

Minutes



Nottingham
City Council

Housing
Services

Housing Assurance Board Minutes

MINUTES of the meeting held on **1ST OCTOBER 2024** at 6pm via Microsoft Teams.

BOARD MEMBERS (BM)

Tanaiya Daniel, Kudzai Muganhiri, Anne Dean, Marie Smith, Tom Shaw, Bereket Amaha, Jayati Bhattacharjee, Victor Haven, Cherece Jenkins, Jessica Moyo, Geraldine Chesta, Linda Chamberlain

Also in attendance

Geoff Wharton, Cllr Jay Hayes, Andy Shone, Paul Spencer, Lisa Dawkins, Cherrelle Daniel, Gareth Wallace-Parkin (External), Barry Horton (External)

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| 1 | <p>Welcome and Introductions</p> <p>Introductions were made at the start of the meeting - HAB members introduced themselves</p> <p>Introduction from GW – Discussed the purpose of the HAB, members having access to all areas, drive improvement amongst services. GW mentioned that we will be investing 4 million on stock condition surveys – identifying properties with the worst issues - taking a pro-active approach to seeking issues, such as D&M.</p> <ul style="list-style-type: none">• IT systems need to also be working pro-actively• Slight projectory increase in KPIs and satisfaction | BM GW |
| 2 | <p>OVERVIEW OF PERFORMANCE AND KPIs</p> <p>Andy Shone presented overview of Consumer standards and Regulatory standards and NCCHS monthly performance framework. Monthly meetings are arranged with service areas and a deep dive might be done to look at performance indicators.</p> <ul style="list-style-type: none">• Compliance measure is 100%• Spoke about targets and KPIs - and actions taken to correct under performance.• Mentioned that Cllr Hayes has sight of the KPIs - there is a tiered approach to actions, this feeds into the executive board | AS |

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| | <p>and the same performance information will be shared with HAB.</p> <ul style="list-style-type: none"> • Presentation on performance figures shown to HAB • LD proposed the possibility of arranging for the HAB to have a meeting with each service area to gain a deeper understanding of the work that they do and their individual KPIs – HAB members agreed that this would be really beneficial. | LD |
| 3 | <p>TENANT SATISFACTION MEASURES</p> <p>1.1 Paul Spencer took the board through the Tenant Satisfaction Measures.</p> <ul style="list-style-type: none"> • How we collect the data • How many tenants are contacted • And the projectory increase in satisfaction • PS has agreed to provide more information on % of tenants not successfully contacted and whether that sample, of tenants were replaced. | PS |
| 4 | <p>INTRODUCTION FROM CLLR HAYES concludes the meeting with staff members.</p> | JH |
| 5 | <p>ELECTION FOR CHAIR/ VICE CHAIR</p> <p>Board members asked to individually call out their vote for the Chair</p> <ul style="list-style-type: none"> • 8 Votes for Tanaiya Daniel as Chair • 2 Votes for Tom Shaw as Chair • Tanaiya Daniel appointed Chair of the Housing Assurance Board and Tom Shaw appointed as Vice Chair. | BM |
| 6 | <p>DATE OF NEXT MEETING CONFIRMED – 24TH OCTOBER</p> <p>Discussed NCC Landlord strategy report that will be presented to the board, discussed 2 week time frame being short so likely to be the only item on the agenda for that meeting. CD to confirm that this will be received by 8th October and shared with the HAB members.</p> <ul style="list-style-type: none"> • Confirmed that a MS teams group will be created for board to have ‘pre meetings’. • MS also asked that documents sent in advance and it would have been helpful to have received performance report prior to the meeting as it was difficult to follow. | CD MS |
| | <p>The meeting closed at 19:27.</p> | |