

**Meeting: Housing Influence Panel****Date: 21.01.2026****Time: 10:30am – 1:30pm****Location: Council Chambers, Council Offices, Foster Avenue, Beeston, NG9 1AB**

## Present

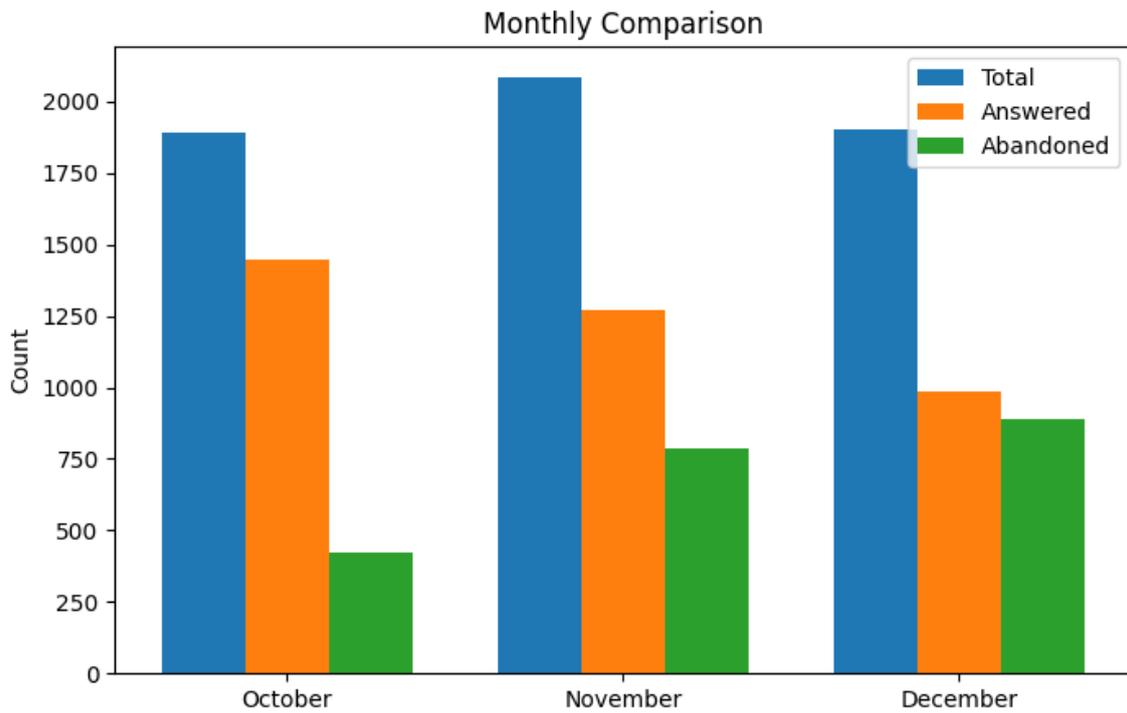
Name	Role
<b>April Hatcher (AH)</b>	<b>Engagement Manager</b>
<b>Tuesday Hanley (TS)</b>	<b>Head of Health and Safety</b>
<b>Raoul de Sousa (RDS)</b>	<b>Engagement Coordinator</b>
<b>JL</b>	<b>Tenant</b>
<b>CB</b>	<b>Tenant</b>
<b>DC</b>	<b>Tenant</b>
<b>TC</b>	<b>Tenant</b>
<b>SC</b>	<b>Tenant</b>
<b>TS</b>	<b>Tenant (Chair)</b>
<b>MP</b>	<b>Tenant</b>
<b>MN</b>	<b>Tenant</b>
<b>PS</b>	<b>Tenant</b>
<b>ST</b>	<b>Tenant</b>

## Apologies

Name	Role
AW	Tenant
JC	Tenant
CS	Tenant
RS	Tenant

<b>1</b>	<b>Housekeeping, Apologies, Introductions and Notes from the last meeting</b> TS laid out ground rules for meetings. RdS provided apologies.
<b>2</b>	<b>Housing Improvement Board Report</b> SC provided feedback from the meeting of Housing Improvement Board . 1. Q) Can Housing Influence Panel (HIP) receive minutes from meetings? A) Maybe just highlights. Vanessa Smith are part of boards structure, we should receive full minutes. 2. Q) Can executives from Housing Improvement Board attend HIP A) Will attend February meeting. 3. Q) Ongoing issue regarding Fire Risk Assessments at general needs flats. A) Tuesday Hanley agreed to attend Housing Influence Panel 4. Q) How do we manage external contractors? A) <b>*Provide a list of contractors that we work with and which departments responsible – March Housing Influence Panel</b>

	<p>5. Q) How are Housing complaints being managed since Complaints officer role vacant A) admin side being managed by temporary agency contract</p> <p>6. Q) Why are there inconsistencies in provision of service between Independent Living schemes. A) Organised further meeting with SC (see below).</p> <p>SC requested information about how it can be ensured that there is a consistent provision of service between Independent Living schemes. Clare Brooker and Rachel Shaw suggested need to do a scrutiny project to first establish need. SC asked for better displays of tenant information in noticeboards in main entrance. Told that isn't always room for noticeboards to have central location. Is it possible to have laminated copies of how to raise a complaint in Independent Living Scheme lounges.</p> <p>TS suggesting comparing what IL coordinators should do and tenants perception of what they do? Also compare what Housing Officers meant to do and list of Housing Officers and areas they cover.</p>
3	<p><b>Repairs Call Data October - December</b></p> <p>AH explained periods of time with operatives off sick and how it impacted the Repair service.</p> <p>Operatives = trades person.</p> <p><b>*RdS to provide data of how many operatives off sick (see below)</b></p> <p>October</p> <ul style="list-style-type: none"> <li>• Week 1 - 3 x Operatives off all week</li> <li>• Week 2, 3 and 4 - An Additional Operative off all week –</li> <li>• In total 4 x Operatives off work in October</li> </ul> <p>November</p> <ul style="list-style-type: none"> <li>• Week 1 - 2 x Operatives off all week</li> <li>• Week 2 - and additional Operatives off all week</li> <li>• Week 3 - 3 x Operatives all week and 1 off 1 day</li> <li>• Week 4 - 3 x Operatives off all week and 1 off for 2 days</li> </ul> <p>December</p> <ul style="list-style-type: none"> <li>• Week 1 – 4 x off all week and 2 off for 1 day</li> <li>• Week 2 - 3 x off all week and 2 off for 1 day</li> <li>• Week 3 - 4 x off all week and 1 off 2.5 days</li> <li>• Week 4 – 4 x off all week</li> <li>• Week 5 – 4 x off all week</li> </ul>



AH shared graph explaining call volume and abandoned rate.

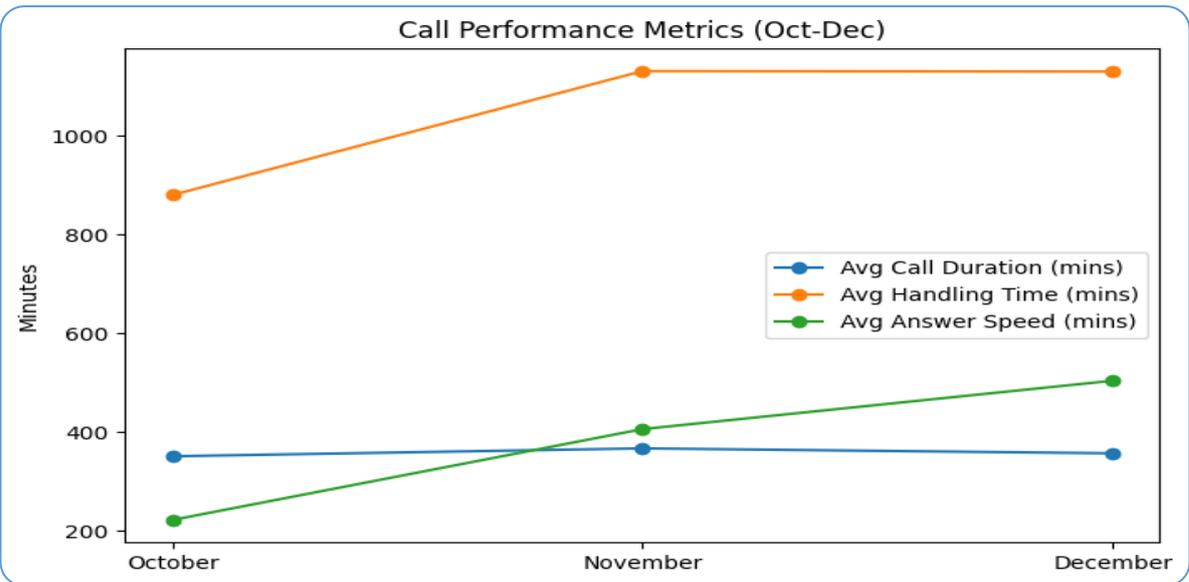
Average abandoned call rate about 20 seconds.

- TS they removed automated message telling you your call position. TS thinks it should be reinstated. MP agrees as might affect abandon rate.

Average Handling time = how long speaking to Repairs for

Average call duration = total call time

Average answer speed = how long you are waiting before you get through to someone



Could investigate if performance indicator exploring correlation between absence and call wait times.

## Housing Performance Indicators

Status	Name	Q1 2025/26 Result	Q2 2025/26 Result	Q3 2025/26 Result	2025/26 Target
	Overall satisfaction with the service provided by Broxtowe Borough Council Housing Department	Collected Annually	Collected Annually	Collected Annually	89%
	Gas Safety	99.87%	100%	100%	100%
	Legionella Compliancy	100%	100%	100%	100%
	Asbestos Compliancy	100%	100%	100%	100%
	Blocks and schemes with a Fire Risk Assessment	100%	100%	To follow	100%
	Proportion of homes (with communal areas) for which all required fire risk assessments have been carried out	100%	100%	To follow	100%
	Electrical compliancy	96.2%	97.5%	97.98%	100%
	Rent Collection: Rent collected as a proportion of the rent owed	86.45% - increases throughout the year.	92.1%	97.04%	99.00%
	Reactive Repairs appointments made and kept	98.70%	97.9%	98.3%	98.0%
	Void Rent Loss	£98,875	£201,082	£226,114	£350,000 Annual £96,000 Quarterly
	Average relet time – General Needs	45 days	55 days	43 days	20 days
	Average relet time – Independent Living	45 days	81 days	105 days	40 days

AH went through our performance indicators.

TS says migration from other benefits to UC can create arrears, so may explain the lower rent collection as a proportion of rent owed. **\*AH ask Income if this is the reason?**

**AH will send performance information in a clearer format for future panels.**

What performance information would you like to see?

- Tenancy Sustainment Numbers?
- Financial Inclusion? How much have they helped people get? Case numbers?

ST the Regulator report will give indications of what we should focus on?

AH - [Broxtowe Borough Council \(37UD\): Regulatory Judgement - 14 January 2026 - GOV.UK](#) this report is the only one that the Regulator provides. There is monthly meeting with Senior Management Team and the Regulator to check progress.

## Tuesday Hanley, Head of Health and Safety, Compliance and Emergency Planning

- TH introduced themselves and their professional background. For tenants, main areas of interaction are asbestos, fire, legionnaires, lola (lifts).
- TC has requested visits from fire service at her Independent Living Scheme. Some tenants have dementia, smoke in their room and makes her feel at risk. Fire doors not adequate. Has told her Independent Living Coordinator that she does not feel safe at her plans. Lift still not working (Greenwood Ct).
- TH will speak to Fire Brigade to arrange a meeting.
- DC explains situation with hosepipe and legionella. Originally were providing a box to put hosepipe in. Then told hosepipe and water butts being removed but would give them watering cans.

	<ul style="list-style-type: none"> <li>• JL don't have hosepipes or even outside tap.</li> <li>• Panel asked - what is the standard at Independent Living Schemes regarding outside taps, hosepipes and water butts? TH will have meeting with Rachel Shaw, Head of Housing.</li> <li>• ST who issued letter saying would remove flower pots, seating, communal areas. TH confusion over what counts as a communal area. Internal communal area = stairway, landing, anything between entrance and doors to flat. Needs to be sterile.</li> <li>• TH agreed to have steel lockable cabinets beneath stairs in some circumstances to adapt communal areas.</li> <li>• ST said walkways which are used by more than 2 properties then part of fire risk assessment but balconies only accessible by one flat then does not form part of fire risk assessment. Such as window balconies, this is not backed up by legislation. ST wants to know who is responsible and how can such directives be issues without consultation with Health and Safety?</li> <li>• SC said tenants are told even if areas not communal, Council owns it so can still insist upon those areas being empty. TH- Councils can make stipulations above what regulations state.</li> <li>• ST requested risk assessment for his block. Important information had been missed such as fire exits. Advice was that tenants should stay put, ST does not agree.</li> <li>• PS removal of fire extinguishers at his scheme as compound is environmentally unfriendly. Unless you have someone who qualified to identify type of fire and knows how to use them. Nobody told them they were due to be removed. Had not done a fire safety audit, which should look at points of ignition such as kitchens but has not been checked.</li> <li>• TS are outside taps going to be removed from general needs? TH – if its cold water and its used then no</li> <li>• TS – will information be given to those in general needs housing regarding fire safety</li> <li>• TS – following a Scrutiny project on the Voids service, we recommended installing panelling in bathrooms rather than tiles. So, if somebody has mobility issues, is it not better to replace tiles with panelling rather than having tiles repairs and mould washed periodically. TH – suggests should first focus on economic and operational arguments rather than health and safety in first instance.</li> </ul>
4	<p><b><u>Panel and Engagement Admin</u></b></p> <p><b>Dates for your diary</b></p> <ul style="list-style-type: none"> <li>• Complaints Panel – Thursday 22 January</li> <li>• Regulator of Social Housing Judgement meetings :</li> </ul> <p>Thursday 22 January, 6pm – 7pm Council Chambers, Beeston, NG9 1AB  Thursday 29 January, 6pm – 7pm, The Glebe, Eastwood, , NG16 3HD</p>
	<p style="text-align: center;"><b>Next Housing Influence Panel Meeting</b>  Wednesday 11 February  Council Offices, Beeston, NG9 1AB  10:30am – 12:45pm</p>

## Actions Table

	Topic	Action	Responsible	Deadline	Comment
1	Health & Safety	Invite Tuesday Hanley to March HIP	AH		This has been moved to the April HIP
2	Contractors	Provide a list of contractors that we work with and which departments responsible – March HIP	AH	11 March	Darren Ibell will be attending March meeting to discuss creation of Contractor Code of Conduct
3	Housing Officers	Provide List of Housing Officers and areas they cover	AH	11 February	<ul style="list-style-type: none"> <li>• Hayley Tierney covers Beeston</li> <li>• Maia Owen covers Chilwell</li> <li>• Imogen Pacey covers Eastwood, Newthorpe, Brinsley</li> <li>• Lorraine McBride covers Stapleford flats area, Matthews Court, Albany Court etc. Bramcote, Awsworth, Trowell</li> <li>• Rhiannon Griffiths covers the rest of Stapleford, Gibbons Avenue, Copeland areas, Nuthall, Kimberly, Watnall</li> </ul>
4	Repairs Phone line	Explore whether messaging telling you call queue position can be reinstated	AH	11 February	AH Contacted Kelly Meese, Customer Services Manager
5	Staff Absence	Provide data of how many operatives off sick Oct – Dec 2025	AH/RDS	COMPLETED	Information in the minutes above.
6	Repairs Calls Data	Investigate if there is a correlation between staff absence and call wait times.	BA	11 March	
7	Arrears	Ask Income whether increase in tenant arrears	AH	COMPLETED	The income team have not seen a significant impact to rent arrears due to managed migration from legacy benefits to Universal Credit. To help

		due to benefits migration to Universal Credit			manage the change and keep staff up to date the Income Collection Manager did complete some training with relevant Officers and Teams. The team continue to talk to residents who they feel may migrate from legacy benefits to universal credit housing element, making sure they know to read all commination from the DWP carefully and that we can offer support where needed. Alongside this the Income Collection Manager meets every quarter with the DWP to discuss any changes. During the change from legacy benefits to Universal Credit the team have successfully managed a number of complex cases as this has not always been an easy process but in general they have managed to make sure this does not have a significant impact on rent arrears.
8	Performance Information	Distribute Housing performance Indicators in a clearer format.	AH	8 April	For the next performance quarter.
9	Fire Service Visit	Arrange a visit with the Fire Service at Greenwood Court	TH	Outside of these meetings	
10	Legionella	Determine a standard for hosepipes, outside taps and water butts at Independent Living Schemes	TH and RS	8 April	
11	Fire Risk Assessment	Provide clarity on whether walkways accessible by only one flat (such as window balconies) need to be kept sterile.	TH	8 April	