Next meeting: 26th February 2026	