

Housing Improvement Programme Board Meeting

Agenda

Meeting:	Housing Improvement Programme Board (HIPB)
Venue:	Committee Room 1 (and hybrid via Teams as required/agreed)
Date:	21 st Oct 2025
Time:	17:00-18:30

Member Attendees: Cllr Kate Knott (Cllr KK) – Chair & Board Member, Cllr Rob Lillis (Cllr RL) – Chair & Programme Member Sponsor (Online), 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

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 McNally (HM) – Assistant Project Manager, Leigh Donegan (LD) – Administrator, Rebecca Outram (RO) – Policy Officer, Damian Roche (DR) - HQN

Apologies: Cllr Jamie Huntman (Cllr JH) – Board Member, Angela Law (AL) - Monitoring Officer

Ref	Item	Lead
1.	<p>Welcome, Introductions & Declarations of interest</p> <ul style="list-style-type: none"> - Apologies received. - The meeting was recorded for note taking purposes. - No declarations of interest were made. 	Chair
2.	<p>HQN Board Challenge & Feedback <i>Critical friend Damian Roche (HQN) runs through the 2nd quarterly report.</i></p> <ul style="list-style-type: none"> - HQN stated ‘Superb Compliance actions’ and positive external assessment of progress. - As it stands, the Housing Improvement Programme is on track with both comprehensive member and third-party oversight. - HQN supports the development of a streamlined plan supporting existing HIP reporting. - Recommend putting evidence of actions completed into a SharePoint site. - Discussion on how to further engage tenants and Council websites. Assurance that a new website is already in hand. 	HM
3.	<p>TSM Survey 2025/2026 [standing item] <i>Review of TSM’s and current statistics by Rebecca Outram.</i></p>	

	<ul style="list-style-type: none"> - Discussion on what the results tell us and what we will do moving forward. Moving forward will be to analyze gender with EQIA on ASB. - Cultural away day for employees to shift culture and engage with training. - Members understand that until the introduction of the new Housing Management System, Castle Point was not effectively managing complaints. <p>ACTION: RO to contact the Learning & Development team for employee training.</p> <p>ACTION: To introduce Castle Point success stories into the next Housing newsletter.</p> <p>DECISION: ASB needs to be a 'standalone' item and not related to Council Housing.</p>	<p>RO</p> <p>RO</p>
<p>4.</p>	<p>Health & Safety compliance [standing item] <i>Run through compliance with Steve Colk.</i></p> <ul style="list-style-type: none"> - Still on track with health and safety compliance. - SC clarifies that all stock condition surveys will be completed by the end of November 2025. - Cllr RL thanks the team and contractors for handling damp and mold since the inception of the new policy. 	
<p>5.</p>	<p>Housing Improvement Programme - Strategic Delivery Phase <i>Chris Stratford introduces the strategic plan to Members.</i></p> <ul style="list-style-type: none"> - Formal overview of our improvement journey from initial root cause analysis in January 2025, reflecting on objectives and methodology required to achieve desired improvements. - HM introduces the Service Improvement Plan. Will be embedded into current reporting methodology from November 2025. - Discussion on Voluntary Undertaking and mock inspection. - Cllrs WG, KK & RL are not confident we are in a sustainable position to continue delivery once HIP is completed currently. - HIPB to decide when to commence mock inspection. - The decision was taken not to go ahead with voluntary undertaking presently. Further discussions with RSH required to understand milestones. <p>ACTION: HQN to introduce Chair and Vice Chair to Council members that have recently come out of Voluntary Undertaking.</p>	<p>HQN/DR</p>
<p>6.</p>	<p>AOB</p>	

	<p>ACTION: To add programme risks as an agenda item at the next HIPB meeting.</p> <p>Next meeting: 27th November 2025</p>	HM
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