

Meeting: Housing Influence Panel**Date: 10.12.2025****Time: 10:30am – 1:30pm****Location: Council Chambers, Council Offices, Foster Avenue, Beeston, NG9 1AB**

Present

Name	Role
April Hatcher	Engagement Manager
Jeremy Ward	Head of Democratic Services and Deputy Monitoring Officer
Raoul de Sousa	Engagement Coordinator
Andy Culshaw	Change Delivery Manager
RS	Tenant
DC	Tenant
TC	Tenant
SC	Tenant
CS	Tenant
DA	Tenant
ST	Tenant
NJ	Tenant

Apologies

Name	Role
AE	Tenant
DM	Tenant
JC	Tenant
CB	Tenant
JL	Tenant
MP	Tenant

1	<p>Housekeeping, Apologies, Introductions and Notes from the last meeting</p> <ul style="list-style-type: none"> • ST provided terms of reference for scrutiny. Need to include in December minutes. • SC provided corrections to minutes: SC mentioned that JW suggested surveys after 5 years 1 year would help when it comes to Void properties. MC explained 5 years is minimum, aim is to do more frequently. Regulator recommended SG suggested new tenants invited to this group via lunch. DC suggested and music event at sign up.
2	Jeremy Ward, Head of Democratic Services- Governance structure

	<p>JW explained his role- look after our elected officers (councillors) and know how Councillors make decision and ensure they behave themselves.</p> <p>Governance is essentially the rules and practices that an organisation should follow. This is enforced by legislation, our constitution, procedures, codes of conduct, policies and strategies.</p> <p>Main difference between members (councillors) and officers is that members decide strategy and officers implement strategy.</p> <p>SC asked who members get advice from if they are deciding Council strategy? JW: they get some training from Chief Executive and interact with officers but have freedom to determine direction.</p> <p>ST: worried that councillors don't necessarily have business experience especially when he discovered that Council Housing had not had a full stock survey since 2018, which does not make business sense. Transparency also very important.</p> <p>JW: People can be co-opted on committees. For example, audit committee is considering co-opting people to benefit from their expertise but they would not be able to vote.</p> <p>Internal audit in the Council is carried out by officers in the Council, not members.</p> <p>ST: have our audit staff got experience about auditing given state of Council documentation system. JW- currently considering public roles for audit committee so will keep ST in mind.</p> <p>JW: Explained electoral boundaries in Broxtowe and how many Councillors per ward to explain number of Councillors in the borough. Local Government reorganisation would affect number of people per councillor so Councillors argue residents views would be less well represented.</p> <p>JW explained our Councillor system: 44 members elected every 4 years. Strong Leader system.</p> <p>Broxtowe Alliance- 18 Conservatives -10 Labour – 8 Liberal Democrat -3 Broxtowe Independent Group – 5</p> <p>Shared diagram of Council governance structure. [put in minutes]. Broxtowe differs from other authorities. For example in Rushcliffe, portfolio holders make decisions whereas in Broxtowe decisions made at Cabinet.</p> <p>Three statutory officers – Chief Executive: head of Council Section 151: Head of Finance Monitoring Officer: reviews and maintains constitution</p> <p>ST: Wants to see Voids Scrutiny checklist before goes to Cabinet. RdS has emailed ST a copy</p>
<p>3</p>	<p>Scrutiny Scoping Topics</p> <p>AH shared performance indicators. AH has requested managers have a central database to document performance measures.</p>

	<p>Current time from making Homechoice application to bidding is 22 days once all requested documents have been received.</p> <p>AH to find out what split of Voids relet time is into repairs and lettings element.</p> <p>Panel would like properties that require major works to be separated from general Voids relet figure so average is more representative.</p> <p>AH gave overview of themes of recent Housing complaints AH provided update on progress of the previous Scrutiny project (Voids Service). The lettable standard has become a procedure for staff and will be rolled out in January 2026. The report is going to Cabinet in March 2026. Louise Gealy: it will help provide consistency for our staff James Whiter:</p> <p>ST: how many procedures does Housing have? Is there a list. AH says is on Engagement list to compile internal procedures centrally on intranet.</p> <p><u>Possible future scrutiny topic</u> Tenancy sign up mentioned frequently during other discussions. Panel agreed Communication was on the list but would need to narrow down specific areas. SC: could do writing of corporate letters. Clarity and quality of written communication. Tenancy Sustainment Contractors Grounds maintenance: DC had issues with hedge. Would be 2027 as have no baseline data. Housing Recruitment</p> <p>Might be worth waiting for Regulator report in case better topics raised as a result of judgment.</p> <p>2 proposed topics: Tenancy Sign Up and Letter Review.</p> <p>SC: should we focus on an area that links to a performance measure.</p> <p>ST: Is clearing guttering on regular schedule? AH to find out?</p>
	<p>Housing Improvement Board</p> <p>SC and DM attended the Housing Improvement Board in November and SC gave an overview of the meeting and what was discussed.</p> <p>Members of the board are heads of service at the Council (Chief Executive, Head of Housing, Head of Asset Management, Head of Democratic Services, Head of Health & Safety, Consultant and Change Delivery Manager). Meetings involve senior managers reporting back on projects they are overseeing measured against performance targets.</p> <p>Reports about a fire at the Lilacs was discussed. Total Mobile rollout has been paused as needs more staff to implement. What matters to heads of service, doesn't necessarily matter to tenants. AH will ask if members of Housing Improvement Board want to attend Housing Influence Panel.</p>

	<p>Senior managers provided improvement plan around issues such as communication, complaints handling, procedures.</p> <p>AC explained Housing Improvement Board is relatively new established. ST: disappointed that he has not had opportunity to be member of the board and would enjoy being part of the meetings. AC: Tuesday Hanley could be invited to a future meeting to explain the fire regulations in detail.</p> <p>SC asked AC if minutes can be shared. AC to report back.</p> <p>NJ: What does Housing Improvement Board intend to do regarding adhering to Awaab’s Law. SC- we have employed an inspector. NJ: How has this been communicated to tenants? In e-newsletter and will be in Housing Magazine. RdS emailed new damp and mould policy to NJ. AC: Regulator has given grading but has been embargoed until 14th January.</p> <p>AC: Fatal fire in flat at Lilacs in July. Used to be Independent Living but was changed to General Needs 5 years ago. Had final report from Coroner. ST: suggests Council need system for identifying those in general needs who could not evacuate in event of fire. NJ: If Broxtowe had a best practice policy on storage of e-scooters, could be shared with East Midlands Combined Authority who are experiencing a shared issue regarding transport. RdS to share link for consultation.</p> <p>AC summarises top issues that wish to be raised at Housing Improvement Board:</p> <ol style="list-style-type: none"> 1. Compliance - Fire - e-scooters - fire extinguish 2. Contractor performance 3. Staff retention / absence 4. What is happening in IL - are managers aware> 5. What is their expectations?
<p>4</p>	<p><u>Panel and Engagement Admin</u></p> <p>Dates for your diary</p> <ul style="list-style-type: none"> • January Party - Wednesday 14 January – 1pm-3pm • Complaints Panel – Thursday 22 January
	<p style="text-align: center;">Next Housing Influence Panel Meeting Wednesday 21 January Council Offices, Beeston, NG9 1AB 10:30am – 1:30pm</p>