

Minutes



Nottingham
City Council

Housing
Services

Housing Assurance Board

Minutes of the meeting held on **30th January** at 6pm via Microsoft Teams.

ATTENDEES

BM- Board Member

Tanaiya Daniel (Chair), Anne Dean (acting as Vice -Chair), Marie Smith (BM), Victor Haven (BM), Linda Chamberlain (BM), Geraldine Chesta (BM), Kudzai Muganhiri (BM), Bereket Amaha (BM), Lutfy Jorban (BM), Cllr Jay Hayes (Executive Member for Housing), Mark Lowe (Head of Housing & Regeneration), Sharon Guest (Interim Director for Housing), Anthony Dixon (Head of Supported Living), Andy Shone (Business Improvement and Performance Manager), Alison Brown (Director of Property Services), Lisa Dawkins (Head of Involvement), Cherrelle Daniel (Tenant Involvement Project Manager)

APOLOGIES

Apologies from Jayati Bhattacharjee (BM), Chereece Jenkins (BM), Jessica Moyo (BM), Darrell Smith (Assistant Director of Property Services)

| Item No. | Item Detail | Actions | Action Completion Date |
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| 1 | Welcome & Introductions | | |
| 2 | Attendance and Apologies for Absence Attendance and apologies as noted above. | | |
| 3 | Declaration of interest – None | | |
| 4 | Previous Minutes and Actions The Chair approved the minutes for the meeting on 24 th November as a correct record. 1) The Chair requested Repairs performance data to be made available for the next meeting. Data has previously been unavailable against performance measures and KPIs for this area. | | 30/1/ |

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| | <p>2) Clarity on Housing Patch Managers and their roles and visibility.</p> <p>3) The board has requested data on the proportion of tenants asked, who were dissatisfied following TSMs.</p> <p>4) The board has requested to have feedback around concerns raised about tenants being asked to sign when works aren't complete and request an update on this, they would like to know how satisfied are NCCHS that there are no repairs outstanding against completed works form. Also concerns raised around Damp and Mould.</p> <p>5) The board have raised issues with submitting online repairs when the repair isn't listed.</p> <p>6) Cllr Hayes, the Executive Member for Housing, has suggested a separate meeting for a deep-dive into the new IT system for Repairs and see the back-end processes for this. The Board are very keen to arrange this. – we will plan this in.</p> | <p>AB</p> | <p>Review will be presented to board at the meeting in March.</p> <p>30/1</p> <p>30/1</p> <p>30/1</p> <p>Session will be planned in for the board - TBC</p> |
| 5 | <p>RSH - Regulatory Judgement and Key Findings – (Mark Lowe)</p> <ul style="list-style-type: none"> • A recent inspection of social housing resulted in a C3 rating, identifying serious weaknesses that require improvement <p>Key findings include:</p> <ul style="list-style-type: none"> • Stock Condition Surveys: Despite live data availability, a comprehensive survey is being commissioned to address gaps. • Repairs Backlog: Significant financial resources have been allocated to tackle overdue repairs. • Gas Safety Procedures: Improvements are underway in gas capping procedures and access issues. • Tenant Satisfaction: Repairs remain a key issue contributing to low tenant satisfaction. • Tenant Involvement: While involvement activities were observed, better impact measurement is required. | | |

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| | <ul style="list-style-type: none"> • Aids and Adaptations: Concerns were raised regarding process efficiency. • Data Utilisation: Positive feedback was received on tenancy management and anti-social behaviour handling. It was noted that we hold a lot of data on our tenants, but we need to work to improve on the way we use that data to deliver a more tailored service. <p><u>Improvement Plan</u></p> <ul style="list-style-type: none"> • A £20 million investment aims to improve frontline services, including: • 25,000 council properties will undergo stock survey over 18 months. • Workforce Expansion: Hiring more skilled tradespeople and working with contractors to tackle outstanding repairs. • IT System Upgrade: A new repairs system will enhance communication and tenant feedback. • Damp & Mould: A specialist team employed to address these issues. • Maintenance Projects: Improvements planned for high-rise living projects such as the window scheme at Victoria centre. • Service Restructuring: Enhancing responsiveness to tenant feedback. <p><u>Regulatory Oversight and Reassessment</u></p> <ul style="list-style-type: none"> • It was recognised that significant improvements need to be made and we putting things in place to address those areas of weakness. • Discussions with the regulatory body on our progress are ongoing. Regular updates will be provided. • A reassessment is expected within 6–12 months. | | |
| 6 | <p>Vulnerable Persons Policy – (Sharon Guest)</p> <ul style="list-style-type: none"> • The policy aims to inform tenants how we collect and use data that we have on our tenants vulnerabilities, to provide tailored housing services, ensuring: • Equitable access to services for vulnerable tenants. • Risk management in fire safety, health, and overall well-being. • Collaborative support with partner agencies. • Focus on financial hardship, inclusivity, accessibility, and tenant engagement. • Clearer roles and responsibilities for frontline teams ,including Patch Managers. | | |

- A trust-building campaign is proposed to enhance tenant engagement, and to encourage tenants to contact us to inform us of their vulnerabilities so we can ensure we are providing a service that meets their needs
- Customer service, repair, and gas safety teams already collect data during interactions with tenants.
- Efforts will focus on reaching those who are difficult to contact and reluctant to provide information.
- It was transparent in stating that no formal with consultation had been done with tenants on the policy but much of the content was formed by the data and insight already held through various interactions with tenants and partner agencies.

Board's Recommendations:

- The policy was a clear and comprehensive document and inclusive, with several positive aspects such as the multi-agency approach and attention to communication needs. There were concerns about the implementation on the ground. Specifically, there is no clear guidance on how this policy will be communicated to existing residents and internal staff
- Data Relevance: Questions on the currency and accuracy of vulnerability data and whether further consultation is needed. Whilst the board members appreciate that the existing data and insight had formed much of the content of the policy, they expressed that it would be helpful to understand where that data has come from - what the source is and how relevant it is. If this information was available, the board would be able to make a clearer decision on whether they felt that further consultation with tenants was needed.
- The board raised concerns that this may be a reactive policy to address the gap of not currently having one in place, and again the lack of consultation was highlighted. Regarding the Equality group/individual, many of the mitigation approaches seem more reactive rather than proactive.
- It was noted by the board that there are challenges for the organisation in encouraging tenants to share sensitive information.
- The presenter suggested methods including census surveys, questionnaires, and service interactions as part of a wider campaign were discussed to try and capture this type of sensitive data.
- The board wanted assurance on timely updates of vulnerability data when collected by staff, which was acknowledged that this remains a challenge. It was

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| | <p>recognised by the presenter that Training and support are needed for colleagues to use information without stigmatizing tenants or limiting autonomy and to ensure that all colleagues collect data at every point of contact with our tenants. The organisation acknowledges that the data on vulnerabilities will not always be up to date.</p> <ul style="list-style-type: none"> • Board raised query about the support agencies currently partnered with and frequency of referring to the EIA . The response was that it was acknowledge that the EIA would be updated alongside any changes or reviews made to the policy. • Board members asked for clarity on keeping vulnerable tenants informed of repair delays or appointment changes. In response to this - it was mentioned that a new IT system is being installed to improve repair tracking efficiency.The system will provide better data on repair timings, completion status, and outcomes – implemented over next months. • The board raised concerns about safeguarding and data collection. In response, it was acknowledged that a separate policy exists for these areas, which will inform this policy. However, this policy specifically focuses on vulnerabilities, with careful consideration to avoid overlap. The presenter agreed to review the policy to ensure clarity and alignment with existing frameworks. • On page 5, under the Legislative Basis, it was noted that although the list was not limited, it would be relevant to mention the Homelessness Reduction Act. | | |
| 7 | <p>Independent Living Review – (Anthony Dixon)</p> <ul style="list-style-type: none"> • A review is being conducted due to low demand for independent living and high homelessness rates. • Housing Eligibility: The current age criteria (60 or 55 with a disability) have not changed since 2003 and are under review. • Previous engagement with IL residents found issues with integration among different age groups. <p>Proposed Changes:</p> <ul style="list-style-type: none"> • Changes will not be applied retrospectively. Proposal to Increase age to 67, with exceptions for disability benefit recipients at 62. • Exclusions for individuals with substance abuse or untreated mental health issues to ensure that our Independent Living accommodations, accommodate the needs of our older tenants and that those tenants with more complex issues are | | |

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| | <p>being housed in more appropriate accommodation, where their specific needs can be met as they are not currently managed in Independent Living schemes and therefore the risk to vulnerable and older tenants can be minimised.</p> <p>Tenant Feedback & Consultation</p> <ul style="list-style-type: none"> • A mixed engagement model will be used, including paper surveys, face-to-face meetings, and structured consultations. <p>Board's Recommendations:</p> <ul style="list-style-type: none"> • The board was satisfied for this proposal to go ahead, they felt the report was clear and concise and provided both qualitative and quantitative data. • The board questioned the effectiveness of previous surveys (33% response rate) and emphasised the need for improving consultation methods. It was noted by the presenter that previous surveys may not have been shaped in the correct way to encourage a high response rate, but there is a plan to do more face- to- face consultations by using the regular IL residents meetings as an opportunity. | | |
| 8 | <p>Balance scorecard - Performance Data- (Andy Shone)</p> <ul style="list-style-type: none"> • November's Balance scorecard Performance Data presented to the board. • Brief update on December's performance data. • Performance data now available for repairs and confidence in the accuracy of this data (Dec) <p>Repairs:</p> <ul style="list-style-type: none"> • Overall repair target: 85% (achieved 89%). • Emergency repairs: Target 100%, achieved 86.5% (concerns over categorisation, whether this is being logged correctly at the contact centre). • Average repair completion time: Target 28 days, currently 38 days. <p>Gas & Safety Compliance:</p> <ul style="list-style-type: none"> • Gas, electricity, and safety checks: Target 100%, achieved 98-99%. Plans to work with the legal team and adult social services to address non access issues. <p>Fire risk assessments:</p> <ul style="list-style-type: none"> • 100% compliance, with only low-risk actions outstanding. | | |

