

Housing Improvement Board – 13.08.2026

HOUSING IMPROVEMENT BOARD (HIB)**MEETING MINUTES 13.08.2026****Present**

- Vanessa Smith, VS (Councillor, Portfolio Holder for Housing)
- Rachel Shaw, RS (Interim Director of Housing, Environmental Health and Communities)
- Zulf Darr, ZD (Chief Executive)
- Emma Georgiou, EG (Assistant Director of Environment)
- Andy Culshaw (Change Delivery Manager)
- Stuart Tyler, ST (Tenant representative)
- Kim Dawson, KD (Housing Services & Strategy Manager)
- Clare Goodall, CL (Senior Solicitor)
- Richard Fletcher, RF (Democratic Services & Complaints Officer)

Apologies:

- Darren Ibell, DI (Assistant Director of Asset Management)
- Martin Paine, MP (Interim Deputy Chief Executive)
- April Hatcher, AH (Engagement Manager)
- Tuesday Hanley, TH (Head of Health, Safety, Compliance and Emergency Planning)
- Razina Ayoub, RA (Head of Legal Services)
- Patrisha Clay, PC (Tenant representative)

No	Item	Lead
2	<u>Open actions from previous meeting / minutes of the previous meeting</u> Total Mobile (TM) • AC confirmed that TM have provided two project plans. One very detailed (and internally focussed) and one high level (plan on a page). • In summary: workshops are continuing, with a few more scheduled this month; Academy Build sessions will train staff to configure specific modules; further training and User Acceptance Testing (UAT) will take place in December; and launch prior to the new financial year is the goal. Complaints performance report • AC updated that he is working with Arron on the quarterly report, which will be brought forward to next month. RS noted a meeting had been held on this. KD said she had not been involved in those meetings and suggested one meeting should involve everybody, noting that different people are currently producing the same reports, including those going to GMT and Cabinet.	ZD/All

	ACTION: Review ongoing involvement in meetings and reports regarding complaints and who is responsible (RS) FRA anniversary report to GMT - EG confirmed she had picked this up with TH. RS said this action can now come off the list, as the team is proceeding as required. Complete. Tap / water butt / hosepipe communication - Confirmed this will be communicated as an article in the tenants' magazine, as previously agreed. Equalities Working Group (resident participation) - RS updated that the internal working group is managed by HR, with the disability forum being looked at for participation. After the summer holidays, Comms will be relaunching the group and will contact KD and AH to discuss. Numbers on the forum had dwindled, though residents remain interested. Action to come off the list.	
3	<u>Compliance updates: Review and scrutiny of the Safety Performance Report</u> - It was noted by VS that some of the KPIs in the report do not have a RAG. AC explained that the measures with a RAG are the ones to focus on. FRA - AC noted two fire risk assessments (FRAs) had not been completed. A question was asked by VS as to why these had been missed. Following discussion and reflection on anniversary dates, it was agreed the FRA assessor should stick to anniversary dates. Unfortunately the reflection period meant that 2 anniversary dates were missed. The two are booked in, with 39 remaining to complete this year; anniversary dates will continue to be met. - To help avoid duplication of actions, one option raised was setting up a monthly meeting with Savills. All actions are being logged into Risk Hub to maintain an audit trail; as Savills carried out the last assessment and are completing the current round. Notes will be added within the system to reflect this. - Numbers are expected to rise slightly as a result of the new round of FRAs. - FRA overdue actions have dropped to 51, a significant reduction, although more are at risk of becoming overdue. DI's team are monitoring these and holding regular meetings with contractors. AC explained that an earlier	All

	reference to 'cladding' in a previous report should have read External Wall Construction. • Workplans have been sent to the Regulator detailing the order of rollout. ACTION: • Include the fire workplans in the report to the next HIB meeting. (DI/AC) • Monthly meeting with FRA Assessor to be established (DI) • A review of the 2024 Firntec data is also being reviewed to ensure that all historic actions have been addressed • ZD, noting Capital Works sits on the client side, asked which elements of contractor performance are / are not working and raised concern about the upcoming spike in actions at risk of becoming overdue. RS responded that one advantage of the restructure is that compliance will sit under the new compliance team, allowing Capital Works to focus on ensuring work is actually delivered. • VS echoed ZD's comments that, although good progress has been made, momentum needs to be maintained. AC noted a lesson learned around the need for regular review and refresh of workplans. • A question was asked as to whether it is known how many actions a contractor can realistically deliver. ACTION: Provide a report to the next HIB meeting with a detailed overview of contractor performance (DI) Changes to use of Warrant (Gas) • RS stated that Gas servicing arrangements are set to change significantly from a legality viewpoint. The Council has previously relied on warrants for access; new guidance means warrants can no longer be used, and an injunction route must be used instead. A warrant can typically be obtained within a few days via court, whereas an injunction can take several months, though a lifetime injunction can be secured for a property. This reflects updated guidance to judges and courts, which previously relied on case law; courts are now being advised not to issue warrants. • The Board was asked to consider the underlying reasons for non-access. Damp and Mould	
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	- Cases are down 50%; technical/admin support has been utilised and the team is in a better position. As at the latest figures, D&M cases outstanding stood at 64, with the number outstanding over 12 weeks down to 20. - A question was asked by KD as to whether the scope of Awaab's Law will be expanded to include this report. AC stated this will be picked up as part of the Damp and Mould review later in the meeting. Asbestos dip-test information - EG gave an overview of the report. Results were not positive: of 10 properties tested, 9 were found to be inconsistent, with only 1 consistent. - ST questioned whether a set procedure exists to manage this area. - RS stated that the results are disappointing, though this is the reason the dip-test was requested; that current processes are not working (cloned data); and that the Board had previously been told old reports had been deleted, which had clearly not happened. Frustration was expressed at how long this had taken to come to light. It was agreed HIB's role is to provide this oversight and scrutiny, and that the officer and working group will discuss further outside the meeting. ACTION: Form a working group of key officers to resolve this issue and report back through HIB. Priority for DI in his first week back (EG) Compliance non-access - RS had covered most elements of this earlier in the meeting (see Changes to use of Warrant, above). In addition, Iqra has set up a monthly meeting to coordinate non-access issues across the various work streams (e.g. Gas / EICR / Stock Con) - Tenant vulnerability is being considered within the monthly meeting. Teams are requested to check for vulnerabilities prior to legal escalation. Where potential vulnerabilities are identified, Legal will pause action and colleagues work with the tenant.	
4	<u>Review of the revised Service Improvement Plan (SIP)</u> - AC presented the redesigned plan, which amalgamates actions from 25 down to 18, ranked in order of priority (Compliance / Insight and Inclusion). - A review meeting is scheduled with senior management to review progress of the plan (09/09/2026); members were encouraged to review the revised plan and feed back to AC directly. - The plan has been mapped against the regulator's requirements and is structured similarly to the Tenant Satisfaction Measures. Fire safety was identified as a top priority (1a, 1b, 1c) and could be combined together alongside Insight and Inclusion. A meeting with the regulator is scheduled for Friday, at which feedback will be received.	AC/All

5	<u>Discussion points</u> Insight and Inclusion plan • KD shared the detailed plan with HIB. A new Data Officer has been recruited. The team continues to identify what needs to be completed, with a focus on future-proofing the Council's ability to collect data; inductions and training are planned. • ZD asked how many tenants require contact. • KD stated around 1,000 records remain to be completed out of just over 4,000 tenants. • The importance of building tenant trust that data will not be misused was highlighted; the regulator had previously raised concerns regarding diversity data, so progress on the plan was welcomed. Quick wins will be presented back to tenants to demonstrate effective use of data. Update on the D&M review • AC summarised the team's current work, with a comprehensive report due in September. This is being combined with input from RF and Democratic Services, to consider how it can have a positive impact re complaints. • A more robust complaints methodology is being developed to capture the root cause behind themes and identify actions; the D&M team is analysing areas, trends and patterns to inform next steps. • James has developed a process document, aligned with Council policy, setting out the steps to follow when a case of damp and mould is reported; customer service officers will be able to use a script when a tenant contacts the Council. Where a tenant is not making use of heating, a referral will be made to Financial Inclusion. • Further information will be provided in September. • A question was raised by KD regarding the draft script, specifically protected characteristics. • AC stated that the draft scripts will be shared with key stakeholders for verification. ACTION: D&M scripts to be shared for review. (AC) • The Board asked to see, at future meetings, the actions and progress made; a breakdown of cases by category and those being dealt with by contractors; assurance of compliance with Awaab's Law; and the number of emergency/significant hazards. This is part of what Bradley Amies is helping with regarding the Tracker. ACTION: provide an update on the tracker and share the level of detail requested (AC)	KD/AC /All
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	Lessons learned / root cause exercise A couple more interviews remain to be completed; these will be shared with RS. The report will be brought to a future HIB meeting.	
6	<u>Housing Influence Panel (HIP) feedback: review of the submitted report</u> - ST gave an overview of the report - RS thanked ST for the clear report and the actions highlighted - AC noted the clarity on the performance information HIP are requesting.	ST/KD
7	<u>AOB</u> AC proposed bringing back Chris Lambert (external consultant), who has worked with the team previously. This is to provide additional assurance and challenge, especially during the transition to the new compliance restructure. The Board agreed.	All
8	<u>Private and confidential matters</u> None recorded.	

Date of next meeting: 17.09.2026

ACTION TABLE

<u>Agenda Item</u>	<u>Action</u>	<u>Responsible</u>	<u>Deadline</u>
Complaints	Review ongoing involvement in meetings and reports regarding complaints and who is responsible	RS	17.09.2026
Compliance (FRA)	Include the fire workplans in the report to the next HIB meeting.	DI/AC	17.09.2026
Compliance	Monthly meeting with FRA Assessor to be established	DI	17.09.2026
Compliance (Fire)	Provide a detailed overview of contractor performance	DI	17.09.2026
Compliance (Asbestos)	Form a working group of key officers to resolve asbestos data/process issues and report back through HIB.	EG	Priority: first week back from DI leave
Compliance (D&M)	D&M scripts to be shared for review	AC	17.09.2026
Compliance (D&M)	provide an update on the tracker and share the level of detail requested	AC	17.09.2026

Compliance	RS to liaise with Full Council regarding the option to receive training on Regulator and H&S responsibilities (strengthening scrutiny)	RS	17.09.2026
Complaints	AC to review complaints performance report options and report back to next meeting	AC	17.09.2026
HIP	AH to communicate Tap / Water Butt / hosepipe clarification via (e.g.) the tenants' magazine (once clarification received)	AH	17.09.2026
Compliance	DI to provide GMT report re: AICO pilot and funding	DI	17.09.2026
SME	To send closure report to March HIB.	CL	Complete
Compliance	Communication message re: staff / data quality - information being in the right place.	RS	Complete
Compliance	Tenant Data Project Update	RS	Complete
	AC to Include Damp and Mould update	AC	Complete
HIP	To collaborate with the new member, train and invite to observe the board in March, and become a full member in April.	AH	Complete
HIP	For GMT to attend a future Housing Influence Panel to meet the member	GMT	Complete
	AC to liaise with Milan re: options for D&M policy approval	AC	Complete
Compliance	AC to share contractor run rates and continue to develop graph in FRA report	AC	On-going
HIP	Create a 1-page summary of HIB for HIP members going forward.	AH	On-going
Service Improvement Plan	To share updates and plans for Service Improvement Plan at the next Housing Improvement Board	AC	On-going
Compliance	Review the refreshed RAs (when available)	SK	BAU
Compliance	Provide a full breakdown of the overdue FRA actions for review at the May HIB.	DI / AC	On-going
Compliance	Action: AC to develop FRA mitigation plan following the management meeting on the 18 th March)	AC	11.06.2026

Compliance	DI to pause introducing external resource and review viability of internal capacity first	DI	11.06.2026
Compliance	DI to provide full asbestos report for next meeting.	DI	10.06.2026
Compliance	AC to provide a monthly appendix summarising overdue actions and trends.	AC	10.06.2026
D&M	AC to report back next month on Damp & Mould stock volumes and case assurance	AC	10.06.2026
Compliance	TH to share a report of Asbestos (similar format to other compliance reports) – Q4	TH	11.06.2026
Compliance	DI / team to coordinate non-access with Matt Yates and legal team	DI / Team	On-going
Compliance	RS to liaise with Iqra re: clarity on a simultaneous approach to injunction / tenancy breach	RS	11.06.2026
Compliance	report back next month on Damp & Mould stock volumes and case assurance.	AC	11.06.2026
Compliance	DI to share portal re: AICO pilot	DI	11.06.2026
Compliance	DI to provide full asbestos report for next meeting.	DI	11.06.2026
Complaints	AC to review performance report options and report back at next meeting.	AC	11.06.2026
Compliance	AC to liaise with SK and RA to arrange the non-access meeting	AC	13.08.2026
Compliance	DI to share details of Yew-Tree roof	DI	9.07.2026
Compliance	DI to share / present portal re: AICO pilot to tenants at a separate meeting	DI	13.08.2026
Compliance	RS to liaise with Iqra re: clarity on a simultaneous approach to injunction/tenancy breach	RS	13/08/2026
Total Mobile	Provide update on the forward plan re: Total Mobile	AC	11.06.2026

Compliance	EG to liaise with TH re: suggested amendments to the Asbestos dip-test report	EG	9.07.2026
Compliance	EG to arrange a meeting to review Alpha Tracker and refresh the draft dip-test information.	EG	13.08.2026
Compliance	EG to liaise with TH about timing of report to GMT on FRA anniversaries.	EG	13.08.2026
Compliance	VS asked that a draft report on Damp and Mould is brought to August HIB to update members on how this is progressing, get feedback on this to feed into the September report.	AC	13.08.2026
HIP	RS to pick up the resident participation in the Equalities Working Group with Faye Jenkins.	RS	13.08.2026
HIB	AC to share these questions (root cause analysis) with RS and tenant representatives before forming these into a report for the RSH for September.	AC	13.08.2026