

HOUSING SCRUTINY SUB-COMMITTEE

Monday, 13 November 2017 at 6.30 p.m.

C1, 1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London,
E14 2BG

This meeting is open to the public to attend.

Members:

Chair: Councillor Helal Uddin

Vice-Chair:

Councillor Andrew Wood, Councillor Gulam Robbani, Councillor Rabina Khan and
Councillor Shiria Khatun and Councillor John Pierce

Substitutes:

Councillor Chris Chapman, Councillor Marc Francis and Councillor Rajib Ahmed

Co-opted Members:

Anne Ambrose

Tenant Representative

Moshin Hamim

Leaseholder Representative

[The quorum for this body is 3 voting Members]

Contact for further enquiries:

Committee Services Officer

Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

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Web: <http://www.towerhamlets.gov.uk>

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1. APOLOGIES FOR ABSENCE	
2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS	5 - 8
<p>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.</p>	
3. MINUTES OF THE PREVIOUS MEETING(S)	9 - 14
<p>To confirm as a correct record the minutes of the meeting of the Housing Scrutiny Sub-Committee held on 11 September 2017</p>	
4. APPOINTMENT OF THE VICE CHAIR	
5. REPORTS FOR CONSIDERATION	
5 .1 Spotlight Session: The impact of AirBnB in the Private Rented Sector	15 - 38
5 .2 Spotlight Session: Cabinet Member for Housing Management and Performance	39 - 50
<p>The Sub-Committee will receive a presentation on the night which will provide an update on any new initiatives, challenges and opportunities that could improve housing services and better serve residents, partners and stakeholders in the London Borough of Tower Hamlets.</p> <p>The Sub-committee will be asked to recommend to:</p> <ol style="list-style-type: none"> 1. Note and comment on the information presented; and 2. Recommend any improvement action. 	
5 .3 Spotlight Session: Housing Performance Monitoring - Quarterly Performance Data for Key Registered Providers	51 - 64
5 .4 Overview and Scrutiny Report: Update on acquiring properties to manage demands on Temporary Accommodation	65 - 74

The Sub-Committee will receive a presentation at the meeting which will provide an update on how the London Borough of Tower Hamlets is meeting the needs for temporary accommodation through its acquisition programme.

The Sub-committee is recommended to note and comment on the information presented.

6. ANY OTHER BUSINESS

Next Meeting of the Sub- Committee

The next meeting of the Housing Scrutiny Sub-Committee will be held on Monday, 29 January 2018 at 6.30 p.m. in

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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LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE HOUSING SCRUTINY SUB-COMMITTEE

HELD AT 6.30 P.M. ON MONDAY, 11 SEPTEMBER 2017

MP702, 7TH FLOOR, TOWN HALL, MULBERRY PLACE, 5 CLOVE CRESCENT,
LONDON E14 2BG.

Members Present:

Councillor Helal Uddin (Chair)
Councillor Dave Chesterton
Councillor Andrew Wood

Co-opted Members Present:

Anne Ambrose	(Tenant Representative)
Moshin Hamim	(Leaseholder Representative)

Other Councillors Present:

Councillor Marc Francis

Others Present:

Sandra Fawcett	(Chair of Tower Hamlets Housing Forum)
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Officers Present:

Martin Ling	(Housing Strategy Manager, Place)
Janet Slater	(Service Manager Options and Assessments, Place)
Godfrey Heyman	(Strategic Housing, Strategy, Regeneration and Sustainability)
Joseph Lacey-Holland	(Senior Strategy Policy & Performance Officer)
Zoe Folley	(Committee Officer, Governance)

1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS

The Chair, Councillor Helal Uddin welcomed everybody to the Housing Scrutiny Sub-Committee meeting and invited them to introduce one another

The Chair declared an interest as his employer – The Bromley by Bow Centre – undertook partnership work with the Poplar HARCA.

2. MINUTES OF THE PREVIOUS MEETING

The Committee **RESOLVED**

That the minutes of the meeting of the Committee held on 12 July 2017 be agreed as a correct record and signed by the Chair.

A Member asked about progress in implementing the actions agreed at the previous meeting. The Member requested that each action agreed at the meeting should be recorded as an action point with timescales for their delivery to enable the Committee to monitor progress. Officers reported that a separate action log for the Committee would be created to record agreed actions with dates for their delivery. It was also discussed whether the Committee could receive Petitions from the public and hold meetings at external venues outside the Town Hall and it was noted that Officers would explore this further and report back to the Committee.

3. REPORTS FOR CONSIDERATION

3.1 Housing Performance Monitoring: Quarterly Performance Data for Key Registered Providers

Godfrey Heyman (Strategy, Regeneration and Sustainability) and Sandra Fawcett, (the Chair of the Tower Hamlets Housing Forum) (THHF) gave a presentation which provided Members with an update on social landlords performance for quarter one 2017-8.

Members were reminded of the role of the THHF that promoted partnership working between the Council and Social Landlords to share good practice amongst other things. It was also reported that THHF had a number of themed sub groups and published annual reports on their website. The forums achievements in 2016/17 included: enhanced work on ASB, environmental protection and health protocol, fire safety work, a Service Charge Review, new guidance for sub regional nominations, overcrowding and under-occupation initiatives. The Forum had also worked to deliver a range of employment initiatives, developed Section 106 design guidance, provided specialist support for welfare reform and a successful caretakers conference.

The Committee were also advised of the key features of the Performance Management Framework (PMF) that assessed the performance of social landlords against key Performance Indicators and measured engagement. The Committee also heard about the work of the THHF Benchmarking Sub Group that shared best practice and Councillor Sirajul Islams' (Cabinet Member for Housing) performance management group. They also noted that it was important to take into account the data health checks when considering performance data to get a realistic picture, such as sample size, survey methodology and the need to take into account longer terms trends.

Turning to the quarter one results, the Committee were advised of the performance data for eight key areas in relation to repair work, appointments made and kept, average re-let times, gas certificate completion, resident satisfaction with the outcome of ASB cases, complaints and Members Enquiries response times. Overall, the results showed that the majority of social landlords were meeting their targets. Where there were issues, the Council would work with social landlords to improve performance.

In response, the Committee requested to receive a more detailed performance report. In particular, Members requested to receive a 'rolling programme' showing performance over the course of a 12 month period including data on the most recent quarter. Members stated that they would find this helpful in assessing performance. It was also suggested that this should list the individual social landlords.

The Committee also asked to receive information on social landlords participation in THHF in terms of attendance at meetings. Members also asked Council Officers about the robustness of the health checks carried out on the performance information. Questions were also asked about public access to information (such as the Performance Management Framework, THHF meeting minutes, their Constitution, the service charge review) and whether social landlords communicated performance information to residents. Members also asked questions about whether social landlords conducted resident surveys and the merits of such surveys.

In response, Officers reported that most of this information could be found on the THHF website including the Annual reports. Officers offered to send a link to the website to the Committee. In addition, the social landlords published performance information on their websites, circulated performance information to residents and undertook resident satisfaction surveys (in addition to the Council's Annual resident satisfaction survey). However, Ms Fawcett undertook to raise these issues about communication with residents at the THHF's next meeting. It was also emphasised that the Council would work with social landlords where necessary if performance improvements were required and it was felt that such action was generally very effective.

In light of the comments from the Committee, it was agreed that Officers and the Chair would discuss and agree a revised format for the performance information for future meetings taking on board the Committee's comments

3.2 Overview and Scrutiny Report: Homelessness Reduction Act 2017 Tower Hamlets Implementation

Janet Slater (Service Manager Options and Assessments) presented the report setting out the main duties of the Homelessness Reduction Act 2017 and the additional obligations that it would place on the Council and the timescales involved.

The Committee noted that the Act, which stemmed from a CRISIS report around the experiences of single homeless people, imposed a duty to assess

prevent and relieve homelessness. Specifically, the Act imposed a duty to agree a plan to secure and retain accommodation with eligible homelessness applicants. It was the intention of the Government to commence the Act in 2018. The Government would provide additional funding to local authorities to meet the new burdens with a view to announcing funding allocations in the Autumn and issuing the first payments in winter 2017/18. It was not clear at this stage what funding would be made available as the funding formulae had yet to be finalised. Consequently, a concern for Local Authorities was whether the funding levels would be sufficient given the resource implications, including the costs associated with updating the database (as required by the Act). Furthermore, due to the uncertainties around this, recruitment of additional officers or work on the database could not yet commence.

The DCLG had also been in consultation about the revised Code of Conduct and the final draft would be out for consultation in the autumn and published in the spring. The key dates and actions were set out in the report.

In response, Members expressed concern about the additional burdens this change would place on the Council given the likelihood that no additional funding would be provided for the provision of homeless accommodation. It could place additional burdens on homeless people without providing them with any actual support.

In response, Officers confirmed that the change would add a number of additional stages to the assessment process and therefore place an extra burden on the Council, particularly in terms of preparing the detailed plans. The work would be very time consuming and would necessitate the recruitment of specialist officers to carry out this work. It was also confirmed that the plans included a duty to secure accommodation but there was no indication that additional funding would be made available for accommodation. The Committee also asked questions about the proposed changes to the data collection system. It was commented that it would be helpful if the DCLG took over this function.

With the agreement of the Chair, Councillor Marc Francis addressed the Committee. He stated that he worked for a charity that supported this legislation. He spoke about the positive aspects of the Act in terms of helping single homeless people especially in the private rented sector.

In response to questions about the implementation date, it was confirmed that the Act would come into effect by April 2018. Sir Steve Bulluck, the Mayor of Lewisham had written to Marcus Jones MP asking that the implementation date be postponed to allow sufficient time to prepare for the changes given the issues.

It was also noted that there was some uncertainty about the proposed timetable as the deadlines within in it (such as 'autumn and winter 2017) were not very specific. So this made planning for the process quite difficult. It was expected that the first payment would be issued in winter 2017 and it was anticipated that there could be a shortage of review officers that could carry

out the work given the level of demand that there would be for such Officers across Authorities.

Members stressed the need to communicate these proposals widely across the Council and with partners and asked for a progress report in the new year.

RESOLVED:

1. That the contents of the report.
2. That a progress report be brought to the Committee in the new year.

3.3 Overview and Scrutiny Report: Housing Scrutiny Sub-Committee Work Programme 2017-18

The Committee considered the draft work programme for the Housing Scrutiny Sub – Committee for the municipal year 2017/18 that reflected the discussions on the programme at the previous Committee meeting.

The Committee made a number of comments on the report.

Members requested that the quarterly monitoring information be brought forward in the new format agreed by the Committee (as discussed under the previous agenda item). The Quarter two information should be brought to the Committee in November and the Quarter three information in March.

Members also referred to the proposed review of the use of Air BnB in the private sector. It was requested that this should explore the impact of such accommodation in terms of anti-social behaviour and prostitution.

Members also stressed the need for an in-depth review of fire safety issues, covering the wider issues such as fire safety in private tower blocks and other buildings. Officers referred to the work plan review on this subject. It was noted that it would be at the Committee's discretion to determine what this would cover. A schedule of dates would be prepared for this scrutiny review and circulated to the Committee

It was also requested that there be a Spotlight Review of leaseholders services. There was some discussion about whether this should look at experience in the private sector as well as with RSLs. It was agreed that Officers would discuss this with the Chair.

It was also requested that the Committee receive a progress report on the housing delivery vehicle, a report on the future status of the ALMO, an update on the Right to Buy Scheme and the Housing and Planning Act 2016.

RESOLVED:

1. That the proposed draft work programme is noted.

2. That the Interim Service Manager, Strategy, Policy & Performance - after consultation with the Chair of the Housing Scrutiny Sub-Committee, to finalise the work programme.

4. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT

There was no other business discussed.

The meeting ended at 8.45 p.m.

Chair, Councillor Helal Uddin
Housing Scrutiny Sub-Committee

<p>Housing Scrutiny Sub-committee</p> <p>13th November, 2017</p>	
<p>Report of: Martin Ling, Housing Strategy Manager</p>	<p>Classification: Unrestricted</p>
<p>The impact of AirBnB in the Private Rented Sector – Cover Sheet</p>	

Originating Officer(s)	Martin Ling, Housing Strategy Manager
Wards affected	All wards

Summary

This presentation is to provide information on the impact of short-term holiday platform letting operators in the London Borough of Tower Hamlets and to assist Committee members understand the regulatory framework and the Council's powers.

Recommendations

The Housing Scrutiny Sub-committee is recommended to:

1. Note and comment on the information presented.

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The impact of short-term holiday platform letting

**Housing Scrutiny Sub-Committee
13 November 2017**

Holiday Platforms?

- Airbnb
- VBRO
- HomeAway
- Wimdu
- 9 Flats
- House Trip

Short Term Lets

- Skyline Worldwide
- Go Native
- Premier Apartments London
- Apple Apartments

Legislation

- **Greater London Council (General Powers) Act 1973**

The use as temporary sleeping accommodation constitutes a material change of use for which planning permission is required. This applies even if only part of the premises is used as temporary sleeping accommodation.

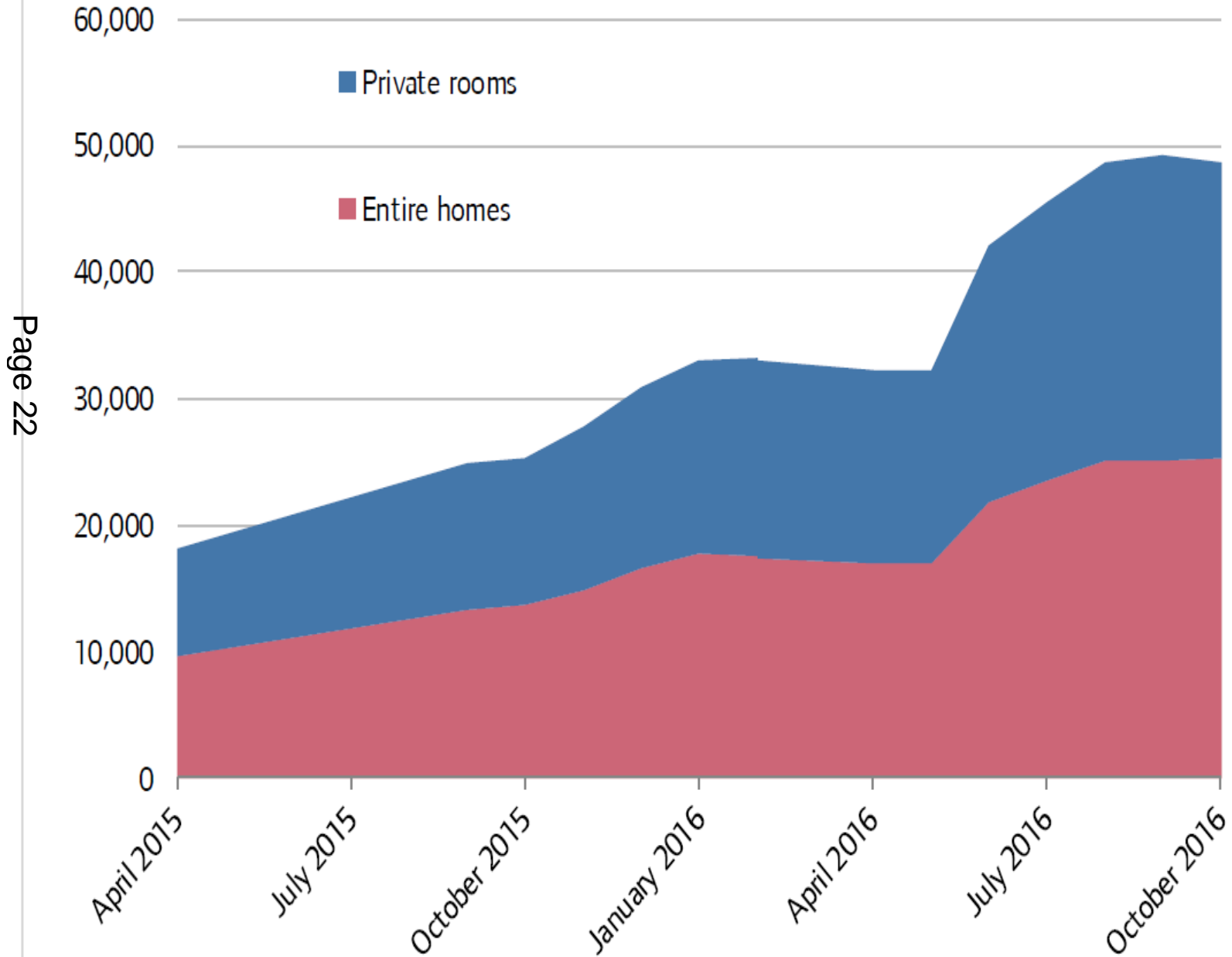
- **Deregulation Act 2015**

The use as temporary sleeping accommodation... does not involve a material change of use if two conditions are met.

- The first is that the sum of the number of nights of use as temporary sleeping accommodation... in the same calendar year, does not exceed ninety.
- The second is that, in respect of each night.. the person who provided the sleeping accommodation for the night was liable to pay council tax

‘This policy is aimed at helping residents, and not providing opportunities for the commercial sector.’

Trend in number of private rooms and entire homes listed on Airbnb in London, April 2015 to October 2016



Entire home-lets in London

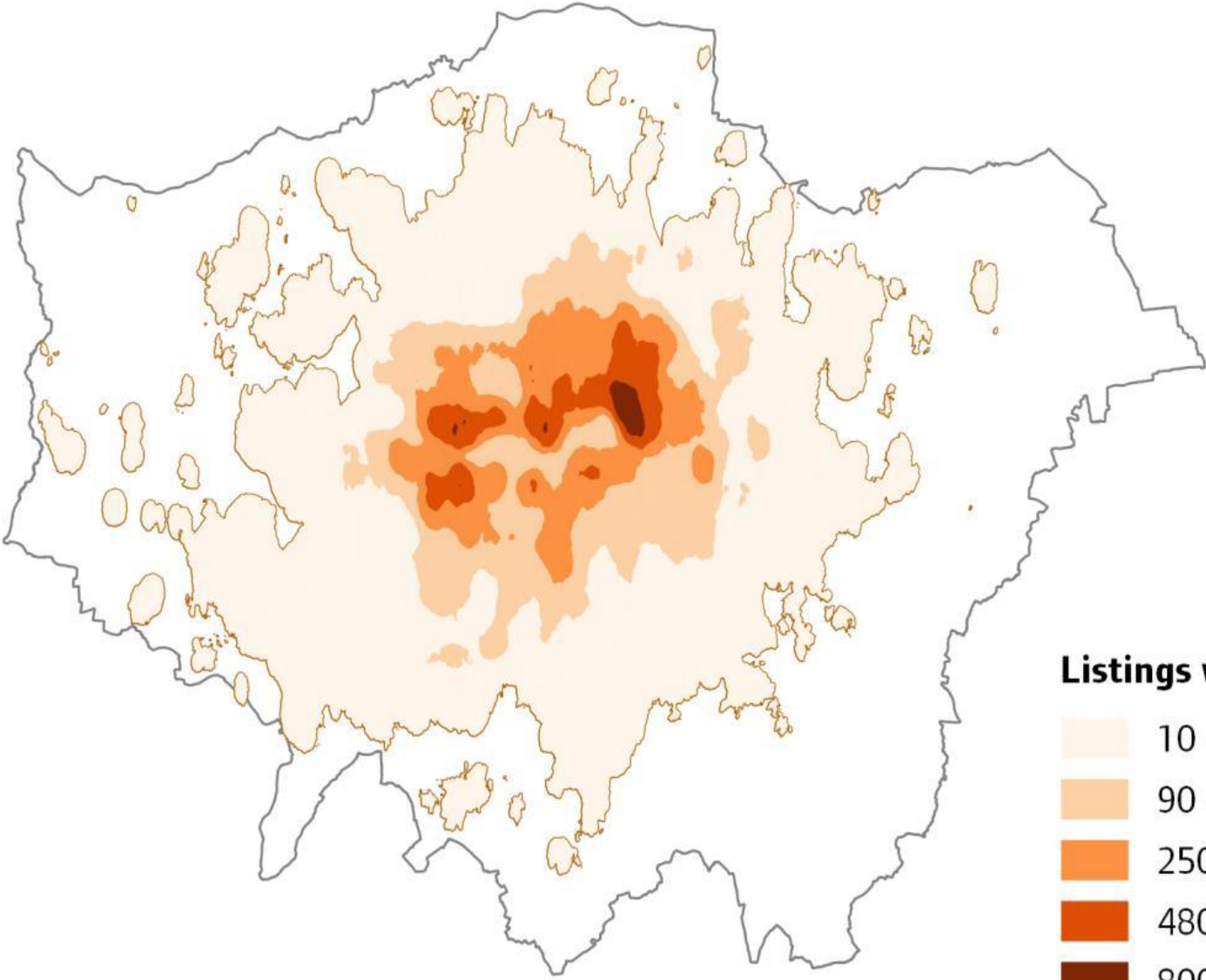
- March 2016: 17,650

• March 2017: 27,175

Holiday lets in Tower Hamlets

- More than half of all Airbnb bookings in London were in Westminster, Tower Hamlets, Camden, Kensington & Chelsea and Hackney
- In the year to March 2017 there were more Airbnb bookings in Tower Hamlets than any borough except for Westminster

Distribution of Airbnb listings in London as of October 2016



Listings within 1km

- 10 - 90
- 90 - 250
- 250 - 480
- 480 - 800
- 800 - 1,250

Entire homes let through Airbnb in Tower Hamlets in 2015

- 3% of our housing stock – London figure is 1%
- 25% let for more than 90 nights
- Around 800 dwellings let through Airbnb for more than 90 nights
- “these lettings... may exacerbate existing housing supply issues”.

Entire homes let through Airbnb in Tower Hamlets in February 2017

- on a single day in **February 2017**:
- 2,174 flats or houses listed in Tower Hamlets
- 649 of these available for more than three months, and had been let recently
- 370 of these available for more than three months, and recent lettings **and** were offered by 'hosts' with multiple listings

Entire homes let in Tower Hamlets in September/ October 2017

- VRMO - 284 flats available on 22 September
- HomeAway - 176 flats available for the whole of October.

opportunities for the commercial sector

- 7 per cent of RLA members let properties as holiday lets *that they would have previously let in the private rented sector*

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More than half Airbnb lettings in London during January 2016 were made by hosts with more than one listing

- the number of individuals offering multiple listings has expanded by 75 per cent over 12 months

opportunities for the commercial sector

- Airsorted: “Airbnb Hosts can earn 60 - 100% more than renting their home residentially... We are so sure that we can fill your property, we give you the option of receiving guaranteed monthly income.”
- Hostmaker: “Hostmaker helped us redesign our flat and took away the day to day stresses. It's now been almost two years and we can say that we don't regret our choice!”
- Portico: “whether you wish to rent out your home while you're on a month-long trip, or you have a spare apartment in the city”.

the commercial sector in Tower Hamlets

- ‘Vincent and Alice’ list 32 flats in Tower Hamlets: “I am a UK born Australian fashion designer who lives between NYC and London.”
- Bell Boi, a “one stop Concierge Coffee Shop” on Brick Lane
- ‘Petra’ has 39 flats listed in Tower Hamlets
- William/ Fabio list 8 flats in Tower Hamlets: “working in the hospitality industry” and living in London, “the most exciting and bigger property market in the world”.

“When you consider the characteristics of these units and their spatial distribution, it is clear that these rentals are primarily a commercial activity; the uncontrolled expansion of which is not only harmful to the hotel market, but also to city neighbourhoods and the housing market.”

(Jeroen Oskam at Hotel School The Hague)

Is this a problem?

- **Loss of housing**
- **Nuisance and ASB**
- **Crime**
- **Community Cohesion**

Mayor of London's Draft Housing Strategy

“The Mayor will work with councils to encourage all short term lettings operators in London to enforce the 90 day limit, and will work with the industry to develop an information-sharing protocol or other measures to support council enforcement of the law”

Airbnb's approach

- Enforcing the 90 day rule
- Image recognition software
- Neighbour complaint tool
- Working towards an industry self-regulation
- Proposing licensed operator scheme

The challenge in Tower Hamlets

- No enforcement against breach of 90 day rule
- No permissions granted for change of use
- Planning Inspectorate appeal upheld
- Website information
- THHF working group on leasehold subletting

Other options

- **THH and RP lease enforcement**
- **Apply for exemption from the 90-day permission**
- **Resources for cross-departmental enforcement**
- **Publicity and communications**
- **Lobbying for legislative change**
- **Community Protection Notices**

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Improving Performance

**Housing Scrutiny Sub-Committee
13th November 2017**

Transformational Change Programme

Programme commenced 2016







- **Improving performance**
- **Making THH more efficient**
 - More for less
 - More efficient processes
 - More right first time



2017: Improving Performance

Performance area	Q2 2015/16	Sept 2017	
Repairs RFT	77%	87%	↑
Repairs satisfaction	90%	92%	↑
Short-term relets (days)	31.5	24.5	↑
Long-term relets	103	48	↑
Rent collected	100.5%	98.92	↓
Service charge collected *	111%	103.1	↔
Major works charge collected	108%	117%	↑
First time resolution	89%	92%	↑
THH does what it says	74%	78%	↑
Caretaking satisfaction	83%	86%	↑
Major Work Satisfaction	74%	96%	↑
Void rent loss	0.7%	0.4%	↑

2017: Increasing Satisfaction

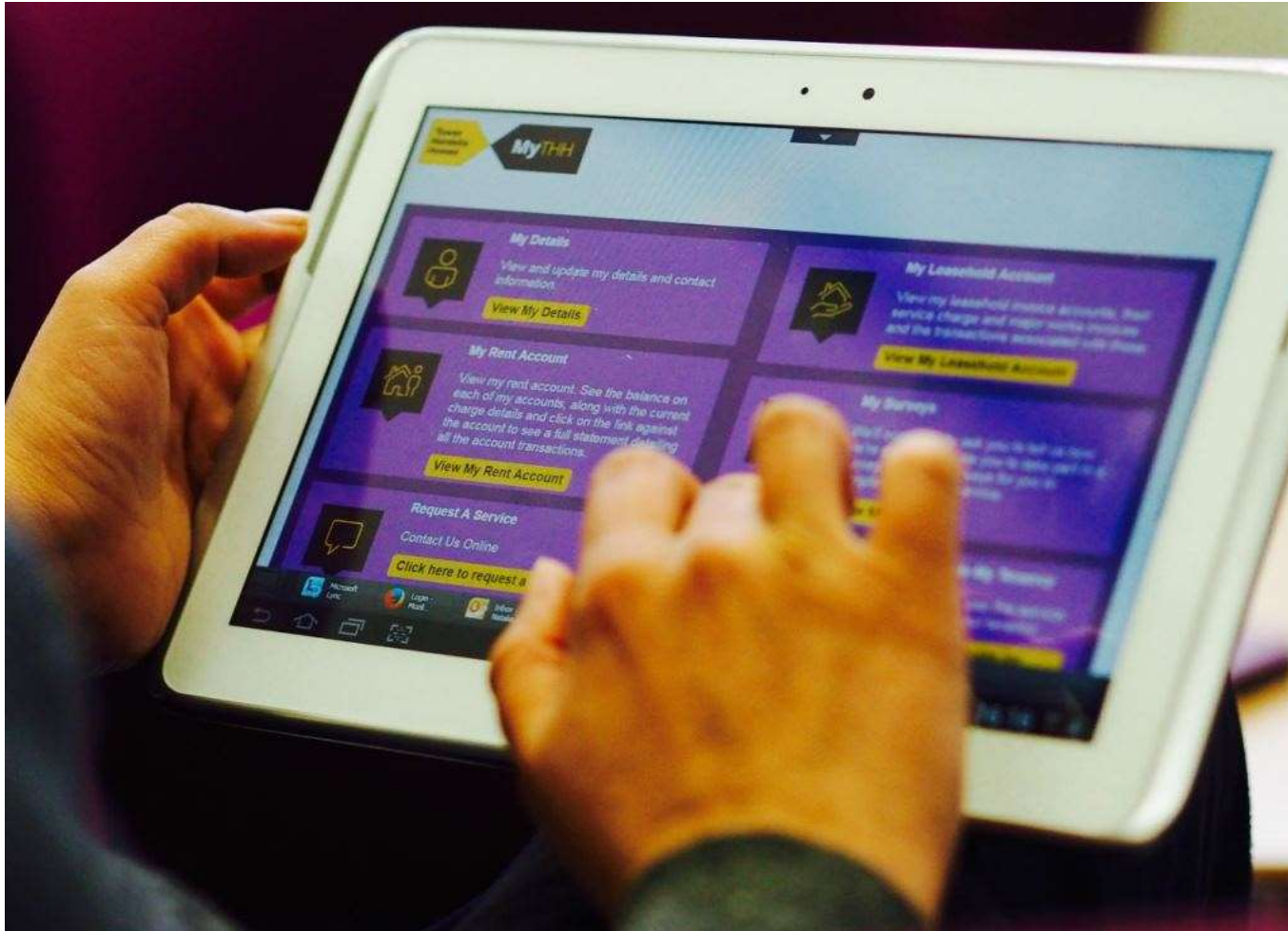
Satisfaction	2015/ 16	Q2 17/18	Trend
Overall satisfaction	79%	82%	
Tenants	85%	89%	
Leaseholders	67%	68%	
Satisfaction with THH keeping residents informed	84%	87%	
Satisfaction with THH taking residents views into account	68%	73%	
Satisfaction with grounds maintenance	88%	89%	

Transformational Change Programme

Last 12 months:

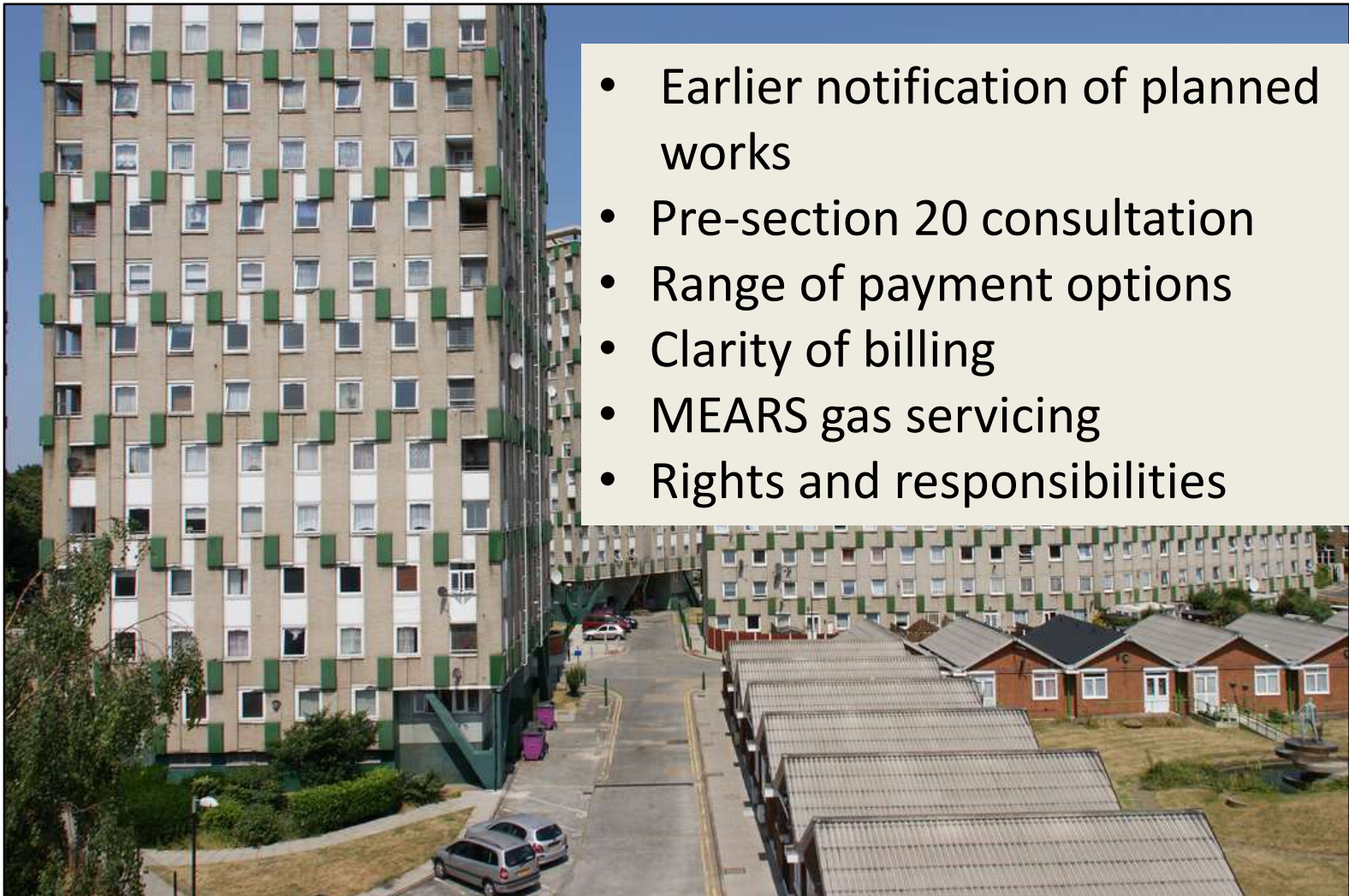
- Concentration on restructuring
 - Neighbourhoods
 - ASB
 - Repairs
 - Support services







- Earlier notification of planned works
- Pre-section 20 consultation
- Range of payment options
- Clarity of billing
- MEARS gas servicing
- Rights and responsibilities





- **Strengthened ASB team ✓**
- **Team taking ASB calls directly**
- **ASB Estates team works later into the evening ✓**
- **Youth diversionary scheme to prevent ASB ✓**
- **Police-accredited security patrols focusing on hotspots – September/October ✓**
- **2 extra police teams in place from October/November ✓**
- **Additional legal resources to support enforcement - December**



Tackling anti-social behaviour



Closing New Style Barbers,
Bancroft Road, Stepney



NEVER AGAIN

It's the smaller things that can make a big difference:

- Bin storage
- Painted railings
- Stair cleaning
- Planting
- Replacing cracked paving





- **Access Strategy**
 - **Choice – appropriate to each service**

- **Fuller implementation of Digital Strategy**

- **Staff better equipped to do a great job**

Non-Executive Report of the: Housing Scrutiny Sub-Committee 13 th November 2017	
Report of: Ann Sutcliffe , Acting Corporate Director, Place Directorate	Classification: Unrestricted
Social Landlords Cumulative Performance Report for Quarters Two and Four 2016/17 and up to Quarter Two 2017/18	

Originating Officer(s)	Godfrey Heyman, RP Preferred Partnership Officer
Wards affected	All wards

Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators, so tenants and local residents in general can be assured that they are delivering effective and customer focused services. The report provides cumulative performance data as at quarters two and four 2016/17 and cumulative data as at quarter two 2017/18. Members requested at the last Housing Scrutiny Sub-Committee meeting that rolling data is produced to compare performance from the previous quarter two period so this is included here along with end of 2016/17 quarter 4 data.

This report provides statistics for 14 of the Social Landlords with homes in the borough (including THH) who can provide data for this borough only. The reports cover seven indicators for 2016/17 which reflect key service areas for tenants and, from quarter one 2017/18, eight indicators as the Social Landlords now also send us data on average re-let times. Members also asked us to produce information about engagement of the Social Landlords with Tower Hamlets Housing Forum and this is included in the performance report.

Recommendations:

The Housing Scrutiny Sub-Committee is recommended to:

1. Review progress in the performance outturns achieved by individual Social Landlords and the overall performance trend for both reports;
2. Comment on any variances in the performance of individual Social Landlords over 2016/17 and cumulative performance as at quarter two of 2017/2018.

1. REASONS FOR THE DECISIONS

- 1.1 The Housing Scrutiny Sub-Committee has requested that it now has the opportunity to examine and comment on the Social Landlord performance data that is reported to the Cabinet Member for Housing Management and Performance.

2. ALTERNATIVE OPTIONS

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

3. DETAILS OF REPORT

- 3.1 The Council has been working with key Social Landlords who provide social homes in the borough through the development of a Performance Management Framework (PMF) to assess their performance against a basket of key performance indicators (PIs). This data is now produced quarterly and has a direct bearing on the Council's priority to ensure that Social Landlords deliver effective services to their residents, who at the same time are Council residents.

- 3.2 The following PIs are collected and reported on cumulatively on a quarterly basis:

1. % of all repairs completed in target
2. % of all respondents satisfied with last completed repair
3. % of appointments kept as a % of appointments made
4. % of properties with a valid gas safety certificate
5. % of residents satisfied with outcome of ASB case
6. % of complaints responded to in target
7. % of Members Enquiries answered in target
8. Average re-let times General Needs only (calendar days) – collected from quarter one 2017/18

The tables set out in appendix 1 attached outline the cumulative quarter two and end of 2016/17 (quarter four) performance from 1st April 2016 to 31st March 2017 and cumulative performance up to quarter two 2017/18 for the 14 key Social Landlords who operate in the borough (including THH) who can produce borough specific data (the other 7 main Social Landlords in the borough can only produce regional data, so their performance is not included in these reports).

4. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1 This report provides an update to the Housing Scrutiny Sub-Committee on the performance of 14 of the providers of social housing (Social Landlords) that

operate within the borough. This includes the comparative data for Tower Hamlets Homes which manages the Council's housing stock. There are no direct financial implications arising from this report.

5. LEGAL COMMENTS

- 5.1 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.
- 5.2 The Homes and Communities Agency ('HCA') is the national housing and regeneration agency for England. The HCA 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.
- 5.3 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
- 5.4 In addition to the HCA 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.
- 5.5 The Council has no power to act against any Social Landlord (other than THH which it monitors already) but one of its Community Plan aspirations is for Tower Hamlets to be a place where people live in a quality affordable housing

with a commitment to ensuring that more and better quality homes are provided for the community.

- 5.6 The review of the Social Landlords though not a legal requirement fits in with the above Community Plan objective and the Homes and Communities Agencies' 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.
- 5.7 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.
- 5.8 When considering the information and issues raised 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 do not (the public sector duty).

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1 This report outlines performance issues which contribute to the aims of the Community Plan and desired goals of One Tower Hamlets. They relate to the Community Plan strand 'A Great Place to Live' in terms of the commitment to 'improve the quality of existing homes' particularly around the repairs and gas safety PIs. There are no equalities or diversity implications arising from this report.

7. BEST VALUE (BV) IMPLICATIONS

- 7.1 There are no direct Best Value implications arising from these reports, although if performance is further improved in some of these PIs, particularly the first 3 relating to repairs, this may lead to improvements in working practices that will in turn improve efficiency and potentially reduce costs for Social Landlords.

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 8.1 The details in these reports have no implications in this area.

9. RISK MANAGEMENT IMPLICATIONS

- 9.1 The PI regarding the percentage of properties with a valid gas safety certificate directly relates to health and safety risks to residents. It is important that performance in this area is maximised to 100% at all times in line with statutory requirements.

10. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 10.1 The PI regarding how satisfied residents are with the outcome of ASB cases has an indirect relation to crime and disorder reduction matters.
-

Linked Reports, Appendices and Background Documents

Linked Report

NONE

Appendices

- Housing Scrutiny Sub-Committee quarters two and end of Year (quarter four) 2016-17 and end of quarter two 2017/18 cumulative performance report performance data

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:

- Godfrey Heyman, RP Preferred Partnership Officer

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Social Landlord Cumulative Quarterly Performance Report At End Of Quarters Two And Four 2016/17 And At End Of Quarter Two 2017/18

1. Quarterly Performance Data For The Key Social Landlords Who Work In The Borough

The following KPIs are collected and reported on cumulatively on a quarterly basis:

1. % all 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 outcome of ASB case
6. % complaints responded to in target
7. % Members Enquiries answered in target
8. Average re-let times General Needs only (calendar days) – data collected from quarter one 2017/18

The table below outlines the following for the 14 key Social Landlords who operate in the borough (including Tower Hamlets Homes) who can produce borough-specific data:

1. Cumulative Quarter Two 2016/17 performance from April 2016 to September 2016
2. Cumulative Quarter Four 2016/17 performance from April 2016 to March 2017; and
3. Cumulative Quarter Two 2017/18 performance from April 2017 to September 2017

Quarterly Cumulative Performance For Quarters Two and Four 2016/17 and For Quarter Two 2017/18*

Social Landlord	Circle Old Ford	East Thames	Eastend Homes	Gateway	Genesis	One Housing Group	Peabody	Poplar Harca	Providence Row**	Southern Housing Group** *	Spitalfields HA****	Swan	THCH	THH
PIs														
1. % all repairs completed in target														
Q2 16/17 58	86.57 %	88.10 %	94.67 %	96.96 %	93.90%	99.86 %	88%	99.60 %	97.5%	N/A	99.64%	98.77 %	81%	97.55%
Q4 16/17	91.58 %	87.80 %	93.22 %	96.89 %	93.60%	99.57 %	87%	99.40 %	97.60%	N/A	99.90%	98.90 %	93%	95.60 %
Q2 17/18	73.16 %	92%	79.89 %	94.45 %	91.70%	99.68 %	88%	98.90 %	97.10%	87.80%	98.88%	99.54 %	88%	96.40 %
2.% respondents satisfied with last completed repair*****														
Q2 16/17	66.70 %	54.40 %	95.86 %	88.84 %	78.60%	89.94 %	85%	96.30 %	84.6%	83%	95%	94%	N/A	90.99%

Q4 16/17	63%	55.70 %	96.66 %	87.86 %	77.90%	91.89 %	83%	96.4% %	88.20%	66%	95%	92.40 %	N/A	92%
Q2 17/18	N/A	42%	89.53 %	84.50 %	83.80%	99.59 %	87%	93.20 %	80.80%	82%	98%	95%	N/A	92.30 %
3.% appointme nts kept as % of appointme nts made														
Q2 16/17	89.79 %	95.90 %	98.59 %	89.74 %	99.00%	100%	96%	99%	97.3%	N/A	100%	98.13 %	N/A	98.87%
Q4 16/17	89.31 %	91.90 %	98.20 %	90.73 %	98.60%	99.83 %	92%	98.90 %	97.60%	N/A	98.76%	98%	N/A	98.30 %
Q2 17/18	84.65 %	N/A	97.20 %	83.23 %	98.10%	98.83 %	96%	97.30 %	100%	N/A	99%	99.40 %	N/A	N/A
4.% properties with a valid gas safety certificate														
Q2 16/17	99.99 %	N/A	100%	100%	100%	100%	100%	99.98 %	100%	99.90%	100%	100%	100%	100%
Q4 16/17	99.95 %	100%	100%	100%	100%	100%	100%	99.96 %	100%	99.89%	100%	100%	100%	100%
Q2 17/18	99.45 %	100%	100%	100%	100%	100%	99.88%	100%	100%	99.99%	100%	100%	100%	100%

Q2 16/17	53.59 %	66.67 %	93.97 %	100%	75%	92.98 %	80%	95%	100%	N/A	100%	100%	73%	60.70%
Q4 16/17	78.88 %	83.70 %	89.42 %	100%	69%	93.82 %	N/A	94%	100%	N/A	100%	100%	76%	67%
Q2 17/18	52.86 %	93%	94%	100%	83%	93.86 %	N/A	99.10 %	100%	N/A	93%	100%	73%	80.50 %
8. Average re-let times General Needs only (calendar days) – data produced from 2017/18 only														
Q2 17/18	39.3 days	29.4 days	30.6 days	15 days	36 days	25.52 days	20 days	16 days	26.5 days	28.4 days	10 days	15.3 days	29 days	24.54 days
Engagement for 2016/17 at THHF Executive and at the 8 THHF sub-groups*****	Good – 6 of 9 group meetings attended 50% or	Good – 6 of 9 group meetings attended 50% or more	Good – 7 of 9 group meetings attended 50% or more	Average - 5 of 9 group meetings attended 50% or more	Poor – 4 of 9 group meetings attended 50% or more	Good – 7 of 9 group meetings attended 50% or more	Good – 6 of 9 group meetings attended 50% or more	Excellent – 9 of 9 group meetings attended 50% or more	Very Good - 6 of 8 group meetings attended 50% or more (develo	Good – 6 of 9 group meetings attended 50% or more	Poor – 4 of 9 group meetings attended 50% or more	Excellent – 8 of 9 group meetings attended 50% or more	Average - 5 of 9 group meetings attended 50% or more	Poor – 4 of 8 group meetings attended 50% or more (devel

	more								ment sub-group is n/a to them)					opment sub-group was n/a to them in and up to 2016/17)
Social Landlord	Circle Old Ford	East Thames	Eastend Homes	Gateway	Genesis	One Housing Group	Peabody	Poplar Harca	Provide nce Row**	Southern Housing Group** *	Spitalfields HA****	Swan	THCH	THH

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Notes:

N/A = data is not available - usually because the social landlord does not measure this PI.

* Performance results may vary due to different survey methodologies being used (postal, by phone, transactional methods etc.) and by whether they are undertaken internally - or externally by external parties. Results are normally highest where internal surveys are undertaken over the phone. Thus meaningful comparisons below can be limited unless survey methods are closely scrutinized and caveated. In addition, performance trends can only meaningfully be assessed after at least 2 years' data is produced.

- ** Providence Row is a small HA relative to the majority of other Social Landlords on the list - their sample sizes for each indicator are also small in comparison, which does have a magnifying effect on the percentages. It can make it easier to achieve 100% for some PIs due to the smaller sample sizes.

- *** Southern Housing Group use lean systems to measure progress with certain key processes and service delivery areas so do not always use PIs for some of the issues reported on above.

- **** As with Providence Row – Spitalfields HA is a small HA relative to the majority of other Social Landlords on the list - their sample sizes for each indicator are also small in comparison, which does have a magnifying effect on the percentages and can make it easier to achieve 100% for some PIs due to the smaller sample sizes.

- ***** The methodology used by different Social Landlords to measure (in particular) repairs satisfaction often differs significantly and therefore results are not directly comparable and need to be treated with caution

- ***** This is from a very small sample size of only 4 surveys

- ***** Engagement with the THHF Executive and 8 sub-groups is regarded as acceptable at each THHF group meeting if a social landlord attends 50% or more of that particular THHF Executive or THHF sub-group in that financial year.

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Page 65 **Temporary Accommodation Acquisitions**

John Coker

Strategic Housing Manager

13 November 2017

Agenda Item 5.4

LBTH TA Need 2017

Sept 2017 London Housing Option figs -

Page 66

- 27 families in B&B
- 6 nightly lets
- 507 PLA's

P1E Return Q2 – 2017/18

- 2,088 in households in TA
- 1,958 are families (4,279 children)

Cabinet agreed to fund a temporary accommodation programme on 10th Jan 2017

Recommendations agreed identified two programmes -

Page 67

Programme 1.

- to purchase up to 100 properties either within or outside the borough
- adopting a capital estimate of £30million
- £9m – Rtb receipts usage. £21m GF borrowing

Programme 2.

- to utilise surplus Council properties for temporary housing, and convert those units to create up to 50 units of temporary accommodation.
- Adopt capital estimate of £2.25m
- £675k – Rtb receipts usage. £1.575m GF borrowing

Caveat

Require the Corporate Director,
Development & Renewal, to consult the
Mayor regarding any purchase beyond a
60 minute journey time from the Borough
or within any District outside London,
other than those immediately bordering
another London Borough.

Progress to date

Programme 1/1

43 properties purchased from Poplar
HARCA

Page 70

Completed 2nd October 2017, Total acquisition
cost = £12.4m.

Ave. £10k per unit repair cost.

Repair programme to complete latest April
2018.

*Proposed 57 additional purchases - Mayors's
consent being sought at present for new capital
estimate*

Progress to date

Programme 1/2

Out of borough

Negotiations with developer led sites outside borough in progress

Page 71

Team now in place to look at a comprehensive programme of purchases

3 bids made for out of borough developments - so far unsuccessful.

Progress to date

Programme 2/1

Temporary accommodation.

Page 72 49 units under consideration at present.

- 23 units in under utilised council properties
- 22 modular constructed units - Thomas Buxton
- 4 units Bethnal Green Cottages

These sites are now at various stages of appraisal.

Oct 2015 Cabinet

- Adopt a capital estimate of £27.3 million for the purchase of up to a maximum of 85 former social housing leasehold and/or freehold stock in the borough.

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Very slow start to programme as due diligence and marketing issues restricted progress.

Current programme position –

34 sales completed

- total value £14m
- Ave £421k
- 75 additional properties in negotiation
- Additional marketing campaign undertaken to leaseholders