

Housing Improvement Programme Board Meeting

Minutes

Meeting:	Housing Improvement Programme Board (HIPB)
Venue:	Committee Room 1 (and hybrid via Teams as required/agreed)
Date:	27 th November 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, Cllr Jamie Huntman (Cllr JH) – 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

Guests: Chris Stratford (CS) Programme Director, Linda Curtis (LC) – Compliance Manager, Michael Lerpiniere (ML) - Interim Head of Housing Management, Hannah McInally (HM) – Project Manager, Leigh Donegan (LD) – Administrator, Rebecca Outram (RO) – Policy Officer, Fatima Bagam (FB) – HMS Project Manager, Damien Roche (DR) - HQN

Apologies: Steve Colk (SC) – Interim Assistant Director of Housing Assets, Harvinder Parhar (HP) - Interim Head of Strategic Housing Services

Ref	Item	Lead
1.	Welcome, Introductions & Declarations of interest <ul style="list-style-type: none"> • Apologies received. • The meeting was recorded for note taking purposes. • No declarations of interest were made. 	Chair
2.	Housing Complaints Performance <ul style="list-style-type: none"> • The increase in Stage 2 complaints for Q2 this year demonstrates an improvement in accessibility of the service and engagement from tenants, however further analysis of themes of escalation of complaints from Stage 1 to Stage 2 is required going forward. • Support process for managing Stage 1 complaints has been introduced through Safety Culture to ensure cross-team visibility. • Clarification made that whilst complaints about the repairs service remain high, over 98% of repairs completed did not result in a complaint being made. • Following a question raised, clarification was made regarding the process of complaints received by the Housing Ombudsman. Confirmed that for a complaint to be considered by the Housing Ombudsman the complaint must have gone through the internal Stage 1 and Stage 2 process. CPBC currently has 1 maladministration case upheld in the year. • For high level cases, a Single Point of Contact (SPOC) system has been introduced to manage correspondence. • HQN critical friend expressed positive improvement in CPBC response to complaints with learning identified. Recommendation that the identified learning is actioned by a lead officer. 	

	<ul style="list-style-type: none"> Functionality for complaints integration within the new Housing Management System (HMS) has been procured and will be embedded within contracts as the HMS project continues. <p>ACTION: Future complaints reporting to detail an action plan for identified areas of learning with lead officer specified.</p> <p>ACTION: Share complaints performance in future housing newsletters.</p>	<p>ML</p> <p>ML</p>
3.	<p>Health & Safety Compliance [standing item]</p> <ul style="list-style-type: none"> On track with compliance position. FRA and water remedial works have been scoped, budgeted, and planned. Awaiting MCP Plus contract renewal to commence. Clarification made that some FRA remedial actions have been completed and some delays occurred due to verification and MCP issues. Actions will not be marked as complete until evidence has been provided. Stock condition survey programme ongoing with approximately 910 properties surveyed. Confirmation given that stock condition surveys completed to date are enough to commence planning for business priorities with a good degree of certainty. <p>ACTION: Print hard copies of compliance dashboard for future meetings.</p>	<p>LD</p>
4.	<p>Housing Improvement Programme update</p> <ul style="list-style-type: none"> Seven policies currently live within service delivery but monitoring actions tracking these policies have not been marked as complete due to them not being available for residents during the CRM integration. Regulator has been made aware of the situation. Tpas have been procured to develop a delivery plan for implementing our tenant engagement framework. A proposed timeline will be reported to HIPB for approval in January 2026. Finance lead confirmed HIP resources have been extended to end of March 2026. Agency costs will begin to reduce as permanent roles begin to be filled. Confirmation that the HRA accountant has been redoing the 30-year business plan and outputs from stock condition surveys are now to begin to be implemented into planning. Introduced updated Allocation Policy. Campbell Tickell policy introduction and overview meeting for all HIPB members arranged. <p>ACTION: Finance lead to provide narrative alongside figures on finance update variances going forward.</p>	<p>LW</p>
5.	<p>Risks & Issues update</p> <ul style="list-style-type: none"> Proposed risk IR-056 Housing Management System to be escalated to Corporate Risk Register due to significant data cleanse required and hard stop date for support of current system. 	<p>CS/FB</p>

	<p>DECISION: Escalation of programme risk IR-056 Housing Management System to Senior Leadership Team for consideration of escalation to Corporate Risk Register.</p> <p>DECISION: Escalation of programme risk IR-089 Repairs & Maintenance Contract to Senior Leadership Team for consideration of escalation to Corporate Risk Register.</p> <p>ACTION: AH and IB to discuss corporate risk PPL-003 Fire Safety – Wrackell Court. Specific actions relating to Wrackell Court can be deescalated by Fire Safety risk remaining open.</p>	<p>IB</p> <p>IB</p> <p>AH/IB</p>
6.	<p>AOB</p> <p>ACTION: Invitation to future HIPB meetings to be extended to Chair of Overview & Scrutiny Committee, Cllr Grace Watson.</p> <ul style="list-style-type: none"> Next meeting: 18th December 2025 	<p>LD</p>