

Housing Improvement Programme Board Meeting Minutes

Meeting: Housing Improvement Programme Board (HIPB)
Venue: Committee Room 1 (and hybrid via Teams as required/agreed)
Date: 7th August 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 Jamie Huntman (Cllr H) – 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 (SC) Programme Director, Steve Colk (SC) - Interim Head of Housing Technical Services, Hannah Mcnally (HM) – Assistant Project Manager, Leigh Donegan (LD) – Administrator, Linda Curtis (LC) – Compliance Manager, Rebecca Outram (RO) – Policy Officer, Emma Gilpin (EG) – Tpas, Ellie Darling (ED) – Tpas

Apologies: Damien Roche (DR) - HQN, Cllr Warren Gibson (Cllr WG) – Deputy Leader of the Council and Board Member

Ref	Item	Lead
1.	Welcome & Introductions <ul style="list-style-type: none"> The meeting was recorded for note taking purposes. 	Chair
2.	Declaration of Interests <ul style="list-style-type: none"> No declarations of interest were made. 	Chair
3.	Tenant engagement – via Teams <ul style="list-style-type: none"> Emma Gilpin and Ellie Darling from Tpas presented recommendations for implementation of tenant engagement framework including process and timeline. Board members expressed some disappointment at some of the findings mentioned in the presentation, pertaining to low levels of staff engagement. <ul style="list-style-type: none"> ACTION: HM to send over Engineering Report to members. ACTION: Date to be scheduled for next Tpas visit to the Board before the end of 2025. ACTION: Subject to procurement process, implement a robust process to introduce tenant representative to the HIPB by October 2025. 	HM HM Tpas
4.	TSM Survey 2025/2026 <ul style="list-style-type: none"> Tenant Satisfaction Measures (TSM) survey 25/26 is proposed to take place across two waves of delivery: 	

	<p>Wave 1:</p> <ul style="list-style-type: none"> - Online starts: 15 September 2025 - Telephone starts: 22 September 2025 - Fieldwork ends: 4 October 2025 - Report: 24 October 2025 <p>Wave 2:</p> <ul style="list-style-type: none"> - Fieldwork: 9–28 March 2026 - Report: 17 April 2026 <ul style="list-style-type: none"> • ACTION: All HIPB members to review TSM questionnaire and report any changes to DG by 17th August 2025. • ACTION: Acuity process for 2025/2026 fieldwork to be sent to members. • ACTION: DG and DR to share process for how Council tenants are identified from responses to online surveys. 	<p>ALL</p> <p>DG</p> <p>DG/DR</p>
5.	<p>MHCLG Upcoming Consultations</p> <ul style="list-style-type: none"> - IB confirmed that a report on upcoming consultation responses will be presented at the September Cabinet. • ACTION: IB to send consultation summary to members. • ACTION: IB requested upcoming consultations is kept as standing item for future HIPB meetings. 	<p>IB</p> <p>IB</p>
6.	<p>Housing Improvement Programme update</p> <ul style="list-style-type: none"> - Reviewed red RAG rated programme items. HM advised that five milestones relating to health and safety policies reported in HIPB pack have now been closed. - RO confirmed that dates for consultation focus groups with strategic partners on specific policies taking place on the 12th and 27th August 2025. - CS confirmed that strategic plan, gap analysis and improvement plan will be shared with HIPB members at September's Board. - SC confirmed that a paper on procuring technical services contracts will be presented at September Cabinet. • ACTION: For future reporting, full names are to be used alongside abbreviations. 	<p>HIPT</p>
7.	<p>Arch Board Membership</p> <ul style="list-style-type: none"> - Verbal update on attendance 	
8.	<p>AOB</p> <ul style="list-style-type: none"> - Run through positive outcomes from HIP, including: <ul style="list-style-type: none"> ○ Welcome boxes from MCP. ○ Resident safety information leaflet. 	

	<ul style="list-style-type: none"> ○ New maintenance initiatives for kitchens, bathrooms and wet rooms offering advanced resident choice and providing significant budget savings for the future. ● ACTION: To accept apologies from Cllr Huntsman for next month's HIPB. <p>Next meeting: 25th September 2025</p>	HM
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