

**Meeting: Housing Influence Panel****Date: 11.02.2026****Time: 10:30am – 1:00pm****Location: Council Chambers, Council Offices, Foster Avenue, Beeston, NG9 1AB****Present**

Name	Role
<b>Kim Dawson (KD)</b>	<b>Housing Services &amp; Strategy Manager</b>
<b>April Hatcher (AH)</b>	<b>Engagement Manager</b>
<b>Tuesday Hanley (TH)</b>	<b>Head of Health and Safety</b>
<b>Darren Ibell (DI)</b>	<b>Asst. Director Asset Management and Development</b>
<b>Chris Lambert (CL)</b>	<b>Consultant</b>
<b>Rachel Shaw (RS)</b>	<b>Asst. Director Housing Services</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>(MW)</b>	<b>Tenant</b>
<b>(PS)</b>	<b>Tenant</b>
<b>(CS)</b>	<b>Tenant</b>
<b>(DA)</b>	<b>Tenant</b>
<b>(RS)</b>	<b>Tenant</b>
<b>(JL)</b>	<b>Tenant</b>

**Apologies**

Name	Role
Raoul de Sousa	Engagement Coordinator
NBP	Tenant

<b>1</b>	<p><b>Housekeeping, Apologies, Introductions and Notes from the last meeting</b></p> <p>TS laid out ground rules for meetings.</p> <p>ST mentioned that information was sent TH and he was waiting for a response. This was missing from the last meetings' minutes.</p> <p>CL advised that he is a consultant who had been assisting the Council with the Regulator of Social Housing (RSH) inspection process and action plan and wanted to observe a Housing Influence Panel meeting. He will be leaving in March 2026.</p>
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2	<p><b>Housing Improvement Board (HIB)</b></p> <p>RS explained that the HIB had been in place for 18 months and it was originally set up to address issues with Repairs and Capital Works. The services were not where we wanted them to be. A peer review was organised through the Local Government Association (LGA). This is where senior officers and Councillors from other local authorities visited the Council for a few days to look at various areas, including repairs. One authority shared that they had a Housing Improvement Board and explained how it had helped them to improve.</p> <p>Members of the HIB are:</p> <ul style="list-style-type: none"> <li>• Rachel Shaw – Assistant Director of Housing Services</li> <li>• Darren Ibell – Assistant Director of Asset Management and Development</li> <li>• Tuesday Handley – Head of Health, Safety, Compliance &amp; Emergency Planning</li> <li>• Zulf Darr – Interim Chief Executive</li> <li>• Martin Paine – Interim Deputy Chief Executive</li> <li>• Sachdev Khosa – Director of Legal &amp; Democratic Services &amp; Monitoring Officer</li> <li>• Cllr. Vanessa Smith – Portfolio Holder for Housing</li> <li>• Two tenants from the Housing Influence Panel</li> <li>• April Hatcher – Engagement Manager (Tenant Support)</li> </ul> <p>Andy Culshaw (Change Delivery Manager) coordinates the HIB, picking up actions and sourcing updates from those who are responsible.</p> <p>ST requested details on the failures the RSH identified and asked if the actions from the HIB are available to view. RS explained that previously, updates in the HIB were verbal but now there will be written reports that can be shared with the HIP as a whole or in summary. <b>AH and Tenant board members to work together to develop summary reports to be shared with the Housing Influence Panel.</b></p> <p>RS explained that the RSH was positive about the Repairs service.</p> <p>SC explained that she attended the Housing Improvement Board and recommended it. She would like to see everyone having a turn to attend, as it provides a good opportunity to observe what is discussed and how decisions are made.</p> <p>ST advised has been elected by the Housing Influence Panel to join the board. The March meeting will be observation and from April will become a full board member.</p> <p>RS said that anyone from the HIP can attend to observe. <b>Contact AH if anyone would like to do this.</b></p> <p>TS requests that simple, straight to the point language is the best method of communicating with tenants.</p>
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ST advised that he messaged AH about asking staff not to use abbreviations. **AH shared this regulatory in internal communications and has contacted corporate communications, they respond on 19.02.26 - Thanks for this, we include this as part of our comms toolkit, induction etc. in terms of avoiding the use of jargon and making it simple so residents understand.**

AH advised that she wants to create a terminology booklet to break down jargon and big words, and she will ensure that staff are reminded about the use of jargon and acronyms. SC advised that it should not be patronising.

ST asked what the HIP was responsible for. AH advised that it is in the terms of reference, and she will ensure these are sent out to the group again. **AH to send once terms of reference edit request deadline – 28.02.26**

TH explained that she has worked in health and safety for 25 years in areas including education and housing. She is the competent person for the Council, and provides advice to the General Management Team (GMT); staff and Councillors on risk management and health and safety in general on people, plant and premises.

She wants to ensure that the Council are complying with laws and regulations working together with residents.

TH confirmed that she is the competent person with responsibility for oversight, assurance and risk for Fire Risk Assessments (FRA). ST stated that there is no mention of who the competent officer for Fire Risk Assessments are in any literature.

TH explained that there is a red box located within each block of flats which contains the fire risk assessments and testing arrangements, and there should be a health and safety law posted on display with the Health and Safety Executive's (HSE) and Health and Safety teams' contact details on.

TS asked what happens with people who live in houses? TH explained that the FRAs are assessed on the fabric of the building rather than the fire spread risk. TS advised that in old tenancy literature, tips used to be provided about defrosting freezers, checking smoke alarms etc. TS said this made her feel welcomed to her home and said that people want to feel more valued. **This will be raised as part of the Scrutiny Group review of the Tenancy Sign-Up Pack. AH/RdS to ask residents for old tenancy handbooks/agreements.**

MP raised that she felt unsafe in her area due to Anti-Social Behaviour (ASB) to the rear of her property. **ASB to be added onto a future meeting agenda for discussion.**

ST asked if other checks are carried out during gas safety inspections, e.g. visual checks on boxing, sockets situated near boilers etc. **AH to find out what visual inspections are carried out and advise the Housing Influence Panel. AH has requested this information from Senoir Maintenance Officer – Gas – 26.02.26.**

	<p>TH explained that any recommendations identified from the FRAs must be actioned.</p>
<p><b>3</b></p>	<p><b>Regulator of Social Housing (RSH) Grading Presentation</b></p> <p>RS explained that the RSH attended our offices for a number of days and spoke to staff and residents. She said it is similar to the following background information: What the Regulator is:</p> <ul style="list-style-type: none"> <li>• Government body that regulates social housing</li> <li>• Sets standards that landlords must deliver against</li> <li>• Assesses performance through inspections</li> <li>• Holds landlords to account</li> <li>• Achieves better outcomes for current and future tenants</li> </ul> <p>Consumer standards that the Council were being inspected against:</p> <ul style="list-style-type: none"> <li>• Safety and Quality</li> <li>• Transparency, Influence and Accountability</li> <li>• Neighbourhood and Community</li> <li>• Tenancy</li> </ul> <p>The Regulator's gradings:</p> <ul style="list-style-type: none"> <li>• C1 – Delivering the outcomes of the standards</li> <li>• C2 – Some weaknesses – improvement is needed</li> <li>• C3 – Serious failings – significant improvement needed</li> <li>• C4 – Very serious failings – fundamental changes so that improved outcomes are delivered</li> </ul> <p>Our judgement was C3, with the RSH stating “Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed”.</p> <p>Their findings were:</p> <p><b>Safety and Quality</b> Serious failing Fire safety – lack of clarity about the length of time the outstanding actions (3000+) had been open. Lack of evidence of mitigations in place.</p> <p>RS said that a significant majority of these are within target times and are mostly low and medium risk actions.</p> <p>Weaknesses Data quality – Lack of assurance of data quality across areas of health and safety. Stock condition – Lack of accurate and up to date information on the quality of homes.</p> <p><b>Transparency, Influence &amp; Accountability</b> Serious failing</p>

- Diverse needs – does not fully understand the diverse needs of all its tenants
- Data collection – no evidence of a formal plan or targets for how we will collect data for all tenants
- Tailor services – unable to proactively tailor services to meet all tenants' needs, or demonstrate that tenants are receiving fair and equitable outcomes.

#### Weaknesses

- Engagement activities – due to lack of data, we cannot provide equitable access to engagement activities.
- Performance information – approach to providing performance information to tenants limits how tenants scrutinise the service's performance
- Complaints – limited evidence of how we identify and share lessons learnt

RS explained that we were already aware of gaps in our tenants' data, and we have an Officer in place who is currently contacting all General Needs tenants and updating this. **KD to update progress at 11.03.26 Housing Influence Panel meeting.**

TC asked for clarification of which number is being used to contact tenants, as this could dissuade people from answering the phone. KD confirmed it was the Council's usual number of 0115 9177777.

The RSH were generally happy with the engagement we provide, but they linked this back to not having full data on our tenants.

KD advised this would be addressed in the new Engagement Framework which will be brought to the HIP for discussion and approval. **The Framework will be on the April Housing Influence Panel meeting.**

RS said that we also need to consider how we present performance information to the HIP and wider residents, and how we use complaints to inform service improvements.

MP asked about vulnerabilities and whether these are identified by operatives going into homes. Concerned that this puts operatives under pressure. RS explained that operatives can fill in a referral to the Tenancy team. MP asked if this had overtaken visits undertaken by Housing Officers previously. RS confirmed that this has assisted with filling a gap and it is made clear to operatives that it is part of their role.

RS confirmed that contractors also report any vulnerabilities to us.

DI clarified that we have around 70% of stock condition information for our properties, and 20% of properties will be surveyed internally and externally every year – properties will receive a survey every 5 years

CB asked if we could consider a 'Tenant of the Month' or annual tenant awards. **AH to investigate further and feed back to the HIP.**

	<p>ST raised that his block was Independent Living and is now General Needs, but his neighbours still have vulnerabilities. He wants to move but would only qualify for a one-bed property which does not encourage people to move and free up stock. RS advised that tenants had the option to move when the block was changed.</p> <p><b>Neighbourhood and Community</b> No serious failings</p> <p>Weaknesses Anti-social behaviour – the accessibility of information available for tenants reporting ASB and hate crime, and how we take prompt and appropriate action.</p> <p>RS advised there was an issue with the search function on the website where certain phrases for ASB were not working. This has now been rectified.</p> <p><b>Tenancy (includes how we allocate and manage properties)</b> This standard was met.</p> <p>Positives identified by the RSH:</p> <ul style="list-style-type: none"> <li>• Met the legal requirements for compliancy in other areas.</li> <li>• They were happy with the Repairs and planned improvement services.</li> <li>• Saw examples of tenants being treated with fairness and respect.</li> <li>• Working in partnership to deter and tackle ASB and hate incidents.</li> <li>• Met the requirements of the Tenancy standard.</li> </ul> <p>Plans for Improvements</p> <ol style="list-style-type: none"> <li>1. Reduce the number of outstanding Fire Risk Assessments actions – DI confirmed there were 2700 outstanding currently.</li> <li>2. Fully understand the diverse needs of all our tenants so we can tailor services</li> <li>3. Complete the remainder of our stock condition surveys</li> <li>4. Provide more robust information to our HIP</li> <li>5. Implement a better system to capture and share lessons learned from the complaints</li> <li>6. Improve the information available for tenants reporting ASB and hate crime</li> <li>7. Ensure tenants are fully aware of the timescales aligned to our Damp &amp; Mould policy</li> <li>8. Improve the visibility of reporting on analysis and associated service improvements, i.e. ensure that reports are accessible to all.</li> </ol> <p>Updates on progress against these will be shared with the HIP. ST advised that he carried out his own audit on what the RSH looked at and sent it to Andy Culshaw for consideration. RS confirmed that this was considered as part of the preparation for their visit, and CL confirmed that he had also had sight of this.</p>
4	<p><b>Engagement</b> AH provided an update on current activities:</p> <ul style="list-style-type: none"> <li>• RdS is leading on the Housing Garden Competition. Judging to take place in the last week of June/first week of July. The deadline for applications is Sunday 31 May 2026. <b>AH asked for volunteer judges.</b></li> </ul>

	<ul style="list-style-type: none"> <li>• Broxtowe Youth Conference – AH and KD attending this. Good opportunity to engage with younger residents and obtain their views on their communities.</li> <li>• Coffee mornings with Capital Works – to discuss doing some decoration refreshes of some of the schemes.</li> </ul> <p>AH explained that the Voids Scrutiny Report went to Cabinet on 3 February 2026 and the recommendations (including the new Lettable Standards) were approved.</p> <p><b>Dates for your diary</b></p> <ul style="list-style-type: none"> <li>• Full Council – Wednesday 4 March 2026 – Council Chamber from 7pm</li> <li>• Cabinet – Tuesday 10 March 2026 – Council Chamber from 6pm</li> <li>• Scrutiny - Tenancy Sign Up – Tuesday 24 March from 9am – 4pm. Lunch included.</li> </ul>
	<p><b>Next Housing Influence Panel Meeting</b>          Wednesday 11 March          Scalby Close, Eastwood          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 Improvement Board	To develop a summary document for Housing Influence Panel and Housing Improvement Board	AH	8 April	AH and Tenant board members to work together to develop summary reports to be shared with the Housing Influence Panel.
4	Removal of Jargon	Request to remove jargon and acronyms from publications	AH/RDS	11 March	AH shared this regulatory in internal communications and has contacted corporate communications, they respond on 19.02.26 - Thanks for this, we include this as part of our comms toolkit, induction etc. in terms of avoiding the use of jargon and making it simple so residents understand.

5	Repairs Phone line	Explore whether messaging telling you call queue position can be reinstated	AH	11 February	AH Contacted Kelly Meese, Customer Services Manager COMPLETED – It has been reinstated.
6	Terms of Reference	Updated Terms of Reference to be sent to Housing Influence Panel	AH	8 April	AH to send once terms of reference edit request deadline – 28.02.26
7	Repairs Calls Data	Investigate if there is a correlation between staff absence and call wait times.	BA	8 April	Still waiting for information. Moved to April meeting. June Meeting
8	Anti-Social Behaviour (ASB)	ASB to be added onto a future meeting agenda for discussion.	AH	2026	
9	Performance Information	Distribute Housing performance Indicators in a clearer format.	AH/RD S/KD	8 April	For the next performance quarter.
10	Gas Safety	AH to share with Housing Influence Panel How a Gas Safety check is completed	AH	11 March	AH to find out what visual inspections are carried out and advise the Housing Influence Panel. AH has requested this information from Senior Maintenance Officer – Gas – 26.02.26.
11	Legionella	Determine a standard for hosepipes, outside taps and water butts at Independent Living Schemes	TH and RS	8 April	
12	Data Collection	Update on Data Collection Project	KD	11 March	KD to update progress at 11.03.26 Housing Influence Panel meeting.
13	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	
13	Tenant Awards	To investigate Tenant Awards	AH/RD S	8 April	