

# HOUSING & REGENERATION SCRUTINY SUB COMMITTEE

Thursday, 15 April 2021 at 6.30 p.m.

Online 'Virtual' Meeting - <https://towerhamlets.public-i.tv/core/portal/home>

This meeting is open to the public to attend.

**Members:**

Chair: Councillor Ehtasham Haque

Vice-Chair: Councillor Marc Francis

Councillor Amina Ali, Councillor Dipa Das, Councillor Helal Uddin and Councillor Andrew Wood

**Substitutes:**

Councillor Shad Chowdhury, Councillor Mohammed Pappu and Councillor Leema Qureshi

**Co-opted Members:**

Anne Ambrose

Tenant Representative

Moshin Hamim

Leaseholder Representative

[The quorum for this body is 3 voting Members]

**Contact for further enquiries:**

Joel West, Democratic Services Team Leader (Committees)

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

Tel:

E-mail: [joel.west@towerhamlets.gov.uk](mailto:joel.west@towerhamlets.gov.uk)

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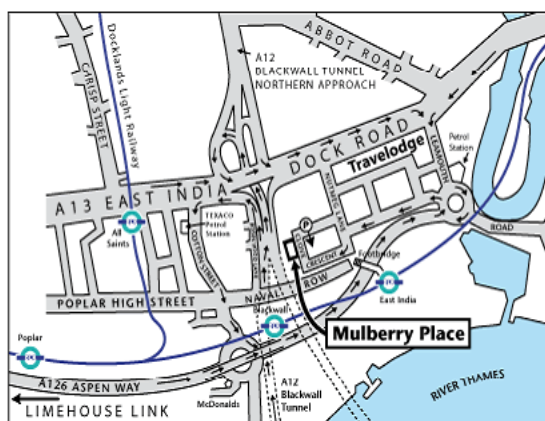
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## **APOLOGIES FOR ABSENCE**

### **1. DECLARATIONS OF INTERESTS**

**5 - 6**

Members are reminded to consider the categories of interest in the Code of Conduct for Members to determine whether they have an interest in any agenda item and any action they should take. For further details, please see the attached note from the Monitoring Officer.

Members are reminded to declare the nature of the interest and the agenda item it relates to. Please note that ultimately it's the Members' responsibility to declare any interests and to update their register of interest form as required by the Code.

If in doubt as to the nature of your interest, you are advised to seek advice prior to the meeting by contacting the Monitoring Officer or Democratic Services

### **2. MINUTES OF THE PREVIOUS MEETING(S)**

**7 - 14**

### **3. REPORTS FOR CONSIDERATION**

#### **3 .1 Social Landlords Performance Report**

**15 - 30**

#### **3 .2 Fire Safety Progress Report**

**31 - 80**

#### **3 .3 Improving health, environmental quality, economic and social outcomes through Housing Open Spaces - Action Plan Update**

**81 - 98**

#### **3 .4 Covid: Responding to the employment challenge presentation**

**99 - 108**

### **4. ANY OTHER BUSINESS**

#### **Next Meeting of the Sub- Committee**

The next meeting of the Housing & Regeneration Scrutiny Sub Committee will be held on Tuesday, 22 June 2021 at 6.30 p.m. in Committee Room One - Town Hall Mulberry Place

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# Agenda Item 1

## **DECLARATIONS OF INTERESTS AT MEETINGS– NOTE FROM THE MONITORING OFFICER**

This note is for guidance only. For further details please consult the Code of Conduct for Members at Part C, Section 31 of the Council's Constitution

### **(i) Disclosable Pecuniary Interests (DPI)**

You have a DPI in any item of business on the agenda where it relates to the categories listed in **Appendix A** to this guidance. Please note that a DPI includes: (i) Your own relevant interests; (ii) Those of your spouse or civil partner; (iii) A person with whom the Member is living as husband/wife/civil partners. Other individuals, e.g. Children, siblings and flatmates do not need to be considered. Failure to disclose or register a DPI (within 28 days) is a criminal offence.

Members with a DPI, (unless granted a dispensation) must not seek to improperly influence the decision, must declare the nature of the interest and leave the meeting room (including the public gallery) during the consideration and decision on the item – unless exercising their right to address the Committee.

**DPI Dispensations and Sensitive Interests.** In certain circumstances, Members may make a request to the Monitoring Officer for a dispensation or for an interest to be treated as sensitive.

### **(ii) Non - DPI Interests that the Council has decided should be registered – (Non - DPIs)**

You will have 'Non DPI Interest' in any item on the agenda, where it relates to (i) the offer of gifts or hospitality, (with an estimated value of at least £25) (ii) Council Appointments or nominations to bodies (iii) Membership of any body exercising a function of a public nature, a charitable purpose or aimed at influencing public opinion.

Members must declare the nature of the interest, but may stay in the meeting room and participate in the consideration of the matter and vote on it **unless:**

- A reasonable person would think that your interest is so significant that it would be likely to impair your judgement of the public interest. **If so, you must withdraw and take no part in the consideration or discussion of the matter.**

### **(iii) Declarations of Interests not included in the Register of Members' Interest.**

Occasions may arise where a matter under consideration would, or would be likely to, **affect the wellbeing of you, your family, or close associate(s) more than it would anyone else living in the local area** but which is not required to be included in the Register of Members' Interests. In such matters, Members must consider the information set out in paragraph (ii) above regarding Non DPI - interests and apply the test, set out in this paragraph.

### **Guidance on Predetermination and Bias**

Member's attention is drawn to the guidance on predetermination and bias, particularly the need to consider the merits of the case with an open mind, as set out in the Planning and Licensing Codes of Conduct, (Part C, Section 34 and 35 of the Constitution). For further advice on the possibility of bias or predetermination, you are advised to seek advice prior to the meeting.

### **Section 106 of the Local Government Finance Act, 1992 - Declarations which restrict Members in Council Tax arrears, for at least a two months from voting**

In such circumstances the member may not vote on any reports and motions with respect to the matter.

**Further Advice** contact: Janet Fasan, Acting Monitoring Officer, Tel: 0207 364 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	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. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	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— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
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	Any tenancy where (to the Member's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and (b) either—  (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or  (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.

**LONDON BOROUGH OF TOWER HAMLETS**

**MINUTES OF THE HOUSING & REGENERATION SCRUTINY SUB COMMITTEE**

**HELD AT 6.30 P.M. ON WEDNESDAY, 10 FEBRUARY 2021**

**ONLINE 'VIRTUAL' MEETING - [HTTPS://TOWERHAMLETS.PUBLIC-I.TV/CORE/PORTAL/HOME](https://towerhamlets.public-i.tv/core/portal/home)**

**Members Present:**

Councillor Ehtasham Haque (Chair)  
Councillor Marc Francis  
Councillor Helal Uddin  
Councillor Andrew Wood  
Councillor Shad Chowdhury

**Co-opted Members Present:**

Anne Ambrose Tenant Representative

**Other Councillors Present:**

Mayor John Biggs  
Councillor Danny Hassell

**Others Present:**

Pam Bhamra – Chair of Tower Hamlets Housing Forum  
Richard Hards – Leasehold Manager Tower Hamlets Homes  
Sandra Fawcett – One Housing Group  
Sue Hanlon – One Housing Group

**Officers Present:**

Karen Swift – (Divisional Director, Housing and Regeneration)  
Shalim Uddin – (Affordable Housing Providers Co-ordinator)  
Nicola Klinger – (Housing Companies Manager)  
Sripriya Sudhakar – (Place Shaping Team Leader, Place)  
Keiko Okawa – (Senior Strategy & Policy Manager)  
Joel West – (Democratic Services Team Leader (Committee))

**1. DECLARATIONS OF INTERESTS**

There were no declarations of pecuniary interests.

Councillor Helal Uddin declared a non-pecuniary interest in Item 3.1, Social Landlords' Performance Report, as his employer worked closely with Poplar HARCA which was a housing provider included in the report.

Councillor Shad Chowdhury declared a non-pecuniary interest in item 3.1 - Social Landlord Performance Report - as a Board Member of Tower Hamlets Community Housing.

Councillor Marc Francis declared the following for transparency:

- Item 4.2 - Leaseholder Service Improvement Plan (THH) - he is a former Board member of Tower Hamlets Homes (THH)
- Item 4.3 - Housing Companies Update - his wife, Councillor Rachel Blake, was the Lead Member when the council's housing companies were established.

## **2. MINUTES OF THE PREVIOUS MEETING(S)**

**RESOLVED** that the minutes of the sub committee meeting, 13 July 2020, are approved as a correct record of the proceedings, subject to the following amendments.

- Pam Bhamra's title to be corrected to 'Chair of Tower Hamlets Housing Forum'
- Additional text on the Clarion Housing Item to capture the strength of feeling among some members regarding the prolonged and persistent failings on repairs of that housing provider and how serious the impact is on affected residents.

## **3. REPORTS FOR CONSIDERATION**

### **3.1 Social Landlord Performance Report**

Shalim Uddin, Affordable Housing Coordinator, introduced the report which summarised quarterly performance data for 14 registered providers (RPs) within the borough and an update on the work of the THHF benchmarking group, which was in the process of revising a new set of KPI data, which is on target to be in place from quarter 1, 2021/22. Shalim provided a summary of the key achievements and challenges reflected in the report.

Pam Bhamra, chair of Tower Hamlets Housing Forum, provided further detail on the ongoing work of the THHF KPI sub group. Pam explained there is work in progress to address the comments made by the sub committee at the November meeting, including reviewing/agreeing KPIs; addition of narrative to explain exceptions and clear and unambiguous definitions of metrics to facilitate comparisons.

Further to the officer introduction, the sub committee made the following observations.



The sub committee:

- indicated continuing concerns with The format/presentation of the performance data which they felt:
  - did not make it easy enough to identify quarter-on-quarter comparisons and trends for each of the providers,
  - did not allow members to make fair comparisons of performance between providers
  - did not include sufficient narrative enable any meaningful conclusions to be drawn from the data
  - did not explain why there were exceptions/gaps in the data for some providers (the 'N/A' comments).
  - was not reader-friendly.

Officers advised they would provide sub committee members with additional explanatory information that would help to interpret the performance data.

- noted the ongoing work of the THHF KPI sub group and that the final version of the THHF KPI handbook was yet to be published, but indicated they felt it was not necessary to wait until the sub group had concluded its work to make improvements to the presentation of the performance data.
- expressed dissatisfaction with the suggestion that the Covid19 impact was largely to blame for poor performance, as their experience suggested performance was inadequate in many areas prior to the pandemic.
- asked officers to explore if any registered providers with stock in LBTH that are not part of Tower Hamlets housing forum and, if so, how we could connect them to it.
- indicated the sub committee would write to the Mayor and Lead Member to highlight their concerns with the reporting quality of RP KPI data and ask them to obtain further clarification from the RPs on what exactly is recorded in the submitted performance information. Members felt this would help them to better fulfil their role of holding RPs to account.

Sue Hanlon and Sandra Fawcett from One Housing Group presented a supplementary part of the report, that provided the sub-committee with an overview of One Housing's recent performance and its plans for the future. The presentation included an explanation of how One Housing has aimed to deliver its services during the lockdown period; the impact lockdown has had on its operations, and how it has affected One Housing Group's KPIs.

Further to questions from members of the sub committee, Ms Hanlon and Ms Fawcett:

- Provided further detail on the recording and monitoring methods for Customer satisfaction data
- Explained how One Housing Group's approach to mask-wearing. Residents and staff are encouraged to wear masks in communal areas.
- Confirmed that currently One Housing Group does not have a backlog of repairs, despite the impact of lockdown.
- Provided further detail on how One Housing Groups is responding and adapting to the challenges raised by the governance downgrade by the social housing regulator.
- Provided further detail on OHGs Customer first approach, which directs the way in which it engages with and involves residents, and a summary its plans to deliver this further

Further to the presentation and questions, the sub committee:

- Indicated concern with what they felt was very limited involvement of residents in One Housing Group's decision making, governance and oversight. Members strongly encouraged the organisation to think about the benefits that greater involvement of residents in the Board's governance structure might bring.
- Indicated dissatisfaction with the condition of some One Housing Group stock. Examples were provided of prolonged waits for repairs to roofing, heating systems and leaks.

**RESOLVED** that the sub committee:

1. Noted progress in the performance outturns achieved by individual social landlords and the overall performance trend.
2. Agreed to write to the Mayor and the cabinet member for housing to highlight its concerns with the performance data available to it on registered providers and recommend that the council should proactively engage with the RPs to ensure they record crucial PI data on their respective stock in Tower Hamlets.

### **3.2 Homelessness Reduction Act One Year on - revised report for approval**

The sub committee:

- Welcomed the amendments that had been made to the report since its previous submission in November 2020, to strengthen and add rigour to some of the key recommendations.

- Advised there were several formatting issues with the report as submitted and requested these be rectified before its submission to the executive.

**RESOLVED** that:

1. The draft report 'The Homelessness Reduction Act One Year On' is approved for submission to the executive.

#### **4. PRESENTATIONS**

##### **4.1 Comprehensive Regeneration Update**

Sripriya Sudhakar, Head of Regeneration, provided a brief presentation on the council's approach to regeneration. The presentation explained how the council is embedding its approach to regeneration into different workstreams; how it is improving its communication on the benefits of regeneration and compared the size and approach of the council's regeneration team to other London boroughs. Sripriya was joined by Mayor John Biggs.

Further to questions from members of the sub committee, Sripriya and Mayor Biggs:

- Explained how the council's governance framework provides for community engagement and clarifies the role and expectations of external providers. The council's consultation hub is used by the council to engage with residents for projects it leads on.
- Provided details on the relative strengths and weaknesses of the outcome-based approach to regeneration and what the council can do to monitor the outcomes of regeneration. The Mayor explained that overall quality of life was the single most important outcome for him of regeneration. There are challenges for the council to effectively monitor the medium and long term impacts of individual regeneration schemes, for example, the transitory nature of the boroughs population making long term comparisons difficult.
- The Mayor explained that in his view, ideal regeneration would be facilitated by sufficient central government funding that could allow for 100% affordable housing. Such an approach was not possible in the current environment and therefore a partnership approach with private developers was the only way to make schemes viable. Such an approach inevitably resulted in private properties that are often out of the reach of ordinary people and this is common across much of London. To avoid undesirable gentrification, the council must be proactive, as development in this mode is effectively private sector led.

Further to the presentation and questions, the sub committee

- Indicated concern that the deprivation map, as provided in the papers for the meeting, may be misleading as it may conceal deprivation in areas of high-rise development.
- Indicated it would welcome a clearer view on whether physical redevelopment and population changes represented the norm for the borough, or if there was a desired 'destination' in terms of redevelopment and, if so, how we can shape and visualise that destination and measure our achievements towards it? The turmoil of continued regeneration had a dramatic effect on wellbeing of residents and can this be balanced against a future that offers more certainty and prospects for greater wellbeing overall.
- Expressed concern that the council sometimes fails to counter divisive effects of regeneration such as the communication campaign referring to creating 'a new community' in the Blackwall Reach regen scheme.
- Indicated it would welcome a challenge session on regeneration, which could perhaps explore the economics of regeneration schemes and potentially support the case for greater central government funding.

#### **4.2 Leaseholder Service Improvement Plan (THH)**

Richard Hards, Head of Leasehold Services at Tower Hamlets Homes presented a brief presentation on THH's Leasehold Improvement Plan. The presentation provided updated context on the LBTH leasehold portfolio and on the progress of the leasehold service improvement plan and supporting communications strategy.

Further to questions from members of the sub committee, Mr Hards:

- Explained how THH engages tenants in the leaseholder improvement work. All residents, both tenants and leaseholders are engaged/consulted when any new major works project is started and then again in the major defects work stage.
- Explained that THH encourages the establishment of statutory leaseholder associations, and there are currently four such associations in LBTH.
- Provided detail on how THH bills and charges leaseholders for major works. THH has changed its process: it ceased estimating major works billing in April 2020 so now only bill on actual work, meaning leaseholders will only get a bill if the money was actually spent in that financial year. Any money that was held by THH has been credited back with interest.

### 4.3 Housing Companies Update

Nicola Klinger, Housing Companies Manager and Karen Swift, Divisional Director for Housing and Regeneration, presented a brief presentation on the housing companies: Mulberry Housing Society and Seahorse Homes Limited. The presentation provided background to the establishment of the companies; summarised the key differences between them; explained the opportunities and risks presented by changes in the national and local context; and the proposed future activities of the companies.

Further to questions from members of the sub committee, Nicola and Karen:

- Provided a summary of the decision taken by cabinet in September 2020 regarding an increase in working capital facility provided to Seahorse Homes by LBTH. Karen asked the sub committee to note that the company is currently not able to generate working capital through its business activities, and is reliant on the council for loans to facilitate purchases. The council could also, for example, grant Right to Buy receipts to Mulberry Housing Society to fund the acquisition of affordable homes in the borough. Any such loan or grant proposal would be assessed through the council's normal governance processes, including assessment of relevant risks.
- Clarified that Seahorse homes has not been allocated any land or council housing stock. Its anticipated operations concern purchasing assets, possibly off the open market. It would repay any council loan and potentially generate a profit for the council as its shareholder or possibly cross-subsidise affordable housing or regeneration schemes.
- Stressed that the council is a minority shareholder in Mulberry Housing Society, which as a company makes its own decisions about what direction of travel is right for it. Their current strategy is to focus on intermediate housing which they have informed the council that they feel that is something that sets them aside from other housing operators it puts them in a unique position.
- Indicated that comparisons between the housing companies and the 'Brick by Brick' company of Croydon Council may be premature, as the full experience of that company was yet to be fully understood. However, it is reasonable to state that LBTH is currently pursuing a more conservative strategy, with Mulberry Housing Society examining its unique selling point.

**5. ANY OTHER BUSINESS**

There was no other business discussed.

The meeting ended at 9.00 p.m.

Chair, Councillor Ehtasham Haque  
Housing & Regeneration Scrutiny Sub Committee

Non-Executive Report of the:  <b>Housing Scrutiny Sub Committee</b>  15th April 2021	
<b>Report of</b> Ann Sutcliffe, Corporate Director, Place Directorate, Corporate and Capital delivery.	<b>Classification:</b> Unrestricted
<b>Social Housing Landlords Performance Report – (Quarter Three)</b>	

<b>Originating Officer(s)</b>	Shalim Uddin Affordable Housing Coordinator
<b>Wards affected</b>	All wards

### Executive Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators so tenants and local residents can be assured they are delivering effective and customer focused services. The performance report attached at appendix 1 provides cumulative performance data to the end of Quarter Three ( 31 December 2020) 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. 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 requested the Social Landlord Performance be provided for every scrutiny meeting held to oversee the KPI performance of RP's and is improvement can be made to specific areas of delivery such as repair response times and resident complaint satisfaction levels.

### 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 registered providers who manage social rented stock in the borough.

THHF through its Performance Management Framework has agreed a set of key performance indicators (KPI's); 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 and Cabinet Member for Housing along with 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 Each Registered Provider (RP) has its own governance arrangements for the scrutiny of performance and service delivery to residents. Targets for each service area are set at RP level by their respective Boards and Committees and the performance in the quarterly reports is scrutinised through their governance structures.
- 3.3 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
- 3.4 Appendix 1 outlines cumulative performance for quarter three, five of the fourteen key registered providers who operate in the borough can produce borough specific data. These being Gateway, Poplar HARCA, Tower Hamlets Homes, Tower Hamlets Community Homes and Spitalfields. This is currently not possible for the remaining RSL's as they hold housing stock on a regional /national scale. In such instances, the Landlords are requested to manipulate data captured to provide the most accurate figure possible in relation to the borough.
- 3.5 Currently the Benchmarking subgroup are in the process of devising a new set of Key Performance Indicator's and to date have held two focus group meetings. It is envisaged further meetings will be required over the coming months as there are a number of variants which need to be considered and consulted with the entire group.
- 3.6 To support devising the new KPI's the Benchmarking group have decided to mirror HouseMark as they are a performance management service, jointly owned by the National Housing Federation and the Chartered Institute of Housing. For those unaware most Registered Providers use Housemark to



benchmark their housing management and maintenance performance to understand how they perform compared to their peers. This in term drives discussions on service improvement, targets, and value for money. Housemark has definitions for how performance should be measured to ensure benchmarking of different service areas is comparing 'like with like. The group are currently reviewing which performance indicators would best offer the greatest qualitative data for THHF benchmarking. In addition, clarity is being sought over how landlords capture the data, the methods used and how its calculated. The overall aim of the exercise is to ensure the collective group can define each KPI and every RP is aware of the time frame for reporting. For example, many Landlords differ their standard repair turnaround time some have ten working days whilst others may have 20 days as their timescale. Therefore, when data is captured the time frame in which it should be measured is different per RP and this needs to be the exact for all.

3.7 Although not finalised the new performance indicators could be changed to include the following below:

- Number of stage one and two complaints received
- Percentage of complaints responded to within target time
- Average re-let time in days (all re-lets, including time spent in works)
- Number of units vacant but unavailable for letting at period end
- Percentage of repairs completed right first time.
- Number of blocks with certified Gas certification
- Blocks with 18 Meters or above with up to date FRA assessments in place
- Total number of housing stock in the Borough

3.8 Once the definitions and KPI questions have been agreed by the Benchmarking Group this will be put to the THHF Executive for consultation and further feedback. Furthermore, the KPI data sheet will be changed allowing additional tabs for supplementary commentary to highlight any anomalies during that quarter. This in turn will provide for a better report to this Committee.

3.9 With regards to quarter three some key points to note are:

3.10 Repairs completed in target remains a KPI which differs different turnaround times per RP. Nevertheless, Poplar Harca achieved the top quartile figure of 98.95% whilst on the other end of the scale Nottinghill Genesis only managed to achieve 80.50%. Spitalfields were unable to provide the data for qtr3 as the organisation has had no maintenance team in situ since December 2020. Spitalfields are currently in the process of trying to recruit however, experiencing delays in the process due to Covid and unable to source suitable candidates.

3.11 Complaints responded to in target indicated numerous RP's were still achieving below the minimum desired rate of 85%. The lowest figure coming from Clarion of 31%. Clarion received 137 complaints for Qtr3 with an average

turnaround time of 18 days compared to 12 in Qtr2 and 14 back in Qtr1. Staff capacity and Covid restrictions affect the ability to handle complaints however, they endeavour to improve this figure and lower the complaints received overall. Clarion are currently in the process of working through an Action Plan alongside the Mayor and other council members with regular bimonthly meetings taking place to keep the council updated of progress.

3.12 KPI of members enquires answered to in target the lowest figure (Clarion 57%) with them receiving 137 ME's and average response time of 11 working days. The overall lowest quartile figure for this KPI was of 77%. The highest being 100% achieved by three RP's who were Swan, Providence Row and Nottinghill Genesis. Peabody were unable to report on this KPI as their database has new fields added, which are currently being completed, but will not be possible to report on these retrospectively.

3.13 Relet times continue to remain problematic due to Covid restrictions and the condition of certain void properties requiring extensive repairs / major works, this significantly impacts the turnaround time. Poplar Harca had the longest figure recorded at 146 days. They stopped social lettings for a while due to the Pandemic, which significantly affected the void loss and lettings performance. Poplar Harca were only allowed to let properties on licences to help move residents into self-contained flats from communal living due to Covid-19 which helped reduce the overall impact of voids. If you exclude the period when they were unable to let properties, the performance would be on average 48.4 days.

Some positive notes for the report were:

3.14 Providence Row managed to achieve 100% in responding to member enquiries. Peabody HA achieved 100% in number of properties with a valid Gas (LGSR) certificate and Swan managed to obtain 100% in responding to complaints within target.

3.15 All RP's omitting Spitalfields have up to date Fire risk assessments in place for blocks above 18 Meters. Furthermore, THCH achieved 100% in ensuring appointments made were kept throughout the duration of qtr3.

#### **4. EQUALITIES IMPLICATIONS**

4.1 There are no direct equalities implications arising from this report. The measuring tools used to capture feedback such as texts survey's phone calls are carried out to all residents irrespective of their age, gender, status, social, economic, and ethnic background.

#### **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 indirect 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. Unfortunately, these surveys are conducted either every six months or once a year by many social landlords. Thus, when asked to report upon on a quarterly basis the RP's have little or no data to report back. Going forward this KPI will be taken off and be present ONLY within the annual KPI sheet.

## **6. COMMENTS OF THE CHIEF FINANCE OFFICER**

- 6.1 This report provides an update to the Housing Scrutiny Sub-Committee on the performance of various 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.

## **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 20-21.
- 7.2 Regeneration agency Homes England and the Regulator for Social Housing (RSH), focus of their regulatory activity is on governance, financial viability and financial value for money as the basis for robust economic regulation. The objectives of the social housing regulator are set out in the Housing and Regeneration Act 2008.
- 7.3 The regulatory framework for social housing in England from the 1<sup>st</sup> April 2005 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 RSH regulation, there is a Performance Management Framework (‘PMF’) agreed with the Council which also reviews the performance of the Social Landlords in key customer facing areas. These are monitored cumulatively every three months against 8 key areas that 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, residents in the local authority area. 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 performance though not a legal requirement fits in with the above Community Plan objective and the regulatory 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.

The review of housing matters affecting the area or the inhabitants in the borough fall within remit of the Housing Scrutiny Sub-Committee and accordingly authorised by the Council's Constitution.

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

### **Linked Report**

- None

### **Appendices**

- Social Housing Landlords Performance Report Quarter Three table 2020-21
- Supporting commentary and explanations from social landlords accompanying their KPI submissions.

### **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:**

- Shalim Uddin RP Coordinator

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THHF - Q3 (2020-21) Quartile Report

Organisation

1. % Repairs completed in target	2. % respondents satisfied with last completed repair	3. % appointments kept as % of appointments made	4. % properties with a valid gas safety certificate	5. % complaints responded to in target	6. % Members Enquiries answered in target	7. % Members Enquiries answered in target	8. Average relet time (days)	9. % General Needs Income collected (Rent including eligible service charges only)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	Quarter 3 General Needs Stock Numbers
Clarion Housing	84.13%	87.9%	97.11%	99.87%	31.00%	57.00%	165 days	99.22%	100.00%	3995
Eastend Homes	93.33%	93.57%	97.58%	99.94%	93.98%	72.31%	35.4	92.36%	100%	2243
Gateway Housing Association	88%	81.00%	97%	99.72%	66%	96.15%	49	101.77%	100.00%	1886
L and Q	82%	75.40%	97.10%	99.21%	91.34%	77%	57.3 (minor repairs only recorded during this period)	97.10%	100%	1,365
Notting Hill Genesis	80.50%	88.90%	59.80%	99.91%	81%	100%	53	98.82%	100%	1769
One Housing	92.4%	n/a	98.3%	100.0%	68.0%	87.2%	38.8	94.8%	100.0%	2875
Peabody	85.69%	75.20%	tba	100.00%	This will be reportable from February 2021	This will be reportable from February 2021	41	98%	100%	1869
Poplar HARCA	98.95%	98.58%	N/A	99.83%	96.75%	99.39%	146.1 Days	99.89%	100.00%	5302
Providence Row Housing Association	92.30%	95%	94%	100%	83.30%	100%	44	94%	100%	100
Southern Housing Group	95%	Survey Programme Not started	N/A	100.00%	51%	64%	26	N/A	100%	2047
Spitalfields Housing Association	no data	no data	no data	100%	100%	86%	21	99.42%	n/a	732
Swan Housing Association	96.07%	90.81%	96.43%	99.91%	100%	100%	25.4	97.56%	100%	1546
Tower Hamlets Community Housing	96%	Survey Programme Not started	100%	99.96%	63%	92.65%	62	98.10%	100%	2002
Tower Hamlets Homes	98.08%	84.18%	n/a	99.83%	96.82%	89.54%	59.91	100.59%	100%	11,465
<b>Bottom quartile</b>	85.69%	81.80%	96.43%	99.84%	66.00%	77.00%	62.00	0.97	1.00	1.00
<b>3rd quartile</b>	92.39%	88.40%	97.10%	100%	83.30%	89.54%	51.00	0.98	1.00	1.00
<b>2nd quartile</b>	96.00%	92.88%	97.58%	100%	97%	99%	41.00	0.99	1.00	1.00
<b>Top quartile</b>	98.95%	98.58%	100%	100%	100%	100%	30.70	1.02	1.00	1.00

ACHIEVED 100% OR MORE  
 LESS THAN 85%      NO SUBMISSION  
 N/A OR NOT COLLECTED  
 SURVEY'S NOT RECEIVED OR STARTED

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<b><u>Commentary Info on submissions per RP. QTR3</u></b>		
<b>Poplar Harca</b>	-	
-	<b>Relet times</b>	Poplar HARCA stopped social lettings from March to September, following guidance from the council due to the Covid-19 Pandemic; which has significantly affected the void loss and lettings performance. During this period we were only allowed to let properties on licences to help move residents into self-contained flats from communal living due to Covid-19 which helped reduce the overall impact of voids. If we excluded the period where we were unable to let properties the performance would be on average 48.4 days.
<b>PEABODY</b>	<b>3. % appointments kept as % of appointments made</b>	Apologies that there is no answer currently for question 3. The possibility of providing figures for this is being investigated.
	<b>6. % complaints responded to in target</b>	This will be reportable from February 2021
	<b>7. % Members Enquiries answered in target</b>	This will be reportable from February 2021
		The relevant database has new fields added, which are currently being completed, but it will not be possible to report on these retrospectively
<b>Clarion</b>		
	<b>1. % Repairs completed in target</b>	Our Routine completion times are currently a national focus, as we have seen a reduction in performance for all regions in recent months. This can be attributed to clearing the backlog of our long overdue repairs. Whilst this has benefits to our customers by making sure we are addressing these repairs; it does have a detrimental impact on our routine completion KPIs. This will hopefully level out with the focus on scheduling new repairs within target and our continued work to ensure all repairs are dealt with.

	<p><b>5. % residents satisfied with how the ASB case was handled</b></p>	<p>The % provided is the national average mean score across the following three questions:</p> <p>(1) The Clarion staff you dealt with her helpful  (2) The Clarion staff you dealt with were efficient  (3) The Clarion staff you dealt with kept you informed</p> <p>Whilst there was an increase in the % of customers being satisfied with the helpfulness of staff, there were reductions in satisfaction in being kept informed and in the perceived efficiency of the case. To mitigate the impact of the significant increase in case volume during the tiered and national lockdowns, all non-urgent ASB cases were allocated to our Neighbourhood Response teams to case manage. This enabled our specialist ASB teams to focus on the most urgent cases. Customer satisfaction is also likely to have been impacted by operational restrictions that had been applied to our ASB service (i.e. suspension of home visits, the temporary suspension of installing sound monitoring equipment). In order to improve upon our service delivery, we will have implemented a new specialist project team by Q1 2021/22 that will case manage non-urgent ASB cases. The implementation of our Manager Compliance Framework, which requires our managers to audit 40 ASB cases monthly, will also enable our teams to adopt continuous improvement practices.</p>
	<p><b>6. % complaints responded to in target</b></p>	<p>During Q3 we received 136 complaints, this is compared to 90 in Q1 and 137 in Q2. The average response time for complaints in Q3 was 18 working days, compared to 12 in Q1 and 14 in Q2. The volumes received and the resolution time is a typical seasonal increase and this trend is also reflected in Clarion's overall resolution time. Clarion continues to offer a full service to all residents, although it's worth noting, that given the current Covid-19 situation and lockdown pressures on staff capacity, we anticipate there may be some increase in the response times to complaints and the action required to resolve any issues. We continue to monitor complaint returns closely and we anticipate the changes we have implemented; will ensure we continue to see improvements in turnaround times and have a demonstrable impact as soon as restrictions lift.</p>
	<p><b>7. % Members Enquiries answered in target</b></p>	<p>During Q3 we received 137 MEs, this is compared to 63 in Q1 and 144 in Q2. The average response time for the MEs in Q3 was 11 working days, compared to 13 in Q1 and Q2.</p> <p>The volumes received and the resolution time is a typical seasonal increase and this trend is also reflected in Clarion's overall resolution time. Clarion continues to offer a full service to all residents, although it's worth noting, that given the current Covid-19 situation and lockdown pressures on staff capacity, we anticipate there may be some increase in the response times to MEs and the action required to resolve any issues. We continue to monitor ME returns closely and we anticipate the changes we have implemented; will ensure we continue to see improvements in turnaround times and have a demonstrable impact as soon as restrictions lift.</p>
	<p><b>8. Average relet time (days)</b></p>	<p>This figure is based on the average relet time of 3 General Needs units (re-let time of 172.7 days) and 7 Supported Housing units (re-let time of 117.4 days)</p>
<p><b>THCH</b></p>		

	<b>1. % Repairs completed in target</b>	Job turn-around for our 3 main contractors. Potential differences to other HP's due to the fact that some THCH routine repair jobs were held internally and shared with contractors at a later stage.
	<b>2. % respondents satisfied with last completed repair</b>	THCH has not resumed transactional surveys. We are in the process of instituting new survey offerings in advance of the new regulatory agenda. New contracts with our repair's contractors will cover this requirement in more detail and allow us to target customers at an earlier stage. Expectation to resume transactional surveys Q1 21/22
	<b>3. % appointments kept as % of appointments made</b>	Data provided by contractors. Strict definition of missed appointments does not include rearranged appointments
	<b>4. % properties with a valid gas safety certificate</b>	one property had fallen out of target because of absent tenants. Our compliance team liaised with our legal department and we are in the process of securing entry to all properties.
	<b>6. % complaints responded to in target</b>	THCH has instituted new complaint handling procedures and ran staff workshops to share procedures and reinforce expectations. ~50% in target in oct/nov but improved performance to 89% in target in Dec.
	<b>7. % Members Enquiries answered in target</b>	High volumes of ME's.
	<b>8. Average relet time (days)</b>	The reletting of void properties was suspended on 23 March 2020 and restarted in August 2020. Properties that became void prior to August are classified as Long-Term Void and do not contribute to the Average Relet Time KPI. 42 homes have been let so far this year. We continue letting empty homes. HouseMark analysis suggests our historical void loss figures are consistently below sector average and continue to be so. Of the 42 homes we have let 12 are included in the average relet calculation, the average turnaround to date is 62 days.
PRHA	<b>Repairs</b>	We are still having some issues related to the integration of the main contractor we appointed just prior the start of the whole Covid period into our system (basically it hasn't happened yet) so I hope it will be okay that the repairs indicators provided are provisional. If there are to be any changes, I will try to get them to you early next week. I know this isn't ideal, but hopefully it will be acceptable and not cause you any problems with the process.
SHG	<b>% appointments kept as % of appointments made</b>	Please note - We haven't carried out any surveys at all in Q3 20/21 so there is no data for any of our CSAT measures.
	<b>% General Needs Income collected (Rent including eligible service charges)</b>	Previously we have never reported on:

	only)	
NHG	5. % residents satisfied with how the ASB case was handled	We don't survey this, but we monitor ASB cases resolved within our SLA (service level agreement) - We have provided the figure for this.
	6. % complaints responded to in target	Key Issue: compliance with the process, whether that be following process, using new systems, meeting deadlines. This impacts satisfaction and is a regulatory/reputational risk. Mitigation: An improvement action plan will focus on driving compliance with the use of enhanced dashboards, restating expectations, and training. This is complemented by business specific improvement plans; focussed on increasing quick fixes, improving the quality of complaint handling.
	1. % Repairs completed in target	Key Issues: 1. Lack of visibility on the progress of complex repairs referrals which are managed by the Assets team, preventing the Housing Officer from responding to customer queries about the repair.2. Customer Experience for DPS repairs was inconsistent due to different processes in different parts of the Business. 3. The emergency repairs process for one of our contractors was reliant on the Housing Officer to raise any follow-on work that was needed. It was identified that this could result in delays or repairs being dropped. Mitigations: 1. Pilot of complex repairs referrals being managed end to end through our 'Workwise' system by the Assets team to streamline the process and give full visibility of complex repairs referrals to Local Officers. This will be rolled out across all areas if successful. 2. Assets, housing and business improvement teams worked together to map out a single consistent process with the focus on providing a good customer experience. 3. The process has been changed so that contractors arrange follow on work for any Emergency Repairs that they carry out so that the problem is fully resolved for the customer.
	3. % appointments kept as % of appointments made	There is a high probability that the score provided is lower than in reality because our contractors do not always report appointments that have been kept. The validity of the performance is being reviewed and will update on this in the Q4 report.
Swan	2. % respondents satisfied with last completed repair	The figure is low due to low feedback and response from residents.
Eastend Homes	General Comment:	Service arrangements, in response to the pandemic, have been managed differently by the various RPs operating in Tower Hamlets and this may be reflected in some of the performance areas measured.EastendHomes welcomes the opportunity to work with other Sub Group members to ensure there is a consistency in the definitions and methodology applied when determining performance.Specific Comment:1. Repairs Completions in Target This measures completion in target for Emergency (24 hours) and Routine (28 calendar days). With the exception of the first lockdown of EastendHomes has continued to provide a full repairs service. The direction of travel since quarter one has been positive as demonstrated by the discrete quarterly performance. • Quarter One 82.25%• Quarter Two 96.78%• Quarter Three 99.31%4. Properties with

		a Valid LGSR Performance of 99.94% represents one property where the current LGSR is older than 12months. EastendHomes is pursuing legal action to obtain access.6. Complaints Answered in Target Performance of 93.63% represents three out of forty-seven complaints being responded to outside of the agreed target dates. Between April and December all Stage two and three complaints were answered in target. 7. Members Enquiries Responded to in Target 9. General Needs Income CollectionPerformance measure income collected as a percentage of rent due, including arrears bought forward, and both eligible and non-HB eligible service charges. When arrears bought forward are excluded performance is 96.83%.
<b>THH</b>		
		Our market research partner, Kwest Research Ltd, carry out almost all our resident's satisfaction surveys including for repairs and ASB
	<b>ASB satisfaction:</b>	Closed ASB cases are referred to Kwest who attempt to contact Kwest report This is measured
	<b>Repairs satisfaction:</b>	THH provided an 'emergency-only' repairs service and paused all its satisfaction surveys from the first period of lockdown. Non- emergency repairs were put on the system but not actioned. By check when a full service was resumed, a backlog had arisen. With socially distanced working and large volumes of repairs being reported that backlog is still significant, and we believe is driving lower satisfaction ratings
		The repairs survey was re-introduced in late August. Since that time satisfaction results have ranged from 75 -88%
	<b>Appointments made &amp; kept:</b>	Technical issues between our Northgate housing management system and Mears Appoint have meant THH has been unable to report on appointments made and kept all year. In previous years this was measured by our Contact Centre staff recording broken appointments (which under represented the number not met) and then via a question in the repairs satisfaction survey i.e. a resident perception measure (which over presented the number not met). In 2020/21
<b>SPHA</b>		
	<b>1. % Repairs completed in target</b>	Unfortunately, no data from our maintenance team. Since December 2020 we have had no maintenance team (internal issues), we have been running skeleton services therefore was not able to produce any data for that period.
	<b>2. % respondents satisfied with last completed repair</b>	
	<b>3. % appointments kept as % of appointments made</b>	

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Non-Executive Report of the: <b>Housing &amp; Regeneration Scrutiny Sub-Committee</b> 15 <sup>th</sup> April 2021	 <b>TOWER HAMLETS</b>
<b>Report</b> Karen Swift, Divisional Director, Housing and Regeneration	<b>Classification:</b> Unrestricted
<b>Fire Safety Progress Report</b>	

<b>Originating Officer(s)</b>	Mark Slowikowski, Strategy and Policy Manager (Place)
<b>Wards affected</b>	All Wards

## Executive Summary

This report provides members of the sub-committee with a progress report on the fire safety work undertaken by the council. Specifically, it covers:

- Closure of Fire Safety Scrutiny Review Action Plan.
- An update on the council’s work with the private sector on the remediation of Aluminium Composite Material (ACM).
- An update on the council’s progress with the Ministry of Housing and Local Government’s (MHCLG) External Wall System (EWS) survey .
- An update on the preparatory work the council has undertaken on the implementation of the Building Safety Bill (to be enacted).

## Recommendations:

The H&RSSC is recommended to:

1. Recommend the closure of the Fire Safety Scrutiny Review Action Plan to the Mayor/Mayor in Cabinet .
2. Note the content of this report in respect of the actions taken on ACM remediation, the EWS survey and the forthcoming Building Safety Bill.

## 1. REASONS FOR THE DECISIONS

- 1.1 The Fire Safety Scrutiny Review Action Plan dates from 2018 and was formulated in the aftermath of the Grenfell tragedy. The actions have been completed and the sub-committee is asked to formally close the plan.
- 1.2 This will enable the council to concentrate its fire safety activities in the areas of private sector ACM remediation, the completion of the EWS survey and to plan for the implementation of the Building Safety Bill which is

anticipated to come into force in the autumn of this year.

## **2. ALTERNATIVE OPTIONS**

- 2.1 The alternative options are to not close the Fire Safety Scrutiny Review Action Plan and not to prepare for the implementation of the Building Safety Bill.
- 2.2 Neither of these alternatives is deemed appropriate as the fire safety landscape (particularly the emerging legislative framework) has changed since the action plan was drafted and the council needs to “move-on” in terms of its fire and building safety work.
- 2.3 Members of the sub-committee are reminded that the borough is home to the highest number of tower blocks in the country and has 54 blocks over 18 metres within its own stock. Failure to prepare for the Building Safety Bill is likely to put residents at risk, subject the council to judicial review and incur extra costs in the long run.

## **3. DETAILS OF THE REPORT**

### **Fire Safety Scrutiny Review Action Plan**

- 3.1 The Fire Safety Scrutiny Review Action Plan was formulated after the council undertook an in-depth scrutiny review of fire safety in 2017/18. This sub-committee approved the action plan in March 2018.
- 3.2 The action plan contained 14 recommendations and 42 actions with completion dates between October 2018 and March 2019. Progress on delivering these actions was reported back to this sub-committee in November 2018 and in July 2019.
- 3.3 The progress report to the November 2018 meeting included information about the recommendations emerging from the Hackitt Review, set up following the Grenfell fire. The sub-committee noted this information. As further recommendations emerge from the Hackitt Review the council will factor these into its approach to fire safety.
- 3.4 At the July 2019 sub-committee meeting, a further update on the progress made in delivering the actions was provided; the report was noted. The final iteration of the action plan is appended to this report as appendix 1. All actions have now been completed and the sub-committee is requested to approve the closure of the plan.

### **Progress Report on Private Sector ACM Remediation**

- 3.5 The Council’s Fire Safety Team maintains a spreadsheet recording key details for private sector and social housing sector residential properties in the Borough that are over 18 metres in height and contain ACM cladding. There



are no properties in the council's stock in this category. Information from the spreadsheet is entered onto the MHCLG's DELTA system that records progress on remediation across the country.

- 3.6 Weekly Fire Safety Meetings are held, chaired by the Divisional Director for Housing and Regulation, monitoring the progress made by private sector landlords in remediation their stock. Social sector landlords (Private Registered Providers are responsible for monitoring their own progress on remediation and entering this information onto the DELTA system. There are currently 12 blocks in this category; 6 have been fully remediated with work on site on the remaining 6 blocks.
- 3.7 As at March 2021, there were 38 private sector blocks requiring ACM remediation in the borough. A further 13 buildings are under investigation by the council as they have been identified as potentially having ACM through the EWS survey.
- 3.8 Of the 38, the council has agreed a remediation plan with majority of building owners but there are 6 owners that have not agreed a plan and officers have been working with the GLA, London Fire Brigade and the MHCLG to ensure a plan is put in place.

### **Progress Report on EWS Survey**

- 3.9 In July 2019, the MHCLG introduced the EWS survey requiring all councils to collect and input details of all council owned and private sector external wall systems onto another DELTA (EWS) database. Private Registered Landlords are required to enter their own data onto the system.
- 3.10 The Fire Safety Team also maintains a EWS spreadsheet and reports progress on the data collection exercise at the weekly fire safety meetings. As at March 2021, there were 795 private sector blocks in the borough identified as in scope, i.e. greater than 18 metres in height.
- 3.11 The council has collected a total of 734 replies all of which have been entered onto the DELTA EWS database. However, only 576 owners have provided complete details with 158 requiring the fire safety team to chase building owners and managing agents to complete the exercise by the 2025 deadline.
- 3.12 Work continues to collect the remaining information and a proposal has been put forward for procurement/development of a database that can handle the volume of data being collected to better manage the system.

### **Preparing for the Implementation of the Building Safety Bill**

- 3.13 In July 2020, the MHCLG published its draft Building Safety Bill launching a consultation and scrutiny process ahead of the Bill's introduction to Parliament. As the Bill is still in draft form the council can only take preparatory action ahead of the Bill's enactment.

- 3.14 The latest position on the introduction of the Bill is that it was returned to the House of Commons on the 22<sup>nd</sup> March 2021 for consideration of amendments made by the House of Lords.
- 3.15 The outcome of those deliberations alongside previous and any forthcoming sessions will be factored into the final Bill when published later this year. It is expected that key tenets of the Bill will remain unaltered such as the introduction of an Accountable Person, Building Safety Managers, “prescribed information” (the Building Safety Case) Resident Engagement Strategies.
- 3.16 Details of the council’s preparatory work is given in Appendix 2, a presentation that has been rolled out to DLT and CLT, advising senior officers of the work undertaken and the emerging issues. A remodelled version of this presentation was delivered to THHF Executive in March 2021. Due to time constraints, this presentation is not being delivered at the sub-committee meeting, but questions on it are welcomed.
- 3.17 Notwithstanding the draft nature of the Bill, the council alongside its London peers and its ALMO THH, has begun planning for the introduction of Bill. An internal Building Safety Bill Group has been established and meets monthly to progress matters. Details of this group is also provided in Appendix 2.

#### **4. EQUALITIES IMPLICATIONS**

- 4.1 The Public Sector Equality Duty (as set out in the Equality Act 2010) aims to embed equality considerations into the day to day work of public bodies, so that they tackle discrimination and inequality and contribute to making society fairer. The actions undertaken and underway by the council in respect of ensuring fire safety in the borough reflect this duty.
- 4.2 Consideration will be given to undertaking an Equality Impact Assessment on the implications of the draft Building Safety Bill, although it is noted that the MHCLGH’s own impact assessment of the bill is silent on any equality/diversity matters.

#### **5. OTHER STATUTORY IMPLICATIONS**

- 5.1 There are no other statutory implications identified at this stage. The council’s work to date and going forward is considered to be commensurate with all its best value, environmental and safeguarding responsibilities.

#### **6. COMMENTS OF THE CHIEF FINANCE OFFICER**

- 6.1 This report provides an update on the works undertaken pertaining to fire safety. All costs associated with fire safety works following the Grenfell Tower fire are contained within the Housing Revenue Account (HRA) and as a result do not impact on the General Fund.

- 6.2 Fire safety works are included within the HRA Business Plan and amount to circa £60m of capital expenditure over the 30-year life of the business plan.
- 6.3 A successful growth bid for £350k was approved as part of HRA budget setting for 2020/21 to meet the cost of implementing the cost of the Building Safety Bill.

## **7. COMMENTS OF LEGAL SERVICES**

- 7.1 This report provides Members with an update on a number of matters pertaining to action taken by the Council in relation to fire safety. Importantly, the report details progress on the Building Safety Bill, through Parliament and actions officers are taking to prepare for the implementation of the Bill when it becomes law. The Bill will amend the Fire Safety Order 2005 to clarify that the responsible person or duty-holder for multi-occupied, residential buildings must manage and reduce the risk of fire for the structure and external walls of the building, including cladding, balconies and windows, entrance doors to individual flats that open into common parts.
- 7.2 The Bill will also provide a foundation for secondary legislation to take forward recommendations from the Grenfell Tower Inquiry phase one report i.e. that building owners and managers of high-rise and multi-occupied residential buildings should be responsible for a number of areas including:
- regular inspections of lifts and the reporting of results to the local fire and rescue services
  - ensuring evacuation plans are reviewed and regularly updated and personal evacuation plans are in place for residents whose ability to evacuate may be compromised
  - ensuring fire safety instructions are provided to residents in a form that they can reasonably be expected to understand
  - ensuring individual flat entrance doors, where the external walls of the building have unsafe cladding, comply with current standards
- 7.3 Further, there will be powers for the Secretary of State for Housing, Communities and Local Government to amend the list of qualifying premises that fall within the scope of the Fire Safety Order.

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

### **Linked Reports**

- [LONDON BOROUGH OF TOWER HAMLETS.](#)
- [Appendix 1 - Fire Safety Scrutiny Review Report.pdf \(towerhamlets.gov.uk\)](#)
- [LONDON BOROUGH OF TOWER HAMLETS](#)
- [Fire Safety Scrutiny Review Action Plan monitoring 2019 v5.pdf \(towerhamlets.gov.uk\)](#)

## **Appendices**

- Appendix 1 – Fire Safety Scrutiny Review Action Plan.
- Appendix 2 – Building Safety Bill Presentation

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

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

- Draft Building Safety Bill.

#### **Officer contact details for documents:**

Mark Slowikowski, Strategy and Policy Manager (Place)

[mark.slowikowski@towerhamlets.gov.uk](mailto:mark.slowikowski@towerhamlets.gov.uk)

020 7364 3158

**Appendix 1 - Fire Safety Scrutiny Review Action Plan - Monitoring template – FINAL CLOSED ACTIONS: April 2021**

**Recommendation 1:**

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

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

Track the progress of remedial actions.

**Comments from Service:**

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

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

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

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

<b>Actions</b>	<b>Responsible Officer</b>	<b>Deadline</b>	<b>Comments</b>
<p><i>1. Housing and Regeneration set up a meeting with Tower Hamlets Homes to discuss</i></p> <ul style="list-style-type: none"> <li>• <i>developing a separate fire safety notifications system / adapting current</i></li> </ul>	<p><i>Mark Baigent / Susmita Sen</i></p>	<p><i>October 2018</i></p>	<p><i>THH is currently working to identify incoming calls dealt with by the Housing Services Centre at the point of contact and these are generally less than five per week. Fire safety concerns are also recorded on the Tenants and Residents Association Actions Trackers so are visible and monitored and THH hold fire specific</i></p>

<p>repairs system so residents can notify fire safety concerns separately (including for residents who do not have internet access);</p> <ul style="list-style-type: none"> <li>• how monitoring and evaluation feeds into performance indicators referred to in Recommendation 2</li> <li>• How to feedback to residents on the progress of these items.</li> </ul>			<p>sessions with TRA reps. The new Joint Working Group on Fire safety (made up of involved residents, Tower Hamlets Federation reps, THH Board and THH staff) are also looking at ways of monitoring enquiries. The Tower Hamlets Housing Forum is also working with members on this and data gathering at present.</p> <p><b>Dec 2020 [Complete]</b> – THH Fire Safety Joint Working Group has been meeting quarterly</p>
<p>2. Tower Hamlets Homes to discuss fire safety notifications processes at the Tower Hamlets Housing Forum to establish best practice around</p> <ul style="list-style-type: none"> <li>• timeframes for responding to residents</li> <li>• timeframes for addressing issues</li> <li>• How best to keep residents updated on progress (including residents without internet access).</li> </ul>	<p>Tower Hamlets Homes</p>	<p>March 2019</p>	<p>THHF members have multiple methods (publicised via newsletters, leaflets, website, articles, noticeboards, social media engagement, annual action days etc.) to promote fire safety and by which residents can raise concerns, including through dedicated channels. RPs have in the main utilised existing resident engagement structures to discuss fire safety. THH has also created a joint working group within its existing Governance structure.</p> <p>All RPs have service standards for responding to resident reports. Remedial actions are completed as appropriate dependent on the particular circumstances of the block and issue.</p> <p>The use of a dedicated reporting facility e.g. by email account may be considered as a good practice example which RPs will consider through the THHF benchmarking sub group.</p> <p><b>Dec 2020 - Update</b> – THH Fire Safety Joint Working Group has been meeting quarterly. THH are checking what has been discussed in any sub groups.</p> <p><b>Mar 2021 [Complete]</b> - Fire safety issues and concerns can be raised at the THH Fire Safety Joint Working Group.</p>

**Recommendation 2:**

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

**Comments from Service:**

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

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

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

Actions	Responsible Officer	Deadline	Comments
<p><b>3.</b> Reporting annually to the Housing Scrutiny Sub Committee on the percentage of tall buildings (over 18m) owned by the Council and RPs that have an up to date FRA in place, inclusive of recommendations outstanding for more than 12 months.</p>	<p>Mark Baigent / THHF</p>	<p>June 2019</p>	<p><i>The Tower Hamlets Homes Joint Working Group on Fire Safety is developing a suite of KPIs for THH which will be useful for this recommendation. The Group are to consider the value of a range of indicators in Q2.</i></p> <p><i>Most RPs have in place KPIs that track the completion of FRAs against an agreed programme for all blocks and track completion of recommended actions arising from the FRAs. Some RPs are also monitoring the levels of risk identified by</i></p>

			<p><i>FRA's specifically report on high priority recommendations arising. Timescales for completion of recommendations arising from FRA's will vary dependant on the specific issues found and the level of risk.</i></p> <p><i>Dec 2020 [Complete council properties only] – THH Fire Safety Joint Working Group has been meeting quarterly who also review the THH monthly fire safety dashboard.</i></p>
<p><b>4. THH to reduce risk on 9 high rise blocks to tolerable, with progress reported to the operational meetings, strategic meetings, Mayor's housing meeting and to the Place Directorate Leadership Team and the HSSC.</b></p> <p>Page 40</p>	<p>Susmita Sen / Mark Baigent</p>	<p>March 2019</p>	<p><i>Progress on the 9 substantial risk blocks:</i></p> <p><i>Broddick House (1block) completed.</i></p> <p><i>Cranbrook Estate 6 blocks 99.9% complete only fire safety doors remaining. Delays are attributable to national shortage of supply for fire safety compliant doors. However, four suppliers have been identified and procurement for the fire safety doors will commence shortly, followed by works delivery with a completion target of Q3.</i></p> <p><i>Barleymow Estate: 2 blocks Malting and Brewster works are partially complete given the complexities involved. Extensive intrusive structural investigations were conducted by consultants resulting in the need for complex structural reinforcement works. Subject to the Mayor in Cabinet approval works will commence in Q2 taking at least 18months to complete.</i></p> <p><i>FRA's have been commission for the 9 substantial block to establish current risk tolerability.</i></p>



			<p>Progress reported through Council's ALMO client governance.</p> <p><b>Dec 2020 [In Progress]</b> – Progress is reported periodically at the Bi-Operational and Quarterly Strategic meetings held between THH and the council. FRAs were undertaken in 2019.</p> <p>Brodick House risk was reduced to a Moderate Risk. Malting House and Brewster House risk was reduced to a Moderate Risk and works to remedy the structural risk have started. For the 6 blocks on the Cranbrook Estate the risk remained at Substantial Risk. Phase 2 works are being drawn up after which the risk rating would be reduced.</p> <p>A new round of FRAs are being undertaken for these 9 blocks and will be completed by March 2021. It is expected that the Substantial Risk blocks can only be reduced to a Moderate Risk. This is due to the presence of non-compliant front entrance doors on leasehold dwellings which THH have no enforcement powers to change.</p> <p><b>Mar 2021 [Complete]</b> - Phase 2 works at the 6 remaining Substantial Risk blocks on Cranbrook estate are commencing in 2021 and expected to be completed in 2022. The new FRAs have been undertaken and we are awaiting the findings from these.</p>
<p><b>5.</b> Progress updates against the THH Fire Safety action plan (high risk and low risk blocks) reported to operational meetings, strategic meetings, Mayor's housing meeting and to the HSSC.</p>	<p>Susmita Sen</p>	<p>March 2019</p>	<p>The Fire Safety Action Plan has been completed and the work is being delivered through the THH Fire Risk Management Group, the Joint Working Group on Fire Safety and the Capital Delivery programme.</p>

*A fire safety update was presented to HSSC at its meeting on 20 November 2018, inclusive of THH's risk management strategy, its approach to strengthening residents' voice and influence communications, engagement and response to recommendations from the Hackett review.*

*At the end of Q1, 100% of tall buildings (over 18 metres) managed by THH had an up to date FRA in place.*

*For the 9 substantial risk blocks see above.*

*For rest: A rationalised FRA programme will be agreed with THH in Q2.*

*Additional KPIs for FRAs and fire safety works:*

- *The number of FRA to be undertaken per annum (proposed)*
- *Update against the 900 blocks where FRA have been completed as follows*
- *% of works carried out and*
- *% of works remaining for the 900 blocks*

***Dec 2020 [Complete]** – The monthly fire safety dashboard monitors progress against completion of FRA actions and numbers of blocks with a current FRA. Progress updates are provided to the councils Bi-Op and QSM meetings.*

<p><b>6. London Fire Brigade to report annually to the Housing Scrutiny Sub Committee on the percentage of residential purpose built flats visited, where informal / formal action has been taken.</b></p>	<p>London Fire Brigade / Marc Gibbons</p>	<p>June 2019</p>	<p>237 fire safety audits carried out on purpose built flats in Tower Hamlets during 2018-19 period.  33 instances of some form of action taken (13.92 %)  7 Formal Action Enforcement Notices issued (2.95 %)  26 Informal Notification of deficiencies issued (10.97%)  The target relating to residential premises visits last year were those on the LFB inspection programme whose re-inspection period fell within the 2018/19 period. The frequency of these visits is worked out by the relationship between the risk score attained during the last visit and the premises type. Last year this totalled c.40 visits, all of which were completed within the year.</p> <p>All other visits to residential premises, including purpose built flats were the result of post fire visits, complaints or requests for us to visit for various reasons. Additional hi-rise premises were also inspected due to the presence of ACM clad buildings in the area. However none of these visits were subject to targets</p> <p><b>Mar 2021 [Complete]</b> – LFB to be invited to Housing &amp; Regeneration Scrutiny Sub-Committee as and when required.</p>
<p><b>7. Housing and Regeneration to set up an initial meeting with Tower Hamlets Homes to discuss the data available and potential performance indicators, particularly around timeframes to address remedial actions, keeping residents informed and responding to fire safety notifications. (link to Recommendation 1)</b></p>	<p>Susmita Sen / Mark Baigent</p>	<p>September 2018</p>	<p>Indicators being monitored at present by THH include - Fire Safety: reduce risk on 9 High Rise Blocks to tolerable, and Fire Risk Assessments in place.</p> <p>THH are also in the process of developing a suite of KPIs.</p> <p><b>Dec 2020 [Complete]</b> – The monthly fire safety dashboard monitors progress against completion of FRA actions and numbers of blocks with a current FRA in conjunction with the 8 year capital investment programme and reported to the councils</p>

			<i>Bi-Op and QSM meetings</i>
<b>8. Housing and Regeneration and Tower Hamlets Homes to discuss with Registered Providers of the Tower Hamlets Housing Forum what data is available to monitor and benchmark Tower Hamlets Homes' performance</b>	<i>Mark Baigent / Susmita Sen / Sandra Fawcett</i>	<i>March 2019</i>	<i>THH has delivered a presentation to the THHF housing management sub group on its approach to fire safety, and performance improvements.</i>  <i>Mar 2021 [Complete] – Housing &amp; Regeneration Director attended THHF – 24<sup>th</sup> March 2021 and led presentation on draft Building Safety Bill.</i>

<b>Recommendation 3:</b>			
The Council develops a clear position statement encouraging all Responsible Persons in the London Borough of Tower Hamlets to publish Fire Risk Assessments with a clear programme of works, outlining the scope and timing of the works.			
<b>Comments from Service:</b>			
In 2017, the Council stated that all Fire Risk Assessments would be published for Council blocks. Accordingly Tower Hamlets Homes have committed to do this in their Business Plan. The Council has no statutory powers to require Registered Providers and Private Providers to publish Fire Risk Assessments but can publicise its expectations around this from other housing providers. THH have published all 911 FRAs along with guidance on the website and publicised this widely. .			
<b>Actions</b>	<b>Responsible Officer</b>	<b>Deadline</b>	<b>Comments</b>
<b>9. Housing and Regen to liaise with Communications, the Cabinet Member for Housing and the Mayor to agree wording for the position statement</b>	<i>Mark Baigent / Andy Bate</i>	<i>October 2018</i>	<i>A position statement will be published shortly.</i>  <i>The Council's website provides access to fire safety information for all members of the community, whether this is in the home, at work or in school.</i>  <i>In addition, the Council's ALMO THH, has also published a communicated fire safety information, advice and guidance to it</i>

			<p>residents whether this be a for fire in the home or in the block. This includes THH's approach to fire safety – buildings and its fire safety strategy.</p> <p><b>Dec 2020 [Complete]</b> - Fire Risk assessments for THH blocks are available via the <a href="#">THH website</a>.</p> <p>The Council encourages RPs to publish information on FRAs. Data on the % of FRAs that are in place is reported as a KPI to both the Statutory Deputy Mayor for Housing and the HSSC.</p>
<p>10. Communications team to develop and implement a plan of where this will be publicised (website, printed and digital media to be considered)</p>	<p>Housing and Regen / Communications officer</p>	<p>Dec 2018</p>	<p><b>Dec 2020 [Complete]</b></p> <p>As above Fire Risk assessments for THH blocks are available via the <a href="#">THH website</a> and a printed version is available upon request.</p> <p>THH are also currently in the process of providing block specific fire safety information to the 34 ten story + blocks, detailing tenants and landlord obligations, standards, levels of protection and equipment within the building. This in line with the recommendations of the Hackitt Review.</p> <p>A few RPs are publishing some of their FRAs, others are planning to do so. Most of the remainder will provide copies or summaries on request.</p> <p>NB. The FRAs identify potential risk and recommendations but do not generally set out the scope and timing of resolution.</p>

**Recommendation 4:**

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

- key risks
- works taken and planned to address the risks

Any implications for use of the building by residents.

**Comments from Service:**

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

Actions	Responsible Officer	Deadline	Comments
<p>11. Housing and Regeneration and Tower Hamlets Homes to meet to discuss developing dashboard templates</p> <p>Page 46</p>	<p>Mark Baigent / Susmita Sen</p>	<p>October 2018</p>	<p><i>This is being considered as a report by the Joint Working Group on Fire safety for THH properties. A methodology to determine the need for FRA's and criteria for prioritisation is in development.</i></p> <p><i>THHF – Whilst this isn't the case for all members for THHF, some RPs do have in place a dashboard that provides management information across the organisation</i></p> <p><i>Some RPs in the UK are developing Health and Safety check lists for each block to be placed in communal areas which may be relevant to the recommendation.</i></p> <p><i><b>Dec 2020 [Complete]</b> – The monthly fire safety dashboard monitors progress against completion of FRA actions and numbers of blocks with a current FRA. THH have adopted the LGA recommended FRA cycle and prioritisation methodology.</i></p>

**Recommendation 5:**

The Council develops a joint communication strategy with clear consistent messages, in consultation with the London Fire Brigade, Tower Hamlets Homes, Registered Providers, Private Landlords or their agents and resident representation, to raise awareness with tenants and leaseholders on the following issues:

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

The Communication strategy needs to consider

- a) A variety of communication channels, including digital, non-digital and meetings or 'fire safety awareness days.
- b) The diversity of the borough and develop communication materials in key languages spoken in the borough.
- c) how information is accessible to those sub-letting and visiting the building

Best practice models in engaging elderly and disabled residents, such as the Social Model of Disability.

**Comments from Service:**

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

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

Actions	Responsible Officer	Deadline	Comments
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Page 47

<p><b>12. Communications Team to liaise with the Chair of Tower Hamlets Housing Forum to <u>set up a working group</u> with the Tower Hamlets Housing Forum Asset Management Sub-group and the Council's communications team to develop key messages</b></p>	<p>Andy Bate / Sandra Fawcett</p>	<p>October 2018</p>	<p>THHF are very much in support for the development of a joint communications strategy. At present, all RPs have a variety of measures in place to communicate with residents on key messages such as fire safety.</p> <p>The Council's communications team are currently working with partnership colleagues requesting to attend the next THHF Exec meeting / asset management sub group to take this forward.</p> <p><b>Mar 2021 [Complete]</b> – Housing &amp; Regeneration Director attended THHF – 24<sup>th</sup> March 2021 and led presentation on draft Building Safety Bill.</p>
<p><b>13. The working group to approach Chairs of Tenant and Resident Associations to better understand:</b></p> <ul style="list-style-type: none"> <li>• residents' knowledge of the issues set out in the recommendation</li> <li>• potential challenges or reasons for non-compliance to determine how best to address these in key messages</li> <li>• to provide feedback/ experience from the Fire Safety specific meetings and training held with the THH TRA Chairs</li> </ul>	<p>Tower Hamlets Housing Forum / Tower Hamlets Homes</p>	<p>January 2019</p>	<p>A timetable and action plan will be drafted following the development of the communications working group.</p> <p>In the meantime however, RPs have utilised existing resident engagement structures to discuss fire safety, and THH has created a joint working group on fire safety within its existing Governance structures.</p> <p><b>Dec 2020 [Complete]</b> – THH Fire Safety Joint Working Group has been meeting quarterly</p>
<p><b>14. The Working Group approach private providers through the Landlord Forum and the Housing Forum to share experiences and practices</b></p>	<p>Tower Hamlets Housing Forum / Tower Hamlets Homes</p>	<p>March 2019</p>	<p>As above.</p> <p><b>Dec 2020 [Complete]</b> – THH Fire Safety Joint Working Group has been meeting quarterly</p>



<p><b>15. Based on its findings on residents' issues, the working group develops key messages in consultation with the London Fire Brigade</b></p>	<p><i>Tower Hamlets Housing Forum / Tower Hamlets Homes</i></p>	<p><i>March 2019</i></p>	<p><i>As above.</i></p> <p><i>THH have in place a programme for front door renewal and common area door renewal where this has been identified on the FRA. THH have been running a communications campaign on the bullet points above and ensuring fire safe front doors are in place and this extends to a joint letter between THH and LFB encouraging leaseholders and landlords to change doors where necessary or where law applies. THH are developing with the Council an approach to leaseholders buying into THH door replacement programmes.</i></p> <p><i>The THH fire safety team who are visiting residents to give advice and whilst the full details of outcomes have been provided in other reports, key stats up to Feb 2019 include: 3914 visits across 95 blocks, identified 452 vulnerable residents and 34 residents with hoarding tendencies, 22 suspected sublet properties, 35 Air B&amp;B's, 3 properties have been returned following interviews under caution by the Fraud team, 359 Leaseholders have been referred to the LFB to fit smoke detectors and 314 repair works orders have been raised for faulty or missing smoke alarms to be fitted in tenanted properties, 302 HMO's have been referred to the council to check if licences are in place.</i></p> <p><b>Dec 2020 [In Progress]</b> – <i>The THH fire safety team are visiting residents to give advice and whilst the full details of outcomes have been provided in other reports, key stats up to Feb 2020 include: 6,461 visits, identified 709 vulnerable residents and 43 residents with hoarding tendencies, 263 suspected sublet properties, 35 Air B&amp;B's, 3 properties have</i></p>
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			<p>been returned following interviews under caution by the Fraud team, 515 Leaseholders have been referred to the LFB to fit smoke detectors and 469 repair works orders have been raised for faulty or missing smoke alarms to be fitted in tenanted properties, 329 HMO's have been referred to the council to check if licences are in place. Once Covid-19 restrictions have eased fire safety team visits will continue to the remaining residents</p> <p><b>Mar 21 [Complete]</b> - The THH fire safety team are still visiting residents and this will continue.</p>
<p>16. The Working Group to develop and implement a communications plan around how best to publicise the key messages:</p> <ul style="list-style-type: none"> <li>• across a variety of communication channels</li> <li>• in different languages spoken in the borough</li> <li>• so visitors to buildings are aware of evacuation routes if applicable</li> <li>• to engage older residents and those with a disability</li> </ul>	<p>Tower Hamlets Housing Forum / Tower Hamlets Homes / Andy Bate</p> <p>Susmita Sen</p>	<p>March 2019</p>	<p><b>Mar 21 [Complete]</b> - The THH fire safety team are still visiting residents and this will continue.</p>

**Recommendation 6:**

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

**Comments from Service:**

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

services to the Private Sector Landlords Forum and the Private Sector Housing Forum.			
<b>Actions</b>	<b>Responsible Officer</b>	<b>Deadline</b>	<b>Comments</b>
<b>17.</b> Presentation to the Tower Hamlets Housing Forum Executive	Andrea Stone / Ann Corbett	May 2018	Took place on 23 <sup>rd</sup> May 2018. - <b>Dec 2020 [Complete]</b>
<b>18.</b> Registered Providers to be invited to Civil Contingencies Training/Exercising: Exercise Heron – Nov'17 Exercise Safer City – Mar'18 Exercise Corvus – Apr'18 BRF Workshop – May'18	Andrea Stone / Ann Corbett	May 2018	On-going. Representation at all exercises listed, this is ongoing for future exercising which includes forthcoming Ex Safer City 2019 1 <sup>st</sup> & 2 <sup>nd</sup> May 2019.  <b>Dec 2020 [Complete]</b>
<b>19.</b> The CPU to ensure the Council's website is updated with clear protocols and guidance.	Andrea Stone / Ann Corbett	July 2018	Action complete, however, updating the website is an ongoing process <b>Dec 2020 [Complete]</b>
<b>20.</b> The Council invites the Chair of the Tower Hamlets Housing Forum to the Tower Hamlets Borough Resilience Forum (BRF) so the Chair can feed back to other Registered Providers on the Tower Hamlets Housing Forum	Andrea Stone / Ann Corbett	On going	Ongoing. Chair of THHF or a deputy attends BRF  <b>Dec 2020 [Complete]</b>
<b>21.</b> Civil Protection Unit (CPU) to deliver a presentation to the Private Sector Landlords Forum and to the Private Sector Housing Forum on emergency planning work that the unit delivers	Andrea Stone / Ann Corbett	March 2019	CPU will now deliver a presentation to the re-scheduled Private Renters' Charter Forum on 10 September and at the next Landlords' Forum on 9 October. Training will be offered to landlords.  <b>Dec 2020 [Complete]</b>
<b>22.</b> The CPU to offer Civil Contingencies Training on emergency Planning procedures to private landlords via the Private Sector Landlords Forum and the Private Sector Housing Forum	Andrea Stone / Ann Corbett	March 2019	As per above action.  <b>Dec 2020 [Complete]</b>

**Recommendation 7:**

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

**Comments from Service:**

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

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

Actions	Responsible Officer	Deadline	Comments
23. N/A – See comments above.			N/A <i>Dec 2020 [Complete]</i>

**Recommendation 8:**

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

**Comments from Service:**

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

Actions	Responsible	Deadline	Comments
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	<b>Officer</b>		
<b>24.</b> <i>Share best practice of Fire Safety through the Private Sector Landlords Forum and the Private Sector Housing Forum.</i>	<i>Marc Lancaster</i>	<i>March 2019</i>	<p><i>A presentation on Fire Safety best practice will be delivered at the Landlords' Forum on 9 October. An extensive briefing on this topic was also delivered to the forum in 2017.</i></p> <p><i>Fire safety is covered in the accreditation training that landlords undertake through the Landlord License Accreditation Scheme. These sessions take place quarterly at the Town Hall and in 2018/19 77 Tower Hamlets landlords were accredited.</i></p> <p><i>Fire Safety is also promoted through the Private Renters' Charter.</i></p> <p><i>Dec 2020 [Complete]</i></p>

**Recommendation 9:**

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

**Comments from Service:**

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

## Comments from THH:

- a) Plans only developed for identified evacuation blocks. LFB advice on 'Stay Put' and 'know your escape plan' widely published by THH along with the LFB Fire Safety Visit offer which covers evacuation plans. LFB orchestrate evacuations during incidents. THH share vulnerability and mobility data with LFB. Signage is displayed in blocks for escape routes and signage improvements plans in place where identified in FRAs)
- b) Continued publicity and discussion by Neighbourhoods Fire Safety Team who are visiting all residents (6-9 storey blocks 2018/19 with 10+ storey blocks already visited)

Actions	Responsible Officer	Deadline	Comments
<p><b>25. Housing and Regeneration to discuss at the Tower Hamlets Housing Forum:</b></p> <ul style="list-style-type: none"> <li>a) THH and Registered Providers' existing services for developing personalised evacuation plans</li> <li>b) Current uptake</li> <li>c) How to improve outreach</li> </ul>	<p>Mark Baigent/ Sandra Fawcett / Susmita Sen</p>	<p>March 2019</p>	<p>RPs specialising in supported housing have developed PEEPs. The majority of blocks managed by RPs (General Needs properties) have a 'Stay Put' Policy in place. Some General Needs RPs have provided information on vulnerable residents either directly or indirectly to the LFB.</p> <p>RPs have a variety of methods in place to communicate arrangements.</p> <p><b>Dec 2020 [Complete]</b> – Residents in the 2 Supported Housing schemes managed by THH have PEEPs in place.</p>
<p><b>26. Presentation by the London Fire Brigade at the Private Sector Landlords Forum and the Private Sector Housing forum to raise awareness of fire safety and the need for evacuation plans including for those needing assistance.</b></p>	<p>Dave Tolley / Marc Lancaster / London Fire Brigade</p>	<p>March 2019</p>	<p>Refer to recommendation 8.</p> <p><b>Dec 2020 [Complete]</b></p>
<p><b>27. Promote services available in the borough under communication initiatives referred to in Recommendation 5.</b></p>	<p>Andy Bate  Martin McNamara</p>	<p>March 2019</p>	<p>Landlords are currently using existing resident engagement structures, working groups and communication mediums to discuss and raise fire safety concerns. However a joint communications strategy is yet to be developed, identifying a collective approach to communications and good practices.</p> <p><b>Mar 2021 [Complete]</b> – A joint communications strategy is no longer considered feasible. LBTH website has been updated to update residents on concerns regarding EWS-1 forms and PRPs maintain their own web-sites.</p>

**Recommendation 10:**

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

- detailing the legal, financial and resource implications on service areas
- advising how the Council proposes to implement the Review's recommendations
- assessing the impact on residents and the provision of affordable housing

Outlining how the Council will work with Registered Providers and private sector housing providers to engage residents in the implementation of the proposals.

**Comments from Service:**

Actions	Responsible Officer	Deadline	Comments
<p>28. Produce a draft report on Independent Review of Building Regulations for Place DLT Support</p>	<p>John McGeary</p>	<p>October 2018</p>	<p>The government did not respond to the Independent Review of Building regs until January 2019 so this unfortunately built in delay to the process. The government has recently launched its consultation on what it sees as the approach to implementing recommendations from the Hackitt Review, so the practical implications for authorities will shortly be known in draft. It is now anticipated that a draft report will be targeted at a September 2019 completion.</p> <p><b>Mar 2021 [Complete]</b> – Presentation on Hackitt implementation delivered to Place DLT and to CLT.</p>
<p>29. Submit Report to Housing Scrutiny Sub-Committee, to include resource implications, future actions and monitoring approaches</p>	<p>John McGeary/Mark Baigent</p>	<p>November 2018</p>	<p>As above the production of the final report is dependent on the issues mentioned above. The council is not in control of this stage of the process until it knows clearly what the government expects to be taken forward and how this is to be implemented. A final report will be completed by November 2019.</p>



			<p>An interim update was however provided to HSSC in November 18 which outlined the recommendations from the Hackitt review and work locally and nationally on implementation. The update highlighted:</p> <ul style="list-style-type: none"> <li>- Concerns raised about the Joint Competence Authority (JCA)</li> <li>- Council disappointed with the rushed Part B consultations</li> <li>- Robust assessment of submitted fire strategy documents, providing guidance for developers.</li> <li>- The Councils Head of Building Control is a member of the London District Surveyors Association and in this capacity identifies and disseminates both national and international good practices.</li> </ul> <p><b>Mar 2021 [Complete]</b> – Report on Fire Safety activity will be presented to the April 15 2021 HRSSC meeting.</p>
30. Council services to work with THHF / Chairs of Sub Groups to support implementation of recommendations	John McGeary / Dave Tolley / Sandra Fawcett	December 2018	<p>As above. Once the final outcome from government consultations is understood then we will be able to work with THHF and work with chairs towards detailed implementation. This is anticipated to be around December 2019 but all is subject to government led timetable.</p> <p><b>Mar 2021 [Complete]</b> – Presentation to THHF on Draft Building Safety Bill delivered on 24 March 2020.</p>
31. Deliver a presentation to the MHCLG on Tower Hamlets as a best practice model for the identification and remediation of ACM cladding on high rise blocks.	Mark Baigent	September 2018	<p>A presentation was delivered to the Secretary of State James Brokenshire MP at the Ministerial Taskforce.</p> <p><b>Dec 2020 [Complete]</b></p>



32. Work with MHCLG to help set up a multi-disciplinary task force to enforce the removal of ACM cladding, providing advice	Mark Baigent	March 2019	The multi-disciplinary team is known as the Joint Inspection Team and has been established through the Local Government Association with funding from MHCLG  <i>Dec 2020 [Complete]</i>
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**Recommendation 11:**  
The Planning and Building Control Teams develop clear guidance for developers on the distinct fire safety responsibilities in tall buildings throughout the building process, taking account of:

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

**Comments from Service:**

Actions	Responsible Officer	Deadline	Comments
33. To produce draft guidance including best practice for Developers on Fire safety and Tall Buildings	John McGeary and Paul Buckenham	March 2019	The overall position remains uncertain at a national and regional level. The guidance document cannot be committed to yet as the new London Plan policy has not been adopted. Until it is the need to consider fire safety matters at an earlier planning stage is not a policy requirement. Officers will continue to track this and is assembling best practice. Anticipate December 2019 for completion but dependent on London Plan timetable so maybe earlier or later.  <i>Mar 2021 [Complete] – Drafting guidance on best practice is not feasible as buildings vary enormously and each one needs to be considered individually. The Draft Building Safety Bill and the requirement for drafting and maintaining</i>

Page 7

			<i>an individual "Building Safety Case" is likely to address this issue.</i>
<b>34.</b> <i>To define and confirm a clear planning and building control application process for Fire safety for Tall buildings - publishing this information onto the Councils website.</i>	<i>Paul Buckenham and Umbreen Qureshi</i>	<i>March 2019</i>	<p><i>It remains an ambition to provide this process document but until other things beyond our control are confirmed then this cannot yet be accurately finalised. Anticipate a Feb 2020 completion date but as above this may change.</i></p> <p><i>Mar 2021 [Complete] – Publishing such information is not feasible as the planning and building control process is not related to the height of a building.</i></p>

<p><b>Recommendation 12:</b></p> <p>The Council adopts a proactive approach to encourage residents to enter the Building Control and Planning professions and works with the Local Authority Building Control (LABC), other boroughs and key partners, to develop a joint strategy to attract and retain a skilled Building Control and Planning workforce. The Council should consider:</p> <ul style="list-style-type: none"> <li>• Better use of shared resources</li> <li>• Apprenticeship schemes to support local residents and economic development</li> <li>• Incentives to attract young people into university courses.</li> </ul>			
<b>Comments from Service:</b>			
<b>Actions</b>	<b>Responsible Officer</b>	<b>Deadline</b>	<b>Comments</b>
<b>35.</b> <i>Complete and launch the Graduate Planner programme</i>	<i>David Williams</i>	<i>October 2018</i>	<p><i>This work progressed well and was advanced until June 18 when the lead member of staff left the organisation. This work was not subsequently re-allocated as we did not have a further graduate intake in 2018-19 so other casework was prioritised. The Division is shortly embarking on a fresh graduate intake and will restart the work. Estimated completion will not be before end December 2019.</i></p> <p><i>Mar 2021 [Complete] – The process completed in 2020 and</i></p>

			<i>we have an active cohort of Graduate Planners recruited into all the graduate posts across the planning division. They attend University on a post-graduate planning course and are supported by the council through the Apprenticeship Levy.</i>
<b>36.</b> <i>Develop an action plan with relevant partners for promoting Planning &amp; Building Control as a career (to young people, schools, apprenticeships)</i>	<i>Vicky Clark / David Williams / Diane Lomas / Christine McInnes</i>	<i>March 2019</i>	<p><i>This work has not progressed due to resource challenges. This work is being reviewed.</i></p> <p><b>Mar 2021 [Complete]</b> – <i>This specific piece of work was not taken forward due to resource constraints. However, the Division has continued to assess opportunities for younger people to get involved in its work and hosts placements and short term work experience opportunities. A range of posts throughout the structure now also exist from trainee to specific graduate roles targeted at encouraging people to upskill, follow a career path and grow their careers in Building Control and Planning with Tower Hamlets. A number of young people are now employed in career posts in the Division.</i></p>
<b>37.</b> <i>Building Control and Planning to consider market supplement approaches to address recruitment and retention issues at a more experienced level</i>	<i>John McGeary / Paul Buckenham</i>	<i>March 2019</i>	<p><i>This process has delayed in implementation as it was awaiting the formal introduction of a new corporate policy on Recruitment and retention packages (market supplements).</i></p> <p><i>Work in Building control is underway as the existing original scheme has now expired after its initial 3 year lifespan. Recruitment has taken place and this was without success at senior roles. This will now start to form the evidence needed to make a case for a new recruitment and retention package in Building Control.</i></p> <p><i>Planning is shortly to start its next round of targeted</i></p>

			<p>recruitment to fill some of its experienced role vacancies so once this concludes it will start to give us a clearer view of the recruitment picture.</p> <p><b>Mar 2021 [Complete]</b> – Market supplements are being considered by Building and Planning Control to ensure that the council is able to recruit staff with the requisite skill and experience. Recruitment is planned for April 2021.</p>
<p><b>38.</b> Careers education programme pilot to be developed in the Autumn to identify current hard to fill vacancies in the Council, converting these to apprenticeships - Planners to attend and speak at the event.</p>	<p>Vicky Clark / John McGeary / Paul Buckenham</p>	<p>December 2018</p>	<p>This work has not progressed due to resource challenges. This work is being reviewed.</p> <p><b>Mar 2021 [Complete]</b> – This event was not pursued due to resource challenges. However, during this period graduate roles were reviewed and re-advertised and all roles filled after successful recruitment in 2020.</p>

Page 60

<p><b>Recommendation 13:</b> The Council continues to advocate for Government funding to fit automatic fire suppression systems in local authority housing in the borough</p>			
<p><b>Comments from Service:</b></p>			
<p><b>Actions</b></p>	<p><b>Responsible Officer</b></p>	<p><b>Deadline</b></p>	<p><b>Comments</b></p>
<p><b>39.</b> Housing and Regeneration discusses with the Cabinet Member for Housing, the Mayor, Tower Hamlets Homes and Registered Providers to agree an approach to advocating for funding.</p>	<p>Mark Baigent</p>	<p>October 2018</p>	<p>The Council is supporting the Local Government Association and London Councils to advocate for funding.</p> <p>Whilst some RPs advise that they are actively considering the retrofitting fire suppressant systems to selected blocks others indicate that they are prioritising passive fire protection measures and or waiting for further direction or developments.</p>

**Mar 21 [Complete]** THH are not actively looking at retrofitting sprinklers to blocks.

**Recommendation 14:**

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

- the anticipated cost of work; and
- the impact of the works on other housing services provided by the Council

**Comments from Service:**

The Council can only consider the implementation of this recommendation in relation to its own housing stock, managed by Tower Hamlets Homes.

**Actions**

Actions	Responsible Officer	Deadline	Comments
<p>20. Housing and Regeneration, in consultation with Tower Hamlets Homes and Registered Providers, conduct a review on:</p> <ol style="list-style-type: none"> <li>1. The number of High Rise flats in the borough, according to tenure, known Vulnerable Residents and high risk flats</li> <li>2. Lease terms in mixed tenure to clarify whether the Council can gain access for the works to be carried out</li> <li>3. Whether the Council can recharge the costs of works to leaseholders</li> </ol>	<p>Mark Baigent / Dave Tolley / Susmita Sen / Sandra / Sandra Fawcett</p>	<p>December 2018</p>	<p>THHF has commenced initial work to identify procedures in place for the evacuation of vulnerable households during a fire. One approach identified as good practice is a secure box with details of vulnerable households accessible to the fire brigade and updated annually. The THHF Asset Management sub group will further discuss this along with other approaches of good practice for wider roll out.</p> <p><b>Dec 2020 [In Progress]</b> – THH have a programme in place to install Premises Information Boxes to all 34 high rise blocks. THH are waiting for clarity from MHCLG on potential legislative changes before evaluating sprinkler systems.</p> <p><b>Mar 21 [Complete]</b> – THH expect to take delivery of Premise Information Boxes early April and will then commence the installation.</p>

<p><b>41.</b> THH stock - Finance prepares a feasibility report with different models of costings for works on:</p> <ul style="list-style-type: none"> <li>• Its housing stocks</li> <li>• the number of flats with known Vulnerable Residents</li> </ul>	<p>Mark Baigent / Paul Leeson</p>	<p>January 2019</p>	<p>The Council is awaiting the outcome of Hackitt recommendations and legislative changes before commencing this piece of work.</p> <p><b>Mar 21 [Complete]</b> THH are working with the council on the viability of the stock (net Present value) and the level of potential investment required including costs of zero carbon and extensive exceptional fire safety remediation works.</p>
<p><b>42.</b> Housing and Regeneration presents the feasibility report to MAB, suggesting a preferred option.</p>	<p>Mark Baigent</p>	<p>March 2019</p>	<p>As above.</p> <p><b>Mar 21[Complete]</b> – As above.</p>

# Building Safety Bill

Understanding the impacts for the Council & THH

Karen Swift, Divisional Director of Housing & Regeneration



# Contents of the presentation



- Purpose of the Building Safety Bill (the Bill)
- Overview of the Bill
- The Bill's framework
- Who the Bill will impact
- Place Directorate service impacts
- The “Golden Thread” of information - Dutyholders & Gateways
- Brainstorm: Potential Accountable Person
- Building Safety Regulator Powers
- The unknowns
- Where we are now?
- LBTH/THH Building Safety Bill Group
- What THH is doing
- What's next & the Bill's trajectory?

Page 64





# Purpose of the Building Safety Bill



- **Introduction of major reforms of the safety regime in the wake of the Hackitt Review**
  - **Improving building safety and delivering change that will keep people safer in their homes**
- 
- Strict rules will initially apply to all residential buildings that are either 18m or more in height or more than six storeys tall (can include any high-risk building that has 2 or more-bedroom units).
  - The Council has 54 social housing blocks that are 18 metres or higher and an additional 15 blocks that are 7 storeys tall or above.
  - The Bill may change or be extended later to encompass other at-risk buildings.

# Overview of the Building Safety Bill



The Bill is split into five sections:

Section Summary	
Part 1	Overview of the purpose and content of the Bill
Part 2	Establishes a new regulator, the Building Safety Regulator, within the HSE
Part 3	Outlines the new duty holder regime - design & construction phase of higher-risk buildings.
Part 4	Outlines the new duty holder regime - occupancy phase <ul style="list-style-type: none"><li>- establishes the roles of Accountable Person and Building Safety Manager</li><li>- makes provisions for improving resident engagement (including the resident engagement strategy).</li><li>- allows for landlords to recover the cost of building safety measures through a building safety charge on leaseholders</li></ul>
Part 5	Regulation of construction products with a new homes ombudsman scheme



# The Bills Framework



**Building Safety Regulator**  
Will have powers /responsibility for implementing and enforcing the more stringent regime for higher-risk buildings and will oversee the safety and performance of all buildings. The Regulator will also act as the building control authority on some of the higher-risk buildings. Part of the role of the Building Safety Regulator will be to consult the Residents Panel on its strategic plan and any changes that may impact on their rights and obligations. The Regulator will also have a statutory obligation to regularly publish statements outlining how it will engage with residents in its work.

Building Safety Regulator Support Structure

**Building Regulations Advisory Committee**  
Provides evidence-based guidance on new issues that emerge in the built environment sector. The Regulator will be able to use the Committee to investigate emerging problems or issues in the built environment sector.

**Industry Competence Committee**  
Overcomes 'the fragmented and inconsistent competence of workers and managers that currently exists in the building safety sector'. The Competence Committee will inform the regulator on improvements to competence frameworks and training to ensure capabilities of the sector improve.

**Residents Panel**  
Ensure that residents have a voice in the changes being made to building safety guidance. It will include residents of high-rise blocks and representative tenants groups

**New Homes Ombudsman**  
The Housing Secretary will plan to set up a new a New Homes Ombudsman for new homeowners to make complaints against developers about the quality of the construction of their new home and have them investigated.

# Who the Bill will impact

The Bill



- Leaseholders & tenants
- Council-wide departments and individual staff
- Cabinet
- THH and all other housing providers
- Building owners
- Management companies
- Developers
- Construction, manufacturers, distributors & suppliers
- Architects, fire engineers & cladding installers
- Registered building control approvers
- Fire & rescue authorities



# Place Directorate Service Impacts



Page 69

- These are initial interpretations of just some of the Place Directorate service impacts
- Other directorates may also be impacted



# The Golden Thread of Information - Dutyholders



Page 70

Stage	Role	Duties
Oversees stages	Client	Any person or organisation for whom a construction project is carried out, including as part of their business
	Design Stage	Principal Designer
Construction Stage	Principal Contractor	Appointed by the Client, when there is more than one contractor working on the building project, to plan, manage, monitor and co-ordinate the construction phase.
	Designer	Carries on a trade, business or other undertaking in connection with which they prepare or modify a design or instruct any person under their control to prepare or modify a design.
	Contractor	Manages or controls construction work.
Building Occupied Stage	Accountable Person	<ul style="list-style-type: none"> <li>• This is usually the building owner.</li> <li>• The person or entity will be responsible for the safety once people are living in a block.</li> <li>• The accountable person will also be responsible for registering the building with the Building Safety Regulator.</li> <li>• Securing a building safety assurance certificate before it is occupied.</li> <li>• Duty to manage risks and building safety cases</li> <li>• Appoints Building Safety Manager.</li> <li>• Promotes a strong partnership between residents and the Building Safety Manager via a Resident Engagement Strategy.</li> <li>• Sets up a Mandatory Occurrence Reporting framework for higher-risk buildings in occupation</li> </ul>
	Building Safety Manager	<ul style="list-style-type: none"> <li>• Supports the accountable person in the day-to-day management of the buildings to ensure safety standards are adhered to.</li> <li>• Communicating the work that has taken place on the building to stakeholders.</li> <li>• Ensuring the building is meeting the Regulator’s requirements.</li> <li>• Keeping abreast of any advice or non-statutory guidance put in place by the Regulator.</li> </ul>

# The Golden Thread of Information - Gateways



Page 71	<b>Gateway One</b>	<b><u>Planning Stage</u></b> <ul style="list-style-type: none"><li>• This stage uses the existing planning permission process.</li><li>• This Gateway occurs before dutyholders are required to be in place.</li><li>• its requirements will be fulfilled by those applying for planning permission for developments containing a higher-risk building.</li></ul>
	<b>Gateway Two</b>	<b><u>Pre-Construction Stage</u></b> <ul style="list-style-type: none"><li>• Gateway two occurs prior to construction work beginning.</li><li>• This is the building control 'deposit of full plans' stage where a dutyholder provides a building control body with their full design intention.</li><li>• Construction cannot begin until the Building Safety Regulator is satisfied that the dutyholder's design meets the functional requirements of the building regulations and does not contain any unrealistic safety management expectations.</li><li>• Dutyholders will be required to submit information to the Building Safety Regulator to show how the building, once built, will comply with the requirements of building regulations.</li></ul>
	<b>Gateway Three</b>	<b><u>Completion/Certification Stage</u></b> <ul style="list-style-type: none"><li>• Building control body assesses whether the completed work has been carried out in accordance with the building regulations.</li><li>• At this stage all prescribed documents and information (the golden thread) must be handed over to the Accountable Person.</li><li>• Dutyholders will be required to submit to the prescribed documents and information to the Building Safety Regulator.</li></ul>
<b>Occupancy Stage</b>		





# Brainstorm: Potential Accountable Person



Counsel advice explains:

- the Accountable Person can be a named individual or a body corporate (an entity)
- The Accountable Person is essentially the business owner
- The role cannot be formally delegated to THH but THH will continue to deliver housing services and can deliver some of the Accountable Person duties on behalf of the Council





# Building Safety Regulator Powers



- Issue “stop notices” on construction projects found to be breaching regulations
- Issue “compliance notices”, which will compel the Accountable Persons to rectify identified issues by a set date
- Hold poorly performing building control bodies to account and ban or remove them from the inspector’s register
- Take over the building control regime for higher-risk buildings, enforcing sanctions for non-compliance, improving the competence of those working on those buildings and overseeing the safety of those buildings in occupation
- Approves the Accountable Person’s selected Building Safety Manager
- Formal action against an Accountable Person who has not appointed a Building Safety Manager without good reason
- Contravention will result in fines and / or imprisonment – this can apply to the Accountable Person right down to other decision makers such as Directors.

Page 73

**The Regulator will be part-funded from the fees and charges it will levy.**



# The Unknowns



- **Where should the Accountable Person sit within the Council?**
- When will the Bill receive Royal Assent – the market seems to be saying by the end of 2021?
- Whether any changes will be made to the Bill?
- How will the Accountable Person link in with resident panels?
- How many Building Safety Managers are required?
- When to start recruiting for Building Safety Managers and additional resources (if required)?
- Capacity requirements for Building Control, Environmental Health and London Fire Brigade and other departments?
- Format of the Building Safety Case Reviews and Mandatory Occurrence Reporting System for dutyholders?
- What the works programme will look like?
- What are the financial implications of the Bill on the HRA and other budgets?
- Will additional funds be made available from the Government?
- Building safety charge recovery strategy for incurred costs to meet the requirements of the Bill?
- If there will be secondary legislation (such as a Code of Practice, definition of high risk building, may change?)
- The relationship between the Building Safety Regulator & the Accountable Person and other Council departments
- The list of **all** Council directorates / departments that will be impacted



# Where we are now



- Keeping abreast of legislation and guidance
- Referring to Counsel advice regarding the Bill
- Attendance at conference/webinars regarding the Bill
- Discussions with the London Councils
- Discussions with Council with ALMO Groups (CWAG)
- Discussions with National Federation of ALMOs (NFA)
- Discussions with LABC/LDSA round table feedback
- Mapping out other legislative requirements alongside the Bill
- LBTH/THH Building Safety Bill Group monthly meetings



# LBTH/THH Building Safety Bill Group

The LBTH/THH Building Safety Bill Group meet to discuss the responsibilities and implications associated with the Bill. The Group consists of:

## LBTH

- Karen, Swift - Divisional Director of Housing & Regeneration
- Jennifer Peters – Divisional Director of Planning & Building Control
- Adrian Gorst - Divisional Director IT
- Rupert Brandon – Head of Housing Supply
- Paul Butler – Head of Strategic Finance
- John McGeary – Head of Building Control
- Sam Brown - Head of Facilities Management
- Howard Lock / Stephen Shapiro – Joint Interim Heads of Asset Management
- David Tolley - Head of Environmental Health and Trading Standards
- Raziul Haque – Corporate Health & Safety Adviser
- Rita Bange – Principal Property & Regeneration Lawyer
- Mark Slowikowski – Policy and Strategy Manager
- John Kiwanuka - ALMO Clienting Manager
- Lola Williams - ALMO Clienting Officer

## THH

- Will Manning – Director of Asset Management
- Ann Otesanya – Director of Neighbourhoods
- Richard Hards – Head of Leasehold Services
- Darren Cruice – Interim Head of Asset Management and Compliance

**The Group is led by Karen Swift. As we gain more of an understanding of the implications of the Bill, additional members will be added.**



# What THH is doing?



- Building Risk Management Group has been set up to cover all aspects of building safety and compliance
- Enhancing the Resident Engagement Strategy
- Comprehensive review of all FRAs and incorporating the remedial actions into the capital programme
- Constant review of mitigating any fire risk
- Starting to think about the requirements of the building safety case templates
- Investigating digital storage methods to maintain the “Golden Thread of information”
- Working with LBTH to look at the responsibilities linked to the Bill



# What's next?



- The LBTH/THH Building Safety Bill Group will meet monthly to discuss responsibilities
- Inform Place DLT and other directorates regarding the Bill
- Members will be informed of the Bill
- Leaseholders will be informed of the Bill via THH's leaseholders newsletter
- Consider appointing a specialist advisor for support with the Building Safety Case reviews
- ALMO Clienting Team to have an away day to discuss team's service plan and requirements of the Bill that need to be delivered by THH
- The Council's Building Safety Bill guidance will be updated regularly by Counsel
- Council's risk register needs to be reviewed in line with the Bill
- Potentially review existing contracts to ensure they comply with the Bill's requirements
- ICT capacity will be important as it will be paramount in holding the golden thread of information.
- THH will continue carrying out fire/building safety responsibilities.

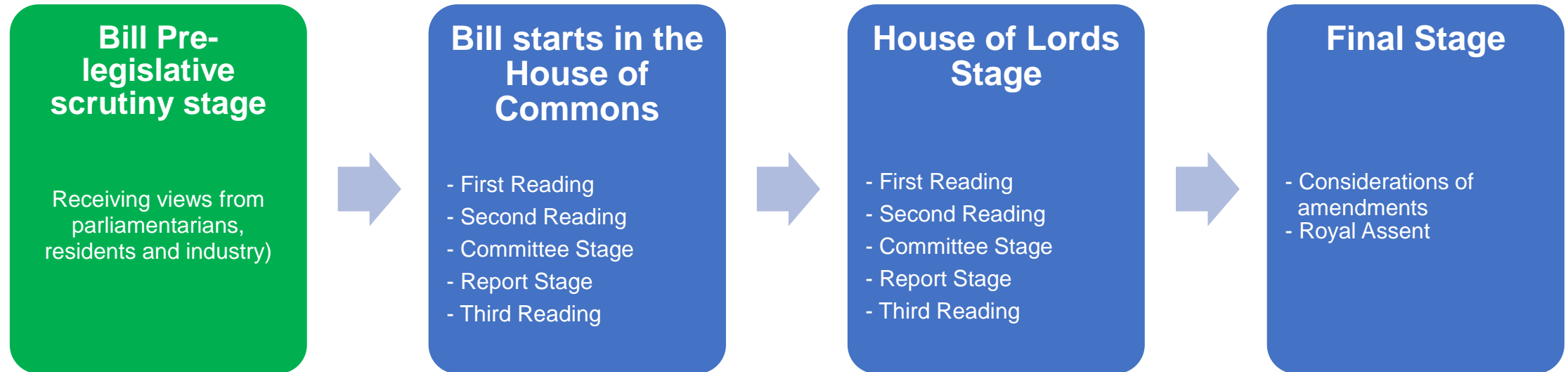




# Building Safety Bill Trajectory



Page 79



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<p>Non-Executive Report of the:</p> <p><b>Housing and Regeneration Scrutiny Sub-Committee</b></p> <p>15 April 2021</p>	
<p><b>Report of</b> Karen Swift, Divisional Director, Housing &amp; Regeneration</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Title:</b> Improving health, environmental quality, economic and social outcomes through Housing Open Spaces – Action Plan Update</p>	

<b>Originating Officer(s)</b>	Una Bedford
<b>Wards affected</b>	All wards

### Executive Summary

This report provides an update on the progress made in implementing the recommendations from the Housing Open Spaces scrutiny review undertaken by the former Housing Scrutiny Sub-Committee between February and May 2019. The report detailing the recommendations of the review with its supporting action plan was approved by the Mayor and Cabinet in November 2019. The emerging pandemic and the subsequent hiatus in the council’s scrutiny activity has however, led to the delay in officers reporting back to the Committee.

The Coronavirus Pandemic has also affected the ability of officers and partner organisations to deliver on the majority of the actions which are necessary to implement these recommendations. Throughout this extraordinary time, the focus has been to support our residents given the exceptional circumstances and economic and social uncertainties that they have faced. Consequently, the resources and attention which would have been invested in delivering the recommendations arising from the Housing Open Spaces review have been invested to ensure that residents have whatever additional support that they have needed during this time and in the council and its partners maintaining the provision our existing services throughout the pandemic.

The review focused on the Housing Open Spaces within the borough that are managed by both Private and Local Authority Registered Providers (social landlords), with the objective of exploring ways to ‘**Improve health, environmental quality, economic and social outcomes through Housing Open Spaces**’. It considered a range of programmes and projects that the council had been engaging in, which intended to facilitate the transformation of the open spaces in and around the borough’s social housing stock. The review considered the council’s then current open space strategies and policies. It also examined the council’s management and horticulture practices in and around the open spaces, in consideration of community greening and growing priorities and the benefits that these, when combined, can bring to our communities. The report arising from the review acknowledged the good practice within the council, (in its management and maintenance of the borough’s open spaces) and recognised the increasing demand for community greening and

growing.

The review highlighted concern that there was a missing repository of housing open space information, and identified that there was issues around accessibility and ensuring a consistency of approach in implementing policy, bio-diversity training for residents and horticulture staff, and the sustainability of community greening and growing projects. The report arising from this review made several practical recommendations for the council and its partners to implement the development of the Housing Open Spaces Action Plan.

This follow up report details the progress made to date against the recommendations within the Action Plan and clarifies the actions officers and partners have been unable progress due to the demands of the pandemic. Further, the Action Plan has been updated to extend the deadlines for completion of these actions, on the premise that the proposed Government road map out of lockdown continues as planned and that the public health threat recedes; without further lockdowns and additional support for residents required from the council and its partners.

### **Recommendations:**

The Housing and Regeneration Scrutiny Sub-Committee is recommended to:

1. Note the progress made to date in delivering the recommendations from the scrutiny review as set out in the Action Plan emanating from the original report to Cabinet in November 2019.

## **1. REASONS FOR THE DECISIONS**

- 1.1 This report provides Members with an update on the progression which has been made since the original scrutiny review and action plan were agreed by the Mayor and Cabinet in November 2019. The Action Plan arose from the findings and recommendations from the Housing Open Spaces Review (to improve health, environmental quality, economic and social outcomes through Housing Open Spaces) - which was part of the Housing and Regeneration Scrutiny Sub-Committee's work programme for 2019/2020 municipal year, and provides an update on the progress made in implementing recommendations from the scrutiny review.

## **2. DETAILS OF THE REPORT**

- 2.1 As part of its work programme for 2018/19, the former Housing Scrutiny Sub-committee and the Tower Hamlets Residents Panel carried out a joint scrutiny review of Housing Open Spaces to improve health, environmental quality, economic and social outcomes through Housing Open Spaces. This review was Chaired by Cllr Dipa Das, Chair of Housing and Regeneration Scrutiny Sub-Committee. The Scrutiny Review took the form of three evidence gathering sessions and a fourth session to agree recommendations. All of which took place between February 2019 and May 2019.

- 2.2 In delivering this scrutiny review, members of the scrutiny panel agreed to review good practice and policies in housing open space management. This included identifying opportunities for partnership working, sharing of good practices, promoting an increase in community benefits, accreditations and awards, and increasing access to resources to improve the quality of housing open spaces.
- 2.3 The Panel received evidence from the Council, local and pan-London organisations in setting out good practice in working with housing open spaces to support green communities in the provision of quality open spaces, including those brought forward through new development. This included the identification of benefits to both existing and new communities and habitats as well as through the delivery of several improvement projects through community engagement and participation.
- 2.4 Council officers presented evidence of the council's Watts Grove development where through stakeholder engagement, sites had been identified to be transformed into the provision of new homes and quality open spaces. Sites identified by the Council for housing (to support delivery of 2,000 new Council homes (the Mayoral pledge)) are often inaccessible, susceptible to Anti-Social Behaviour (ASB), with formal / informal car parking, where green / play space needs enhancement. Through resident engagement, the council's housebuilding programme empowers residents to be active in the design of schemes. This includes enhancing open space / green space sites through intelligent design and planting, and working with ASB prevention officers to design out ASB. The panel acknowledged the council's approach to design and stakeholder engagement, requesting that the council prioritises and encourages under-utilised spaces to be co-designed and transformed, to deliver a balance between competing priorities.
- 2.5 The joint panel agreed that in a borough with a growing population, c.19,000+ people on the housing register, existing open space deficiencies and underutilised open spaces, delivering a balance between competing priorities to achieve quality open spaces is crucial (Recommendation 2b).
- 2.6 This report therefore made five recommendations for the Council and its partners to implement which comprises of a GIS map of open spaces, sampling accessibility of spaces, implementation of policy, delivering a balance between competing priorities, development of a good practice guide to quality open spaces, a co-ordinated approach to the delivery of projects and a community greening and growing development programme for staff and residents:

<b>Policy</b>	
<b>R1</b>	Drawing on intelligence, the Council produces an up to date GIS map of housing open spaces and encourages THHF to sample and assess the accessibility of sites in wards with open space deficiencies - identifying any improvement options.
<b>R2a</b>	<p>The Council to report back to the committee on new developments and their compliance with planning policies (below):</p> <ul style="list-style-type: none"> <li>• Policy D.SG3: Health impact assessments</li> <li>• Policy D.DH8: Amenity</li> <li>• Policy S.SH1: Delivering high quality design</li> <li>• Policy D.DH2: Attractive streets, spaces and public realm</li> <li>• Policy S.CF1: Supporting community facilities</li> <li>• Policy D.ES3: Urban greening and biodiversity</li> <li>• Policy D.OWS3: Open space and green grid networks</li> <li>• Policy D.DH6: Tall buildings</li> <li>• Policy D.ES2: Air quality</li> </ul>
<b>R2b</b>	The Council to prioritise and encourage underutilised spaces to be co-designed and transformed to deliver a balance between competing priorities.
<b>Management &amp; Service improvements</b>	
<b>R3</b>	<p>The Council to encourage and support THHF to develop a good practice guide to achieve quality open spaces – to deliver health, environmental quality, economic and social outcomes. Comprising of priorities to:</p> <ul style="list-style-type: none"> <li>• Green communities, roofs and balconies and support (incl. grants, tools and revenue funding (where possible)) community growing</li> <li>• Improving access, encouraging usage and multiuse facilities on open spaces</li> <li>• Eco friendly and environmentally grounds maintenance and intelligence-based planting</li> <li>• An online platform (webpage) for community greening, (either via THHF or by each social landlord ) – including information, advice and guidance, policies, procedures, duties, health and safety, licenses and map of community growing projects established and new sites identified</li> </ul>
<b>Communications, Engagement &amp; Partnership working</b>	
<b>R4</b>	The Tower Hamlets Housing Forum's Community Involvement Network supported by the Council to facilitate the delivery of projects that encourage community greening, growing and quality open spaces that deliver wide benefits.
<b>R5</b>	The THHF Community Involvement Network to widen the scope of its 'food growing and managing a food garden training session' to a broader development programme to cover community greening and growing (available to both residents

	<p>and staff) comprising:</p> <ul style="list-style-type: none"> <li>• The Green flag awards for housing</li> <li>• Intelligence based planting, enhancing biodiversity and green recycling</li> <li>• Benefits of friend's groups</li> <li>• Community greening and growing - policies, procedures, duties, health and safety, and licenses</li> <li>• THHF good practice guide and sharing of good practices</li> </ul>
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2.7 Appendix 1 provides an updated action plan detailing the progress made towards implementing these five recommendations.

2.8 Members will note that the actions to meet Recommendation 1 have been progressed in the interim. Actions 2.1 and 2.3 within Recommendation 2 have been met and Action 3.7 (Recommendation 3) has been addressed and completed, the remaining actions arising from the Scrutiny Review have not. This is attributable to the unprecedented pressures and demands placed on service areas and partners with responsibility for the the actions agreed to implement the recommendations. The pandemic and series of lockdown interventions required officers to divert their resources to ensuring the continued support for residents over the course of this last exceptional year.

2.9 Officers therefore request that a further update on the progression of actions to embed the recommendations of the Housing Open Spaces review is carried over to September 2022, to allow the resumption of the council's normal business activity (provided the Government's Road Map out of lockdown comes to fruition and the council returns to a more settled 'business as usual' approach to its day to day activities.

### **3. EQUALITIES IMPLICATIONS**

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

3.2 The recommendations and actions following on from the Housing Open Spaces review seek to reduce inequalities including health inequalities, foster greater community cohesion, reduce social isolation and support social value, economic and environmental benefits. The subsequent report following the scrutiny review stressed the vital role Local authority's play in enhancing and improving access to open spaces working with partners to implement recommendations on key equality considerations.

### **4. OTHER STATUTORY IMPLICATIONS**

4.1 The recommendations in scrutiny review are made as part of the Housing Scrutiny Sub-Committee's role in helping to secure continuous improvement for the Council, as required under its Best Value duty.

- 4.2 There are no direct environmental implications arising from the report or recommendations.
- 4.3 The recommendations of the Scrutiny Review are based on areas of risk and for improvement for the Council and its partners and the actions seek to address these.
- 4.4 There are no direct crime and disorder reduction implications arising from the report or recommendations.

## **5. COMMENTS OF THE CHIEF FINANCE OFFICER**

- 5.1 There are no direct financial implications emanating from this report which provides an update on progress made in implementing the recommendations from the Housing Open Spaces scrutiny review. Any costs associated with implementing the recommendations detailed within the report have been made from existing budget provision.

## **6. COMMENTS OF LEGAL SERVICES**

- 6.1 There are no direct legal implications arising from this report.

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

#### **Linked Report**

- <https://democracy.towerhamlets.gov.uk/ieDecisionDetails.aspx?Id=7279>

#### **Appendices**

- **Appendix 1:** Update March 2021: SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

**Officer contact details for documents:** [una.bedford@towerhamlets.gov.uk](mailto:una.bedford@towerhamlets.gov.uk)

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

<b>Recommendation 1:</b> Drawing on intelligence, the Council produces an up to date GIS map of housing open spaces and encourage THHF to sample and assess the accessibility of sites in wards with open space deficiencies identifying any improvement options.			
<b>Action</b>	<b>Responsible Officer</b>	<b>Deadline</b>	<b>Update April 2021</b>
<b>1.1</b> THHF to support the council to produce an up to date GIS map of housing open spaces (housing amenity land)	Divisional Director, Housing and Regeneration (LBTH)	March 2020	The desktop exercise to map housing open space across the borough has been delayed due to other priorities, although the exercise has been completed for the Whitechapel area (this was done as part of Public Health's Communities Driving Change project). An internal resource has now been identified to undertake this activity and ensure that the information is saved as a layer on the GIS mapping system. In addition to identifying open space on council-owned housing estates, which are managed by THH, there will be liaison with THHF members to gather information on open space on RP-managed estates.  The revised target date for this action is <b>June 2021</b>
<b>1.2</b> Using the projected levels of open space deficiencies by ward (Open Space Strategy 2017-2027), the council to map and identify wards with housing open space deficiencies	Divisional Director, Housing and Regeneration (LBTH)	June 2020	Once the mapping exercise is completed in full, it will be possible to identify areas of the borough where there were open space deficiencies and areas which would benefit from improvement.  The revised target date for this action is <b>August 2021</b>
<b>1.3</b> THHF to deliver a pilot project to explore the accessibility of housing open space sites (sample) in wards with the greatest open space deficiencies identifying improvement options (including the unlocking of sites where this is considered the most suitable option following stakeholder consultations).	Divisional Director, Housing and Regeneration (LBTH)	October 2021	Once the mapping exercise is completed in full, it will be possible to identify areas of the borough where there were open space deficiencies and areas which would benefit from improvement.  <b>Revised target date to be confirmed and dependent on completion of Actions 1.1 and 1.2.</b>

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

**Recommendation 2 (a):** The Council to report back to the committee on new developments and their compliance with planning policies (below):

- Policy D.SG3: Health impact assessments
- Policy D.DH8: Amenity
- Policy D.H3: Housing standards and quality
- Policy S.SH1: Delivering high quality design
- Policy D.DH2: Attractive streets, spaces, and public realm
- Policy S.CF1: Supporting community facilities
- Policy D.ES3: Urban greening and biodiversity
- Policy D.OWS3: Open space and green grid networks
- Policy D.DH6: Tall buildings
- Policy D.ES2: Air quality

**Recommendation 2 (b)** The Council to prioritise and encourage underutilised spaces to be co-designed and transformed to deliver a balance between competing priorities

Action	Responsible Officer	Deadline	Update April 2021
<p><b>2.1</b> Monitoring of policies in the council’s adopted Local Plan relating to the delivery of open spaces, including those in housing developments, where these are publicly accessible, and through the decision-making process, ensure these are to a high quality. And in the draft Local Plan (anticipated for adoption in late 2019) investigate further indicators that would allow us to further monitor this in more detail. This would be reported in the Annual Monitoring Report and to Housing Scrutiny.</p>	<p>Adele Maher (LBTH)</p>	<p>17/18 AMR (March 2020)</p> <p>18/19 AMR (March 2021)</p>	<p>The Local Plan was adopted in January 2020. The relevant planning policies are monitored as part of the Annual Monitoring Report (AMR).</p>



Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

<p><b>2.2</b> Organised by the councils Members support service, members of the Housing and Regeneration Scrutiny Sub Committee and Strategic Development Committee to carry out a site visit of a recently completed housing development, with feedback reported back to the Strategic Planning Team and THHF.</p>	<p>Adele Maher (LBTH)</p>	<p>February 2020</p>	<p>Due to the pandemic, it has not been possible to arrange a site visit on a recently completed housing development by members of the H&amp;RSSC and Strategic Development Committees. This is an action which may be carried forward by both Committees in their work plans for the new municipal year, if it is safe and appropriate to do so, given the current National Government restrictions.</p>
<p><b>2.3</b> The council's Strategic Planning service to report the findings of the High-Density Living Survey and next steps to the THHF Executive and the Housing Scrutiny Sub-Committee</p>	<p>Adele Maher (LBTH)</p>	<p>December 2019</p>	<p>The findings of the High-Density Living Survey were presented to the H&amp;RSSC at the meeting held on 21<sup>st</sup> January 2020. This action is complete.</p>
<p><b>2.4</b> The council to explore with stakeholder engagement the co-designing and transformation of underutilised spaces on council land to deliver a balance between competing priorities, encouraging and engaging RPs to do the same, reporting progress back to the committee.</p> <p><b>By March 2020:</b></p> <ul style="list-style-type: none"> <li>• Engagement on environmental improvements on Locksley Estate</li> <li>• Creation of a project park on Shelmerdine close.</li> <li>• Co-designing land formerly occupied by the Berner TRA, to deliver a community garden</li> </ul>	<p>Jane Abraham &amp; Rupert Brandon (LBTH)</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• <b>Locksley Estate environmental improvements:</b> The design of the estate improvement works was agreed in February 2020, a budget for the works has been approved and the procurement of a landscape contractor is due to commence shortly. The current project timetable estimates the start date to be July 2021 and the works are likely to take between six and eight months to complete. The estimated completion date is <b>March 2022</b></li> <li>• <b>Shelmerdine Close pocket park:</b> Poplar Harca is seeking funding through the School Streets programme to create a pocket park alongside St Pauls School</li> <li>• <b>Community garden on site of former Berner TRA building:</b> The community garden proposals have been developed through co-design, a budget for delivery of the scheme has been approved and a contractor is being appointed.</li> </ul> <p>The council has carried out extensive community engagement</p>

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

			for the Locksley and Berner sites, but for the land owned by Poplar Harca, the consultation process has yet to start.
<b>2.5</b> Public Health to lead and explore the expansion of the communities driving change programme working with landlords and residents to co-design open spaces, and continue to identify sites for outdoor gyms	Somen Banerjee (LBTH)	Ongoing	The last year has seen joint working in partnership with colleagues in regeneration and with HAC Capital Development Officer to clarify options on way forward now and in future. Two projects and a future way of working through LIF and AAPs and supporting consultation.
<b>2.6</b> Communities driving change programme - Public Health to report back on progress and outputs / outcomes achieved to the Community Involvement Network.	Somen Banerjee (LBTH)	March 2020 & ongoing	Monthly presence at the network has enabled narration of progress made- with an emphasis on role of Covid response and recovery.

**Recommendation 3:** The Council to encourage and support THHF to develop a good practice guide to achieve quality open spaces – to deliver health, environmental quality, economic and social outcomes. Comprising of priorities to: - Green communities, roofs and balconies and support (incl. grants,

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

tools and revenue funding (where possible)) community growing - Improving access, encouraging usage and multiuse facilities on open spaces - Eco friendly and environmentally grounds maintenance and intelligence based planting			
Action	Responsible Officer	Deadline	Update April 2021
<p><b>3.1</b> THHF to develop a collective good practice guide for community greening and quality open spaces.</p>	Chair of THHF	June 2020 & Ongoing	<p>A new Chair of THHF was appointed at the end of 2019 and before this and the other actions in the plan attributed to the Chair could be picked up, organisations represented in the THHF were managing their organisations in response to the COVID19 pandemic. Consequently, their focus over the past year was on responding to the pandemic and the actions assigned within this plan would not, given the pandemic and subsequent public health restrictions, have been easily delivered.</p> <p>The recommendations in this plan, ( 3.1, 3.2, 3.3, 3.4, 3.6, 4.1, 4.4, and 5.1), are areas which can be delivered through the Community Involvement Network and Public Realm subgroups. The Chair of THHF will ask the Chairs of both these sub- groups to consider and set new timeframes for taking these actions forward. Once new timelines for delivery, are agreed (as we emerge in accordance with the Government's Lockdown exit strategy) this will be reported back to the H&amp;RSSC.</p>
<p><b>3.2</b> Sharing through the public realm / benchmarking subgroup good practices in grounds maintenance procurement and delivery with a focus on environmental, economic and community benefits</p>	Chair of THHF	June 2020 & Ongoing	See comment update on Action 3.1
<p><b>3.3</b> The council to share with THHF its procedure for the Inspection And Maintenance Of Play Areas, presenting this to the benchmarking subgroup and training staff on its inspection regime as</p>	Chair of THHF & Matthew Twohig (LBTH)	June 2020	See comment update on Action 3.1

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

Page 92

required.			
<p><b>3.4</b> The THHF CIN to agree the best method to establish a platform for community greening in the borough, publishing the good practice guide and developing a map of community growing projects and contacts.</p>	Chair of THHF	June 2020 & ongoing	See comment update on Action 3.1
<p><b>3.5</b> The council's Biodiversity officer to attend the Public Realm Subgroup to re-introduce the Local Biodiversity action Plan and its priorities, encourage support and regular engagement (2-3 reps) with the Biodiversity Steering Group.</p>	John Archer (LBTH)	March 2020	<p>As a result of the Covid-19 crisis and its impacts on both the council and its partner's priorities, the Local Biodiversity action plan has not been reintroduced to the Public Real Subgroup. This is also in part due to the move away from face to face meetings in the interest of health and safety which has necessitated that meetings now take place virtually. In order to gain support and interest in the Local Biodiversity action plan, it will be much more effective when meetings resume face to face, when there are networking opportunities before/after meetings and in breaks, than through a virtual meeting.</p> <p>While meetings remain virtual, the officer has for this reason not looked to attend and present the plan. Once normal face to face meetings can resume, the officer will re-introduce the Local Biodiversity action plan and will pick up this action.</p>
<p><b>3.6</b> Through the THHF Public Realm Subgroup, each Landlord to nominate a key contact specialising on biodiversity matters to be added to the Council's biodiversity mailing list.</p>	Chair of THHF	March 2020	See comment update on Action 3.1

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

<p><b>3.7</b> The Council's Sustainability team to explore through retrofitting, the greening of flat roofs of existing social housing stock, working with the THHF Executive.</p>	<p>Abdul Khan (LBTH) &amp; Susmita Sen (THH)</p>	<p>March 2020</p>	<p>Tower Hamlets Homes (THH) have been working with the council's Biodiversity Officer on the feasibility of installing bio-solar roofs to some of the existing blocks managed by THH. Apart from the benefits of a green roof which will directly improve the thermal efficiency of the top floor dwellings, the use of solar panels will feed generated electricity directly into the communal block electrical supply benefiting all residents with reduced communal electricity service charges.</p> <p>Initially it is expected the council's available resources will allow for 6-8 bio-solar roofs to be installed when undertaking these at the same time a block is due to major works under the THH Better Neighbourhoods programme with the potential for some to be undertaken in 2021/22. THH in conjunction with the council are also exploring the feasibility to install bio-solar roofs as stand-alone projects where the existing roof is in very good condition</p>
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Page 93

<p><b>Recommendation 4:</b> The Tower Hamlets Housing Forum's Community Involvement Network supported by the Council to facilitate the delivery of projects that encourage community greening, growing and quality open spaces that deliver wide benefits.</p>			
<p><b>Action</b></p>	<p><b>Responsible Officer</b></p>	<p><b>Deadline</b></p>	<p><b>Update April 2021</b></p>
<p><b>4.1</b> The THHF Community Involvement Network to identify projects for all seasons (working</p>	<p>Chair of THHF</p>	<p>December 2020</p>	<p>See comment update on Action 3.1</p>

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

with local residents, volunteers, organisations, schools, and charities - to engage the elderly, vulnerable, children, young people, and economically inactive in community greening and growing).			
<b>4.2</b> The council's Housing Partnerships Team to co-ordinate submissions by THHF for community greening awards, including the Tower Hamlets in bloom awards, maximising bids in the innovation category.	Tracey St Hill(LBTH)	Ongoing	Covid19 put a complete halt on direct resident involvement in these types of initiatives although the CIN were circulated details of potential funding pots residents could apply for.  It's timely that that this has been circulated again now as the sub groups are looking at developing the action plans for the year ahead so the CIN and Public Realm sub Group can revisit these points (4.2 and 4.3) in the coming financial year subject to resuming normal business as usual activities in late spring/ early summer.
<b>4.3</b> The council's Housing Partnerships Team to support the THHF's Public Realm subgroup / Community Involvement Network to co-ordinate the entry of community greening bids, accreditations, and delivery of scrutiny outcomes.	Tracey St Hill (LBTH)	Ongoing	See comment for action 4.2
<b>4.4</b> A community greening platform for residents, including information, advice and guidance, policies, procedures, duties, health and safety, licenses, and a map of community growing projects.	Chair of THH	Ongoing	See comment update on Action 3.1

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

**Recommendation 5: The THHF Community Involvement Network to widen the scope of its ‘food growing and managing a food garden training session’ to a broader development programme to cover community greening and growing (available to both residents and staff) comprising:**

- THHF good practice guide and sharing of good practices
- The Green flag awards for housing
- Intelligence based planting , enhancing biodiversity and green recycling

Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

- **Benefits of friend’s groups**
- **Community greening and growing - policies, procedures, duties, health and safety, and licenses**
- **Supporting a cottage industry and resident led social enterprises**
- **Local employment initiatives in horticulture**

Action	Responsible Officer	Deadline	Update April 2021
<p><b>5.1</b> Co-ordinated and facilitated by the THHF Community Involvement Network, the THHF resident training programme to extend its remit to comprise of:</p> <ul style="list-style-type: none"> <li>• Training for environmental teams on the green flag awards guidance for housing</li> <li>• Ongoing training to ensure intelligence-based planting and to enhance biodiversity (residents, TRA’s and horticulture staff)</li> <li>• Training on the benefits of friend’s groups, encouraging TRAs to take on the role</li> <li>• Borough wide training on the consolidated approach to community greening and growing - policies, procedures, duties, health and safety, and licenses</li> <li>• Sharing of good practices</li> <li>• Learning from successful organisations and experts in supporting local food growing,</li> </ul>	<p>Chair of THHF</p>	<p>June 2020 &amp; ongoing</p>	<p>See comment update on Action 3.1</p>



Update April 2021:

SCRUTINY REVIEW ACTION PLAN: Improving health, environmental quality, economic and social outcomes through Housing Open Spaces

selling of those products at events and the creation of social enterprises. <ul style="list-style-type: none"><li>• The delivery of local employment initiatives in horticulture</li></ul>			
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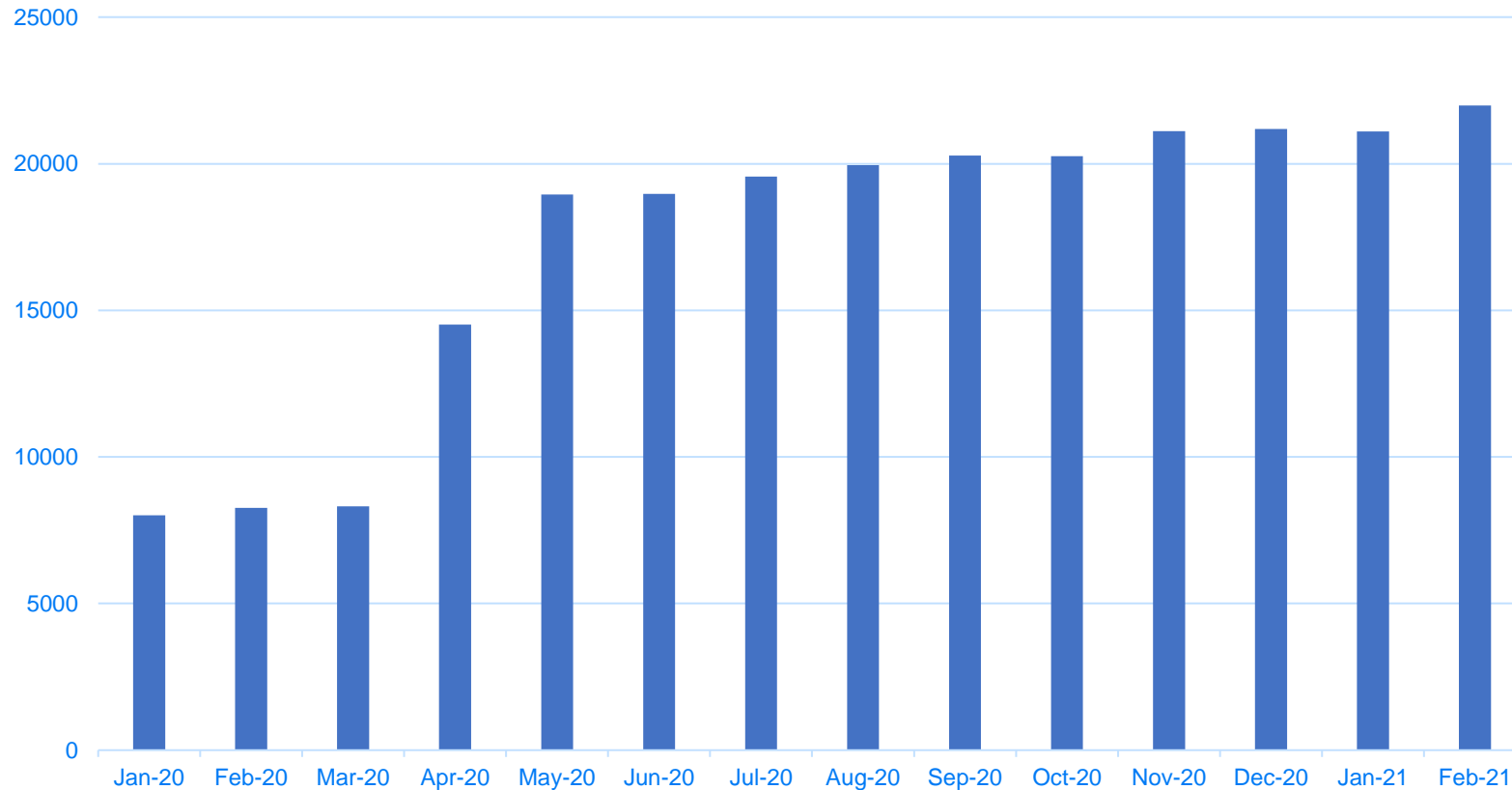
# Covid: Responding to the employment challenge



# The Toll on the Benefits System



Local Claimant Count



- 13,000 additional claims for UC/JSA

Page 100

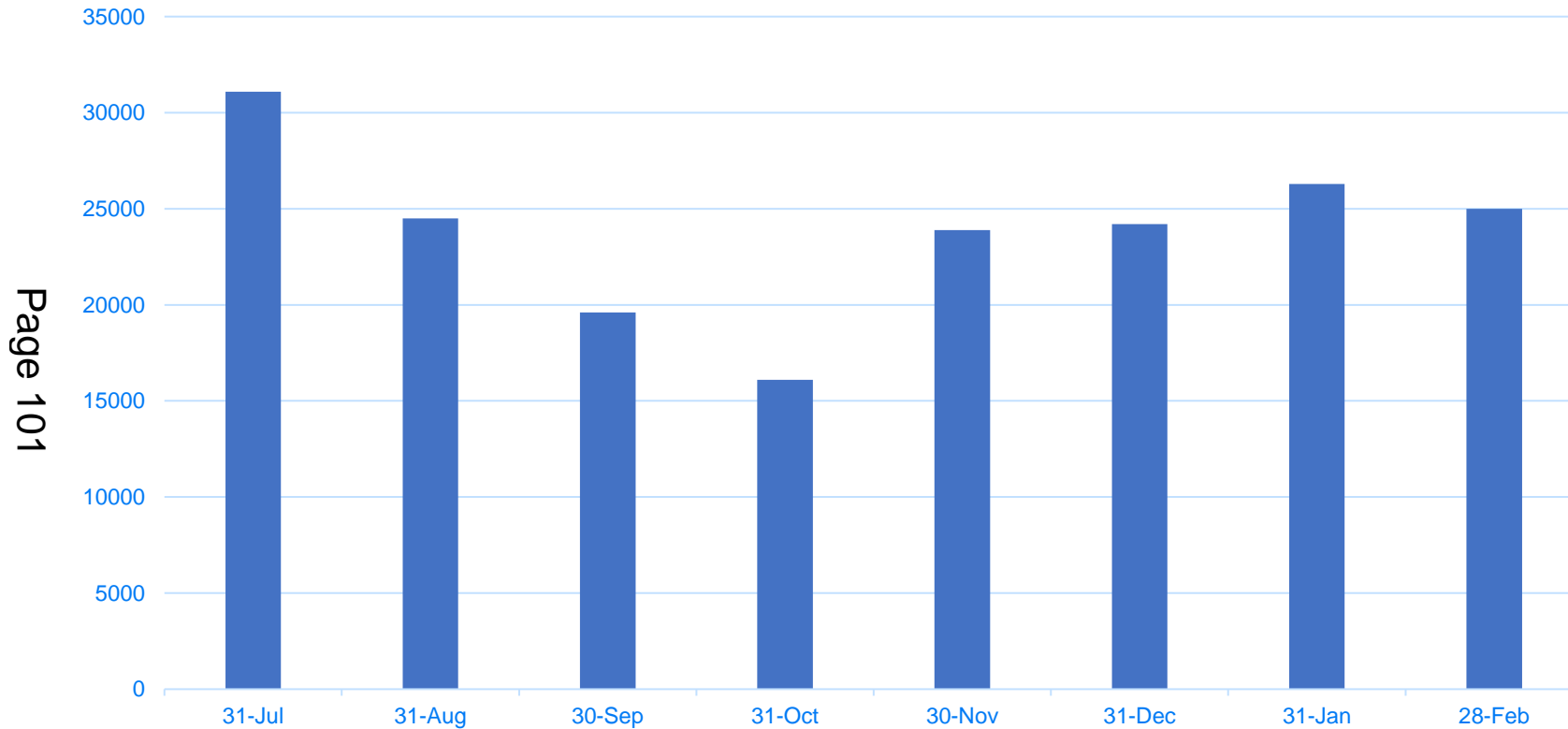
Source: ONS



# Furlough Scheme



Total local employments furloughed



- 25 thousand local residents on furlough scheme

Source: HMRC



# The Challenge in a Nutshell



- Estimate of number currently displaced due to Covid is 13k + 25k = 38k
- True figure will probably be less given that some new UC or furlough claimants will still be working some hours
- Many will return to work when the economy fully reopens
- The unknown is how many people will not return to work – depends on the macroeconomy



# The Past Year



- The hiring environment has been incredibly weak
- Focus on maintaining clients' contact with advisers
- Move to virtual training on soft skills, digital skills, to maintain a foundation of work-readiness
- Pandemic-related recruitment opportunities (Mass Vaccination Programme, HMRC roles)
- Work on digital inclusion



# The Past Year (2)



- Secured 573 opportunities so far as a Kickstart gateway
- A strengthened relationship with DWP programmes:
  - JETS
  - Restart (spring launch)
- JCP co-location at UBS to deliver 18-24 Youth Hub.
- Innovation Fund – expansion of ESOL/functional skills/ICT learning programme for Workpath clients





# Looking to the Future



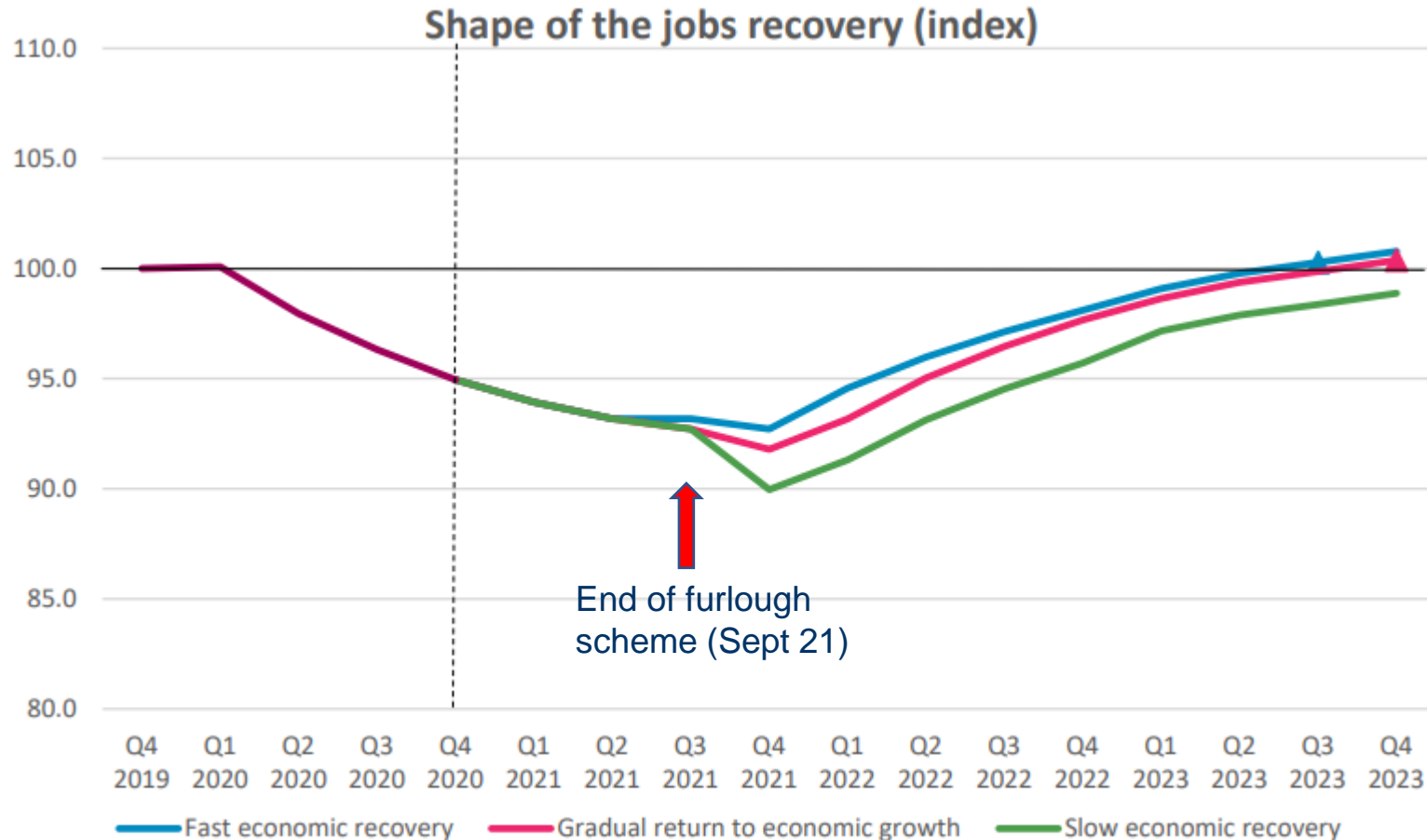
- Hiring environment is likely to remain challenging
- Continued focus on building the employability of our existing client group
- Delivery of intensive support as well as funded placements (where funding allows)
- Creative use of funds from government as well as other training budgets
- Key sectors: H&SC, Construction



# Scenario Projections for London



Page 106



- Jobs picture likely to deteriorate for the rest of 2021
- Recovery expected in 2022
- Number of workforce jobs unlikely to recover to pre-pandemic levels until mid 2023 at the earliest

Source: GLA Economics



# Emerging work

- Working with the subregion around green skills and opportunities – CLF-commissioned shared definition and analysis due later this year
- Potential for working better with JCP on preparing local people for mid- and higher-level roles
- ‘No Wrong Door’ approach



# Threats



- Variants of c-19 and intermittent lockdowns damaging confidence
- Core client group being pushed further away from labour market by more 'work-ready' recently unemployed jobseekers
- Recruitment for entry-level service jobs weakening if offices restructure around widespread WfH
- Rising long-term unemployment

