

Housing Improvement Programme Board Meeting Minutes

Meeting:	Housing Improvement Programme Board (HIPB)
Venue:	Committee Room 1 (and hybrid via Teams as required/agreed)
Date:	28 th May 2026
Time:	16:30-18:00

Member Attendees: Cllr Rob Lillis (Cllr RL) – Chair & Programme Member Sponsor, Cllr Warren Gibson (Cllr WG) – Vice Chair & Deputy Leader of the Council, Cllr Kate Knott (Cllr KK) – Board Member, Cllr Dave Blackwell (Cllr DB) 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, Angela Law (AL) - Monitoring Officer

Guests: Steve Colk (SC) - Interim Head of Housing Technical Services, Linda Curtis (LC) – Compliance Manager, Michael Lerpiniere (ML) - Interim Head of Housing Management, Hannah McNally (HM) – Project Manager, Leigh Donegan (LD) – Administrator, Rebecca Outram (RO) – Policy Officer, Damian Roche (DR) – HQN

Apologies: Cllr Grace Watson (Cllr GW) – Chair of Overview & Scrutiny Committee, Chris Stratford (CS) Programme Director, Lance Wosko (LW) - Section 151 Officer

Ref	Item	Lead
1.	<p>Welcome, Introductions & Declarations of interest</p> <ul style="list-style-type: none"> • Apologies received 	Chair
2.	<p>Housing Improvement Programme update</p> <p><i>Housing Management System update:</i></p> <ul style="list-style-type: none"> • Phase 1 rents system went live on 15 May as planned and is being used by officers. No major issues reported. • Phase 2 mobilisation of other modules has commenced. • Adverts for future internal MRI project team are live and close 31 May. Number of strong applications received to date. Interviews to take place for roles in June. • There are currently 2 officers with system admin access with more officers to be identified. <p><i>Resident Engagement update:</i></p> <ul style="list-style-type: none"> • The campaign to recruit to the groups/panels within the approved Influence and Engagement Framework commenced on 5 May. The campaign will close on 29 May. • To date, 9 applications have been received: 5 from Sheltered Housing tenants and 4 from General Needs tenants. • Shortlisting and interviews will take place on 10 June for the Tenant & Leaseholder Panel. • Tpas will attend June HIPB once appointments to groups/panels have been completed to provide more details on next steps to fully embed the tenant voice into service delivery. • The first scrutiny task and finish exercise will be focusing on complaints. Tenants who have experienced the Council’s housing complaints process in the past 12 months have been approached to take part. 	

Q4 Complaints report:

- A total of 37 complaints were received during the Q4 period.
- The volume of complaints remained broadly consistent throughout 25-26.
- Fewer complaints were escalated to Stage 2 during Q4.
- Of 1,462 repairs that were raised during Q4, 23 Stage 1 complaints were raised. 98.5% of repairs raised during Q4 did not result in a complaint.
- There were 3 complaints that progressed to Stage 2 in Q4. All 3 complaints escalated to Stage 2 were in relation to Housing Options.

- Following April HIPB, a Housing Ombudsman case determination was received. This comprehensive report was shared with members of the HIPB alongside a lessons learned report from the Housing customer service team detailing service improvement implemented as a result of this determination. These include complaint handling training for all Housing staff and improved communication standards.

DECISION: HIPB agree to accept complaints KPIs 2 months in arrears going forward to better align with complaints response dates and ensure data is accurately reported. April's complaints KPIs will be reported to June HIPB.

ALL

Compliance update:

- T Brown Group commenced contract for heating and gas on 1 June.
- Following report in significant drop in Water Risk Assessment compliance in April, inspections have commenced at pace. Four inspections remain outstanding. No high-risk actions have been identified.
- As a result of these inspections, the number of future Water Risk Assessments required has reduced to 9.
- The warden call installation is continuing.
- Of the outstanding CAT 1 HHSRS actions there are no life-threatening items.

ACTION: update wording on HIPB work plan for damp and mould KPIs for better clarity on inspections outstanding, to understand % complies with Awaab's Law.

HM/LC

Programme update:

- RSH pleased at pace CPBC has progressed to C3.
- The central tenet of HIPB will now be the journey to C2.
- Key considerations for C2 are staffing, skills and expertise and governance. Any new governance arrangements required as a result of the critical journey to C2 will be approved by HIPB.
- Budget approval for continuation of core HIP project team will be presented for approval of Cabinet in July.

25/26 TSM results update:

- Final report shared with HIPB. Results to be shared with tenants and leaseholders in next edition of Your Housing and published on website.
- Deadline for submission to the Regulator of Social Housing is 30 June 2026.

ACTION: notify HIPB members when 25/26 TSM submission has been made.

RO

	<p><i>Renters Rights Act (RRA) update:</i></p> <ul style="list-style-type: none"> • There is minimal impact on social housing tenancies as CPBC only uses secure tenancies. • The RRA does affect PSL (Private Sector Leasing) used for those we've accepted a duty to house, temporary accommodation provided by private sector landlords. An action plan has been drafted and is being progressed by Strategic Housing Services, working collaboratively with colleagues in Environmental Health Private Sector landlords. • Housing teams are reviewing, in consultation with tenants, the current Council Housing Pet Policy considering the pet permissions in the RRA. • Information on the RRA has been published on the Council website. • Housing Options and Homelessness Prevention officers have had training on the RRA so they are aware of the most recent legislation and can advise tenants accordingly. 	
4.	<p>AOB</p> <ul style="list-style-type: none"> • Cllr WG thanked those present, particularly the Chair, on achieving C3 and expressed confidence in ability to move to C2. • Cllr DB voiced concerns about the numbers of outstanding voids. SC provided a brief overview on why certain properties remain void, mainly due to financial viability to bring the properties to Decent Homes Standard. <p>ACTION: to discuss future reporting to HIPB to ensure ability to deep dive into subjects such as voids at future meetings.</p> <p>Next meeting: 25th June 2026</p>	<p>Chair, AH, CS, HM</p> <p>ALL</p>