

Minutes



Nottingham
City Council

Housing
Services

Housing Assurance Board

Minutes of the meeting held on **30th** July at 6pm via Microsoft Teams.

ATTENDEES

BM- Board Member

Tanaiya Daniel (Chair), Anne Dean (Vice -Chair), Kudzai Muganhiri (BM), Jayati Bhattacharjee (BM), Julie Shaw (BM), Jade Farrell (BM), Roy Lawson (BM), Leanne Okeefe (BM), Paul Cameron (BM), Cllr Jay Hayes, Executive Member for Housing and Planning, Mark Lowe, Assistant Director (Strategy), Pinder Bungar, Head of Responsive Repairs, Will Morritt, Head of Tenancy and Estate Management, Lisa Dawkins, Head of Involvement, Cherrelle Daniel, Tenant Involvement Project Manager, Zenaida Morrisson, Tenant Involvement Project Manager.

APOLOGIES

Charlotte McGraw, Strategic Director of Housing, Amanda Outram, Tenant Involvement Project Manager, Paul Wardle, BM, Bereket Amaha, BM, Marie Smith, BM

ABSENT

Graham Palk, BM

Item No.	Item Detail	Actions	Action Completion Date
1	Attendance and Apologies for Absence - As noted above. Declarations of Interest - No Interests declared. Previous Minutes and Actions from the board meeting on 28th May: Benchmarking Data - RSH Judgment Gradings, Members requested updated benchmarking data to better understand Nottingham's position compared to other Local authorities with a C3 grading at the time. A previous report was sent to the board but NCC Housing services have since been upgraded to a C2 and Mark Lowe, Assistant Director for strategy will be provided an update later this evening.		

	• RPEEP's - Matt Woods, Head of Building Safety Proposed regular attendance at HAB meetings to share updates on the Residential PEEP's activities and ongoing progress. This was welcomed by the board. The chair confirmed that minutes from the meeting held on 28th May as a correct record.		
2	Balance scorecard performance data for May 2026, Pinder Bungar, Head of Responsive Repairs The Board received the June Balanced Scorecard performance data in advance of the meeting, together with a written response from Steve Edlin, Assistant Director (Assets), addressing queries relating to KPIs associated with Awaab's Law compliance. Pinder Bungar gave an overview of the performance data and acknowledged the Board's concerns, confirming that May's performance reflected pressure across several indicators. This was mainly due to temporary staffing pressures, increased contractor use, some issues with correctly processing orders, and historically high levels of work in progress (WIP). Positive progress has since been made, with open repair jobs reducing from approximately 1,500 to around 600. This means significantly fewer customers are currently waiting for repairs to be completed. Further improvements include: • Clearer prioritisation of urgent repairs and cases involving vulnerable tenants. • Reinforcement of Awaab's Law processes and requirements. • Improved data quality and assurance. • Increased use of the Totalmobile subcontractor portal, enabling contractors to provide real-time updates rather than relying on emails or verbal confirmations. • Continued monitoring of contractor compliance and accurate completion reporting. Pinder advised that staffing absences are temporary and not expected to have a long-term impact. Contractors are providing short-term support and specialist repairs, while the in-house team continues to deliver the core service. The Board was assured that performance is improving and further progress is expected in the next reporting period. Contractor Portal Update The Repairs Service advised that approximately 90% of contractors are now using the Total mobile portal, providing improved real-time reporting and oversight of repair activity. The Board was assured that use of the portal is now a requirement within all new contractor procurements, ensuring future contractors are fully integrated with		

	the system. The service confirmed it is continuing to work with the remaining contractors to increase portal adoption and improve overall reporting and compliance. The Board sought assurance on preparedness for Awaab's Law Phase 2 and was advised that preparations are already underway, with many requirements already embedded within current processes. Officers confirmed ongoing compliance with Phase 1 requirements and stated that an issue previously raised by the Board was an isolated incident. Regular stakeholder meetings are being held to support continued compliance and readiness for Phase 2. Vulnerable Tenants and Repairs The Board sought assurance that vulnerable tenants are appropriately identified and prioritised for repairs. Pinder Bungar confirmed that vulnerability information is recorded and that work is ongoing to improve the quality, sharing and accessibility of this data across services, reducing the need for tenants to repeatedly disclose personal circumstances. Performance Improvement Actions Jade Farrell asked how the Repairs Service measures the impact of improvement initiatives. Pinder Bungar explained that several actions are being introduced, but specific measures to assess the effectiveness of individual initiatives are not yet in place. The Board recommended that future monitoring should evaluate the impact of each improvement action to help focus resources on those delivering the greatest benefit. Vulnerability Reporting and Access to Properties The Board discussed how vulnerabilities are identified and recorded during stock condition surveys and repairs visits. It was confirmed that contractors can escalate concerns relating to vulnerabilities, hoarding and safeguarding through established processes, with information being reported back into systems. Members were advised that a dedicated access team has been introduced to support engagement with tenants where access to properties is difficult to obtain, particularly for safety-related inspections and repairs. Legal action remains a last resort where there are ongoing safety concerns and access cannot be secured. The Board raised concerns about the use of the term "hard to reach" to describe tenants who do not engage, noting that there may be a range of reasons why access cannot be provided, including vulnerabilities. Officers acknowledged the feedback and agreed to raise the issue with senior management to ensure appropriate and respectful terminology is used. Action: Raise the Board's concerns regarding the use of the term "hard to reach" with senior management and review the	ML	24.9.26
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	terminology to ensure it is appropriate, respectful and reflects the diverse circumstances of tenants.		
3	Overview of Nottingham City Council Leadership and the Role of the Executive Member for Housing and Planning, Cllr Jay Hayes, Executive Member for Housing and Planning. Councillor Jay Hayes provided an overview of his role as Executive Member for Housing and Planning, outlining how councillors, officers and scrutiny bodies work together to set priorities, deliver services and provide accountability. He explained that elected members are responsible for strategic leadership, policy and decision-making, while officers manage the day-to-day operation of services. The Board heard about the Council's governance structure, key housing responsibilities, and the role of scrutiny in holding services and decision-makers to account. Councillor Hayes highlighted the importance of tenant scrutiny and noted that findings from tenant scrutiny groups are used alongside political scrutiny to identify opportunities for service improvement. An update was provided on the Council's improvement journey, including progress in strengthening governance, reducing debt, improving housing services, securing external funding and achieving an improved regulatory rating. Councillor Hayes also briefed members on Local Government Reorganisation, explaining that Nottingham City Council is expected to transition into a new Greater Nottingham authority from April 2028. He advised that housing services are expected to continue under the new authority, although governance arrangements and councillor representation will change as part of the transition.		
4	The Resident Influence Strategy 26-29, Lisa Dawkins, Head of Involvement Lisa Dawkins thanked the Housing Assurance Board, Resident Influence Panel and wider tenant body for their significant contribution to the development of the Resident Influence Strategy. Over 1,000 residents contributed to the consultation, and the co-creation approach ensured the strategy was shaped by tenant feedback and written in accessible, resident-friendly language. Members heard that while the co-creation process took longer than anticipated, it provided valuable lessons around communication, engagement and setting realistic timescales for meaningful tenant involvement. The Board was advised that the strategy is intended to be a living document which will continue to evolve in response to feedback and changing circumstances. Quarterly progress updates on delivery of		

	the strategy will be presented to the Board, beginning at the next meeting. Action: Provide quarterly progress reports on the delivery of the Resident Influence Strategy, with the first update to be presented at the next Board meeting. Anne Dean asked how staff involvement and commitment to delivering the Resident Influence Strategy would be monitored across the organisation. Lisa Dawkins acknowledged that significant work is still required to embed the strategy across all staff levels. While there is strong support from managers and senior leaders, officers recognised the need to ensure all employees understand the importance of tenant voice, resident influence and their individual role in supporting it. Plans are in place to provide tailored engagement, training and support to staff across the service and a dedicated programme of internal stakeholder engagement is underway.	LD	24.9.26
5	Update on the Regulatory Judgement given on 24th June 2026, Mark Lowe, Assistant Director (Strategy). Mark Lowe provided an update on the Regulator of Social Housing's latest judgement, which upgraded Nottingham City Council Housing Services from a C3 to a C2 rating. The improvement reflects the significant progress made over the past year in addressing areas of concern identified by the regulator. Key improvements highlighted included: • Progress in completing stock condition surveys, with over 85% of properties now surveyed. • Improved oversight and management of repairs, supported by the introduction of Total mobile and better performance monitoring. • Stronger evidence of tenant engagement and influence through the Housing Assurance Board, Resident Influence Strategy and impact reporting. • A revised, more tenant-centred approach to gaining access for gas safety checks. • Improvements to the management and delivery of home adaptations. The regulator has provided positive feedback on the pace of improvement and will continue to monitor progress, particularly in relation to safety and quality standards, including repairs, stock condition, adaptations and compliance. Officers welcomed the improved judgement but emphasised that the ambition remains to achieve a C1 rating and deliver continuous service improvement.		
6	Good Neighbour Policy, Will Morritt, Head of Tenancy and Estate Management		

	Will Morritt, presented the proposed Good Neighbour Policy, which aims to address neighbourhood concerns that do not meet the threshold for antisocial behaviour (ASB). Members were advised that cases will be assessed to determine whether they are best managed under the Good Neighbour Policy or ASB procedures, with a focus on early intervention, advice, communication and support. If a matter is not enforceable and relates to everyday neighbourhood issues, officers will work with residents to resolve concerns through advice, communication and support rather than enforcement action. However, where behaviour becomes persistent or deliberate, cases may be escalated and managed through ASB procedures The Board sought assurance around consistency of decision-making, resident communications and escalation routes. Will Morritt confirmed that staff will follow a structured assessment process supported by guidance, training and management oversight, with Housing Patch Managers responsible for discussing outcomes and next steps with residents. Staff can seek guidance from managers where required to ensure consistent decision-making and application of the policy. Action: Share the set of questions used by HPMs to determine how the case should be assessed. Members welcomed the emphasis on early intervention but raised questions regarding staff capacity, resident understanding of decisions and the consistent application of the policy across all areas. Will Morritt advised that HPMs are supported through regular case reviews, specialist ASB teams and mediation services providing an independent and less confrontational way of resolving neighbour disputes. And that a wider review of HPM responsibilities is underway informed by a recent scrutiny review and staff feedback The Board also highlighted the importance of cultural awareness when assessing neighbour disputes and suggested that future training should include cultural competency, engagement with diverse communities and co-design principles. Officers welcomed the feedback and agreed to explore additional guidance and training to support the consistent and effective implementation of the policy. Action: Explore opportunities to strengthen staff training and guidance around cultural competency and engagement with diverse communities as part of the implementation of the Good Neighbour Policy.	WM	26.11.26
7	Update on the Competency and Conduct standard, Mark Lowe, Assistant Director (Strategy) Mark Lowe provided an update on the new Competency and Conduct Standard, which comes into force in October 2026. The standard has been introduced following lessons learned from Grenfell and Awaab Ishak's case, with the aim of professionalising social housing services and ensuring staff have the appropriate		

	qualifications, skills and behaviours to deliver high-quality services to residents. The Board was advised that all relevant housing managers and senior leaders will be required to achieve recognised housing qualifications during a three-year transition period. A review of staff qualifications has been completed, a training budget has been secured, and procurement is underway to appoint a training provider to support delivery. In addition to qualifications, the standard requires organisations to demonstrate effective policies, codes of conduct, staff development and performance management arrangements. Officers are developing a compliance statement and implementation plan, which will be brought to a future Board meeting for scrutiny. Members were also advised that tenant involvement is a key requirement of the standard, and the Housing Assurance Board will play an important role in reviewing how the Council embeds the expected behaviours, values and standards across Housing Services. A draft statement will be presented to the Board in September for review and feedback. Action: To present the draft statement on expected behaviours, values and standards at the September meeting for review, feedback and assurance that tenant involvement requirements are being embedded across the service	ML	24.9.26
8	AOB Cherrelle Daniel provided a number of updates and reminders for Board members: • Members were reminded to complete the mandatory e-learning modules and to contact the team if they were experiencing any issues accessing the training. • Board members were encouraged to arrange their individual check-in sessions to ensure they have the support and resources needed to fulfil their role effectively. • Members were advised of an opportunity to attend a tenant engagement conference in London, with places allocated based on demand if interest exceeds availability. • An upcoming Housing Management Training Workshop is being planned for October 2026, and members were asked to indicate their availability so a suitable date can be agreed. Cherrelle also announced the outcome of the recent Chair and Vice-Chair recruitment process. As one application was received for each role, Jade Farrell was appointed as Chair of the Housing Assurance Board, and Anne Dean was confirmed as Vice-Chair. The Board congratulated both members on their appointments. The Board formally thanked Tanaiya Daniel for her leadership and commitment as Chair of the Housing Assurance Board over the past		

	18 months. Members recognised her significant contribution in establishing the Board, strengthening its role in tenant scrutiny and helping to drive improvements across Housing Services.		
11	Meeting concluded 19:38PM		