

# HOUSING SCRUTINY SUB-COMMITTEE

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Wednesday, 26 September 2018 at 6.30 p.m.

MP701 - Town Hall Mulberry Place

This meeting is open to the public to attend.

**Members:**

Chair: Councillor Dipa Das

Vice-Chair: Councillor Dan Tomlinson

Councillor Shah Ameen, Councillor Shad Chowdhury, Councillor Muhammad Harun and Councillor Andrew Wood

**Substitutes:**

Councillor Sabina Akhtar, Councillor Mohammed Ahbab Hossain, Councillor Helal Uddin and Councillor Peter Golds

**Co-opted Members:**

Anne Ambrose

Tenant Representative

Moshin Hamim

Leaseholder Representative

[The quorum for this body is 3 voting Members]

**Contact for further enquiries:**

The Committee Services Officer

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

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**APOLOGIES FOR ABSENCE**

- 1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS 7 - 10**

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) 11 - 16**

To note as an accurate record the minutes of the meeting on the 3 July 2018 and to be signed by the Chair.

- 3. ACTIONS LOG 17 - 18**

To review and update.

**(18:30-18:45)**

- 4. REPORTS FOR CONSIDERATION:**

- 4.1 SOCIAL HOUSING GREEN PAPER**

Presented by Mark Baigent, Interim Divisional Director Housing & Regeneration.

The Social Housing Green Paper published for consultation on the 14 August 2018 is the government vision for a new deal for social housing. The Committee will receive a presentation outlining government proposals through 5 of the key priorities: 1. Decent homes, 2. Effective resolution of complaints, 3. Strengthening regulation and empowering residents, 4. Tackling stigma and celebrating communities, 5. Housing supply and ownership. The committee is to comment on proposals.

**(18:45-19:05)**

## **4.2 EMPTY AND SECOND HOMES**

Presented by Mark Baigent Interim Divisional Director, Housing and Regeneration.

The Committee will receive a presentation on the number of empty properties (up to and more than 6 months) and second homes in the borough, and the Council's response. To note and comment on the presentation.

**(19:05-19:20)**

## **4.3 VOIDS (THH & THHF)**

Presented by Beverley Greenidge, Head of Neighbourhoods, Sandra Fawcett - Chair Tower Hamlets Housing Forum.

The presentations will include information on the management of voids and empty properties, including the return of keys, and average re-let times with comparative data. To note and comment on the presentations.

**(19:20-19:40)**

## **4.4 COMMON HOUSING REGISTER & ALLOCATIONS POLICY**

Presented by Rafiqul Hoque, Head of Housing Options.

The Committee will receive a presentation on the Common Housing Register and Allocations Policy, numbers on the waiting list, priority bandings, the assessment and allocation process and planned service improvements. To note and comment on the presentation.

**(19:40-20:00)**

## **5. 2018/19 WORK PROGRAMME**

**19 - 20**

To note the Committee's work programme for the year. Introduced by Chair, Lead Officers: Rosy Wilkie, SPP Officer and Abidah Kamali, Business Improvement Co-ordinator.

**(20:00-20:10)**

## **6. PERFORMANCE MONITORING**

**21 - 32**

Introduced by Chair. To note the performance monitoring for Q1 (2018/19).

**(20:10-20:20)**

## **7. ANY OTHER BUSINESS**

Any other business to be considered at Chair's discretion.

**(20:20-20:30)**

**Next Meeting of the Sub- Committee**

The next meeting of the Housing Scrutiny Sub-Committee will be held on **Tuesday, 20 November 2018 at 6.30 p.m.**

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# Agenda Item 1

## **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,  
03/07/2018

## LONDON BOROUGH OF TOWER HAMLETS

### MINUTES OF THE HOUSING SCRUTINY SUB-COMMITTEE

HELD AT 6.30 P.M. ON TUESDAY, 3 JULY 2018

MP702 - TOWN HALL MULBERRY PLACE

#### Members Present:

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

#### Co-opted Members Present:

Anne Ambrose  
Moshin Hamim

#### Officers Present:

Abidah Kamali	Business Assurance Team – Development and Renewal
Ann Sutcliffe	Acting Corporate Director, Place
Godfrey Heyman	Strategic Housing, Strategy, Regeneration and Sustainability - THHF
Mark Baigent	Interim Divisional Director, Housing and Regeneration
Paul Davey	Director of Business Transformation THH
Rushena Miah	Committee Clerk – Democratic Services
Susmita Sen	Chief Executive of Tower Hamlets Homes (THH)
Tracey St Hill	Principal RSL Partnerships Officer - THHF
Zakia Variava	Senior Strategy, Policy and Performance Officer

#### 1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS

There were no declarations of pecuniary interests.

#### 2. COMMITTEE TERMS OF REFERENCE:

##### 2.1 Housing Scrutiny Sub-Committee Terms of Reference Report 2018/19

There was one point of clarification with regard to 3.1.2 of the Terms of Reference. It was clarified that the paragraph is referring to 'housing reports' in general across the borough as opposed to solely Tower Hamlets Homes.

#### RESOLVED

- i. To note the Terms of Reference

#### 3. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 19 March 2018 were approved as an accurate record and signed by the Chair.

**RESOLVED**

- I. To note approve the minutes of the last meeting.

**4. ACTIONS LOG**

There was one remaining item on the actions log from 2017/18, this was a suggestion to hold a spotlight session on service charges to leaseholders to the work programme 2018/19. The committee resolved to discuss this in the work programming session held after this meeting.

**RESOLVED**

- i. To note the topic for discussion.

**5. APPOINTMENT OF VICE CHAIR**

The Chair sought nominations for the position of Vice-Chair. The Chair nominated Councillor Dan Tomlinson. Councillor Tomlinson was seconded by Councillor Muhammad Harun.

**RESOLVED**

- i. To appoint Councillor Dan Tomlinson as the Vice-Chair of Housing.

**6. INTRODUCTION TO HOUSING IN TOWER HAMLETS**

The Committee received a short presentation from Mark Baigent, Interim Divisional Director for Housing and Regeneration.

**Key points from the presentation:**

- Some of the areas the council has been particularly focussing on have included increasing housing supply with a target of 1000 new homes a year, estate regeneration, prevention of rough sleeping.
- Fire safety has been a high priority.
- The government would be publishing a green paper on the Homelessness Reduction Act 2017. It was recommended this topic be incorporated into the forward plan.
- Mayor of London will be publishing a new Rough Sleeping Strategy in 2018
- Challenges include: tackling homelessness, implementation of the Housing Revenue Act 2017, housing supply and regeneration, increased costs for fire safety.
- Opportunities ahead include, self-build, Community Land Trusts, Poplar Riverside Masterplan and the Isle of Dogs Planning Framework.

**Comments from Members:**

- Page 30 states that 32% of units were affordable how many units does this cover?
- A Member suggested the Committee consider a review of planning permission at the Council.
- Out of the 800 homes which ones are progressing as affordable?

- Affordable homes was suggested as a work programme topic.
- The Government recently announced a £400 million fire safety fund will the Council be bidding for this?

**Response from Officers:**

- The Council will not be bidding for part of the £400 million fund for fire safety, it will likely support registered providers in bidding for it because they are most likely to be in need of the fund.
- The definition of affordability in planning terms includes shared ownership, rented at below market rent and council social rented properties. 70% of homes in the affordable bracket are socially rented.
- A new rate has been introduced called Tower Hamlets Living Rent. This option costs slightly more than social rent.
- Last year 1000 new builds were defined as 'affordable'.

The Chair thanked Mark Baigent for his presentation.

**RESOLVED:**

- i. To note the presentation.

**7. INTRODUCTION TO TOWER HAMLETS HOMES**

The Committee received a presentation from Susmita Sen, Chief Executive of Tower Hamlets Homes.

**Key points:**

- Tower Hamlets Homes (THH) is the Council's arm's length management organisation for Housing. It is wholly owned by the Council as it's only shareholder
- THH carries out Council management of homes such as repairs, tenants and leasehold management, fire safety, community investment, engagement with police.
- Investing in communities is part of their ethos and they produce a community investment strategy as part of their business plan.
- They have a growing portfolio of leaseholders of which approximately half are sub-lets.
- They are run by a board of directors both independent and elected councillors
- They work with the voluntary sector to share expertise.
- Their caretakers work on risk management.
- They conducted fire risk assessments on all of their properties and found all were fit for purpose.
- Further to an online survey of over two thousand residents, feedback found that there was an appetite for more online services.
- Tackling Anti-Social Behaviour was identified as a key priority, ASB has reduced by 48% on THH estates.
- THH has provided significant apprenticeship opportunities.
- Some issues they have experienced include rent arrears due to the transition towards Universal Credit. They worked with voluntary sector

charities such as account3 to help residents manage their money. Other issues included hoarding and illegal sub-letting.

- THH's 5 year plan and capital works information can be accessed on their website.
- It was noted that the THH management agreement was in review.

**Comments from Members:**

- Members asked about the financial sustainability of the police unit.
- A question was asked about the Council review of THH. Officers responded that any review should have the best interest of the residents at heart.
- A Member asked if THH had a financial deficit. It was confirmed that THH have never been in deficit and have reserves.
- Members asked about the impact of Universal Credit. THH officers agreed that it was important to carry out financial inclusion work with residents to prevent rent arrears.

**RESOLVED**

- i. To note the presentation.

**8. PARTNERSHIP WORKING - TOWER HAMLETS HOUSING FORUM**

In Sandra Fawcett's absence, Mark Baigent introduced the item.

**Overview of Tower Hamlets Housing Forum:**

- It was noted the aim of THHF was to bring local housing providers together to work in partnership to deliver quality home and services to their residents.
- They meet to share best practice to discuss issues and current policies.
- They have several sub-groups in areas such as anti-social behaviour, asset management and benchmarking sub-groups.
- They support the Council in its delivery of the strategic housing and community plan.
- It was noted Godfrey Heyman would be leaving THHF.

**Comments from Members:**

- There was a request to get an overview of the scale and geography of registered providers in the borough. Mark Baigent said he could provide a map for information.
- There was a request to invite other registered providers to the meeting for feedback and discussion this municipal year. For Zakia Variava to follow up on.

**RESOLVED:**

- i. To note the presentation.

**9. ANY OTHER BUSINESS**

There was no other business discussed.

**10. WORK PROGRAMMING SESSION**

This was a private workshop between Members to discuss work programming for 2018/19.

**DATE OF NEXT MEETING:**

Tuesday 11 September 2018, 6.30pm, Room 701, Town Hall Mulberry Place.  
(Post meeting note - the next meeting was rescheduled to **26 September 2018** due to a clash with Rosh Hashannah on 11 September).

The meeting ended at 7.32 p.m.

Chair, Councillor Dipa Das  
Housing Scrutiny Sub-Committee

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Housing Scrutiny Sub-Committee (HSSC) Action Log

**Open Actions**

No.	Reference	Action	Assigned to:	Due Date	Response
1.					

**Closed Actions**

No	Reference	Action	Assigned to:	Due Date	Update/Deadline
1.	<b>HSSC 11/09/2017 Item 3</b>	Add a spotlight session on 'Service Charges to Leaseholders' to HSSC Work Programme 2018/19	Zakia Variava	3 July 2018	Spotlight session on service charges for leaseholders included in the agenda for the January meeting (29 January 2019)

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Housing Scrutiny Sub-committee 2018/19 Work Programme

Meeting date	Council Strategic Priorities	Council Strategic Outcomes	Focus theme	Type of scrutiny	Item	Outcome	Service area's suggested focus	Committee members' scoping questions	Supporting officers attending
Wednesday 26 September	A borough that our residents are proud of and love to live in	People live in good quality affordable homes and well-designed neighbourhoods	Current housing supply	Planning	2018/19 Work Programme	To approve the Committee's work programme for the year			Rosy Wilkie/Abidah Kamali
				Spotlight	Social Housing Green Paper	Introduction to the Green Paper and how the Council and partners will respond		1. How does the Council plan to engage RPs to feedback to the Green Paper findings? (MH)	Mark Baigent
				Spotlight	Voids, Empty & Second Homes	To understand how many (Council & RP) voids there are and how quickly they are brought back into use; also stats on empty and second homes across the borough with a view to using council tax powers to reduce the number of empty and second homes		1. What is the process for reclaiming keys at the end of tenancies to avoid delays in reallocating housing? 2. Are locks changed to reclaim properties when tenants have withheld keys, to speed up the process? (DD) 3. How many empty and second properties are there in the borough, how does this compare with nearby local authorities? 4. What is the council's approach to taxation of second and empty properties? (DT)	Susmita Sen/Ann Otesanya/Sandra Fawcett
				Spotlight	Common Housing Register & allocations policy	To understand waiting lists and the prioritisation criteria and process especially in relation to mental health conditions and for assessing over-crowded conditions and under-occupation. Provide critical friend challenge to ensure allocations are fair and transparent		1. What are the criteria for being placed in the band for those with medical conditions - are mental health conditions included? 2. Is the process public or as transparent as it could be? (DD) 3. How long are families in different categories spending on the waiting list, both averages and extremes? (DT)	Rafiqul Hoque
				Strategic Performance Monitoring	Standing item	To understand progress in delivering the Strategic Plan and the key risks; also use this regular standing item to note the Registered Providers' performance report (circulated in advance of the meeting)			To be agreed
Tuesday 20 November	A borough that our residents are proud of and love to live in	People live in good quality affordable homes and well-designed neighbourhoods	Quality housing	Tracking recommendations	Under occupation Scrutiny Review	Tracking implementation of recommendations from 2016/17 review			Rafiqul Hoque
				Spotlight	Sub-letting	Review of the extent of sub-letting on Council properties, improve understanding of challenges and provide critical friend challenge to work around reducing sub-letting	Joint presentation by Tower Hamlets Homes and the Council's fraud team focusing on Council properties only.		Susmita Sen/Ann Otesanya
				Spotlight	Fire safety	To update the Committee on the Council's work on fire safety, including a report on Dame Judith Hackitt's report; and an update on the Fire Safety Scrutiny Review Report and Action Plan			Mark Baigent/John McGeary
				Strategic Performance Monitoring	Standing item	To understand progress in delivering the Strategic Plan and the key risks; also use this regular standing item to note the Registered Providers' performance report (circulated in advance of the meeting)			To be agreed
Tuesday 29 January	A borough that our residents are proud of and love to live in	People live in good quality affordable homes and well-designed neighbourhoods	Affordability/finances	Budget scrutiny	Budget scrutiny	Review housing budget allocation, including: a) housing revenue account b) housing vehicles To understand how the Council is delivering affordable housing and provide critical friend challenge around developing a sustainable model of delivery			Mark Baigent
				Spotlight	Preventing homelessness update	Review the Council's work towards preventing and reducing the amount of homelessness in the borough, including reference to the homelessness strategy currently out to consultation. Also to include rough sleeping.		1. What are the statistics for reductions in homelessness since the Act was introduced? 2. How are the provisions within the Act being used? (DD)	Rafiqul Hoque/Seema Chote
				Spotlight	Service charges for leaseholders	To understand the issues behind the main areas of complaint, namely lack of control or influence over services received and how and by whom properties are managed; value for money; and the major works charge.  Also leaseholder reform and the impact of it on residents.		1. The major works charge can result in large bills being received for payment at relatively short notice with a lack of transparency about the works being undertaken and the costs involved. What is the policy and process for managing major works? (AW) 2. How might transparency be increased generally in this area? (AW) 3. What is the policy and practice for handling leaseholders' concerns, finances and feedback and how does this compare with best practice elsewhere? 4. What possibilities might there be for collaboration between RPs on estates where there are multiple RPs with a view to making savings? (MH)	Susmita Sen/Richard Hards
				Spotlight	Universal Credit & rent arrears (THH & RP responses)	To better understand the scale of impending changes and the support being provided to tenants		1. What is being done to respond to UC? 2. What is its estimated impact? 3. What can we learn about how to reduce its negative impact? (DT)	Susmita Sen/Sandra Fawcett
Tuesday 9 April	A borough that our residents are proud of and love to live in	People live in good quality affordable homes and well-designed neighbourhoods	Planning and Infrastructure / future demand	Spotlight	Improving conditions in the private rented sector	To understand the actions being taken by the Council to improve conditions in the private rented sector			Dave Tolley
				Spotlight	Build Out Review	To understand the findings of Sir Oliver Letwin's Review, Government's response and the likely impact on services			Adele Maher
				Spotlight	Local Plan/Revised NPPF/new London Plan/Isle of Dogs and South Poplar Opportunity Area Planning Framework	To understand these developments in Planning and their cumulative impact on development in Tower Hamlets		1. What are the key impacts to the TH Planning system? (MH) 2. What are the risks and opportunities? (MH) 3. How the plans all fit together including the witechapel vision masterplan 3. The Local Plan, London Plan and OAPF have some extremely high housing & job numbers for TH and specifically on the IoD & South Poplar - these should be made clear together with housing growth forecasts in the short medium term 4. How does TH plan for infrastructure to support density and growth of local population	Adele Maher
				Spotlight	Infrastructure to support new housing	To review the Council's infrastructure delivery plan and developments and provide critical friend challenge to how the Council will meet future demand			Matthew Pullen
				Strategic Performance monitoring	Standing item	To understand progress in delivering the Strategic Plan and the key risks; also use this regular standing item to note the Registered Providers' performance report (circulated in advance of the meeting)			To be agreed

Scrutiny Reviews take place in sessions arranged separately from committee meetings but are noted here for completeness:

Type of scrutiny	Item	Outcome	Service area's suggested focus	Committee members' scoping questions	Supporting officers attending
Scrutiny review	Improving air quality through green spaces	To understand the relationship between RPs' management of estates and their green spaces and air quality. Suggestion is for a joint review with THH Residents' Panel that would look at estate management policies including: how can housing providers make better use of their green spaces to improve air quality in Tower Hamlets; what role can the Council play in pursuing this objective through housing providers?		1. As part of considering estates management, what provision is there for, and commitment to, bike racks (recognising cycling's contribution to improving air quality)? (DD)	



<p>Non-Executive Report of the:</p> <p><b>Housing Scrutiny Sub Committee</b></p> <p>26 September 2018</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Ann Sutcliffe, Interim Corporate Director, Place</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Social Housing Landlords Performance Report – Q1 2018/19</b></p>	

<p><b>Originating Officer(s)</b></p>	<p>Tracey St Hill, RP Partnerships &amp; Development Officer</p>
<p><b>Wards affected</b></p>	<p>All wards</p>

## Executive 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 performance report attached at appendix 1 provides cumulative performance data ending Q1 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 basket 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 the 14 key Social Landlords who operate in the borough (including THH) who are able to produce borough specific data. The remaining 7 key Social Landlords can only produce regional data; therefore performance for these is not included.

### **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 2018/19 Quarter 1.
- 7.2 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. On 11 January 2018, the HCA's regulation directorate, which regulates social housing providers, became the Regulator

of Social Housing (RSH) and its non-regulation arm became Homes England. Until legislation is enacted, Homes England and RSH continue to be constituted as one body – the HCA – but operate with two distinct corporate identities. 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 RSH are set out in the Housing and Regeneration Act 2008.

7.3 The regulatory framework for social housing in England from the 1<sup>st</sup> 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 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.

7.5 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.

7.6 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.



- 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
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## **Linked Reports, Appendices and Background Documents**

### **Linked Report**

- NONE

### **Appendices**

- Appendix 1: Social Housing Landlords Performance Report Q1 2018/19

### **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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## Social Housing Landlords Performance Report – 2018/19 Quarter 1

### Introduction

There are over 45 housing associations working in Tower Hamlets managing over 30,000 homes. 16 are members of the Tower Hamlets Housing Forum (THHF, (in bold below)). These are essentially the associations with the largest proportion of their housing stock in the borough and together they own or manage approximately 85% of the affordable housing stock in Tower Hamlets. Membership of the THHF Executive is automatic if the Registered Provider (RP) is a Local Developing Affordable Housing Provider of the borough or the RP has the majority of their stock in Tower Hamlets. Their membership and the performance data they have agreed to share is supplied on a voluntary basis.

A2 Dominion and Metropolitan Housing Trust are listed as members of the THHF Executive but they do not supply performance data. These RPs only engage sporadically with the borough.

**Table 1: THHF Exec Members in Tower Hamlets**

<b>A2 Dominion Housing Association</b>	<b>Clarion Housing Group</b> (Affinity Sutton, Circle 33, Old Ford merged in November 2016)	<b>East Thames Group</b> (merged with L&Q in 2016)	<b>EastendHomes</b>
<b>Family Mosaic</b> (merged with Peabody in July 2017)	<b>Gallions Housing Association</b> (now part of the Peabody portfolio)	<b>Gateway Housing Association</b>	<b>Genesis Housing Group</b> (Notting Hill and Genesis merged earlier this year to form Notting Hill Genesis)
<b>London &amp; Quadrant Housing Group</b> (merged with East Thames in 2016)	<b>Metropolitan Housing Trust</b> (includes Metropolitan Support Trust)	Mulberry Housing Society (established in 2017 by LBTH)	<b>Network Homes</b> (includes London Strategic Housing)
<b>Notting Hill Housing Trust</b> (merged with Genesis earlier this year to form Notting Hill Genesis)	<b>One Housing Group</b>	<b>Peabody</b> (merged with Family Mosaic in July 2017)	<b>Poplar HARCA</b>
<b>Providence Row Housing Association</b>	<b>Southern Housing Group</b>	<b>Spitalfields Housing Association Ltd</b>	<b>Swan Housing Group</b>
<b>Tower Hamlets Community Housing</b>	<b>Tower Hamlets Homes</b>		

## RP Performance Data

The data is provided for information and should not be used to compare different housing providers. It is also risky to compare performance against previous years, although the data has been presented to aid this, because the number of mergers during the last three years means that it would not be comparing like with like. Finally, not all are able to report on performance indicators listed below or are able to provide reliable equivalents. The figure for the total affordable housing including shared ownership and sheltered stock managed by each association is included at the end of the data tables below to reinforce the message that there is considerable variety between the registered providers operating in Tower Hamlets.

THHF agreed the set of data included in this report following a request from the Housing Scrutiny Sub-committee for performance information. Following the previous post holder's departure this summer, the intention is to recruit a new Affordable Housing Providers Co-ordinator in the next few months to take on the preparation of this report for Housing Scrutiny Sub-committee. This presents an opportunity, in conjunction with the THHF's benchmarking sub-group, to review the data collected and consider whether some analysis could be included in support of the data.

**Table 2: Performance Indicators**

	Indicator	Reported by	Notes
1.	% repairs completed in target	All apart from Southern	
2.	% respondents satisfied with last completed repair	All	
3.	% appointments kept as % of appointments made	All apart from L&Q (now includes East Thames) and Southern	
4.	% properties with a valid gas safety certificate	All	
5.	% residents satisfied with how the ASB case was handled	All apart from Clarion (ex-Circle stock), L&Q (inc East Thames), Notting Hill Genesis & Tower Hamlets Community Housing	
6.	% complaints responded to in target	All apart from Peabody	
7.	% Members Enquiries answered in target	All apart from Peabody and Southern	
8	Average re-let time in days (General Needs only)	All	Indicator added in 2017/18
9.	% General Needs Income collected	All apart from L&Q (inc East Thames)	Indicator added in 2018/19
10.	% of tall buildings (over 18m) owned by RPs	All apart from Notting Hill Genesis	Indicator added in 2018/19

that have an up to date FRA in place		
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**Table 3: Data at Quarter 1 2018/19**

Indicator/RP	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		
	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17
Clarion	91.92	73.47	94.80	79.37	81.20	69.80	89.73	85.40	No data	100.00	99.95	99.90
East Thames/L&Q (now L&Q)	93.00	89.02	88.14	81.80	63.00	75.29	No data	No data	86.75	99.43	100.00	99.19
EastendHomes	89.46	92.35	95.69	94.28	98.55	95.24	97.75	97.57	98.59	100.00	100.00	100.00
Gateway	94.80	95.60	96.47	82.45	90.14	88.44	No data	88.05	98.35	99.50	99.90	100.00
Genesis/Notting Hill (now Notting Hill Genesis)	91.50	91.00	87.68	77.00	84.40	81.66	94.00	98.40	98.51	100.00	100.00	100.00
One Housing	99.35	99.57	99.40	98.37	97.84	91.76	95.22	98.66	99.50	100.00	100.00	100.00
Peabody	87.00	89.00	90.00	74.00	81.00	89.00	91.00	95.00	87.00	To follow?	100.00	100.00
Poplar HARCA	98.78	99.10	99.30	94.10	92.70	95.30	95.79	97.30	99.00	100.00	100.00	100.00
Providence Row	94.70	95.30	95.20	86.40	82.50	72.00	100.00	100.00	94.10	100.00	100.00	100.00
Southern	No data	87.70	No data	80.00	81.00	79.00	No data	No data	No data	99.79	99.92	99.93
Spitalfields	99.31	96.75	99.80	97.00	95.00	97.00	95.00	99.00	99.50	100.00	100.00	100.00
Swan	98.97	99.59	99.10	94.70	95.00	93.33	99.60	99.28	97.18	99.80	99.95	99.94
THCH	90.00	79.00	86.00	77.00	No data	98.00	97.00	No data	98.00	100.00	100.00	100.00
THH	96.08	97.11	98.53	90.82	94.00	90.70	93.79	No data	99.00	100.00	100.00	99.99

Indicator/RP	5. % residents satisfied with how the ASB case was handled			6. % complaints responded to in target			7. % Members Enquiries answered in target			8. Average re-let time in days		
	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17
Clarion	No data	No data	No data	69.00	35.01	81.60	30.49	30.48	84.70	33.00	52.34	
East Thames/ L&Q (now L&Q)	No data	No data	No data	100.00	No data	No data	No data	100.00	65.74	40.5	15.60	
EastendHomes	No data	100.00	100.00	93.48	92.11	100.00	84.31	82.00	95.24	16.80	25.90	
Gateway	No data	36.36	No data	89.00	100.00	100.00	86.00	100.00	100.00	47.00	19.00	
Genesis/Notting Hill (now Notting Hill Genesis)	No data	No data	No data	No data	58.33	85.45	No data	80.00	80.00	36.00	28.00	
One Housing	70.00	No data	No data	77.32	92.65	100.00	94.83	92.68	96.66	96.79	26.71	
Peabody	No cases	100.00	78.00	No data	No data	No data	No data	No data	No data	25.00	20.00	
Poplar HARCA	71.00	77.00	79.00	96.15	100.00	86.00	97.46	98.00	95.00	15.00	21.00	
Providence Row	No data	No data	100.00	No data	100.00	100.00	100.00	100.00	100.00	20.00	1.00	
Southern	28.00	48.20	66.00	No data	No data	No data	No data	No data	No data	19.00	33.90	
Spitalfields	100.00	100.00	100.00	100.00	100.00	100.00	90.00	100.00	100.00	14.00	14.00	
Swan	100.00	66.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	14.00	12.20	
THCH	No data	No data	No data	96.00	50.00	78.00	89.00	86.00	95.00	23.00	32.00	
THH	51.51	No data	41.00	96.30	82.64	75.92	92.10	79.12	61.90	18.10	24.10	

Indicator/RP	9. % General Needs Income collected			10. % of tall buildings (over 18m) owned by RPs that have an up to date FRA in place			Quarter 1 General Needs Stock Numbers (added in 2018/19)
	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	
Clarion	97.00			81.25			3,727
East Thames/LQ (now L&Q)	No data			99.00			1,317
EastendHomes	90.64			100.00			2,246
Gateway	104.38			N/A			2,000
Genesis/Notting Hill (now Notting Hill Genesis)	97.73			No data			1,228
One Housing	99.71			100.00			2,892
Peabody	96.47			To follow			1,729
Poplar HARCA	102.1			100.00			5,522
Providence Row	76.10			100.00			97
Southern	99.11			To follow			1,152
Spitalfields	101.62			100.00			850
Swan	95.33			100.00			1,597
THCH	103.30			100.00			2,005
THH	100.25			100.00			11,568

### Caveats

Performance results may vary due to different survey methodologies being used. The methodologies used to measure repairs satisfaction in particular often differ significantly. Finally, it is important to reiterate that the considerable differences in size between the RPs impacts on sample sizes and therefore the likelihood of achieving 100% for certain performance indicators.

