

Housing Improvement Programme Board Meeting

Agenda

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

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, David Randerson (DR) - Financial Services

Guests: Chris Stratford (PD) Programme Director, Steve Colk (SC) - Interim Head of Housing Technical Services, Rebecca Outram (RO) Interim Housing Policy Officer, Lorraine Savill (PM) – Programme Manager, Hannah McNally (HM) – Assistant Project Manager, Damien Roche (DR) - HQN, Hannah Kew (HK) Client Manager - Acuity

Apologies: Cllr Jamie Huntman (Cllr H) – Board Member. Leigh Donegan (LD) – Administrator,

Ref	Item	Lead
1.	Welcome & Introductions <ul style="list-style-type: none"> The meeting was recorded for note-taking purposes Chair stated that given the “heavy” agenda, HIPB focus was to be by exception on RED rag items. 	Chair (Cllr RL)
2.	Declaration of Interests <ul style="list-style-type: none"> No declarations of interests were made. 	Chair
3.	Tenant Satisfaction Measures (TSM) Survey Hannah Kew (HK) provided a presentation <i>on the submission of TSM report</i> : <ul style="list-style-type: none"> ACTION: Look to conduct a responsive repairs survey. This was confirmed to already be in place with MCP. ACTION: Considerations on additional questions to our complaints handling for further analysis, to be discussed in approach to be brought back to next meeting. ACTION: Form a tenant panel and keep them informed of progress and completion. ACTION: Gather feedback from residents directly from a selection of both stage 1 & 2 complaints to gauge tenant's satisfaction. ACTION: Hannah Kew, Acuity, to generate report for the next HIPB to show best way forward for the next TSM survey. 	HK HK HIP Team Andrea O’Callaghan HK

	Note – Public publication of the TSM survey will be on the 1st of August 2025.	
4.	Health & Safety Compliance update (standing item) <i>Run through of RED rag items.</i> <ul style="list-style-type: none"> No actions raised 	
5.	Policy update <i>Run through of RED rag items and governance routes on domestic abuse (DA) and Safeguarding policies.</i> <ul style="list-style-type: none"> ACTION: To follow up with stakeholders on deadline dates to continue with the governance of both Domestic Abuse & Safeguarding policies. ACTION: All members given a policy update within 2 weeks (by 10th of July 2025) DECISION: Chair advised to use Policy Officer's best practice approach to policy stakeholder consultation. CHALLENGES: Members questioned officers on slippage of policy deadlines as deadlines had been reported to the Regulator and then not met. Officers unable to provide reasoning. Members strongly encouraged utilising the HIP team's support and expert advice in order to carry out policy (and other) work to best standard approach. Improved reporting to HIP team required to support accurate reporting to Regulator and HIPB. It was stressed by members that we are paying the HIP team a lot of money. We need to use them to the full. 	-
6.	HIP Work Plan – June reporting Housing Improvement Programme Plan <i>Run through of RED rag items on workstreams and Risks.</i> <ul style="list-style-type: none"> ACTION: Latest information from Southend Council's solution on HMS to be handed over to the Programme Director for immediate follow up. ACTION: Finalised housing structure to be shared with Housing SLT. ACTION: Financial update for the members when resource budget has been agreed. RISK: HMS and supporting rent data that is currently held on current HMS system needs to be in place prior to the 31st of March 2026. CHALLENGES: 	CEO / PD SRO S151

	<ul style="list-style-type: none"> - Members indicated that they have been given misinformation regarding the Service Review from housing officers in reporting back to Cabinet. Members asked that this does not happen again. - Agenda review needs to be undertaken with HQN to review best way forward in future HIPB meetings. <p><u>Agenda items below to be deferred to next HIPB.</u></p> <p>Arch Board Membership</p> <ul style="list-style-type: none"> • Verbal update on attendance. <p>Wider Member's Training HQN</p> <ul style="list-style-type: none"> • Update from 11th June 2025. <p>Evidencing operational improvement outputs</p> <ul style="list-style-type: none"> • Proposal for evidencing outputs and achieving desired objectives. • Key measures of success through tenant feedback. <p>Governance & Oversight</p> <ul style="list-style-type: none"> • Cabinet Report 18th June 2025 • Financial Programme Reporting • Corporate Risks (as directed by SMT) <p>Key Performance Indicators (KPI's)</p> <ul style="list-style-type: none"> • Reactive Repairs Performance • Complaints • ASB, Hate Crime & Domestic abuse • Customer service • Tenancies 	
8.	<p>AOB</p> <p>Next meeting 7th Aug 2025</p>	