

## ***Housing Improvement Programme Board Meeting Minutes***

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<b>Meeting:</b>	Housing Improvement Programme Board (HIPB)
<b>Venue:</b>	Committee Room 1 (and hybrid via Teams as required/agreed)
<b>Date:</b>	12 <sup>th</sup> December 2024
<b>Time:</b>	17:00-18:30

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### **Members in Attendance:**

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.

### **Officers in Attendance:**

Angela Hutchings (AH) – Programme Sponsor, Ian Butt (IB) - Programme Senior Responsible Officer (SRO), Damien Ghela (DG) – Programme Director and Resourcing & Partnerships Workstream Lead, Lance Wosko (LW) - Programme Finance Lead, Angela Law (AL) - Assistant Director, Legal & Democratic Services

### **Also in Attendance:**

Lorraine Savill (PM) – Programme Manager, David Randerson (DR) – Tenant Engagement Workstream Lead.

Leigh Donegan (LD) – Housing Admin, Chiara Khan (CK) - Housing, Assets and Compliance

For Info -

***(Cllr WG) – Leaves Meeting 18:00***

No.	Item	Actions
1.	<b>Welcome &amp; Introductions:</b> <ul style="list-style-type: none"> <li>The Chair welcomed everyone to the first official meeting of the Board and asked for introductions</li> <li>The meeting was recorded for note-taking purposes.</li> </ul>	n/a
2.	<b>Declaration of Interests:</b> <ul style="list-style-type: none"> <li>No declarations of interests were made.</li> </ul>	n/a

3	<p><b>Review and signoff of previous actions:</b></p> <ul style="list-style-type: none"> <li>- <b><i>From ‘shadow’ meeting on 4<sup>th</sup> November 2024</i></b></li> <li>- <b>Cllr RL</b> reviewed minutes from the 4th of November 2024 meeting. No amendments needed.</li> <li>- The ongoing work on the Q&amp;A action pending regulatory judgment was noted and the Board requested follow up on the outstanding action.</li> </ul> <p><b><u>Action: DG to follow up on Q&amp;A outstanding action.</u></b></p>	<p><b>DG to action</b></p>
4.	<p><b>Housing Improvement Programme Board (HIPB)</b></p> <p><b>Updated Terms of Reference (ToR) reviewed:</b></p> <ul style="list-style-type: none"> <li>- The Board were advised that as in light of the Regulator’s C4 judgement, the focus must be on health and safety and data integrity. New systems are being considered to support data input and evidence to prove that properties are safe.</li> <li>- The Board discussed their concerns at the rating and the reaction from tenants and the need to increase public visibility beyond the website.</li> <li>- The Board also emphasised regular update to Cabinet, newsletter, and new communication channels to tenants. This is the central part of the communications plan and ensuring that tenants influence the service going forward.</li> <li>- The Terms of Reference (ToR) is incorrect as it states only one Councillor from Cabinet in addition to the Chair, when there are two other Cabinet Members – the Leader and the Deputy leader.</li> </ul> <p><b><u>Actions</u></b></p> <ul style="list-style-type: none"> <li>• <u>DG to update ToR.</u></li> <li>• <u>Comms to lead action for improvement journey approach</u></li> </ul>	<p><b>DG to action</b></p> <p><b>Comms to action</b></p>

5.	<p><b>Housing Improvement Programme Update</b></p> <ul style="list-style-type: none"> <li>- The Board received feedback on the Regulator’s visit and overview of the judgement. The focus is on delivering significant improvements to the health and safety elements and ensuring that properties are safe, with the right programmes for investment in place. Also ensuring that new resources we put in place now can be sustained and are embedded into business as usual.</li> <li>- In terms Resident Engagement Proposal: <ul style="list-style-type: none"> <li>➤ Officers outlined the tenant engagement process, including the formation of a focus group in early January 2025. Efforts will include outreach to a broad spectrum of tenants. Officers are working with Tpas for policy advice, best practices, and training.</li> <li>➤ The Board discussed the needs of all tenants, especially those from Canvey who face accessibility challenges, the need for more consistent tenant communications and involvement, and empowering tenants through information and support.</li> <li>➤ The Board agrees that focus groups and residents' meetings should be held in multiple locations to attract engagement.</li> </ul> </li> </ul> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• <u>DR to continue tenant engagement efforts and update on progress.</u></li> <li>• <u>DR to revise ToR to include engagement signatures.</u></li> </ul>	
6.	<p><b>Housing Regulatory Judgement Update – 12<sup>th</sup> December 2024</b></p> <ul style="list-style-type: none"> <li>- The Board discussed the reference to the police involvement in antisocial behaviour cases and that policies need to be in place to strengthen how the Council deals with ASB cases. This stems from the Regulator’s concerns over data integrity and systems for compliance.</li> </ul> <p><b><u>Action:</u></b> DG to address community engagement in antisocial behaviour policy.</p>	<b>DG to action</b>
7.	<p><b>Key Project Updates</b></p> <p><b>Health &amp; Safety:</b></p> <p>Officers provided the Board with an update on the procurement and contracting for the 360 comprehensive stock assessments on a sample of properties, the upcoming</p>	

	<p>tender for more regular health checks on properties, and the full stock condition survey tender.</p> <p><b>Resourcing:</b> The Board were advised of the appointment of a Project Manager for the HIP, and Project Support Officer.</p> <p>In addition, the Board was advised on progress in the recruitment for the Customer Relations roles, surveyors, and repair staff to support HIP with the aim of having posts filled by the New Year.</p> <p><b>Action:</b> CK to manage health &amp; safety project implementation.</p>	CK to action
8.	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>- The Board noted that there needs to be a change in emphasis in the communication strategy due to the regulator's feedback. The Board discussed the urgent need for improving transparency with tenants and improvement communication, through their contact with the Council, with contractors and more generation through tenants' panels and involvement on this Board.</li> <li>- <b>Action:</b> DG to ensure communication improvements are made following feedback.</li> </ul>	DG to action
9.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>- The Board raised a health &amp; safety concern on Canvey regarding padlocks and flood risks, which officers agreed to investigate and confirmed that the issue will be included in future risk assessments.</li> <li>- The Chair expressed concerns over how long tenders were taking and the risk this posed, plus the impact on the perception of the Regulator and tenants. This was acknowledged, and ways of speeding up the procurement process were being considered within the confines of the regulations and the Council's constitution. Planning and specifications were key. The CEO outlined the 10-month window to demonstrate improvements and the expedited contractor process for momentum.</li> <li>- The Chair made reference to the next report to Cabinet (22<sup>nd</sup> January 2025) and stressed that he wants to be able to report on what has been done.</li> </ul> <p><b>Action:</b> DG to follow up on contractor process to demonstrate progress.</p> <p><b>Risk:</b> Taking service in house</p> <p><b>Decision:</b> Contract &amp; partnership with South Essex Homes to end March 2025</p>	DG to action

10.	<b>Next Meeting</b> <ul style="list-style-type: none"> <li>• <b>Date:</b> 9th January 2025.</li> <li>• <b>Papers to be circulated:</b> No papers will be circulated as will be a risk workshop</li> <li>• <b>Agenda:</b> No Agenda as will be a risk workshop</li> </ul>	
11.	<b>Meeting Adjourned at: 18:30</b>  <b>Actions Summary:</b> <ul style="list-style-type: none"> <li>• DG to provide updates on Q&amp;A and ToR.</li> <li>• DR to continue tenant engagement and revise ToR.</li> <li>• CK to follow up on Health &amp; Safety actions.</li> </ul>	