

HOUSING SCRUTINY SUB-COMMITTEE

Tuesday, 20 November 2018 at 6.30 p.m.

C3 - Town Hall Mulberry Place

SUPPLEMENTAL AGENDA – REPORTS PACK

This meeting is open to the public to attend.

Contact for further enquiries:

The Committee Services Officer

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an electronic
agenda:



For further information including the Membership of this body and public information, see the main agenda.

**WELCOME, INTRODUCTIONS & APOLOGIES FOR
ABSENCE**

- 1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS** **5 - 8**
To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Monitoring Officer.
 - 2. MINUTES OF THE PREVIOUS MEETING(S)** **9 - 16**
To approve the minutes of the meeting held on 26 September 2018.
 - 3. ACTION LOG & WORK PROGRAMME**
- REPORTS FOR CONSIDERATION:**
- 4. UNDER OCCUPATION SCRUTINY REVIEW (TRACKING RECOMMENDATIONS)** **17 - 30**
Presenters: Rafiqul Hoque – Head of Housing Options and John Harkin – Assistant Lettings Manager.
 - 5. SOCIAL HOUSING FRAUD - ILLEGAL SUB-LETTING** **31 - 38**
Presented by: Stephen Tinkler – Head of Audit and Risk, Ann Otesanya – Director of Neighbourhoods.
 - 6. FIRE SAFETY AND BUILDING REGULATIONS** **39 - 62**
Presented by Mark Baigent – Interim Divisional Director Housing and Regeneration and John McGeary – Head of Building Control.
- PRESENTATION:**
- 7. STRATEGIC PERFORMANCE MONITORING**
The Committee will receive a presentation from Councillor Sirajul Islam, Cabinet Member for Housing, outlining strategic priorities for 2018/19 and progress made, including challenges and risks and next steps.
- FOR INFORMATION:**
- 8. SOCIAL HOUSING PERFORMANCE REPORT Q2** **63 - 72**
For the Chair to introduce.
 - 9. ANY OTHER BUSINESS**

Date of next Housing Scrutiny Sub-Committee Meeting, Tuesday 29 January 2019 at 6.30pm, Town Hall Mulberry Place (Room tbc.)

DECLARATIONS OF INTERESTS - NOTE FROM THE MONITORING OFFICER

This note is for guidance only. For further details please consult the Members' Code of Conduct at Part 5.1 of the Council's Constitution.

Please note that the question of whether a Member has an interest in any matter, and whether or not that interest is a Disclosable Pecuniary Interest, is for that Member to decide. Advice is available from officers as listed below but they cannot make the decision for the Member. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending a meeting.

Interests and Disclosable Pecuniary Interests (DPIs)

You have an interest in any business of the authority where that business relates to or is likely to affect any of the persons, bodies or matters listed in section 4.1 (a) of the Code of Conduct; and might reasonably be regarded as affecting the well-being or financial position of yourself, a member of your family or a person with whom you have a close association, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward affected.

You must notify the Monitoring Officer in writing of any such interest, for inclusion in the Register of Members' Interests which is available for public inspection and on the Council's Website.

Once you have recorded an interest in the Register, you are not then required to declare that interest at each meeting where the business is discussed, unless the interest is a Disclosable Pecuniary Interest (DPI).

A DPI is defined in Regulations as a pecuniary interest of any of the descriptions listed at **Appendix A** overleaf. Please note that a Member's DPIs include his/her own relevant interests and also those of his/her spouse or civil partner; or a person with whom the Member is living as husband and wife; or a person with whom the Member is living as if they were civil partners; if the Member is aware that that other person has the interest.

Effect of a Disclosable Pecuniary Interest on participation at meetings

Where you have a DPI in any business of the Council you must, unless you have obtained a dispensation from the authority's Monitoring Officer following consideration by the Dispensations Sub-Committee of the Standards Advisory Committee:-

- not seek to improperly influence a decision about that business; and
- not exercise executive functions in relation to that business.

If you are present at a meeting where that business is discussed, you must:-

- Disclose to the meeting the existence and nature of the interest at the start of the meeting or when the interest becomes apparent, if later; and
- Leave the room (including any public viewing area) for the duration of consideration and decision on the item and not seek to influence the debate or decision

When declaring a DPI, Members should specify the nature of the interest and the agenda item to which the interest relates. This procedure is designed to assist the public's understanding of the meeting and to enable a full record to be made in the minutes of the meeting.

Where you have a DPI in any business of the authority which is not included in the Member's register of interests and you attend a meeting of the authority at which the business is considered, in addition to disclosing the interest to that meeting, you must also within 28 days notify the Monitoring Officer of the interest for inclusion in the Register.

Further advice

For further advice please contact:

Asmat Hussain, Corporate Director Governance & Monitoring Officer Tel 020 7364 4800

APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority—</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to the Member's knowledge)—</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where—</p> <p>(a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>

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HOUSING SCRUTINY SUB-COMMITTEE,
26/09/2018

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE HOUSING SCRUTINY SUB-COMMITTEE

HELD AT 6.30 P.M. ON WEDNESDAY, 26 SEPTEMBER 2018

MP701 - TOWN HALL MULBERRY PLACE

Members Present:

Councillor Dipa Das (Chair)
Councillor Dan Tomlinson
Councillor Muhammad Harun

Co-opted Members Present:

Anne Ambrose
Moshin Hamim

Tenant Representative
Leaseholder Representative

Apologies

Councillor Shad Chowdhury
Councillor Shah Ameen
Councillor Andrew Wood

Officers Present:

Abidah Kamali
Beverly Greenidge
Hilary Kelly
Mark Baigent

Rafiqul Hoque

Rosy Wilkie
Rushena Miah

Business Improvement Officer - Housing
Head of Neighbourhoods Tower Hamlets Homes
Head of Repairs Tower Hamlets Homes
Interim Divisional Director, Housing and
Regeneration
Lettings Services Manager, Housing Options
Service, Development & Renewal
Corporate SPP Officer
Committee Services Officer

1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS

There were no declarations of pecuniary interests.

2. MINUTES OF THE PREVIOUS MEETING(S)

The minutes of the meeting held on the 3 July 2018 were approved as an accurate record and signed by the Chair.

RESOLVED:

1. To approve the minutes of the meeting held on 3 July 2018.

3. ACTIONS LOG

There were no actions discussed from the previous meeting.

4. REPORTS FOR CONSIDERATION:

4.1 SOCIAL HOUSING GREEN PAPER

The Committee received a presentation from Mark Baigent, Interim Divisional Director of Housing, on the Social Housing Green Paper.

Questions from Members:

- **Is there any way for the Council to collate the individual responses to the consultation from other registered providers and provide a summary for the committee?**
- **How will registered providers engage with residents on the Green Paper?**

Tower Hamlets Housing Forum (THHF) regularly speaks at this committee and is the link to the wider registered providers. THHF had their AGM earlier in the day and the Green Paper was discussed at the meeting. It is the responsibility of each registered provider (RP) to engage with their residents; this is not something the Council can enforce RPs to do. The value of the council collating consultation from wider providers was questioned considering THHF's role.

- **What is the Council doing to build more social rented homes?**
- **Councillors were asked about their views on the designated person element to the complaints process.**
- **BME groups are overrepresented on the social housing register, what engagement work is being done to keep them updated, especially those with language barriers?**

The Mayor has pledged to build one thousand new homes over the next four years and a thousand in the pipeline beyond that. The Council are delivering social rents and living rents through both the Housing Revenue Account (HRA) and Special Purpose Vehicle. The Council is bidding for funds from the GLA and if successful more will be delivered through the HRA.

With regard to housing redress, Members said it was clear how to contact the ombudsman on the website. Residents were encouraged to apply to the ombudsman without having to wait the eight weeks for the Council's Designated Officer to respond. The Members Support Team at the Council was said to be helpful in providing advice on the issue.

The Council had not organised a specific event on the Green Paper but it had engaged with resident groups and officers had attended community events to raise awareness about it. The Council provides interpreters and translated documents for those who do not understand English. It was noted that the staffing at Tower Hamlets Homes was reflective of the diversity of the borough.

- **Can we get an update on the right to buy?**
- **With regard to the affordable homes, will they be of the same standard as the other tenures? We have seen cases where the interior quality tends to be of a lower standard for affordable homes.**

Right to buy was introduced as a voluntary scheme for housing associations. It is being piloted in the West Midlands, however officers advised that it was unlikely that the scheme would be brought to Tower Hamlets. The government have dropped the idea that councils should pay for right to buy with void properties.

Interiors were a planning decision. The Council has a ten year blind policy on finishing which means the type of tenure would not be identifiable from the outside of the property.

- **Funding for new homes linked to league tables, any comment on this?**

Officers were not convinced that comparing league tables was the best way to decide who gets to build a scheme. They said it was best to assess the RP on their ability to deliver something that provides most benefit to the community. It was also pointed out that in some cases smaller RPs may have high satisfaction rates but may lack the financial stability to bid for very large schemes.

- **How is the Council managing fire safety for housing association stock such as the New Festival Quarter in Lansbury? It appears to have 24 hour security guards in place. Why?**

The New Festival Quarter is privately owned, although part of it has been leased by an RP. Private developers are responsible for their own fire safety and the majority of them are claiming insurance to cover fire safety. Whilst the insurance claims are being resolved the site will be guarded by security.

Where the RP owns the building there is a £400 million government grant they could access to cover fire safety.

RESOLVED:

1. To note the presentation.

4.2 EMPTY & SECOND HOMES

The Committee received a presentation from Mark Baigent, Interim Divisional Director of Housing, on empty and second homes in the private sector.

Questions from members:

- **How do you count empty homes and are you sure you are not missing any out?**

Council tax records are the primary means of gathering the data.

- **How common are compulsory purchase orders?**

These were uncommon at the Council. The Council is required to invest a substantial amount of capital to buy and refurbish the property and would need to sell it in order to make some return. Given the generally high value nature of these properties they do not lend themselves to social rent. However the Council ensures short to medium term benefit is derived before sale. For example, a CPO is being considered at the Cabinet meeting this evening that would be used as a refuge for the next four or five years before being sold.

- **Are CPOs worth the time and effort invested in them given how few are proposed?**

Officers said yes, they are worth doing in the public's interest, especially for the residents who live near neglected sites.

- **What happens to the money from CPOs?**

It is treated as an internal loan that any department can access. Council officers can make a case for where the money should be spent.

RESOLVED:

1. To note the presentation.

5. VOIDS (THH & THHF)

The Committee received a presentation from Sandra Fawcett, Chair of Tower Hamlets Housing Forum, and Beverley Greenidge, Head of Neighbourhoods Tower Hamlets Homes, on voids.

Questions from Members:

- **What checks do you do to ensure repairs are of good quality?**
- **How do you decide on who gets adaptations?**

The speakers said there were policies in place and properties were inspected to check they were of a lettable standard. With regard to adaptations, the Housing Options team were responsible for making an assessment on a case by case basis. Repairs are post inspected four to six weeks after they are made which provides a further opportunity for the resident to comment.

RESOLVED:

1. To note the presentations.

6. COMMON HOUSING REGISTER & ALLOCATIONS POLICY

The Committee received a presentation from Rafiqul Hoque, Head of Housing Options, on the Common Housing Register including how medical need is assessed and how the Register's three bands work.

Questions from Members:

- **How are people with mental health issues assessed? Is there a chance of them falling into band 3?**

The housing team will assess the application with a health advisor. The health advisor will likely ask for additional evidence such as a GP letter on their condition. Mental and physical conditions are considered in the same way. Cases may also be referred to outsourced specialists such as psychologists separate to the Council.

- **There are 2000 people who have been on band 3 for two or more years. How often are the applications reviewed?**
- **Is there a case for splitting the register between a priority band and the 8000 people at band 3?**

The Committee were informed that there was a quota of 5% for band 3 applicants being let a property, this equated to around 200 units. The case for splitting the register was not an officer decision, though it was noted that other councils do not keep band 3s on the priority register. The decision to take band 3's off the register would be a Council decision.

- **2000 people on band 3 waiting 12 years is a long time, why is there no traction for these people?**

The assessments were made on a needs basis. The applications in band 3 were unlikely to be prioritised because they have been assessed as low need.

- **When was the housing allocation policy last reviewed, perhaps we could look at this in more detail as a committee?**

The policy was last reviewed in 2016 and the Housing Scrutiny Committee provided comment during the review.

The Head of Housing Options explained that an applicant may bid for a property one bedroom larger or one bedroom smaller than their need.

- **What support is available to vulnerable people in bidding for homes?**

Officers explained that all providers had lettings staff that were responsible for helping vulnerable people bid for properties. The Council has processes in place to enable people to bid.

RESOLVED:

1. To note the presentation.

7. 2018/19 WORK PROGRAMME

Members commented that based on the experience of today's meeting the agendas were too full. They agreed that the number of spotlights should be reduced so they could discuss topics in greater depth and give due consideration to impact and outcomes. Agenda items for the November 2018 meeting were agreed and the Preventing Homelessness Update deferred from the January agenda. Time was requested on the November agenda to review and agree April's agenda.

Members were not in agreement that the scrutiny review topic should be the impact green spaces can have on improving air quality. The Common Housing Register was suggested as an alternative; although it was pointed out that the CHR had been reviewed by this committee in 2016. Members requested information on the significance of green spaces as a scrutiny topic and agreed to decide on the scrutiny review topic over email.

RESOLVED:

1. The November agenda has only two spotlight items: Sub-Letting and Fire Safety, the second of which is an update that has two parts to it.
2. The January agenda will be: Budget scrutiny and spotlights on Service Charges for Leaseholders and Universal Credit and Rent Arrears. The Preventing Homelessness Update has been deferred.
3. To have fewer spotlight sessions in order to review topics in greater depth.

ACTION: Members to be emailed information on the significance of green spaces as the scrutiny review topic. SPP Officer to action.

ACTION: SPP Officer to check when the Allocations Policy was last considered by the Housing Scrutiny Committee and share its findings with the committee.

8. PERFORMANCE MONITORING

Quarter 1 corporate performance information was not yet available to share with the committee so the only report received was on Registered Provider performance for quarter 1. Although it was recognised that providing the monitoring information was on a voluntary basis, Members wished to understand why some members of the THHF did not provide monitoring information.

RESOLVED:

1. To note the monitoring report.

ACTION: for SPP Officer to establish the reasons why some members of the THHF do not provide performance data and advise the committee accordingly.

9. ANY OTHER BUSINESS


RESOLVED:

1. For Members of the Committee to meet for a pre-meet at 6.10pm on the evening of Committee Meetings.

The meeting ended at 8.38 p.m.

Chair, Councillor Dipa Das
Housing Scrutiny Sub-Committee

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<p>Non-Executive Report of the:</p> <p>Housing Scrutiny Sub-Committee</p> <p>20 November 2018</p>	 <p>TOWER HAMLETS</p>
<p>Report of: Rafiqul Hoque, Head of Housing Options</p>	<p>Classification: Unrestricted</p>
<p>Under Occupation Scrutiny Review Action Plan</p>	

Executive summary

This report submits an update on progress made in implementing recommendations from the scrutiny review which looked at Under Occupation in social housing: promoting housing moves.

Recommendations:

The Housing Scrutiny Sub Committee is recommended to:

- Note progress made in delivering recommendations from the scrutiny review.

1. REASONS FOR THE DECISIONS

- 1.1 This report outlines the findings and recommendations from the Under Occupation review, Promoting housing moves - which was part of the Housing Scrutiny Sub-Committee's work programme for 2016/17 municipal year, and provides an update on progress made in implementing recommendations from the scrutiny review.

2. DETAILS OF REPORT

- 2.1 As part of its work programme for 2016/17 the Housing Scrutiny Sub Committee agreed to form a review group - to review under occupation of housing within the borough. The review group was chaired by Councillor Amina Ali (Member for Bow East). The review considered the key issues around under occupancy in social rented housing in the borough, where tenants are occupying larger properties that are no longer suitable for their needs - which could be released and offered to families with children and those living in overcrowded households. Tackling this issue will relieve the pressure on the waiting list - currently there is no obligation for residents to do this, but there are a range of incentives provided by the council to assist with such moves.

The review specifically looked at:

- LBTH's under occupation policy and reviewed its action plan;
- Other local authorities with similar demographics and considered their approach, to encouraging tenants to downsize;
- lessons learnt elsewhere and whether these are applicable to the circumstances of Tower Hamlets;
- whether some incentives available have been more successful than others and establish the reasons for this; and
- if some Registered Providers (RPs), operating inside or outside the borough - whether have been more successful than others in reducing under occupancy and the reasons why this has happened.

- 3.10 There were seven recommendations arising from the review, for which an action plan was developed to support implementation of these recommendations and agreed by Cabinet on the 19th of September 2017 (click here for [scrutiny report](#)). This report outlines progress made in delivering the agreed actions attached at appendix1.

Recommendation 1:

Deliver targeted communication and events: Housing and Regeneration Division should further develop information and engagement with local people looking to downsize by:

- delivering targeted communication;
- develop clear and concise information;
- delivering events aimed at both registered and unregistered under occupiers.

The council's traditional media channels along with electronic and social media should be utilised.

Progress Update:

The Council and its RP partners have developed and agreed a comprehensive under occupation toolkit to strengthen implementation of its under occupation policy, this includes improving communications and engagement with existing and new tenants, promoting options at under occupation surgeries and open days and targeting under occupiers prior to handover of new housing schemes. In 17/18 the Council rehoused 67 under occupying CHR tenants, 40 of which gave up 3 beds+ (down 52% and 59% respectively since March 16). For the first 6 months in this financial year 32 under occupying tenants have downsized 19 of them giving 3 or more bedrooms.

Recommendation 2:

That the Housing and Regeneration Division proactively identify under occupiers and staff working across frontline service. And develop an information toolkit for frontline staff which will enable them to encourage and support tenants, wishing to downsize.

Progress Update:

The toolkit agreed in April 2018 is being used by staff across the partnership and a referral form has been included for partners. The toolkit provides a comprehensive guide including landlord contact details, housing options, advice on rents and post move help.

Recommendation 3:

That the Housing Regeneration Division should consider creating a single integrated Housing Mobility Team.

Progress Update:

A virtual team has been set up with under occupation champions across the common housing register partnership, activities of which include engagement with tenants through surveys, interviews, surgeries and open days to promote suitable options for downsizing and reciprocal moves out of borough (where there is interest).

Recommendation 4:

That the Place Directorate consider the possibility of building bespoke downsizer homes, on council owned land or estates which are specifically aimed at under occupiers.

Progress Update:

Direct offers are being made under clause 92 of the allocations policy; potential sites have been identified for the option to downsize to Council housing schemes where smaller properties are made available.

Recommendation 5:

That the Housing and Regeneration Division should review the current Tenancy Strategy to agree under what circumstances fixed term tenancies would not be renewed.

Progress Update:

The Tenancy Strategy is in the process of being updated and is awaiting regulatory announcements. In the Social Housing Green paper, the Government has announced the scrapping of mandatory fixed term tenancies.

Recommendation 6:

That the Housing and Regeneration Division further enhance 'post move' service - to ensure tenants who are downsizing are supported through any difficulties e.g. settling in, providing information on local area and sign posting to local services etc.

Progress Update:

New procedure included in under occupation toolkit.

Recommendation 7:

That the Housing and Regeneration Division builds on the existing strategic partnership with its key partners and stakeholders. And, continue to develop the role of Tower Hamlets Housing Forum – especially the Common Housing Register Group as the main area for innovation and delivery of under occupation initiatives.

Progress Update:

Under occupation moves is regularly discussed at the common housing register forum meeting and partners review progress and inform updates to the plan new initiatives to be delivered to maximise housing opportunities for tenants wanting to downsize.

4. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1 Following the approval of the Social Housing Under Occupation Review Action Plan by the Mayor in Cabinet on 19th September 2017, this report provides an update to the Housing Scrutiny Sub-Committee on the progress that has been made in delivering the recommendations.
- 4.2 The action plan sets out a range of activities and priorities for the Council and key partners that will provide a focus for the promotion of housing moves to release currently under occupied properties for re-letting. This requires a co-ordinated approach and possible aligning of funding from all major partners, and needs value for money to be obtained from limited sources of funding, given that the Council's mainstream resources to support the proposals are extremely limited.
- 4.3 Although the costs of implementing several of the recommendations are being met from within existing revenue resources, the financial consequences of certain initiatives will be subject to the availability of funding, and further reports will assess the financial impact of these proposals as appropriate. In

particular this will relate to Recommendation 3 - the creation of a single integrated Housing Mobility Team; Recommendation 4 – the construction of bespoke downsizer homes on Council owned land; and recommendation 6 – that an enhanced ‘post move’ service be offered to tenants.

5. LEGAL COMMENTS

- 5.1 In relation to recommendation 5, the government advised in August 2018 that it will not for the time being implement the provisions in the Housing and Planning Act 2016 which require most new local authority tenancies to be granted for a fixed term (two to ten years). Instead the recommendation is for social landlords to decide how to use fixed term tenancies at a local level in consultation with tenants.
- 5.2 On 12 December 2012 Cabinet agreed the discretionary use of fixed term tenancies where a tenant has a terminal illness and requires a property on a short term basis with additional care. Currently, lifetime secure tenancies are granted in all other cases.
- 5.6 In relation to offering financial incentives to tenants downsizing, payments to local authority tenants moving to another property are covered by Paragraph 2 of Schedule 18 of the Housing Act 1996. Such payments can cover not only the provision of goods or services, such as carpets or redecoration, but also cash incentives.
- 5.7 Also, the Discretionary Housing Payment (DHP) fund remains available to provide temporary financial assistance to tenants affected by the provisions of the Welfare Reform Act 2012 so that working-age social tenants in receipt of Housing Benefit who experience a reduction in their benefit entitlement if they live in housing that is deemed to be too large for their needs can make a claim for DHP. The rationale is to encourage council tenants living in houses too big for their needs to move to smaller properties so that existing housing stock can be better used.
- 5.8 The Council's Allocation and Succession policies and Tenancy strategy will need to be reviewed and updated to ensure that they reflect the provisions within the Housing and Planning Act if and when they come into force.
- 5.9 The Allocation Scheme currently allows direct offers of accommodation to be made, if the circumstances justify it, this includes facilitating a move due to under occupation. This would allow allocation of the downsizer homes referred to in recommendation 4.
- 5.10 The Tenancy Strategy, which the council must prepare under S150 Localism Act, sets out the matters which registered providers of social housing in its area are to have regard to in formulating policies, this includes:
 - a) the kinds of tenancies granted;
 - b) the circumstances in which particular tenancies will be granted
 - c) Where tenancies are granted for a certain term, the lengths of the term and

d) The circumstances when a further tenancy will be granted when the existing tenancy comes to an end.

- 5.11 The tenancy strategy must summarise those policies or indicate where they can be found. A local housing authority must have regard to the strategy when exercising its housing management functions, publish its strategy and keep it under review and may modify or replace it. Any modifications must be published.
- 5.12 When deciding whether or not to proceed with the recommendations set out in this report, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who don't (the public sector duty).

6. OTHER STATUTORY IMPLICATIONS

- 6.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:
- Best Value Implications,
 - Consultations,
 - Environmental (including air quality),
 - Risk Management,
 - Crime Reduction,
 - Safeguarding.
- 6.2 The recommendations in scrutiny review are made as part of the Housing Scrutiny Sub-Committee's role in helping to secure continuous improvement for the Council, as required under its Best Value duty.
- 6.3 There are no direct environmental implications arising from the report or recommendations.
- 6.4 The recommendations of the Scrutiny Review are based on areas of risk and for improvement for the Council and its partners and the actions seek to address these.
- 6.5 There are no direct crime and disorder reduction implications arising from the report or recommendations.

Linked Reports, Appendices and Background Documents

Linked Report

- NONE

Appendices

- Appendix 1: Under Occupation – Promoting Housing Moves action plan update.

Local Government Act, 1972 Section 100D (As amended)

List of “Background Papers” used in the preparation of this report

List any background documents not already in the public domain including officer contact information.

- NONE.

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Appendix 1: Under Occupation Review Action Plan

Recommendation 1: Deliver targeted communication and events: Housing and Regeneration Division should further develop information and engagement with local people looking to downsize by:

- delivering targeted communication;
- develop clear and concise information;
- delivering events aimed at both registered and unregistered under occupiers.

The council's traditional media channels (e.g. community languages) along with electronic and social media should be utilised.

Comments from Service:

The Council will work with its Common Housing Register partners to enhance existing leaflets and literature to promote the current policy and incentives available to social tenants wishing to downsize. A more targeted approach will be taken to publicise and encourage more moves from existing and new tenants registered on the Housing Register.

	Responsible Officer	Deadline	Comments	RAG
1. Revise current leaflets and produce details of new build schemes and other Housing Options and communicate on a regular basis through all channels including newsletters, social media and quarterly rent statements.	Rafiqul Hoque	31 August 2017	Leaflets review and information will be included in new Under-Occupation Took kit.	
2. Promote new build schemes with opportunities for under occupiers through direct mailshots/text messages/social media.	Rafiqul Hoque	On-going	RP target under occupiers prior to hand-over of new schemes	
3. Hold a series of Under Occupation surgeries in more localised areas in addition to the annual Lettings Open day.	Rafiqul Hoque	31 March 2018	Five surgeries held in E1, E3 and E14. In total 109 tenants attended these surgeries.	
4. Obtain regular update list of under occupying tenants on Discretionary Housing Payments from the Welfare Reform and Housing Benefit Team. Engage with those tenants to discuss housing options and help with the bidding and rehousing process.	Rafiqul Hoque	On-going	Information provided and regular updates available to enable continual review under occupying tenants.	

Recommendation 2: That the Housing and Regeneration Division proactively identify under occupiers and staff working across frontline service. And develop an information toolkit for frontline staff which will enable them to encourage and support tenants, wishing to downsize.

Comments from Service:

The Housing Options Lettings service will work in partnership with Registered Providers to devise information toolkit to help front line staff across the council, RP partnership and third party organisations such as GP surgeries providing them with relevant and adequate information on current policy, incentives and housing options available to social tenants wishing to downsize to maximise registration and rehousing opportunities for tenants.

Actions	Responsible Officer	Deadline	Comments	RAG
1. Hold lunchtime briefing session with staff and partners on the toolkit in order to help maximise interest in downsizing	Rafiqul Hoque/ Sandra Fawcett	December 2017	Toolkit developed and signed off by CHR partners in April 2018 and is being used by staff across the partnership	
2. Maximise distribution of leaflets including a policy summary and information on 'sons & daughters' scheme.	Rafiqul Hoque/ Sandra Fawcett	December 2017	Leaflets and information on 'sons & daughters' to be distributed through Toolkit.	
3. Devise a referral form for other colleagues and agencies to use for making referrals e.g. Social Services to refer new cases.	Rafiqul Hoque/ Sandra Fawcett	December 2017	Referral form included in toolkit	
In addition, toolkit should including the following information: <ul style="list-style-type: none"> • Provide up to date list of landlords and appropriate contact person/s • Information on other Housing Options e.g. Housing Moves/Seaside and Country Homes Scheme • Post move help/settling in visit(s) • Advice for tenants in Rent Arrears (rent pro-forma) 			All included in toolkit.	

Recommendation 3: That the Housing Regeneration Division should consider creating a single integrated Housing Mobility Team.

Comments from Service:

The Housing Options Service improve the CHR partnership working and maximising housing opportunities for under occupying tenants including their sons and daughters who are eligible for enhanced priority under the Allocations policy.

Actions	Responsible Officer	Deadline		
1. In discussion with CHR partners explore the feasibility of setting up a cross Partnership Team to work specifically and actively with under occupiers and their sons and daughters to maximise rehousing.	Rafiqul Hoque/ Sandra Fawcett	31 December 2017	Virtual team with Under-occupation Champions from each RP set up to actively manage under occupation in their stock	
2. Explore additional resources to help set this cross partnership team and publicise the work of the team, if it is possible to set up.	Rafiqul Hoque/ Sandra Fawcett	31 December 2017	Virtual group set up with commitment to regular communication across partnership and within internal organization.	
3. Survey/interview tenants to get a better idea of where they want to move and those existing tenants registered on the housing list who are keen to downsize and are flexible in their preferences and actively work with them to help them downsize.	Rafiqul Hoque/ Christine Foley	On-going	Survey developed and interviews taking place during open days and home visits.	
4. Maximise reciprocal moves within the partnership with RPs who have stock in other boroughs - especially in Essex.	Rafiqul Hoque	On-going	Partners with stock in other boroughs have agreed to seek to move any under occupied to out of borough stock. .	

Recommendation 4: That the Place Directorate consider the possibility of building bespoke downsizer homes, on council owned land or estates which are specifically aimed at under occupiers.

Comments from Service:

As part of the new build Housing Revenue Account programme to build new Council homes, enhanced opportunities for both developing smaller properties aimed at downsizers and Local Lettings policies to give local residents access will be considered. The programme will be built out over a number of years with the aim to provide 1000 new Council homes with a range of bedroom sizes.

The Council is also considering the development of a bespoke community housing scheme on HRA land aimed at under occupiers which will benefit from government funding through the MHCLG Community Housing Fund.

Actions	Responsible Officer	Deadline	Comments	RAG
Implement clause 92 of the Allocations policy and make direct offers to under occupiers	Rafiqul Hoque	Ongoing	In the Policy.	
Explore the potential to develop community housing scheme with funding through the MHCLG Community Housing Fund	Martin Ling	December 2017	Potential sites identified. To include a consultation. Meeting THH.	

Recommendation 5: That the Housing and Regeneration Division should review the current Tenancy Strategy to agree under what circumstances fixed term tenancies would not be renewed.

Comments from Service:

The Housing and Planning Act 2016 will require all Local Authorities to introduce Fixed Term Tenancies. However the Secretary of State has yet to set out the detail through Regulations. The MHCLG is working with a number of Local Authorities to draw up a workable scheme and the Regulations are expected this Autumn.

Actions	Responsible Officer	Deadline	Comments	RAG
Respond to MHCLG Regulations and draw up new Tenancy Strategy in consultation with partners	Martin Ling	April 2018	Regulations not yet published by MHCLG.	

Recommendation 6: That the Housing and Regeneration Division further enhance 'post move' service - to ensure tenants who are downsizing are supported through any difficulties e.g. settling in, providing information on local area and sign posting to local services etc.

Comments from Service:

Most landlords provide a post move service to ensure that tenants have settled in, receive advice on local amenities and benefits entitlements etc.

Actions	Responsible	Deadline	Comments	RAG
Review current offer from landlords through the CHR group and place an emphasis on ensuring downsizing tenants have received the necessary support, particularly older or more vulnerable tenants	Rafiqul Hoque/CHR	December 2017	New procedure included in Toolkit.	

Recommendation 7: That the Housing and Regeneration Division builds on the existing strategic partnership with its key partners and stakeholders. And, continue to develop the role of Tower Hamlets Housing Forum – especially the Common Housing Register Group as the main area for innovation and delivery of under occupation initiatives.

Comments from Service:

The Council with its partners through Tower Hamlets Housing Forum Common Housing Register Group will continue to maximise the opportunities for downsizing and continue to work in innovative ways to encourage best use of social housing.

Actions	Responsible Officer	Deadline	Comments	RAG
The CHR will monitor the Under Occupation Review Plan to ensure it is effective and to consider other ways to facilitate and encourage downsizing.	Rafiqul Hoque/CHR	Ongoing	Regular agenda item for update and discussion.	

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<p>Non-Executive Report of the:</p> <p>Housing Sub-Committee</p> <p>20 November 2018</p>	 <p>TOWER HAMLETS</p>
<p>Report of: Neville Murton, Interim Corporate Director Resources</p>	<p>Classification: Exempt</p>
<p>Social Housing Fraud Investigation</p>	

Originating Officer(s)	Tony Qayum -Corporate Anti-Fraud Manager
Wards affected	All wards

1.1 Executive Summary

- 1.1 This report advises the Housing Sub-Committee of the joint work of Tower Hamlets Homes, local Registered Providers and the Social Housing Fraud Team based within the Corporate Anti-Fraud Team of Tower Hamlets Council. The report outlines the collaborative nature of these partnerships, in the collective effort to tackle the risk posed by the abuse of social housing and our efforts to investigate and recover misused assets.
- 1.2 The report identifies the scale and extent of the risk to housing stock from existing abuse as identified from benchmarking exercises through the Chartered Institute of Public Finance and Accountancy (CIPFA) and highlights proposed future actions to minimise abuse.

2. Recommendations:

- 2.1 The Housing Sub- Committee is recommended to:
 - To note the contents of the report.

3. DETAILS OF THE REPORT

- 3.1 In 2009 the Audit Commission highlighted the significant abuse of Social Housing and identified it as one of the key areas of risk to the public purse in its annual "Protecting the Public Purse" publication. It estimated that approximately 5% of housing stock had been subject to abuse and quantified the loss to the public purse of circa £2 billion and representing 50,000 units.
- 3.2 It further stated that through the efforts of some sixty councils in England 1,600 properties with an asset value of £240 million were recovered from unlawful tenants. The paper went on to say that fewer than 5% of those

evicted from sublet properties sought assistance from Homeless Services as in most cases they found alternative accommodation in the private rented sector.

- 3.3 Following on from the Audit Commission paper and a report by the National Fraud Authority on abuse of Social Housing the Government advised that those authorities that had made the most effective use of earlier funding would be further supported by an award of £100,000 to continue the crackdown on tenancy cheats.
- 3.4 The Government further recognised the threat of Housing abuse by the introduction of new legislation making it a criminal offence to sublet your social housing property with the creation of the Prevention of Social Housing Fraud Act 2013 which enabled 'prosecuting authorities' (Local Authorities and the Police) to undertake action against those who sublet their properties. At Tower Hamlets we have worked closely with our Social Housing partners including Tower Hamlets Homes and all of the Registered Housing Partners within the borough who contribute to the Common Housing Register with the investigation of alleged Subletting and Abandonment cases. Subletting is the parting of possession of a unit often for financial gain and residing elsewhere and must be distinguished from sharing a property in the form of gaining a lodger which may be permissible.
- 3.5 The Chartered Institute of Public Finance and Accountancy has reported in its latest Fraud and Corruption Tracker 2018 of investigated fraud, that Housing Fraud remains one of the main four largest threats to the public sector with a representation of 5.7% of the total detected fraud in 2017/18 but with a huge value of £216.1M consisting of Right to Buy, Illegal Subletting, Successions and False Applications.
- 3.6 We currently have a team of six resources inclusive of a Team Leader and this unit sits within the Corporate Anti-Fraud resource of the Council. Currently two of these posts are contributed to by Tower Hamlets Homes.
- 3.7 The Social Housing Fraud Team has achieved a total of 368 recoveries from the total of Social Housing partners since inception of which 261 relate to Tower Hamlets Homes, as at October 2018. The table below demonstrates the year-on-year improvement with regards to property recoveries for the last 3 financial years.

Social Housing Properties Recovered

Financial Year	Properties Recovered
2015/16	34
2016/17	42
2017/18	54

It should be further noted that a minimum target of 60 recoveries has been set for 2018/19.

- 3.8 In order to remain relevant to the changing environment of the fraud landscape and to maximise our effectiveness we have continued to develop close working arrangements with our Registered Provider partners and we engage with Tower Hamlets Homes at a senior level on both Subletting, Successions, Abandonment and Right to Buy which has been given a larger focus in the last few years given the increase in discount, currently £108,000, and the identification of inappropriate funding sources that have compromised the integrity of applications made.
- 3.9 We attend the Tower Hamlets Housing Forum, Housing Management Sub Group, which includes all of the Registered Providers within the borough and Tower Hamlets Homes to discuss our approach to assisting in the investigation of abuse of housing stock across the wider housing management community and have provided training and support on false document identification, criminal standards of evidence and Tenancy Vouching and guidance on our investigative process.
- 3.10 We are currently in preparation, with a Registered Provider, of a bespoke training and awareness series of presentations on how to identify false and altered documents in order to reduce fraud from entering their system. Following this training we intend to pro-actively engage with all other Registered Providers, Tower Hamlets Homes and the Council to focus on minimising the scope to access systems through manipulated identity records.
- 3.11 We have also recognised that the lifeblood of our success is the flow of meaningful referrals which come through whistleblows, referrals from our various housing partners and proactive referrals/ exercises.
- 3.12 We have developed an Intelligence Team, that sits within the Corporate Anti-Fraud team and receives referrals and risk assesses cases utilising a range of data sources from within the Council and elsewhere including the National Fraud Initiative pro-active data matches and Credit Reference Agencies to maximise the effectiveness of investigation work we undertake. The team generates work flow cases for investigation, to a criminal standard of evidence for potential future successful prosecution/ civil recovery.
- 3.13 The Neighbourhood Housing Manager for Tower Hamlets Homes attends our monthly Social Housing Fraud Team, Team Meetings and we work closely with all aspects of Tower Hamlets Homes, including their Right-to-Buy function as well as the systems and controls in place across Housing Management to strengthen the control environment and minimise risk going forward. This is also a feature of our work with the Registered Providers through our joint working. The ultimate objective being to learn from the lessons identified to reduce future risk.
- 3.14 Tower Hamlets Homes have also recognised the value of this work and have facilitated the engagement of a temporary post to work within the

Social Housing Fraud Team to review cases of Right to Buy and enhance processes and evaluation of suspected fraudulent applications.

- 3.15 In the past three years we have prevented the sale of 47 Right to Buy units.
- 3.16 We work together and across boundaries with all of our social housing partners in a proportionate, transparent and equitable manner to prevent and detect instances of fraud pertaining to social housing seeking to achieve the best outcomes for people who live in the borough of Tower Hamlets protecting the council from the financial risk of loss to social housing fraud.
- 3.17 We have developed a programme of training and awareness which has been, and will continue to be delivered across the Council and Tower Hamlets Homes during the current financial year; additionally an Anti-Fraud and awareness E-Learning package will be delivered in the second half of this financial year, which will be offered more widely, where appropriate.
- 3.18 We have also sought to maximise effectiveness through pro - active exercises including full participation in the National Fraud Initiative data matching exercises managed by the Cabinet Office and also ran a Key Amnesty in 2016 which was widely publicised in both the press, radio and television and yielded some positive outcomes all of which were under investigation by the team but sped up the return of keys thus reducing the cost of legal recovery thorough the Courts.
- 3.19 In collaboration with Tower Hamlets Homes we have run a number of pro-active initiatives with a view to tackling social housing fraud. These have included engagement with the Caretaking Service, Gas Servicing forced entry cases, as examples. In addition a statistical analysis of fraud indicators was undertaken which indicated that there was an increased fraud risk associated with a specific of tenants. This proactive exercise concentrated on 34 specific cases that were subject to individual tenancy visits. For these cases, 11 were progressed for further fraud investigation. To date, 1 property has been successfully recovered with investigations in to the remaining 10 cases ongoing.
- 3.20 The team must rely on external reporting mechanisms to provide intelligence and information indicating that a property is not correctly occupied in accord with their tenancy terms and conditions. There is a central reporting mechanism with both an e-mail and telephone 'hotline' phone number. Referrals come from a wide range of sources including tenants in all of the social housing providers of the borough. We are currently engaged in an outreach programme whereby we have presented to a number of other departments within the council who have a public facing profile encouraging them to report concerns. The caretaking teams have a significant public profile and they are the most frequent on the various estates and blocks. We have presented to their managers and team leaders meetings and they in turn are actively encouraging reports of concern on properties.

- 3.21 There is a programme in place by the Neighbourhood Team as part of their tenancy audit procedure. The Neighbourhood Team employ various approaches towards identifying properties which could be subject to some form of social housing abuse or which have been abandoned. Audit checks are carried out as part of a 'business as usual' approach whilst conducting other housing management related visits. The team also carry out planned visits targeting addresses based on selective criteria such as but not limited to age, rent credit, rent arrears and the absence of repairs calls.
- 3.22 The Neighbourhood Team also use the repairing of entry phone systems to identify any subletting in Tower Hamlets Homes properties. Residents are asked to provide proof and verification of tenancy before obtaining a key fob. The emphasis here is on the team being proactive in its pursuit of cases to provide the Fraud Team to investigate as well as responding to whistle blow intelligence.
- 3.23 The advent of the Fire Safety Team has contributed to the success that the Neighbourhood and Fraud Teams have had. The team have been instrumental in identifying cases whilst carrying out their remit of fire safety assessments. To date the Fire Safety Team has identified 11 suspected sublet properties and 32 Air B&Bs which were referred to the Fraud Team. 3 of the suspected sublet properties have been returned following investigation by the Fraud Team. 1 more property will be recovered soon as part of the same process.
- 3.24 There is a risk assessment based approach to the work the Neighbourhood Team does around tenancy fraud. The team work collaboratively with the Leasehold Team to tackle tenancy fraud and minimise the abuse and exploitation of the Right to Buy (RTB) process. Applicants purchasing a property are audited by Neighbourhood Housing Officers upon submission of their application where there is an absence of an audit carried out at least 6 months prior to the RTB application. This work goes some way toward protecting the Council's and the public purse when you consider the discount offered to RTB applicants.
- 3.25 With regard to the commencement of applications we are focussing on the 'front end' of the housing process with Housing Options and Applications. At this stage any misleading facts on the original application or subsequent change in circumstances that are not declared can render an application as void over time.
- 3.26 In summary the coordinated counter fraud approach has achieved the following successes so far this financial year :-
- 15 - Tower Hamlets Homes Recoveries
 - 7 - Right-to-Buy preventions
 - 1 - Convictions
 - 10 - Cancelled Housing Applications
 - 2 - Profit Orders awarded
 - 1 - Homeless case
 - 4 - Parking Permit Successes related to Housing matters

- 3.27 Pro- active initiatives to be undertaken during the balance of the financial year will include successions, aged profile rent arrears and overpayments and mortality checks against housing records.

4. EQUALITIES IMPLICATIONS

- 4.1 There are no specific equalities implications from this report.

5. OTHER STATUTORY IMPLICATIONS

- 5.1 There are no further specific statutory implications that are not covered within the main body of the report.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 This report advises the Housing Sub-Committee of the actions being taken and progress made by Tower Hamlets Homes, local Registered Providers and the Social Housing Fraud team within the Council, in relation to Social Housing fraud.
- 6.2 As highlighted in paragraph 3.5, housing fraud is one of the main four threats to the public sector with an estimated cost to the public purse of over £216 million. The actions undertaken to identify social housing fraud as detailed in this report help to protect social housing assets and ensure that scarce public resources are used legitimately.
- 6.3 The costs of the Council's social housing fraud team are met from within existing resources, of which an element is funded by the Housing Revenue Account to reflect work undertaken in relation to the detection and prevention of fraud within the Council's own housing stock.

7. COMMENTS OF LEGAL SERVICES

- 7.1 There are no specific legal implications arising from this report, however it is good practice for the Committee to receive information on the performance of the Council's Social Housing Fraud Investigation Team and its Social Housing Landlord partners in relation to combating social housing tenancy fraud in the Borough.

Linked Reports, Appendices and Background Documents

- NONE.

Appendices

- NONE.

Local Government Act, 1972 Section 100D (As amended)

List of “Background Papers” used in the preparation of this report


List any background documents not already in the public domain including officer contact information.

- NONE.

Officer contact details for documents:

N/A

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Housing Scrutiny Sub Committee 20 November 2018	
Report of: Mark Baigent – Interim Director of Housing and Regeneration John McGeary – Head of Building Control	Classification: Unrestricted
Fire Safety and Building Regulations	

Executive Summary:

This report submits an action plan (adopted by Cabinet on 30 October 18) in response to the recommendations of the Housing Scrutiny Sub-Committee's scrutiny review of Fire Safety in high rises in Tower Hamlets. The Council has worked proactively identify residential blocks with Aluminum Composite Material (ACM) cladding, working with partners to remove and put mitigating actions in place to ensure resident safety. Local RPs have now submitted their bids for MHCLG funding (from a total £400m nationally to cover the cost of cladding remediation in the social housing sector). The borough has around 40 private blocks over 18m with confirmed unsafe ACM and where owners are failing to take the action required by MHCLG. The Council has commenced the next stage to take remedial action through enforcement and serving improvement notices, this includes carrying out works in default for non-compliance and recharging owners for the remedial works.

The Council is working on formulating responses on how best to progress implementation of recommendations of the Independent Review of Building Regulations (Hackitt Review). However detailed legal, finance and resource implications can only be established once the Government has revealed the next steps.

Recommendations:

The Housing Scrutiny Sub Committee is recommended to:

- To note the action plan in Appendix 2 which sets out the Council's response to the recommendations of the Scrutiny Review
- To note the fire safety update of residential stock in the borough (Council, Registered Provider and Private)
- Building regulations - To note the Council's responses in implementing recommendations from Hackitt Review of Building Regulations and the Governments proposals to amend Approved Document Part B.

1. REASONS FOR THE DECISIONS

- 1.1 The Housing Scrutiny Sub Committee through its work planning process has agreed to receive an update on fire safety. This includes:
- a) the action plan agreed by Cabinet to support implementations of recommendations from the fire safety scrutiny review
 - b) a progress update on the Councils approach to implementing recommendations from the Hackitt review of building regulations

3. DETAILS OF REPORT

3.1 Fire Safety Scrutiny Review

- 3.1.1 As part of its work programme for 2017/18, the Housing Scrutiny Sub-committee carried out a scrutiny review on fire safety in residential high rises (above 18 metres) in Tower Hamlets (Scrutiny Review). The Scrutiny Review was prompted by the Grenfell Tower fire on 14 June 2017 in the London Borough of Kensington and Chelsea, which caused devastating loss of lives and homes. The Grenfell Tower fire was a tragic reminder of the importance of fire safety in residential high rise buildings and deemed particularly relevant for the London Borough of Tower Hamlets (Tower Hamlets), which has a significant number of tall buildings in London and some of the tallest residential buildings planned to be developed.
- 3.1.3 The Scrutiny Review aimed to drive improvement in fire safety policies, practices and compliance in existing and new developments; clarify roles and responsibilities across publicly and privately owned high rise buildings and amplify the voice and concerns of residents. The four main areas of focus for the Scrutiny Review were:
- Roles, Responsibilities and compliance throughout the lifecycle of the building.
 - Fire Safety Prevention
 - Emergency Responses
 - Resident Engagement
- 3.1.4 The Scrutiny Review was carried out in the context of a number of ongoing national inquiries and reviews into fire safety. The scrutiny report is available [here](#).
- 3.1.5 Appendix 1 sets out an action plan to implement the recommendations arising from the review. Ten recommendations (1 to 3; 5 to 6; 9 and 10 to 13) have been accepted in full. One recommendation (7) has not been accepted on the basis that it is not the Council's responsibility to hold emergency contact details. Three recommendations (4, 8 and 14) have been accepted in part. Recommendation 4, relating to Fire Risk Assessment dashboards, has been limited to apply to Tower Hamlets Homes only. Recommendation 8 to engage private providers by developing a forum to share best practice has been limited to prioritise large private rented sector providers. Recommendation 14, relating to a feasibility study of automatic fire suppression systems in high rises and prioritising vulnerable residents and high risk buildings, has been limited to the Council's housing stock.

- 3.1.6 The action plan was adopted by Cabinet on 31st October 2018. The Housing Scrutiny Sub Committee will receive a progress update in the next financial year.

3.2 Residential Fire Safety update – November 2018

- 3.2.1 Since the Grenfell Tower fire, there has been a growing range of additional tasks for the Council and its partners in relation to fire safety in high rise residential blocks (over 18 metres or six storeys high).

3.2.2 Council Housing

Only one block owned by the Council, Randall House (Poplar Baths), had ACM cladding. This cladding has now been removed and replaced. Two other Council blocks, Maltings and Brewster (Barley Mow), have non-Aluminum Composite Material (ACM) cladding that has also been removed following safety checks. These blocks are now being assessed for structural strengthening prior to recladding.

In total over £31m of fire safety works are programmed or underway. THH have now completed the bulk of £6m fire safety work in the substantial risk blocks, providing fire breaks on Avebury Estate and removing the cladding at Maltings and Brewster. Another £25.6m of work that is essential in order to achieve a good level of fire safety in the stock is programmed. This figure excludes potential future costs such as sprinklers, protective work to maisonettes, and other non-ACM external wall panels. We will be setting aside future HRA borrowing headroom to cover these potential extra costs.

THH Fire Risk Management Strategy

The latest THH Fire Risk Management Strategy 2018 comprises of a framework to manage fire risk and deliver fire safety works. The primary objective is to achieve the “tolerable” rating of risk levels. The risk ratings in lowest risk to highest risk in order are ‘Trivial’, ‘Tolerable’, ‘Moderate’, ‘Substantial’ and ‘Intolerable’. The main elements of the strategy included:

- a) The completion of in-depth Fire Risk assessment (Publicly Available Specification 79) by an external accredited fire safety company and supported by a new IT package to better manage fire safety actions. Current FRAs rate nine blocks as having a ‘Substantial’ risk rating and 902 as having a ‘Moderate’ risk rating. Publishing FRAs, adoption of fire standards for all housing stock and enforcement actions against residents who fail to install a fire safe front door and frame set.
- b) Fire safety works comprising of: Emergency lighting provision or upgrade; Communal fire doors; Flat entrance fire doors; Communal fire and smoke detection alarm upgrades; Domestic fire and smoke detection alarm upgrades; Protection of communal areas by fire safety screening; Sprinklers in bin areas; Re-glazing upgrades; Automatic opening vents; Compartmentalisation works and fire stopping between floors and flats; Upgrades to service cupboard doors; Window and other panels; servicing of fire safety equipment; Concierge services for high risk blocks and on one particular estate, an overnight fire warden and patrol service has been

introduced until the risks identified in the Fire Risk Assessment have been resolved.

- c) The Fire Safety Risk Management Group continues to meet and leads on the response to Hackitt recommendations and other fire risk measures reporting to the Executive. The THH Fire Safety Team continue to do their visits to tenants and leaseholders with good impact and is something that the London Fire Brigade value. THH have been recognised as having a good approach on fire safety having been visited by the fire pilot organisations and have received interest from the National Federation of ALMOs who propose to use THH's approach to fire safety as good practice examples for the response to the Governments Social Housing Green Paper.

Resident Voice and influence & Communication and engagement

To give residents an opportunity to influence and challenge the THH approach. Activities have included joint work on fire safety, formulating the approach to education, communications and works programmes, sharing of knowledge and implementation of recommendations from the Hackitt Review. Outcomes of which have included a change of contractor providing Fire Warden duties at higher risk blocks due to concerns over performance, Identification, prevention and removal of hazards, and residents influencing the design and priority of work packages on blocks.

THH has prioritised sharing information with residents, stakeholders and partners and listening to them. It has developed bespoke fire safety communications and fire safety engagement plans for tenants and residents, delivered an awareness raising campaign comprising of a 'what safe looks like' webpage, publications including FAQs, advice on seasonal risks, fire safety videos and use of social media. It has introduced fire safety at the resident sign up stage and a specialised fire safety team to discuss fire safety concerns with residents and lifestyle factors that could be a fire hazard. The team has completed 2,668 (2,408 access gained) visits across 67 blocks, identifying vulnerable households (277) hazards, removing combustible materials on balconies (236) and delivered additional outcomes which includes identifying illegal subletting (11), referrals for the checking of HMO licenses (93) and more.

3.2.3 Registered Providers

Liaison with RPs through THHF is keeping the Council informed of fire safety compliance in this tenure. All RP blocks locally have up to date FRAs and testing of ACM cladding has been rigorous, in line with Government guidance. Out of 420 RP-owned blocks over 18m in Tower Hamlets there are 12 blocks with ACM cladding that failed BRE tests. Of these, 3 blocks have already had the cladding removed. The Council is keeping in touch with RPs locally to monitor progress with removal of cladding and completion of other fire safety works. Local RPs have now submitted their bids for MHCLG funding (from a total £400m nationally to cover the cost of cladding remediation in the social housing sector).

The Fire Safety Scrutiny Review action plan has been discussed at the THHF Asset Management Sub Group, each RP will respond on the implementation of actions at its next meeting by December 2018. This will also include a discussion on taking forward the Hackitt review recommendations.

Private Sector

Tower Hamlets has over 600 private blocks over 18m, of which around 300 have some form of cladding. Nine months of investigations by the Council using enforcement powers under the Housing Act to require this cladding information and to remove samples for testing have now completed. The borough has around 40 private blocks over 18m with confirmed unsafe ACM. We have now commenced the next stage in which the Council is taking enforcement action to ensure remediation is completed where private owners are failing to take the action required by MHCLG. Initially this means carrying out hazard risk assessments and serving improvement notices. If these are not complied with, the Council has the power to step in and carry out works in default and recharge the owners. There remains an ongoing concern about some private freehold owners passing cladding remediation costs onto leasehold owners, we continue to lobby MHCLG on this issue.

3.3 Independent Review of Building Regulations (Hackitt Review)

3.3.1 The Independent Review of Building Regulations and Fire Safety: Final Report was issued in May 2018. However while it was considered 6 months (November) would be a reasonable time period whereby action would have been undertaken to put some of the recommendations into action in reality this has not been the case. It has been advised that the Ministry of Homes Communities and Local Government is considering amending/replacing the Building Act 1984 and this requires Parliamentary approval. However, Brexit negotiations have taken precedence and regulatory changes through parliament have been postponed to 2019.

3.3.1 The Council is working on formulating responses on how best to progress implementation of recommendations; however detailed legal, finance and resource implications can only be established once the Government has revealed the next steps.

3.3.2 The Council agrees with all the recommendations in the Final Report, as summarised in appendix 2.

3.3.3 Joint Competence Authority (JCA) and Challenges

Whilst the Council has made contact with the London Fire Brigade (LFB) and Health and Safety Executive to discuss the formation and operation of the Joint Competence Authority including considering case studies on how the JCA would operate, the London Fire Brigade are waiting for primary legislation to change before they introduce changes to working arrangements to show compliance. The Council awaits additional feedback from the senior official of the LFB whom is discussing matters at a national wide level and also from the Health and Safety Executive.

3.3.4 Commons Report - July 2018

The All party commons recommendation report based on the Final Report confirms governments backing for the setting up of the Joint Competency Authority, although concerns were raised regarding the independence of the Local Authority Building Control (LABC) department when working on Local Authority building works. The concern being that the Local Authority Building Control Body cannot take its own Authority to court. However there are no examples where this has compromised fire safety. An alternative proposal is being considered whereby the Building Control department of a neighbouring Local Authority is employed on such projects, subject to legal considerations.

3.3.5 Westminster Briefing

The Westminster Briefing on 25 September entitled the next steps for Building Regulations and Fire Safety was very disappointing, as it only reinforced the message that limited progress had been made since the Hackitt final report (May 2018) was published. The competence criterion is the only recommendation where tangible outcomes were visible:

- **Nationwide body of Building Control Authorities** (NBCA) has been involved in the Round Table discussions since the Final Report. This body has requested confirmation of competency levels within LABC departments dealing with High Rise residential buildings and other complex buildings. Responses have confirmed that in total, LABC's have 3600 experienced surveyors dealing with High Rise Residential Buildings which is far in excess of any other Approved Inspector.
- The NBCA has have set up a competence test which either validates the competence of Building Control Staff or refers them for further reading. This 3 hour test confirms whether LABC surveyors have maintained standards and knowledge since achieving their professional status. Once passed a license is issued for 4 years with a view to the test being taken every 4 years.
- The competency criteria relates to all designers/workers/maintenance staff from design concept to maintaining an existing occupied building. While a fundamental part of this procedure is the experience of the Building Control Staff, there seems to appear a lack of awareness of competency testing including by cladding contractors. However, the Council agrees with this level of competency testing to ensure residents safety in the future.

3.3.6 Part B consultation

The technical requirements in Building Regulations are supported by statutory guidance set out in "Approved Documents" which provide advice on approaches to compliance. Guidance on fire safety is set out in Approved Document B (ADB). There are currently two volumes; volume 1 covers dwelling houses and volume 2 covers buildings other than dwelling houses.

In response to the publication of Dame Judith Hackitt's Independent Review of Building Regulations and Fire Safety, the Secretary of State reaffirmed the Government's intention "to clarify building regulations fire safety guidance". In July 2018, the Government launched consultation on proposed clarification of Approved Document B and its plans for further work on a wider technical review of Approved Document B.

Whilst the Council has responded to the consultation regarding amending Part B, it was disappointed with the rushed approach to the consultation, evident by minimal and unclear questions, it is envisaged that the process will provide limited benefit.

3.3.7 Fire Safety Guidance for Developers

Whilst the new London Plan will not be ratified until June 2019, work has commenced between the Building Control and Development Control Teams to ensure robust assessment of submitted fire strategy documents including for tall buildings. The Council's website will be updated to provide guidance for developers/contractors/builders in light of future changes to legislation.

The Council's Head of Building Control is a member of the London District Surveyors Association which is the London Branch of the Local Authority Building Control (national body), and in this capacity identifies and disseminates both national and international good practices.

3.3.8 Council Housing Stock

- Whilst we await recommendations from the working groups set up by the Government, THH has started to look at the recommendations of the Hackitt Review. There are a number of areas that THH are developing where this adds value to the safety of residents, including:
- Making arrangements to satisfy Resident's Voice recommendations
- Consideration of a duty holder for each building and reviewing their competency levels.
- Review of competency levels of staff and contractors involved in fire safety, poor procurement issues, the principles and scope of building management, and agree comprehensive safety standards and building management plans (to also inform works).
- Establish a joint competent group comprising LFB, building control and THH officers formalise building control sign off of fire safety related works, and develop technical standards, guidance and specifications for fire safety related works.

4. EQUALITIES IMPLICATIONS

4.1 The Public Sector Equality Duty (as set out in the Equality Act 2010) aims to embed equality considerations into the day to day work of public bodies, so that they tackle discrimination and inequality and contribute to making society fairer.

4.2 The actions set out in this review seek to implement recommendations on key equality considerations, including reflecting the diversity of the borough by developing communication materials in key languages spoken in the borough; improving transparency and clarity of fire risk assessments through exploring introducing a clear user-friendly dashboard; considering best practice models to engage disabled residents; promoting the need for Landlords to assist vulnerable residents (including residents with hoarding issues or who require assistance in evacuating), reviewing existing services for personalised emergency evacuation plans and prioritising remedial works or adaptations to facilitate safe evacuation.

5. OTHER STATUTORY IMPLICATIONS

- 5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:
- Best Value Implications,
 - Consultations,
 - Environmental (including air quality),
 - Risk Management,
 - Crime Reduction,
 - Safeguarding.
- 5.2 The recommendations in scrutiny review are made as part of the Housing Scrutiny Sub-Committee's role in helping to secure continuous improvement for the Council, as required under its Best Value duty.
- 5.3 There are no direct environmental implications arising from the report or recommendations.
- 5.4 The recommendations of the Scrutiny Review are based on areas of risk and for improvement for the Council and its partners and the actions seek to address these.
- 5.5 There are no direct crime and disorder reduction implications arising from the report or recommendations.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 This report provides an update for the Mayor in Cabinet on the review of Fire Safety that has been undertaken by the Housing Scrutiny Sub-Committee and seeks approval for the adoption of the action plan that has been prepared to meet the recommendations arising from the review. The financial implications of the action plan, will need to be assessed and considered as part of the Council's Medium Term Financial Strategy. Efforts to secure central government funding will also need to continue to minimise the impact on local taxpayers and tenants.
- 6.2 The Scrutiny Report proposes fourteen recommendations providing a range of actions across the Council. The review covers all stock within the borough, both private and public sector.

Registered Providers of Social Housing and Private Sector

- 6.3 Although it is the responsibility of the owners of blocks to undertake fire risk assessments and to carry out any necessary works, it is the regulatory duty of local authorities to ensure that these statutory requirements are being met.
- 6.4 The Council has set aside an initial revenue budgetary provision of £100,000 to finance the appointment of temporary staffing resources within the environmental health and housing teams, and to fund the associated legal and administration costs. In addition, the Council has received an allocation of

£113,000 from the MHCLG to support the financing of costs associated with the identification of all residential tower blocks within the borough with Aluminium Composite Material (ACM) cladding. These resources are funding activities being undertaken by the Council's Building Control and Environmental Health sections.

- 6.5 The Council is providing guidance and support for RPs, particularly in its lead role on the Tower Hamlets Housing Forum (THHF). As an activity relating to non-Council owned housing stock any costs are a charge to the General Fund and are currently being met from within approved budgets.

Council Stock (held within the Housing Revenue Account)

- 6.6 The Council's 2018-19 Budget Report and Medium Term Financial Strategy 2018-21 includes capital provision totalling £26.84 million for fire safety works to its Housing Revenue Account stock. Increases to the Tower Hamlets Homes management fee have also been approved to meet the revenue costs associated with the enhanced fire safety programme.
- 6.7 The scrutiny report highlights other measures that might become necessary in future e.g. the retro fitting of sprinkler systems to blocks. These will need to be considered as part of the Council's Medium Term Financial Strategy and form the basis of future reports to Cabinet. A review of the HRA capital programme and a significant reprioritisation of proposed future schemes will need to be completed, if the works are agreed and undertaken.
- 6.8 It is anticipated that the Government will shortly publish its response to the Independent Review of Building Regulations, in particular in relation to addressing fire safety. Once published, an assessment of the resource implications for the Council will be undertaken and reported to Cabinet. Although it is likely that Government funding is likely to be sought, this cannot be guaranteed and it is therefore likely that costs will fall upon various Council services. These financial implications will need to be considered as part of the Council's Medium Term Financial Strategy, before any funds are committed.

7. COMMENTS OF LEGAL SERVICES

- 7.1 The Council is required by Section 9F of the Local Government Act 2000 to have an Overview and Scrutiny Committee and to have executive arrangements which ensure the committee has specified powers. Consistent with that obligation Article 6 of the Council's Constitution provides that the Overview and Scrutiny Committee may consider any matter affecting the area or its inhabitants and may make reports and recommendations to the Full Council or the Executive, as appropriate, in connection with the discharge of any functions. It is consistent with the Constitution and the statutory framework for the Committee to be asked to comment on the matters set out in the report. Other Scrutiny Panels may be established by the Overview and Scrutiny Panel which include the Housing Scrutiny Sub Committee. The report seeks the approval of the action plan which sets out the Council's response to the recommendations of the Scrutiny Review.

- 7.2 The recommendations in the plan appear to be capable of being carried out within the Council's powers. With regards to the recommendations and proposed actions, much of the relevant legislation is included in the body of the Fire Safety Review Report. Where it is not, comments are made below:
- 7.3 S.3 of the Housing Act 2004 (the Act) places a duty on local housing authorities to keep the housing conditions in their area under review with a view to identifying any action that may need to be taken by them. This includes undertaking inspections to identify hazards and taking appropriate enforcement action where serious hazards are identified. Hazards that can be addressed using these powers include the risk of harm associated with exposure to uncontrolled fire and associated smoke.
- 7.4 S.10 of the Act imposes a duty on local authorities to consult with the fire and rescue authority where enforcement action is to be taken under 1 in relation to a prescribed fire hazard.
- 7.5 The Council is required when exercising its functions to comply with the duty set out in section 149 of the Equality Act 2010, namely to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity between those who share a protected characteristic and those who do not, and foster good relations between those who share a protected characteristic and those who do not. Paragraph 4.2 of the report refers to various actions in the review that address equality considerations.
-

Linked Reports, Appendices and Background Documents

Linked Report

- Fire Safety Scrutiny Review Report ([hyperlink](#))

Appendices

- Appendix 1 – Fire Safety Scrutiny Review Action Plan
- Appendix 2 – Summary of Hackitt Review recommendations

Local Government Act, 1972 Section 100D (As amended)

List of “Background Papers” used in the preparation of this report

- NONE

Appendix 1 - Fire Safety Scrutiny Review Action Plan

Recommendation 1:

Tower Hamlets Homes, in consultation with the Council and members of the Tower Hamlets Housing Forum, develops, monitors and evaluates a clear, easy-to-use separate notifications process for residents to:

- raise fire safety concerns separately from general repair issues
- receive clear timeframes for remedial actions, according to the level of risk
- Track the progress of remedial actions.

Comments from Service:

Comments from Tower Hamlets Homes (THH) - The current system in place is working well and the reporting fire safety concerns has been widely publicised to residents. The current process has been discussed with TRA Chairs and Members. Fire safety enquiries/ concerns are logged on iCase with 'Health and Safety' code so can be easily monitored and extracted for reporting purposes.

Repairs system – THH record incidents that have happened on a separate code 'Caused by Fire'. Fire related repairs are logged as a repair and normal approach based on priority system and residents kept informed. Note that the majority of fire safety repairs come from routine inspections, walk about and FRAs findings rather than resident requests.

Accessing services is available to residents in a number of ways – in person, telephone, and writing. Further development work on recording fire incidents is planned for Q3 2018/19 which will automatically alert the Health and Safety Team to any fire related incidents.

It would be good to keep the detailed dialogue going as THH are considering adopting the findings of the Dame Judith Hackitt report (particularly on the Resident's voices section) and the national picture will continue to evolve.

Actions	Responsible Officer	Deadline
Housing and Regeneration set up a meeting with Tower Hamlets Homes to discuss <ul style="list-style-type: none"> • developing a separate fire safety notifications system / adapting current repairs system so residents can notify fire safety concerns separately (including for residents who do not have internet access); 	Mark Baigent / Susmita Sen	October 2018

<ul style="list-style-type: none"> • how monitoring and evaluation feeds into performance indicators referred to in Recommendation 2 • How to feedback to residents on the progress of these items. 		
<p>Tower Hamlets Homes to discuss fire safety notifications processes at the Tower Hamlets Housing Forum to establish best practice around</p> <ul style="list-style-type: none"> • timeframes for responding to residents • timeframes for addressing issues • How best to keep residents updated on progress (including residents without internet access). 	Tower Hamlets Homes	March 2019

Recommendation 2:

The Council develops performance indicators to monitor and manage residents' concerns on fire safety in high rise buildings, in consultation with the London Fire Brigade, Tower Hamlets Homes, Registered Providers and Private Providers, to report to the Housing Scrutiny Sub-Committee.

Comments from Service:

While Housing and Regeneration and Tower Hamlets Homes can consult with Registered Providers in the borough through the Tower Hamlets Housing Forum, the Council has no statutory powers over Registered Providers or Private Providers to require them to report on performance indicators.

Indicators being monitored at present by THH include (Business Critical Indicator) Fire Safety: reduce risk on 9 High Rise Blocks to tolerable, and (Key Performance Indicator) Fire Risk Assessments in place. A key challenge likely to have an impact on THH's ability to reduce the risk on 9 high rise blocks to tolerable, will be the replacement of leaseholder doors, which may receive objections from leaseholders. This could therefore keep the BCI in red status.

For Tower Hamlets, the Fire Brigade has a target of 800 fire safety visits per annum across residential (purpose built flats over 4 floors) and commercial properties. Safety vests which raise concerns are actioned with informal or formal action. Informal action which includes a written letter of deficiency and recommendations and formal action which includes enforcement notice leading to a prosecution if not actioned within the time allowed.

Actions	Responsible Officer	Deadline
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Reporting annually to the Housing Scrutiny Sub Committee on the percentage of tall buildings (over 18m) owned by the Council and RPs that have an up to date FRA in place, inclusive of recommendations outstanding for more than 12 months.	Mark Baigent / Alison Thomas / THHF	June 2019
THH to reduce risk on 9 high rise blocks to tolerable, with progress reported to the operational meetings, strategic meetings, Mayor's housing meeting and to the Place Directorate Leadership Team and the HSSC.	Susmita Sen / Mark Baigent	March 2019
Progress updates against the THH Fire Safety action plan (high risk and low risk blocks) reported to operational meetings, strategic meetings, Mayor's housing meeting and to the HSSC.	Susmita Sen	March 2019
London Fire Brigade to report annually to the Housing Scrutiny Sub Committee on the percentage of residential purpose built flats visited, where informal / formal action has been taken.	London Fire Brigade / Marc Gibbons	June 2019
Housing and Regeneration to set up an initial meeting with Tower Hamlets Homes to discuss the data available and potential performance indicators, particularly around timeframes to address remedial actions, keeping residents informed and responding to fire safety notifications. (link to Recommendation 1)	Susmita Sen / Mark Baigent	September 2018
Housing and Regeneration and Tower Hamlets Homes to discuss with Registered Providers of the Tower Hamlets Housing Forum what data is available to monitor and benchmark Tower Hamlets Homes' performance	Mark Baigent / Susmita Sen / Sandraw Fawcett	March 2019

Recommendation 3:

The Council develops a clear position statement encouraging all Responsible Persons in the London Borough of Tower Hamlets to publish Fire Risk Assessments with a clear programme of works, outlining the scope and timing of the works.

Comments from Service:

In 2017, the Council stated that all Fire Risk Assessments would be published for Council blocks. Accordingly Tower Hamlets Homes have committed to do this in their Business Plan. The Council has no statutory powers to require Registered Providers and Private Providers to publish Fire Risk Assessments but can publicise its expectations around this from other housing providers.

Actions	Responsible Officer	Deadline
Housing and Regen to liaise with Communications, the Cabinet Member for Housing and the Mayor to agree wording for the position statement	Mark Baigent / Andy Bate	October 2018
Communications team to develop and implement a plan of where this will be publicised (website, printed and digital media to be considered)	Housing and Regen / Communications officer	December 2018

Recommendation 4:

The Council develops a Fire Risk Assessment dashboard template, in consultation with Tower Hamlets Homes, Registered Providers, Private Providers and resident representation to accompany published Fire Risk Assessments. The dashboard template should highlight:

- key risks
- works taken and planned to address the risks
- Any implications for use of the building by residents.

Comments from Service:

The Council has no statutory powers over Registered Providers or Private Providers to require them to develop and publish dashboards, accompanied by Fire Risk Assessments.

Actions	Responsible Officer	Deadline
Housing and Regeneration and Tower Hamlets Homes to meet to discuss developing dashboard templates	Mark Baigent / Susmita Sen	October 2018

Recommendation 5:

The Council develops a joint communication strategy with clear consistent messages, in consultation with the London Fire Brigade,

Tower Hamlets Homes, Registered Providers, Private Landlords or their agents and resident representation, to raise awareness with tenants and leaseholders on the following issues:

- communal area fire doors and external fire doors on individual flats must meet the appropriate fire safety standards
- means of escape need to be kept free of storage items (including barbecues on balconies) and obstacles (including grilles over flat windows and doors)
- external areas around entry/exits to buildings must be kept free of obstacles to ensure emergency services can access the building
- minimizing fire risks in homes through referral services, such as London Fire Brigade home visits and encouraging residents or family members to seek mental health support for hoarding issues
- installing smoke alarms to save lives
- certain internal refurbishment works require approvals (including Building Control approvals)
- What to do in an emergency, including when to stay put, when to evacuate and how to develop personalized evacuation plans.

The Communication strategy needs to consider

- a) A variety of communication channels, including digital, non-digital and meetings or 'fire safety awareness days'.
- b) The diversity of the borough and develop communication materials in key languages spoken in the borough.
- c) how information is accessible to those sub-letting and visiting the building
- d) Best practice models in engaging elderly and disabled residents, such as the Social Model of Disability.

Comments from Service:

A joint Communications Strategy could be an effective method to ensure consistent messaging. The Council currently has very little access to Private Landlords and therefore proposes consulting with known private providers to share any lessons learned and approaches to fire safety messages to residents.

Environmental Health has contact details for about 300 of the 600 plus tall private sector residential buildings following the ACM work. Most private sector tall buildings are owned by companies who employ managing agents who would carry out the Fire Risk Assessments and communicate with residents.

Actions	Responsible Officer	Deadline
Communications Team to liaise with the Chair of Tower Hamlets Housing Forum to set up a working group with the Tower Hamlets Housing Forum Asset Management	Andy Bate / Sandra Fawcett	October 2018

Sub-group and the Council's communications team to develop key messages		
The working group to approach Chairs of Tenant and Resident Associations to better understand: <ul style="list-style-type: none"> • residents' knowledge of the issues set out in the recommendation • potential challenges or reasons for non-compliance to determine how best to address these in key messages • to provide feedback/ experience from the Fire Safety specific meetings and training held with the THH TRA Chairs 	Tower Hamlets Housing Forum / Tower Hamlets Homes	January 2019
The Working Group approach private providers through the Landlord Forum and the Housing Forum to share experiences and practices	Alison Thomas / Tower Hamlets Housing Forum / Tower Hamlets Homes	March 2019
Based on its findings on residents' issues, the working group develops key messages in consultation with the London Fire Brigade	Tower Hamlets Housing Forum / Tower Hamlets Homes	March 2019
The Working Group to develop and implement a communications plan around how best to publicise the key messages: <ul style="list-style-type: none"> • across a variety of communication channels • in different languages spoken in the borough • so visitors to buildings are aware of evacuation routes if applicable • to engage older residents and those with a disability 	Tower Hamlets Housing Forum / Tower Hamlets Homes / Andy Bate	March 2019

Recommendation 6:

The Council invites Registered and Private Providers to the Tower Hamlets Resilience Forum and monitors attendance to ensure housing providers are aware of emergency protocols.

Comments from Service:

Following the Fire Safety Scrutiny Review the Civil Protection Unit have delivered a presentation on emergency planning to the Tower Hamlets Housing Forum, followed by Civil Contingencies training/exercising for Registered Providers who are members of the Forum. A representative from THHF is a regular member of the Tower Hamlets Resilience Forum. The CPU is also available to offer the same services to the Private Sector Landlords Forum and the Private Sector Housing Forum.

Actions	Responsible Officer	Deadline
Presentation to the Tower Hamlets Housing Forum Executive	Andrea Stone / Ann Corbett	May 2018
Registered Providers to be invited to Civil Contingencies Training/Exercising: Exercise Heron – Nov'17 Exercise Safer City – Mar'18 Exercise Corvus – Apr'18 BRF Workshop – May'18	Andrea Stone / Ann Corbett	May 2018
The CPU to ensure the Council's website is updated with clear protocols and guidance.	Andrea Stone / Ann Corbett	July 2018
The Council invites the Chair of the Tower Hamlets Housing Forum to the Tower Hamlets Borough Resilience Forum (BRF) so the Chair can feed back to other Registered Providers on the Tower Hamlets Housing Forum	Andrea Stone / Ann Corbett	On going
Civil Protection Unit (CPU) to deliver a presentation to the Private Sector Landlords Forum and to the Private Sector Housing Forum on emergency planning work that the unit delivers	Andrea Stone / Ann Corbett	March 2019
The CPU to offer Civil Contingencies Training on emergency Planning procedures to private landlords via the Private Sector Landlords Forum and the Private Sector Housing Forum	Andrea Stone / Ann Corbett	March 2019

Recommendation 7:

The Council develops and maintains an emergency contact database of Private Providers of dwellings in High Rises.

Comments from Service:

Due to limited access to general private providers, the Council will prioritise approaching large private rented sector providers in high rise buildings. Contact details for 300 of the +600 private blocks in the Borough are available, for those with some form of cladding. Cladding status updates is reported to the MHCLG monthly, however as at 8th August 18, there are approximately 8 buildings where contact details are available although cladding status is yet to be confirmed. Once confirmed this will be reported to MHCLG.

Emergency contact details should be visible and available on housing blocks; however can also range from managing agents (some off shore), lettings agents and various landlords. Building Owners are responsible for maintaining emergency contact details and to provide these details to their residents. The London Fire Brigade should pick up on emergency contact details as part of the Fire Risk Assessments. The Council already holds a comprehensive list of contact details for high rise blocks it's been involved with (300), but they are not emergency details – it is not the Council's responsibility to hold emergency contact details.

Actions	Responsible Officer	Deadline
N/A – See comments above.		

Recommendation 8:

The Council improves engagement with Private Providers by developing a forum to share best practice.

Comments from Service:

Due to limited access to general private providers, the Council will prioritise approaching large private rented sector providers in high rise buildings. Best practice will be shared via existing forums.

Actions	Responsible Officer	Deadline
Share best practice of Fire Safety through the Private Sector Landlords Forum and the Private Sector Housing Forum.	Marc Lancaster	March 2019

Recommendation 9:

The Council encourages Tower Hamlets Homes, Registered Providers and Private Providers in the borough to develop personalized emergency evacuation plans with residents who need assistance to evacuate and priorities any remedial works or adaptations that are required to facilitate safe evacuation

Comments from Service:

The responsibility of developing personalised evacuation plans rests with the landlord.

Comments from THH:

- a) Plans only developed for identified evacuation blocks. LFB advice on 'Stay Put' and 'know your escape plan' widely published by THH along with the LFB Fire Safety Visit offer which covers evacuation plans. LFB orchestrate evacuations

<p>during incidents. THH share vulnerability and mobility data with LFB. Signage is displayed in blocks for escape routes and signage improvements plans in place where identified in FRAs)</p> <p>b) Continued publicity and discussion by Neighbourhoods Fire Safety Team who are visiting all residents (6-9 storey blocks 2018/19 with 10+ storey blocks already visited)</p>		
Actions	Responsible Officer	Deadline
<p>Housing and Regeneration to discuss at the Tower Hamlets Housing Forum:</p> <p>a) THH and Registered Providers' existing services for developing personalised evacuation plans</p> <p>b) Current uptake</p> <p>c) How to improve outreach</p>	Mark Baigent/Alison Thomas/Sandra Fawcett / Susmita Sen	March 2019
Presentation by the London Fire Brigade at the Private Sector Landlords Forum and the Private Sector Housing forum to raise awareness of fire safety and the need for evacuation plans including for those needing assistance.	Dave Tolley / Marc Lancaster / London Fire Brigade	March 2019
Promote services available in the borough under communication initiatives referred to in Recommendation 5.	Andy Bate	March 2019

Recommendation 10:

Within 6 months of the publication of the Government's response to the findings of the Independent Review of Building Regulations, the Director of Place submits a report to the Housing Scrutiny Sub-Committee:

- detailing the legal, financial and resource implications on service areas
- advising how the Council proposes to implement the Review's recommendations
- assessing the impact on residents and the provision of affordable housing
- Outlining how the Council will work with Registered Providers and private sector housing providers to engage residents in the implementation of the proposals.

Comments from Service:

Actions	Responsible Officer	Deadline
Produce a draft report on Independent Review of Building Regulations for Place	John McGeary	October 2018

DLT support		
Submit Report to Housing Scrutiny Sub-Committee, to include resource implications, future actions and monitoring approaches	John McGeary/Mark Baigent	November 2018
Council services to work with THHF / Chairs of Sub Groups to support implementation of recommendations	Alison Thomas / John McGeary / Dave Tolley / Sandra Fawcett	December 2018
Deliver a presentation to the MHCLG on Tower Hamlets as a best practice model for the identification and remediation of ACM cladding on high rise blocks.	Mark Baigent / Alison Thomas	September 2018
Work with MHCLG to help set up a multi-disciplinary task force to enforce the removal of ACM cladding, providing advice	Mark Baigent / Alison Thomas	March 2019

Recommendation 11:

The Planning and Building Control Teams develop clear guidance for developers on the distinct fire safety responsibilities in tall buildings throughout the building process, taking account of:

- requirements under the New London Plan
- international best practice; and
- the findings of and Government response to the Independent Review of Building Regulations and Fire Safety

Comments from Service:

Actions	Responsible Officer	Deadline
To produce draft guidance including best practice for Developers on Fire safety and Tall Buildings	John McGeary and Paul Buckenham	March 2019
To define and confirm a clear planning and building control application process for Fire safety for Tall buildings - publishing this information onto the Councils website.	Paul Buckenham and Umbreen Qureshi	March 2019

Recommendation 12:

The Council adopts a proactive approach to encourage residents to enter the Building Control and Planning professions and works with the Local Authority Building Control (LABC), other boroughs and key partners, to develop a joint strategy to attract and retain a skilled Building Control and Planning workforce. The Council should consider:

- Better use of shared resources
- Apprenticeship schemes to support local residents and economic development
- Incentives to attract young people into university courses.

Comments from Service:

Actions	Responsible Officer	Deadline
Complete and launch the Graduate Planner programme	David Williams	October 2018
Develop an action plan with relevant partners for promoting Planning & Building Control as a career (to young people, schools, apprenticeships)	Vicky Clark / David Williams / Diane Lomas / Christine McInnes	March 2019
Building Control and Planning to consider market supplement approaches to address recruitment and retention issues at a more experienced level	John McGeary / Paul Buckenham	March 2019
Careers education programme pilot to be developed in the Autumn to identify current hard to fill vacancies in the Council, converting these to apprenticeships - Planners to attend and speak at the event.	Vicky Clark / John McGeary / Paul Buckenham	December 2018

Recommendation 13:

The Council continues to advocate for Government funding to fit automatic fire suppression systems in local authority housing in the borough

Comments from Service:

Actions	Responsible Officer	Deadline
Housing and Regeneration discusses with the Cabinet Member for Housing, the Mayor, Tower Hamlets Homes and Registered Providers to agree an approach to advocating for funding.	Mark Baigent	October 2018

Recommendation 14:

The Council considers fitting automatic fire suppression systems in High Rises in the borough, prioritizing Vulnerable Residents (including residents with hoarding issues or who require assistance in evacuating) and high risk buildings by carrying out a

feasibility study by March on: <ul style="list-style-type: none"> the anticipated cost of work; and the impact of the works on other housing services provided by the Council 		
Comments from Service: The Council can only consider the implementation of this recommendation in relation to its own housing stock, managed by Tower Hamlets Homes.		
Actions	Responsible Officer	Deadline
Housing and Regeneration, in consultation with Tower Hamlets Homes and Registered Providers, conduct a review on: <ol style="list-style-type: none"> The number of High Rise flats in the borough, according to tenure, known Vulnerable Residents and high risk flats Lease terms in mixed tenure to clarify whether the Council can gain access for the works to be carried out Whether the Council can recharge the costs of works to leaseholders 	Mark Baigent / Dave Tolley / Susmita Sen / Sandra / Sandra Fawcett	December 2018
THH stock - Finance prepares a feasibility report with different models of costings for works on: <ul style="list-style-type: none"> Its housing stock the number of flats with known Vulnerable Residents 	Mark Baigent / Paul Leeson	January 2019
Housing and Regeneration presents the feasibility report to MAB, suggesting a preferred option.	Mark Baigent	March 2019

Independent Review of Building Regulations (Hackitt) – Summary of recommendations

- Setting up the Joint Competence Authority, consisting of Local Authority Building Control / London Fire Authority / HSE
 - Strengthening the legal powers to encourage gaming developers to build responsibly – prohibition and amendment notices on work over last 5 years
 - Creating Gateway Points to frontload developers designs ensuring regulators are aware of the implications of fire safety issues before work commences on site not during construction.
 - Greater design amendment controls including an option to stop works if the amendment fundamentally adversely effects the design.
 - More emphasis is provided on the passing information from construction stage onto occupation staff/relevant person.
-
- Establishing competence in the HRSS field in all related disciplines
 - Rethinking the layout of the technical guidance to ensure more designs are compliant
 - Establishing if materials are banned in other countries, the reasons and should they is approved in this Borough.
-
- Government to make clear all parts of a HRRB fire risks must be clearly known to duty holder
 - Duty holder is known to all,
 - Building Safety Manager is known to all.
 - JCA have responsibilities across all parts of HRRB
 - Residents voice
 - Whistle-blower protections
-
- Golden thread of building information – retaining digital information on design/installed information for maintenance/ refurbishment works and during the lifespan of the building
 - Tenders/contracts to include safety outcomes and not value engineering where it will effect safety
 - The government should re-join the Inter-jurisdictional Regulatory Collaboration Committee (IRCC)

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<p>Non-Executive Report of the:</p> <p>Housing Scrutiny Sub Committee</p> <p>20 November 2018</p>	 <p>TOWER HAMLETS</p>
<p>Report of: Ann Sutcliffe, Interim Corporate Director, Place</p>	<p>Classification: Unrestricted</p>
<p>Social Housing Landlords Performance Report – Q2 2018/19</p>	

Originating Officer(s)	Tracey St Hill, RP Partnerships & Development Officer
Wards affected	All wards

Executive Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators so tenants and local residents can be assured they are delivering effective and customer focused services. The performance report attached at appendix 1 provides cumulative performance data ending Q2 2018/19 for 14 of the Social Landlords with homes in the borough (including THH), who can provide performance data specifically for properties they manage in Tower Hamlets.

Recommendations:

The Housing Scrutiny Sub Committee is recommended to:

1. To review and note progress in the performance outturns achieved by individual Social Landlords and the overall performance trend

1. REASONS FOR THE DECISIONS

- 1.1 The Chair of the Housing Scrutiny Sub Committee has agreed that the Social Landlord Performance information is a quarterly standing item on the committee agenda. This provides opportunity for the committee to review and note for information the performance data that is reported to the Statutory Deputy Mayor also the Cabinet Member for Housing.

2. ALTERNATIVE OPTIONS

- 2.1 Member review of Social Landlord performance to remain exclusively with the Cabinet Member for Housing.

3. DETAILS OF THE REPORT

- 3.1 Through the Tower Hamlets Housing Forum (THHF), the Council works with key Social Landlords who manage social rented stock in the borough. THHF through its Performance Management Framework has agreed a suite of key performance indicators (PIs); to review and assess performance and drive performance improvements through the THHF benchmarking sub group. Quarterly performance information is presented to the Statutory Deputy Mayor also Cabinet Member for Housing and circulated to the Housing scrutiny Sub Committee for information. Good performance is an indicator of quality housing management and supports the Council in ensuring the borough is one that residents are proud of and love to live in whilst also support delivery of partnership priorities.
- 3.2 Cumulative performance information on the agreed list of measures below is attached at appendix 1.
- % repairs completed in target
 - % respondents satisfied with last completed repair
 - % appointments kept as % of appointments made
 - % properties with a valid gas safety certificate
 - % residents satisfied with how the ASB case was handled
 - % complaints responded to in target
 - % Members Enquiries answered in target
 - Average re-let time in days (General Needs only)
 - % General Needs Income collected
 - % of tall buildings (over 18m) owned by RPs that have an up to date FRA in place
- 3.3 Appendix 1 outlines cumulative performance for 14 key Social Landlords who operate in the borough (including THH) who are able to produce borough specific data. The remaining 3 key Social Landlords i.e. A2 Dominion, Network and Metropolitan HA can only produce regional data; therefore performance for these is not included.

- 3.4 The same performance data is also provided for Q2 for the financial years 2015/16; 16/17 and 17/18 in appendix 2, in order to provide an indication of any emerging trends.
- 3.5 It should be noted that the following mergers have reduced the number of RPs operating the borough and combining performance data for 2 organisations may impact on the accuracy of the performance data:-

Clarion Housing Group – formed in 2016 following a merger with Affinity Sutton, Circle and later Old Ford HA.

L&Q & East Thames merged Dec 2016 to form L&Q.

Peabody & Family Mosaic merged in July 2017 to form Peabody.

Nottinghill & Genesis HA merged in April 2018 and joined the two names to form Nottinghill Genesis.

4. EQUALITIES IMPLICATIONS

- 4.1 There are no direct equalities or diversity implications arising from this report.

5. OTHER STATUTORY IMPLICATIONS

- 5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:
- Best Value Implications, ,
 - Environmental (including air quality),
 - Risk Management,
 - Crime Reduction,
 - Safeguarding.
- 5.2 There are no direct Best Value implications arising from these reports, although if performance is further improved for performance indicators 1, 2 and 3 which relate to repairs, this may lead to improvements in working practices that will in turn improve efficiency and potentially reduce costs for Social Landlords.
- 5.3 Another in direct Best Value Implication is a landlord's ability to ensure its general needs income target (rent collection) is achieved.
- 5.4 The percentage of properties with a valid gas safety certificate directly relates to health and safety risks to residents. It is important that statutory compliance of 100% is achieved, and that landlord performance in this area shows continued improvements.
- 5.5 The percentage of tall buildings (over 18m) owned by Registered Providers that have an up to date Fire Risk Assessments (FRA) in place also has a

direct health and safety impact. It is a statutory requirement to ensure an FRA has been completed and is up to date.

- 5.6 There are no direct environmental implications arising from the report or recommendations.
- 5.7 Resident satisfaction with the handling of anti-social behaviour cases has an indirect relation to crime and disorder reduction matters.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 This report provides an update for the Housing Scrutiny Sub-Committee on the performance of various Registered Providers of Social Housing (RPs) that operate within the borough. This includes the comparative data for Tower Hamlets Homes which manages the Council's housing stock.
- 6.2 There are no direct financial implications arising from this report however the analysis of comparative performance and sharing of best practice between members of the Tower Hamlets Housing Forum (THHF) may lead to improvements in working processes that will in turn improve efficiency and provide the opportunity to reduce costs.

7. COMMENTS OF LEGAL SERVICES

- 7.1 This report is recommending that the Housing Scrutiny Sub-Committee review the performance of individual Social Landlords during 2016/17 and up to quarter 2 of 2017/2018.
- 7.2 Homes England and Regulator of Social Housing has replaced the Homes Communities Agency ('HCA') as the national housing and regeneration agency for England and is also the regulator for social housing providers in England. The focus of their regulatory activity is on governance, financial viability and financial value for money as the basis for robust economic regulation. The objectives of the social housing regulator are set out in the Housing and Regeneration Act 2008.
- 7.3 The regulatory framework for social housing in England from the 1st April 2015 is made up of: Regulatory requirements (i.e. what Social Landlords need to comply with); Codes of practice; and Regulatory guidance. There are nine (9) categories of regulatory requirements and these are:
 - 1. Regulatory standards – Economic (i.e. Governance and Financial Viability Standard; Value for Money Standard; and Rent Standard)
 - 2. Regulatory standards – Consumer (i.e. Tenant Involvement and Empowerment Standard; Home Standard; Tenancy Standard; and Neighbourhood and Community Standard)
 - 3. Registration requirements
 - 4. De-registration requirements

5. Information submission requirements
6. The accounting direction for social housing in England from April 2012
7. Disposal Proceeds Fund requirements
8. Requirement to obtain regulator's consent to disposals
9. Requirement to obtain regulator's consent to changes to constitutions

- 7.4 In addition to the Social Housing regulation, there is a Performance Management Framework ('PMF') in force under which the Council also assesses the performance of the Social Landlords in key customer facing areas. These are monitored cumulatively every three months against 8 key areas that are considered are important to residents. This has a direct bearing on the Council's priority to ensure that Social Landlords are delivering effective services to their residents who are also, at the same time, Council residents. This provides re-assurance for the Council that the main Social Landlords in the Borough are delivering effective services to their residents.
- 7.5 The Council has no power to act against any Social Landlord (other than THH which it monitors already) but one of its Strategic Plan aspirations is for Tower Hamlets to be a place where people live in quality affordable housing with a commitment to ensuring that more and better quality homes are provided for the community.
- 7.6 The review of the Social Landlords, though not a legal requirement, fits in with the above Strategic Plan objective and the Regulator of Social Housing's standards as stated above. The standards require Social Landlords to co-operate with relevant partners to help promote social, environmental and economic wellbeing in the area where they own properties.
- 7.7 The review of housing matters affecting the area or the inhabitants in the borough fall within remit of the Housing Scrutiny Sub-Committee and accordingly authorised by the Council's Constitution.

Linked Reports, Appendices and Background Documents

Linked Report

- NONE

Appendices

- Social Housing Landlords Performance Report Q2 2018/19
- Social Housing Landlords Performance Report Q2 2015/19
- **Local Government Act, 1972 Section 100D (As amended)**
- **List of "Background Papers" used in the preparation of this report**
- NONE
- **Officer contact details for documents:**
- Tracey St Hill, RP Partnerships & Development Officer

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Organisation	Appendix 1 - THHF - Q2 (2018-19) Quartile Report										Quarter 2 General Needs Stock Numbers
	1. % Repairs completed in target	2. % respondents satisfied with last completed repair	3. % appointments kept as % of appointments made	4. % properties with a valid gas safety certificate	5. % residents satisfied with how the ASB case was handled	6. % complaints responded to in target	7. % Members Enquiries answered in target	8. Average relet time (days)	9. % General Needs Income collected (n/i service charges)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	
Clarion (ex-Circle stock)	90.50%	83%	92.43%	99.86%	n/a	78%	4.58%	35.2	97.60%	62.5	3,727
EastendHomes	91%	94%	97.95%	100%	n/a	98.41%	86%	15.60%	93.08%	100	2246
Gateway Housing Association	93.75%	79.00%	TBA	100%	n/a	88.00%	61%	49.7	100	66	1894
L and Q (includes East Thames)	90.60%	87.20%	n/a	100%	n/a	50%	n/a	68.2	n/a	84	1488
Notting Hill Genesis											
One Housing	96.75%	98.24%	97.02%	100%	82.05	83.53%	93.26%	60.70	98.59%	100	2891
Peabody	n/a	78%	n/a	98.00%	n/a	no target set	no target set	28	96.26%	96.53%	1864
Poplar HARCA	99.10%	94.80%	96.70%	100%	74.00%	89.70%	98.10%	n/a	101.36%	100	5724
Providence Row HA	96.30%	87.70%	100%	100%	n/a	100%	100%	10.5	94.80%	100	97
Southern Housing Group	n/a	61%	n/a	99.99%	32%	n/a	n/a	21.9	95.20%	tbc	1152
Spitalfields Housing Association	96.25%	97%	99%	100%	100%	100%	100%	21	99.10%	n/a	850
Swan Housing Association	98.86%	94%	99.46%	100%	100%	100%	100%	12.8	85.64%	100	1597
Tower Hamlets Community Housing	90%	81.0%	97.0%	100%	n/a	93%	90%	23	97%	100	2005
Tower Hamlets Homes	96.93%	88.68%	93.53%	100%	52%	95.10%	90.13%	19.32	97%	100	11,409
Bottom quartile	90.75%	81.00%	96.70%	99.99%	57.14%	85.77%	87.19%	68.20	0.95	75.00	
3rd quartile	96.25%	87.70%	97.02%	100%	87.00%	93.00%	91.70%	42.45	0.97	100.00	
2nd quartile	96.84%	94.28%	99.00%	100%	100%	99%	100%	23.00	0.99	100.00	
Top quartile	99.10%	98.24%	100%	100%	8205%	100%	100%	20.16	100.00	100.00	

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Organisation	Appendix 2 THHF - Q2 for 4 years (2015/16 -2018/19) Quartile Report								9. % General Needs Income collected (n/i service charges)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	Quarter 2 General Needs Stock Numbers
	1. % Repairs completed in target	2. % respondents satisfied with last completed repair	3. % appointments kept as % of appointments made	4. % properties with a valid gas safety certificate	5. % residents satisfied with how the ASB case was handled	6. % complaints responded to in target	7. % Members Enquiries answered in target	8. Average relet time (days)			
Clarion (ex-Circle stock) 2018-19	90.50%	83%	92.43%	99.86%	n/a	78%	4.58%	35.2	97.60%	62.5	3,727
2017-18	73.16%	n/a	84.65%	99.45%	n/a	52%	52.86%	39.3	Not Requested (NR*)	NR	
2016-17	86.57%	67%	89.79%	99.99%	n/a	43%	53.59%	NR	NR	NR	3,620
2015-16	n/a	84%	84.00%	n/a	n/a	82%	75.10%	NR	NR	NR	
EastendHomes 2018-19	91%	94%	97.95%	100%	n/a	98.41%	86%	15.60%	93.08%	100	2246
2017-18	80%	90%	97.20%	100%	n/a	91.57%	94%	30.60%	NR	NR	
2016-17	95%	96%	98.59%	100%	100.00%	96.87%	94%	NR	NR	NR	2249
2015-16	96%	98%	98.00%	100%	72.73%	91.93%	93%	NR	NR		
Gateway HA 2018-19	93.75%	79.00%	TBA	100%	n/a	88.00%	61%	49.7	100	66	1894
2017-18	94.45%	84.50%	83.23%	100%	36.36%	100.00%	100%	15	NR	NR	
2016-17	96.96%	88.84%	89.74%	100%	n/a	100.00%	100%	NR	NR	NR	1848
2015-16	NR	97.57%	n/a	100%	n/a	98.00%	98%	NR	NR		
L and Q (inc East Thames) 2018-19	90.60%	87.20%	n/a	100%	n/a	50%	n/a	68.2	n/a	84	1488
2017-18	92.00%	42.00%	n/a	100%	n/a	n/a	93%	29.4	NR	NR	
2016-17	88.10%	54.40%	95.90%	n/a	n/a	n/a	67%	NR	NR	NR	1949
2015-16	n/a	n/a	n/a	n/a	33.33%	80%	67%	NR	NR		
Notting Hill Genesis 2018-19											
2017-18	91.70%	83.80%	98.10%	100%	n/a	56%	83%	36	NR	NR	
2016-17	93.90%	78.60%	99.00%	100%	n/a	88%	75%	NR	NR	NR	1978
2015-16	91.30%	76.40%	98.40%	100%	n/a	80%	90%	NR	NR		
One Housing 2018-19	96.75%	98.24%	97.02%	100%	82.05	83.53%	93.26%	60.70	98.59%	100	2891
2017-18	99.68%	99.59%	98.83%	100%	n/a	92.72%	93.86%	25.52	NR	NR	
2016-17	99.86%	89.94%	100.00%	100%	n/a	98.04%	92.98%	NR	NR	NR	2803
2015-16	93.70%	86.50%	98.80%	99%	n/a	n/a	96.20%	NR	NR		
Peabody 2018-19	n/a	78%	n/a	98.00%	n/a	no target set	no target set	28	96.26%	100	1864
2017-18	88%	87%	96%	99.88%	50%	n/a	n/a	20	NR	NR	
2016-17	88%	85%	96%	100.00%	67%	59%	80%	NR	NR	NR	1165
2015-16	91%	71%	89%	99.93%	50%	n/a	n/a	NR	NR		
Poplar HARCA 2018-19	99.10%	94.80%	96.70%	100%	74.00%	89.70%	98.10%	n/a	101.36%	100	5724
2017-18	98.90%	93.20%	97.30%	100%	n/a	97.20%	99.10%	16	NR	NR	
2016-17	99.60%	96.30%	99.00%	100%	75.00%	87.00%	95.00%	NR	NR	NR	6051
2015-16	99.55%	91.70%	96.10%	100%	89.00%	95.80%	98.40%	NR	NR		
Providence Row HA 2018-19	96.30%	87.70%	100%	100%	n/a	100%	100%	10.5	94.80%	100	97
2017-18	97.10%	80.80%	100%	100%	n/a	100%	100%	26.5	NR	NR	
2016-17	97.50%	84.60%	97%	100%	100.0%	100%	100%	NR	NR	NR	97
2015-16	97.70%	95.80%	100%	100%	100.0%	100%	100%	NR	NR		
Southern Housing Group 2018-19	n/a	61%	n/a	99.99%	32%	n/a	n/a	21.9	95.20%	tbc	1152
2017-18	87.80%	82%	n/a	99.99%	59%	n/a	n/a	28.4	NR	NR	
2016-17	n/a	83%	n/a	99.90%	75%	n/a	n/a	NR	NR	NR	1158
2015-16	n/a	91%	93.00%	99.96%	63%	n/a	n/a	NR	NR		

Spitalfields HA 2018-19	96.25%	97%	99%	100%	100%	100%	100%	21	99.10%	n/a	850
2017-18	98.88%	98%	99%	100%	100%	100%	93%	10	NR	NR	
2016-17	99.64%	95%	99%	100%	100%	100%	100%	NR	NR	NR	845
2015-16	99.62%	95%	100%	100%	n/a	100%	100%	NR	NR		
Swan HA 2018-19	98.86%	94%	99.46%	100%	100%	100%	100%	12.8	85.64%	100	1597
2017-18	99.54%	95%	99.40%	100%	83%	100%	100%	15.3	NR	NR	
2016-17	98.77%	94%	98.13%	100%	54%	100%	100%	NR	NR	NR	1631
2015-16	98.61%	94%	95.30%	100%	57%	100%	100%	NR	NR		
Tower Hamlets Community Housing	90%	81.0%	97.0%	100%	n/a	93%	90%	n/a	97%	100	2,005
2017-18	88%	n/a	n/a	100%	n/a	68%	73%	29	NR	NR	
2016-17	81%	n/a	n/a	100%	n/a	57%	73%	NR	NR	NR	2,005
2015-16	98%	99.0%	100.0%	100%	n/a	100%	97%	NR	NR		
Tower Hamlets Homes	97%	88.7%	93.5%	100%	52.0%	95%	90%	19.32	97%	100	11,409
2017-18	96%	92.3%	n/a	100%	n/a	84%	81%	24.54	NR	NR	
2016-17	98%	91.0%	98.9%	100%	43.6%	78%	61%	NR	NR	NR	11,804
2015-16	97.79%	90.00%	98.51%	100%	38%	68.00%	51.80%	NR	NR		
Bottom quartile	90.89%	82.83%	95.95%	99.99%	51.00%	80.39%	77.55%	68.20	0.95	92.00	
3rd quartile	96.30%	89.53%	98.00%	100%	72.73%	93.00%	93.26%	32.30	0.97	100.00	
2nd quartile	98.61%	94.90%	99.00%	100%	100%	100%	100%	25.52	0.99	100.00	
Top quartile	99.86%	99.59%	100%	100%	8205%	100%	100%	17.66	100.00	100.00	

n/a = The information is either not a PI measured by the RP; measured in a different way or is not available.

NR = The Data was not requested by the borough for the period in question.