Minutes

Nottingham City Council | Housing Services

Housing Assurance Board

Minutes of the meeting held on **28th MAY** at 6pm via Microsoft Teams.

ATTENDEES

BM- Board Member

Tanaiya Daniel (Chair), Anne Dean (Vice -Chair), Marie Smith (BM), Kudzai Muganhiri (BM), Jayati Bhattacharjee (BM), Cllr Jay Hayes, Executive Member for Housing and Planning, Charlotte McGraw, Strategic Director of Housing Development, Pinder Bungar, Head of Responsive Repairs, Hayley Bow, Head of Fleet, Facilities and Logistics, Matt Woods, Building Safety Manager, Lisa Dawkins, Head of Involvement, Amanda Outram, Tenant Involvement Project Manager, Cherrelle Daniel, Tenant Involvement Project Manager.

APOLOGIES

Mark Lowe, Assistant Director for Strategy

ABSENT

Bereket Amaha, BM

Item No.	Item Detail	Actions	Action Completion Date
1	**Welcome & Introductions** **Attendance and Apologies for Absence -** as noted above. **Declaration of interest** – No interests declared. **Previous Minutes and Actions from the board Meeting on 26th March:** • **Grounds Maintenance Review** - updates to be included on the forward plan for HAB, in line with the dates on the action plan. • **ASB Policy and service standards** – the boards recommendations were presented to the ASB service improvement group on 26th May and the group were in agreement with all recommendations and particularly		

	welcomed the boards proposal of having a mechanism for review if a customer is not happy about a case closed. Response sent to board by email. • **Housing perks initiative** – Email sent to board advising them whether this could be offset against other NCC services. • **Hardship Fund query** – It was confirmed that the housing perks initiative would not impact the Hardship fund. Email outlining how the hardship fund is made available and used to support tenants was sent to the board by email. The Chair confirmed that the minutes for the meeting held on March 26th as a correct record.		
2	**Balance Scorecard Performance data for March 2026,** Pinder Bungar, Head of Responsive Repairs. Members noted that recent changes to performance targets included a reduction of the P3 repairs target from 28 to 20 days; however, it was confirmed that HEMB and the Executive Member have agreed to reinstate the 28-day target. Overall repairs performance remains stable: • Appointments made and kept improved to 94.7% (March), though still below the 97% target. • Average completion times increased slightly to 13.88 days but remain within target. • 87% of repairs were completed within target, meeting expectations. Performance improvements were noted for P1 and P2 repairs, although some data accuracy issues remain due to delays in subcontractor updates and incorrect job rebooking practices. • P3 (non-urgent) repairs performance fell to 81%, reflecting prioritisation of emergency and urgent work; a resource review is planned to address this. • P4 (planned) repairs performance remains strong at 93%. • Customer satisfaction remains positive at 73% for March and is above target year to date. • The rollout of Total mobile continues to improve live visibility, reporting accuracy, and workflow consistency across teams. • Compliance with Awaab's Law remains strong overall, with 99% of investigations completed within 24 hours and 91% of significant hazards resolved within 10 days, though access issues have impacted some cases. The Board noted ongoing improvement actions, including: • Increased use of video diagnosis to support triage		

	• Strengthening management of work in progress • Reinforcing correct follow-on repair processes • Improving subcontractor visibility and system consistency • Adding triage capacity and enhancing reporting to identify issues earlier • Reviewing resources to improve non-urgent repair performance Overall performance remains broadly on track, with targeted actions in place to address pressures in non-urgent repairs and data accuracy. The board thanked Pinder Bungar for his update on the performance for the Repairs service.		
3	**Overview of Fleets & Facilities,** Hayley Bow, Head of Fleet, Facilities and Logistics Hayley Bow (Head of Fleet, Facilities and Logistics) provided an overview of her team and how they support Housing Services, working closely with Repairs and operational teams. **Key Responsibilities:** **Fleet:** • Day-to-day vehicle management, MOTs, maintenance coordination, licence checks, accident handling, fines, parking permits, and vehicle allocation. • Monitoring vehicle usage and compliance (including daily vehicle checks via Total Mobile). **Facilities:** • Site management at Harvey Road including reception, cleaning, visitor management, meeting rooms, fire safety, mail services, ID badges, and access control. **Logistics / Stores:** • Management of ~1,900 stock lines (materials, PPE, workwear). • Issuing and delivering materials to trade staff. • Van stock management and operation of a waste transfer station. **Current Projects:** **Fleet Replacement Programme (£10m):** • Investment in 350 new light goods vehicles (238 on order; 83 already deployed). • Aims to reduce maintenance costs, vehicle downtime, and improve fuel efficiency/environmental performance. • Addresses challenges from ageing fleet (average 13 years old) and frequent breakdowns (approx. 27 vehicles off-road daily).		

	Total Mobile Stock System: • Transition from multiple systems to a single integrated platform (expected July). • Will improve efficiency, reduce duplication, and enhance material tracking accuracy. • Potential future improvements include pre-picked orders, material lockers, and "part kits" to reduce waiting times and improve productivity. The service plays a critical operational support role, with ongoing investment and system improvements aimed at increasing efficiency, reliability, and service delivery to frontline teams The Chair asked about **c**onsultation with Trade Colleagues around the new system and Hayley Bow confirmed that regular engagement takes place through a monthly materials working group and includes around 6–7 trade colleagues who provide feedback and ideas. Feedback from trade colleagues has been valuable in shaping improvements to ensure the system is practical and efficient to use. The board commended the presentation overview for being very informative.		

4	**Residential Personal Emergency Evacuation Plan (RPEEP) policy,** Matt Woods, Building Safety Manager
	
	A PEEP is a bespoke evacuation plan to support residents unable to evacuate independently due to physical, sensory, cognitive or mental health needs. The policy aims to ensure a consistent and proactive approach to identifying residents, assessing needs, and implementing practical, tailored evacuation plans.
	
	Legislative context:
	• The policy aligns with requirements under:
	  o Regulatory Reform (Fire Safety) Order 2005
	  o Equality Act
	  o Fire Safety Act 2021
	  o Fire Safety (Residential Evacuation Plans) (England) Regulations
	  o Housing Health and Safety Rating System (HHSRS)
	
	Participation is voluntary, as it involves sharing sensitive personal information.
	
	Scope and rollout:
	• Initially applies to buildings over 18 metres (high-risk buildings).
	• A communications campaign will run over 6–8 weeks to encourage residents to come forward.
	
	Development and funding:		

	• Policy developed through resident and staff task & finish groups, with input from Nottingham Fire and Rescue Service and the Disability Inclusion Group (DIG). • Supported by £87,000 government grant funding running from March, 12-month period). **Process:** • Starts with a Person-Centred Fire Risk Assessment (PCFRA). • Where needed, a PEEP is produced within **10 days**, outlining evacuation support and actions. • Information is securely recorded in line with GDPR, with limited, anonymised data shared with the fire service (e.g. colour-coded system in secure building "red boxes"). **Training and implementation:** • Training is being delivered to Building Safety Officers, Housing Patch Managers, and Retirement Living teams. • Organisation-wide e-learning is also being rolled out. • Implementation is now underway across relevant blocks, with ongoing engagement to encourage uptake. Thanks noted to Amanda, Tenant Involvement Project Manager, for her contribution to developing the policy and resident engagement work. **ACTION: Matt Woods also agreed to attend regular board meetings to provide updates on the progress of the Residential Peeps work**. The board thanked Matt Woods for his presentation.	MW	24.9.26
5	**Progress update on the Improvement Plan**, Charlotte McGraw, Strategic Director of Housing Development A positive progress update was presented on the Improvement Plan, building on the previous update provided around six months ago. Significant and rapid progress has been made since the C3 regulatory judgement in January 2025, with the regulator recognising the pace of improvement. The service has transitioned from addressing high-risk issues to embedding sustainable "business as usual" practices, supported by stronger governance, improved assurance, and clearer data oversight. Positive feedback from the Regulator has highlighted the strength of tenant engagement and the active scrutiny role of the Housing Assurance Board. **Key Achievements:** **Tenant Engagement & Governance:** • Resident Influence Strategy implemented and impact reporting established. • HAB highlighted as sector-leading, with strong tenant scrutiny and influence.		

	• 10 out of 12 Tenant Satisfaction Measures (TSMs) have improved; 7 at their highest levels. **Repairs, Maintenance & Safety:** • Repairs and voids backlogs reduced and stabilised. • Increased tenant satisfaction with repairs. • Compliance areas (e.g. gas, stock condition surveys) significantly improved (82% coverage, up from 26%). • Introduction of improved systems (e.g. Total Mobile) has strengthened performance management and oversight. **Data & Systems:** • Improved data quality and system integration supporting better decision-making and performance monitoring. **Areas for Improvement:** • Complaints handling remains a key challenge (recognised nationally), with actions in place to improve learning and service response. • Housing adaptations progress has been slower, with ongoing challenges due to cross-service dependencies; further scrutiny and joint working with Adult Social Care planned. **Regulatory Position & Next Steps:** • A regrading process is underway, with an anticipated move from C3 to C2 (decision expected imminently). • Continued focus on embedding consistency, improving weaker areas, and sustaining performance. • Commitment to ongoing monitoring, with a further update to be provided in six months. Strong and accelerated progress has been made across all themes, with external validation and regulator feedback confirming improvement and increased confidence. Members discussed benchmarking and it was advised that the pathway to achieving a C1 grading, noting that very few local authorities have achieved this level and none are currently large urban authorities. It was highlighted that reviewing both local authorities and registered providers at C1 will help identify best practice and inform future improvements. **Key Points:** • The regulator recognises Nottingham as being on a positive trajectory towards C1, with strong progress already evidenced. • Emphasis was placed on the importance of sustaining performance once higher gradings are achieved, particularly in light of future structural changes. • Local Government Reorganisation (LGR) was noted as a potential risk, with future collaboration expected with Broxtowe Borough Council (currently graded C3). The implications for Nottingham's grading are being explored with the regulator.		

	Benchmarking: Members requested updated benchmarking data to better understand Nottingham's position compared to others. **ACTION - It was confirmed this data will be refreshed and shared, noting that comparisons must consider differences in scale, demographics, and complexity (e.g. smaller or more affluent authorities achieving C1).** The board thanked Charlotte McGraw for her detailed update.	CM	24.9.26
6	AOB It was announced that 8 new members have been appointed to the Housing Assurance Board, including 1 leaseholder and 7 tenants. All new members will attend the HAB induction on Monday, which will also be attended by some existing members, providing a valuable opportunity for introductions and sharing experiences.		
11	Meeting concluded 19:12PM		