

Housing & Regeneration Scrutiny Sub Committee

Agenda

Tuesday, 19 October 2021 6.30 p.m.
**Committee Room One - Town Hall, Mulberry
Place, 5 Clove Crescent, London, E14 2BG**

Members:

Chair: Councillor Ehtasham Haque

Vice Chair: Councillor Marc Francis

Councillor Amina Ali, Councillor Victoria Obaze, Councillor Helal Uddin and Councillor Andrew Wood

Co-opted Members:

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

[The quorum for this body is 3 voting Members]

Contact for further enquiries:

Joel West, Democratic Services Team Leader (Committees),
joel.west@towerhamlets.gov.uk

Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG
<http://www.towerhamlets.gov.uk>



Public Information

Viewing or Participating in Committee Meetings

The meeting will be broadcast live on the Council's website. A link to the website is detailed below. The press and public are encouraged to watch this meeting on line.

Please note: Whilst the meeting is open to the public, the public seating in the meeting room for observers will be extremely limited due to the Covid 19 pandemic restrictions. You must contact the Democratic Services Officer to reserve a place, this will be allocated on a first come first served basis. No one will be admitted unless they have registered in advance.

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A Guide to Overview and Scrutiny

The Local Government Act 2000 established the overview and scrutiny function for every council, with the key roles of:

- Scrutinising decisions before or after they are made or implemented
- Proposing new policies and commenting on draft policies, and
- Ensuring customer satisfaction and value for money.

The aim is to make the decision-making process more transparent, accountable and inclusive, and improve services for people by being responsive to their needs.

In Tower Hamlets, the function is exercised by the Overview & Scrutiny Committee (OSC). The OSC considers issues from across the council and partnership remit. The Committee has 3 Sub-Committees which focus on health, housing and grants.

Housing & Regeneration Scrutiny Sub Committee

The Housing & Regeneration Scrutiny Sub Committee will undertake overview and scrutiny, pertaining to housing matters. This will include:

- (a) Reviewing and/or scrutinise decisions made or actions taken in connection with the discharge of the Council's housing functions;
- (b) Advising the Mayor, DCLG Commissioners or Cabinet of key issues/questions arising in relation to housing reports due to be considered by the Mayor, DCLG Commissioners or Cabinet;
- (c) Making reports and/or recommendations to the full Council and/or the Mayor, DCLG Commissioners or Cabinet in connection with the discharge of housing functions;
- (d) Delivering (c) by organising an annual work programme, drawing on the knowledge and priorities of the council, registered providers and other stakeholders, that will identify relevant topics or issues that can be properly scrutinised;
- (e) Holding service providers to account, where recent performance fails to meet the recognised standard, by looking at relevant evidence and make recommendations for service improvements;
- (f) Considering housing matters affecting the area or its inhabitants, including where these matters have been brought to the attention of the sub-committee by tenant and resident associations, or members of the general public.
- (g) The Sub-Committee will report annually to the Overview and Scrutiny Committee on its work.

Public Engagement

Meetings of the sub committee are open to the public to attend, and a timetable for meeting dates and deadlines can be found on the council's website.

London Borough of Tower Hamlets

Housing & Regeneration Scrutiny Sub Committee

Tuesday, 19 October 2021

6.30 p.m.

APOLOGIES FOR ABSENCE

1. DECLARATIONS OF INTERESTS 7 - 8

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) 9 - 14

To approve the minutes of the sub committee meeting, 9 September 2021.

3. REPORTS FOR CONSIDERATION

3.1 Social Landlords Performance Report (15 – 76)

A representative of Spitalfields Housing Association will be invited to attend the meeting.

3.2 Economic Growth - Employment presentation (77 – 84)

To receive a presentation on the progress made on improving employment outcomes for residents with a focus on partnership working opportunities.

3.3 Regeneration Framework - presentation (to follow)

To receive a presentation providing an overview of the council's regeneration approach how we have embedded this approach within the council, how we are monitoring

outcomes and what are the challenges and opportunities this presents for new ways of working.

4. ANY OTHER BUSINESS

Next Meeting of the Housing & Regeneration Scrutiny Sub Committee

Thursday, 2 December 2021 at 6.30 p.m. to be held in Committee Room One - Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG



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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 THURSDAY, 9 SEPTEMBER 2021

**COMMITTEE ROOM ONE - TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG**

Members Present in person:

Councillor Ehtasham Haque (Chair)
Councillor Marc Francis
Councillor Amina Ali
Councillor Andrew Wood

Officers Present in person:

Mark Slowikowski – (Strategy, Policy and Performance Manager)
Joel West – (Democratic Services Team Leader
(Committee))

Members Present remotely:

Councillor Helal Uddin

Co-optees Present remotely:

Anne Ambrose (tenant representative)

Officers Present remotely:

Karen Swift (Divisional Director, Housing and Regeneration)
Rafiqul Hoque (Lettings Manager, Housing Options)

Rupert Brandon (Head of Housing Supply)

John Harkin (Lettings Manager)
Una Bedford (Strategy and Policy Officer)
Shalim Uddin (Affordable Housing Providers Coordinator)

INTRODUCTION

The chair welcomed all attendees to the meeting and invited members and officers to introduce themselves. The Chair gave a brief statement on the role of the sub committee. He indicated that the sub committee's name had been mentioned in recent controversies around a trial and wished to correct what he believed were misconceptions on the scope of the sub committee. He

stressed that the sub committee is a scrutiny body and has no executive authority.

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 Amina Ali declared a non-pecuniary interest in Item 3.1, Social Landlords' Performance Report, as she is a Tower Hamlets Homes tenant.

2. MINUTES OF THE PREVIOUS MEETING(S)

RESOLVED that the minutes of the sub committee, 22 June 2021 were approved as a correct record of the proceedings, subject to:

- Inclusion of wording to reflect the sub committee's recommendation that the council should always provide fire risk assessments to residents in its own stock on request, and should encourage other providers to adhere to the same level of transparency.
- Inclusion of Pam Bhamra, Chair of THHP, in the list of remote attendees.

3. REPORTS FOR CONSIDERATION

3.1 Social Landlords Performance Report

Shalim Uddin, Affordable Housing Coordinator, introduced the report which provided cumulative performance data for 14 registered providers (RPs) within the borough for quarters 1-4. Shalim provided a summary of the key achievements and challenges reflected in the report and, further to questions from the sub committee, explained some of the performance trends.

At the invitation of the chair, A number of residents addressed the sub committee to highlight concerns they had with their housing provider, Spitalfields Housing Association (SHA). One of the residents addressed the meeting in Bengali with assistance from another resident to translate into English. The concerns reported included:

- Absence of fire access in some buildings. Fire exits being locked.
- No response from SHA to complaints regarding fire safety; leaks and repairs; and broken locks. SHA do not follow their own complaints procedure.
- No non-email option to submit issues in writing
- Lack of engagement with residents and no local presence of SHA; very difficult to speak to a representative face-to-face; the former local office

has closed with no explanation and moved to Canada Square, but residents cannot access it.

- Refusal of SHA to engage with ASB reports and complaints, despite police telling residents it is a landlord issue;
- Ineffective cleaning
- No maintenance and repair service.
- Residents being refused opportunity to participate in governance arrangements: AGM, shareholder and tenant meetings. SHA closed the TRA.
- Refuse not being collected.

Further to the comments of residents, The sub committee

- expressed concern and alarm at the seriousness, range and volume of issues raised and the apparent failure of the provider to respond adequately to them.
- expressed concern that the performance data included in the report may not be giving a reliable picture of performance across the sector. They noted that the performance report indicated a high level of performance of SHA in several areas, but the experience of residents as reported at this meeting (and outside the meeting directly to councillors) suggested a very different picture. Members similarly expressed concern at the comment from SHA in Appendix 2 to the report, that they had no maintenance team in place currently.
- asked that the council take direct action to intervene to address SHA's underperformance. They referred to a legal agreement ensuring former Council tenants and leaseholders that were transferred are entitled to a certain level of service. The Council should explore how it can use this legal agreement to leverage improvements in the service provided by SHA to its residents.

Further to the social landlords performance report, the sub committee:

- Indicated that reports from residents heard at the meeting supported the view of widespread underperformance by social landlords across the sector, which they believed was a result of the loosening of the regulatory framework within which RSLs work in the past 10 years. The Council should welcome improvement in performance where evidenced, but should also challenge and address decline in performance.
- Expressed and reiterated its dissatisfaction with the KPIs and data sets in the report, which they felt did not allow the council to conduct meaningful analysis of performance. For example, the data reports performance against targets, but not the actual target used by the different providers. The sub committee noted the proposed new suite of KPIs as set out in the report proposed to record the number, but not

percentage of appointments kept against appointments made and indicated this was not useful or acceptable.

- Asked that Southern Housing Group be considered to be invited to a future meeting to give an account of its performance.

RESOLVED that the sub committee

1. Noted progress in the performance outturns achieved by individual Social Landlords and the overall performance trend.
2. Formally requested that the executive set out in writing, in advance of the 19 October Housing & Regeneration Scrutiny Sub Committee meeting, what it is doing to resolve the issue of SHA's underperformance and to confirm if it is willing to consider making a referral to the social housing regulator.

3.2 Fire Safety Scrutiny Report

The Chair, Councillor Ehtasham Haque introduced the report that set out the outcome of the review and proposed a number of actions in response to residents' concerns following the scoping session on fire safety held at our meeting on 22nd June 2021. The Chair invited members to discuss the report and appendices and agree any amendments to be made to the proposed recommendations to the executive, as set out in the report.

The sub committee heard that, further to the session on 22 June, some of the proposals had been refined and supplemented from contributions from sub committee members via email.

Following the Chair's introduction, members of the sub committee made the following observations on the proposals:

- The Council should commit to commonhold tenure of any new properties it builds for sale.
- The Council should commission an independent report – separate to that of the London Fire Brigade - into the New Providence Wharf fire on a similar basis as the report that Barking Dagenham Council commissioned into the fire at Samuel Garside House. Such a report could provide a strong evidence base on which lobby government for changes to legislation as well as provide lessons. It is understood that NPW residents may also be commissioning their own report into the fire.
- Evidence of social media posts directly related to recent fires/evacuations in the borough indicated a lack of clarity/confusion amongst residents as to correct procedure in the event of a fire. The Council should commit to work with the London Fire Brigade to educate residents about what they should do in response to a fire.

- Regarding the proposals listed under (1) 'Stop approving developments where developers have not yet remediated existing buildings', indicated disappointment that the conclusion that no action was possible. Members felt the Council can use its influence and other mechanisms to put pressure on developers that fail to prioritise fire safety.
- Further to comments from members, the sub committee agreed to amend proposal 10 from Appendix 2 to: "Review the findings of the final LFB report into the fire at NPW with our PRP partners, building owners and developers and consider commissioning our own independent research."

RESOLVED that the sub committee:

1. Approved the outcome of the fire safety review and recommend to the Mayor the proposals set out in Appendix 2 to the report, subject to amending proposal 10 to 'Review the findings of the final LFB report into the fire at NPW with our PRP partners, building owners and developers and consider commissioning our own independent research.'

3.3 Housing Allocations Audit Report and Intermediate Housing

Rafiqul Hoque -Head of Housing Options and John Harkin -Team Manager provided a brief presentation to the sub committee on the Housing Allocations Audit Report. The report outlined the major findings from the Council's internal audit report into the systems and controls in place for assessing, approving and prioritising applications to the Housing Register, and resulting lettings, published in March 2021. The presentation outlined the findings from the report: examples of good practice; the key risks identified; and measures proposed to address each of the key risks.

Further to questions from sub committee members on the presentation, Rafiqul, John and Karen Swift, Divisional Director Housing, provided more information on the following:

- how the council carried out checks to ensure the information held on applicants was up to date;
- on the practice of other boroughs to conduct a 'weed' of the housing register to remove non-active applicants and how the council was learning from this and exploring ways to bring the LBTH register into better health;
- the Council's automated bidding system and how this assisted applicants without access to technology;
- why applicants with high priority may not be engaging and bidding; and
- the challenges facing Band 3 bidders and how the Intermediate Housing Register might help these applicants.

Further to the officer presentation, the sub committee offered the following comments:

- Further to Risk 5 – ‘Failure to review non bidding applicants – some members expressed concern at the proposal to review after 5 years of non-bidding, which they felt was too long.
- The sub committee expressed disappointment that the presentation had not been made available to in advance and asked that a copy of future presentations is included in the meeting agenda reports pack.

Rupert Brandon, Head of Housing supply, provided a brief presentation on the Intermediate Housing Register. The presentation summarized the rationale for the Intermediate Housing Register; how eligible persons will be prioritised; the benefits of the register; and proposed next steps.

Further to questions from sub committee members on the presentation, Rupert and Karen provided more information on:

- affordability tests – providers will carry out their own financial checks to ensure applicants can afford the housing; these requirements are reflected in the register; and
- eligibility of existing council tenants – it will not be possible for tenants to transfer long term secure tenancies for intermediate housing.

Further to the officer presentation, the sub committee asked officers to check the armed forces section of the priority matrix, as felt this perhaps should allow for eligibility up to 5 years (not 2 as state in the presentation).

RESOLVED that the sub committee:

1. Noted the presentations on the Allocations Audit Report and Intermediate Housing.

4. ANY OTHER BUSINESS

The sub committee asked if a report on the likely impact of the governments ‘First Homes’ initiative could be added to the sub committee’s work plan.

Further to a question from the sub committee, officers provided further information on a recent letter sent to THH residents on the Tenancy Agreement Review. Webinar information sessions had been arranged for any tenants who might have questions or concerns on 16 and 28 September.

The meeting ended at 8.41 p.m.

Chair, Councillor Ehtasham Haque
Housing & Regeneration Scrutiny Sub Committee

Non-Executive Report of the: Housing & Regen Sub Scrutiny Committee 19 th October 2021	
Report of Ann Sutcliffe, Corporate Director, Place Directorate, Corporate and Capital delivery.	Classification: Unrestricted
Social Housing Landlords Performance Report – (Quarter 1)	

Originating Officer(s)	Shalim Uddin Affordable Housing Coordinator
Wards affected	All wards

Executive Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators so tenants and local residents can be assured they are delivering effective and customer focused services. The performance report attached at appendix 1 provides cumulative performance data from quarter one of the Social Landlords with homes in the borough.

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 & Regeneration Sub Scrutiny 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 Members 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.:

- Number of stage 1 complaints received
- Percentage of complaints responded to within target time
- Number of stage 2 complaints received
- Number of ME/MP enquiries received
- Total number of re-lets
- Average re-let time in days (standard re-lets)
- Average re-let time in days (major works units, including time spent in works)
- Number of units vacant but unavailable for letting at period end
- Total number of emergency repairs completed year-to-date
- Total number of non-emergency repairs completed year-to-date
- Number of repairs appointments made
- Number of repairs appointments kept
- Satisfaction with repairs
- The number of properties which had their gas safety record renewed by their anniversary date.
- FRA on percentage of buildings over 18 metres
- General needs Stock figure.

3.4 Appendix 1 outlines cumulative performance for quarter one, 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 Rps 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 The Benchmarking subgroup have concluded finalising the KPI questions and created the KPI handbook. The next task on the agenda is for the group to decide as a collective what the minimum levels of acceptable performance /

targets per KPI. The group and RP's will need to state any targets they have set for the KPI's for their organisations in number or percentage format. This will in turn ensure all RPs set a benchmark they all agree to try and achieve, and assist the H&RSSC to establish which RP has met, exceeded, or failed to reach targets.

- 3.6** Furthermore, the subgroup will decide on the parameters for each KPI and how this is reflected in terms of colour grade and key for the KPI returns. Therefore, once collated it will be clear to ascertain which RP has met or exceeded targets and which RP's have unfortunately not been able to do so. In addition, RP's will decide how to RAG rate the performance therefore making it clear for the Sub scrutiny committee to digest the information with ease and clarity.
- 3.7** The table below displays the KPI's and in what format the RP has been asked to report back on. As previously mentioned during Sub Scrutiny Meetings, within the old format RP's were reporting percentages this meant smaller stock RPs often looked to be achieving very high levels in comparison to their counterparts that held larger stock. The group have decided to use a combination of percentages and numbers to capture data. This in turn will be used to base discussions within the subgroup and encourage RP's to share good practice and lessons learned with one another. An example of this would be KPI's 11 and 12, these KPI's were changed from percentages to numbers in order to make sure RPs of large and smaller stock sizes were measured as equally as possible. For example, Eastend Homes appointments made was 1,573 of kept reported at 1,550 therefore, 23 appointments missed this would translate as 98%. THCH made 681 appointments and kept 669 thus 12 being missed, also translates as 98%. THCH appear to have the same percentage outcome, however, does not take into account Eastend Homes had 892 more appointments for the quarter. The subgroup wanted to highlight in number format how many exactly were made, kept, or missed. However, rest-assured the statistics provided to the residents will for obvious reasons be published in percentage format in order for residents to tangibly highlight how RP's have performed against previous years or quarters performance.
- 3.8** The Benchmarking subgroup will be applying for THHF funding to have a consultant or commission a student to carry out a piece of work analysing the KPI data collected. Pending funding approval, the group envisage this piece of work will help to analyse data in depth and identify more detailed ways of improving and capturing data helping RP's offer a better service to residents / tenants.

<u>Code</u>	<u>KPI Component</u>	<u>Detail</u>
1.	Number of stage 1 complaints received	Number
2.	Percentage of complaints responded to within target time	%
3.	Number of stage 2 complaints received	Number
4.	Number of ME/MP enquiries received	Number

5.	Total number of re-lets	Number
6.	Average re-let time in days (standard re-lets)	Number
7.	Average re-let time in days (minor and major works units, including time spent in works)	Number
8.	Number of units vacant but unavailable for letting at period end	Number
9.	Total number of emergency repairs completed year-to-date	Number
10.	Total number of non-emergency repairs completed year-to-date	Number
11.	Number of repairs appointments made	Number
12.	Number of repairs appointments kept	Number
13.	Customer Satisfaction with repairs as a % of completed repairs	%
14.	The percentage of properties with LGSR	%
15.	Percentage of FRAs for buildings over 18 metres	%

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

- 3.10** Southern HA received 615 stage one complaints making them the highest figure with a LBTH stock size of 1159. Tower Hamlets Homes received 390 complaints with stock size of 11,465. THH managed to respond to 100% of the complaints whilst Southern managed to respond to 94.84% of the 615 they received. In addition, Peabody received 22 stage one complaints however, only managed to respond to 36% of these within target which was the lowest figure out of all RP's.
- 3.11** Clarion and Tower Hamlets Homes had the highest number of ME and MP enquires received. Clarion received a 150 whilst THH received 353. Clarion are currently unable to report on KPI's 6,7 and 8 due to problems with their core reporting system and having to make changes. They hope to be able to capture and report on these KPI's once system changes have been made.
- 3.12** In terms of total number of relets Southern Housing had the highest figure with 320 however, their standard relet time for properties was only 32 days compared to the highest figure 114 achieved by Providence Row.
- 3.13** The highest total number of vacant and unavailable units was from Southern HA, Southern had 100 units which were not fit to be let. Spitalfields and Providence Row had the lowest with 2 for Spitalfields and none for Providence Row.

3.14 Some positive notes for the report were:

3.15 Providence Row managed to obtain 97% in repair satisfaction results and also had one of the faster re-let turnaround times of only 3 days for general needs. They also had the lowest figure of stage one complaints received with only 3 for the quarter.

3.16 Spitalfields only had two stage one complaints for the quarter and 2 properties which were not available for let.

3.17 Tower Hamlets Homes and Poplar Harca had the highest figure of non-emergency repairs completed year to date.

- Tower Hamlets Homes =11,725
- Poplar Harca=£3,932
- Taking into consideration the backlog of repairs created by Covid and many outstanding jobs which had accumulated with all RP's resorting to an emergency repair service only for majority of the year.

3.18 The THHF 2020-2021 Annual Report has been completed and published with virtual copies sent out to the council and stakeholders. A copy of the been published on the Members bulletin for the perusal of all Councillors. Furthermore, the THHF forum has been supportive in the production of the new Intermediate Housing Register set up by the council.

3.19 With fire safety being of salient issue RP's are in the process of setting up workshops with council members regarding fire safety. The first session has already taken place on the 28th of September with 8 members in attendance with another session due to take place on the 21st of October. These workshops will be a general presentation on collective high-level approaches and then breakouts for each RP with relevant councillors for further discussion on RP specific approaches. The workshop/s and discussions will cover the following topics below.

1. Information on Fire Risk Assessments
2. Dealing with obstructions in shared areas
3. Engaging with residents
4. Likely impacts of upcoming forthcoming legislation

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.

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 the recommendation in 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 1st 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 very limited 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 KPI Sheet Quarter One 2021-22
- Supporting commentary and explanations from social landlords accompanying their KPI submissions.
- RP QTR1 Performance Graphs
- KPI 12/13 % conversion table.

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

THHF - Q1 (2020-21) - Quartile Report

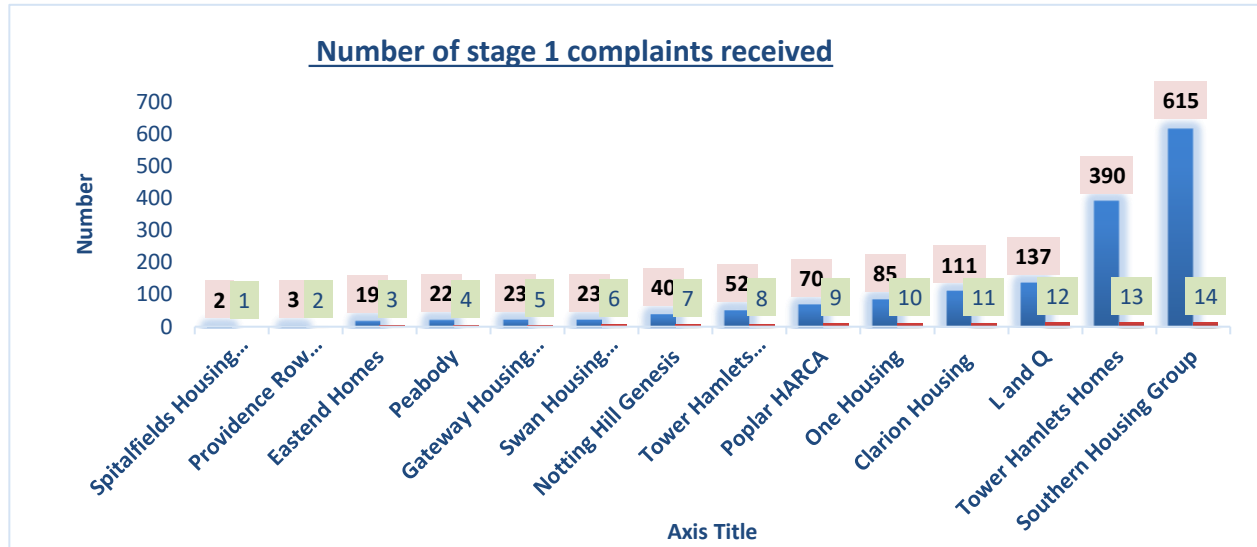
Organisation	Q1 Number of stage 1 complaints received	Q2 Percentage of complaints responded to within target time	Q3 Number of stage 2 complaints received	Q4 Number of MEMP enquiries received	Q5 Total number of re-lets	Q6 Average re-let time in days (standard re-lets) days	Q7 Average re-let time in days (major works units, including time spent in works)	Q8 Number of units vacant but unavailable for letting at period end	Q9 Total number of emergency repairs completed year-to-date	Q10 Total number of non-emergency repairs completed year-to-date	Q12 Number of repairs appointments made	Q13 Number of repairs appointments kept	Q14 Satisfaction with repairs	Q15 The number of properties which had their gas safety record renewed by their anniversary date	Q16 FRA on percentage of buildings over 18 metres	Q17 Quarter 1 General Needs Stock Numbers
Clarion Housing	111	84.00%	44	150	24	N/A	N/A	N/A	798	2189	2676	2627	83.8%	125%	80%	3994
Eastend Homes	19	76.47%	2	25	13	28	65	15	1124	1393	1573	1550	96.2%	100%	95%	2243
Gateway Housing Association	23	63.00%	7	13	44	16	N/A	N/A	656	2227	N/A	N/A	82.0%	100%	100%	1886
Land Q	137 (we don't categorise complaints received as Stage 1 or Stage 2)	86.60%	137 (we don't categorise complaints received as Stage 1 or Stage 2)	6	7 GN only	0	137	9	397	979	69	62	78.9%	98%	100%	1363
Notting Hill Genesis	40	63.20%	5	20	14	39	47	7	276	874	N/A	N/A	88.0%	100%	100%	1769
One Housing	85	71.70%	26	42	25	21	22	9	690	1614	3848	3818	88.4%	97%	100%	8524
Peabody	22	36.00%	3	10	16	12	71	12	550	1329	N/A	N/A	89.3%	100%	100%	1877
Poplar HARCA	70	98.75%	5	81	13	No stand works re-lets	166	18	1844	3932	4926	4849	95.1%	100%	100%	5339
Providence Row Housing Association	3	100.00%	1	1	3	114	No major Works Relets	0	83	485	tdc	tdc	97.0%	100%	100%	100
Southern Housing Group	615	99.84%	73	81	320	32	80	100	65	641	582	574	96.8%	100%	100%	1159
Spitalfields Housing Association	2	100.00%	0	8	10	77	N/A	2	No data	No data	No data	No data	No data	100%	N/A	732
Swan Housing Association	23	100.00%	3	18	12	17	20	11	58	721	721	705	92.9%	100%	100%	1546
Tower Hamlets Community Housing	52	81.00%	0	79	16	94	149	14	373	681	681	669	N/A	100%	100%	2003
Tower Hamlets Homes	390	100.00%	63	353	114	66	90	75	5802	11725	873	978	82.5%	9461	100%	11,465
Bottom quartile	22	72.89%	2	11	13	17	52	11725	276	11725	4926	4849	97.0%	9461/100.00%	100.00%	11465
3rd quartile	40	85.30%	5	23	16	30	76	16	550	2189	2676	2627	95.3%	100.00%	100.00%	3556
2nd quartile	85	99.96%	26	81	25	69	125	12	798	1329	873	978	88.9%	100.00%	100.00%	1882
Top quartile	615	100.00%	73	353	320	114	166	9	5802	721	681	669	83.4%	99.87%	100.00%	1409

	High number or %
	Average number or %
	Low / good number or %
	QTR1 stock number GN needs

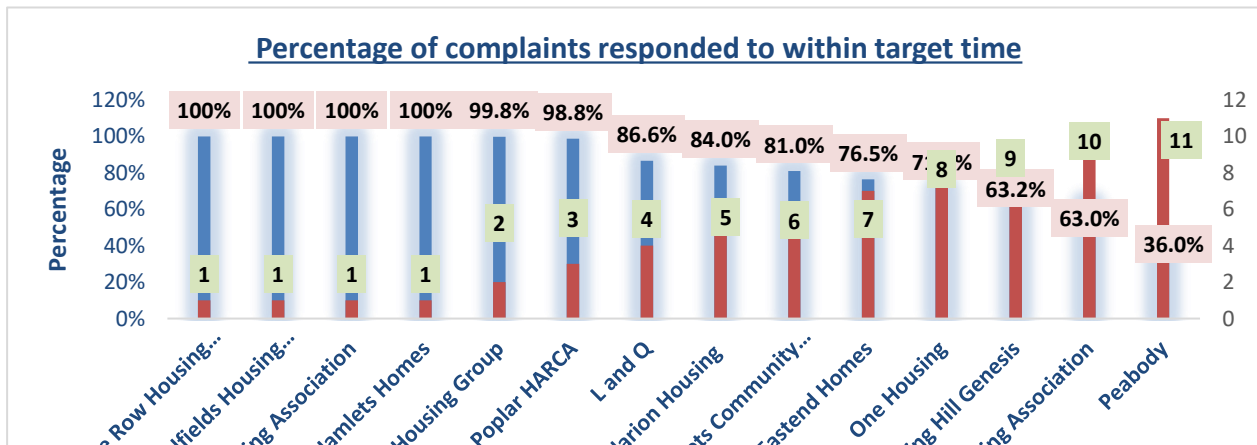
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Appendix 2 QTR1 RP KPI graph chart

Q1 Number of stage 1 complaints received	Result	Rank
Spitalfields Housing Association	2	1
Providence Row Housing Association	3	2
Eastend Homes	19	3
Peabody	22	4
Gateway Housing Association	23	5
Swan Housing Association	23	6
Notting Hill Genesis	40	7
Tower Hamlets Community Housing	52	8
Poplar HARCA	70	9
One Housing	85	10
Clarion Housing	111	11
L and Q	137	12
Tower Hamlets Homes	390	13
Southern Housing Group	615	14



Q2 Percentage of complaints responded to within target time	Result	Rank
Providence Row Housing Association	100%	1
Spitalfields Housing Association	100%	1
Swan Housing Association	100%	1
Tower Hamlets Homes	100%	1
Southern Housing Group	99.8%	2
Poplar HARCA	98.8%	3
L and Q	86.6%	4
Clarion Housing	84.0%	5
Tower Hamlets Community Housing	81.0%	6

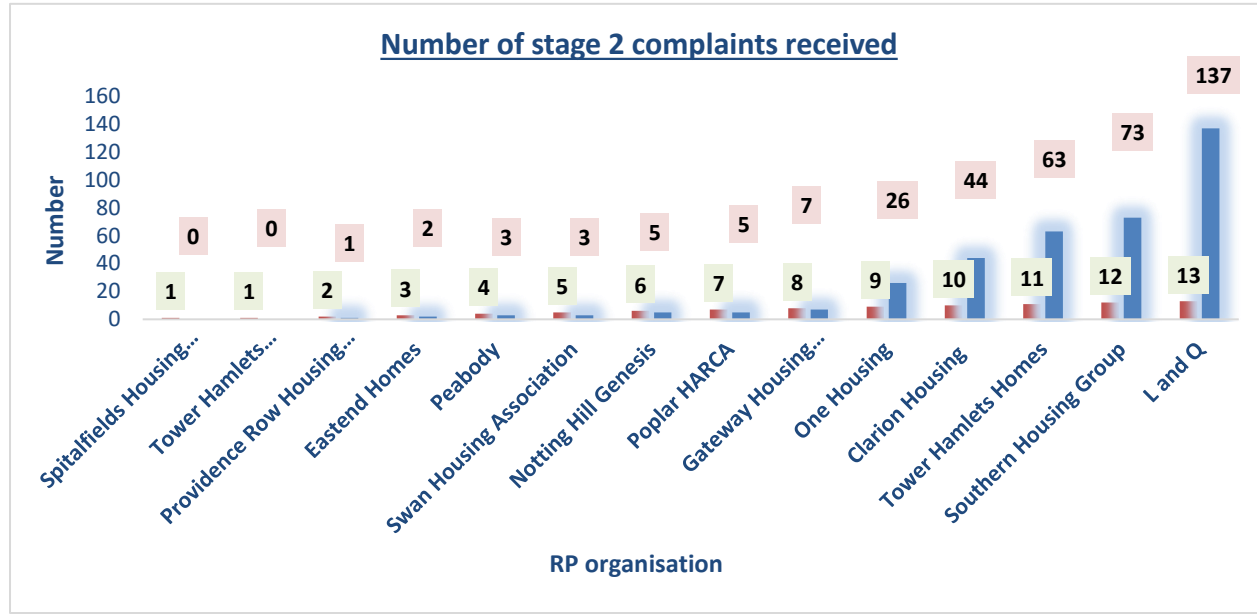


Eastend Homes	76.5%	7
One Housing	71.7%	8
Notting Hill Genesis	63.2%	9
Gateway Housing Association	63.0%	10
Peabody	36.0%	11



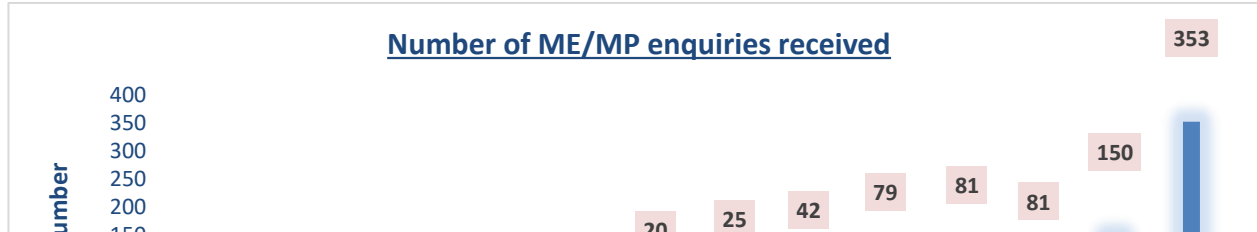
Q3 Number of stage 2 complaints received

	Result	Rank
Spitalfields Housing Association	0	1
Tower Hamlets Community Housing	0	1
Providence Row Housing Association	1	2
Eastend Homes	2	3
Peabody	3	4
Swan Housing Association	3	5
Notting Hill Genesis	5	6
Poplar HARCA	5	7
Gateway Housing Association	7	8
One Housing	26	9
Clarion Housing	44	10
Tower Hamlets Homes	63	11
Southern Housing Group	73	12
L and Q	137	13

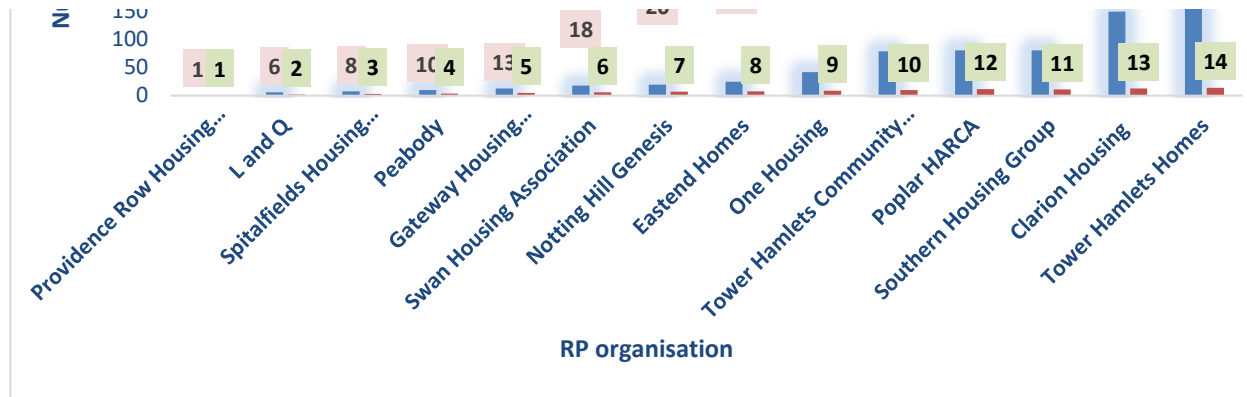


Q4 Number of ME/MP enquiries received

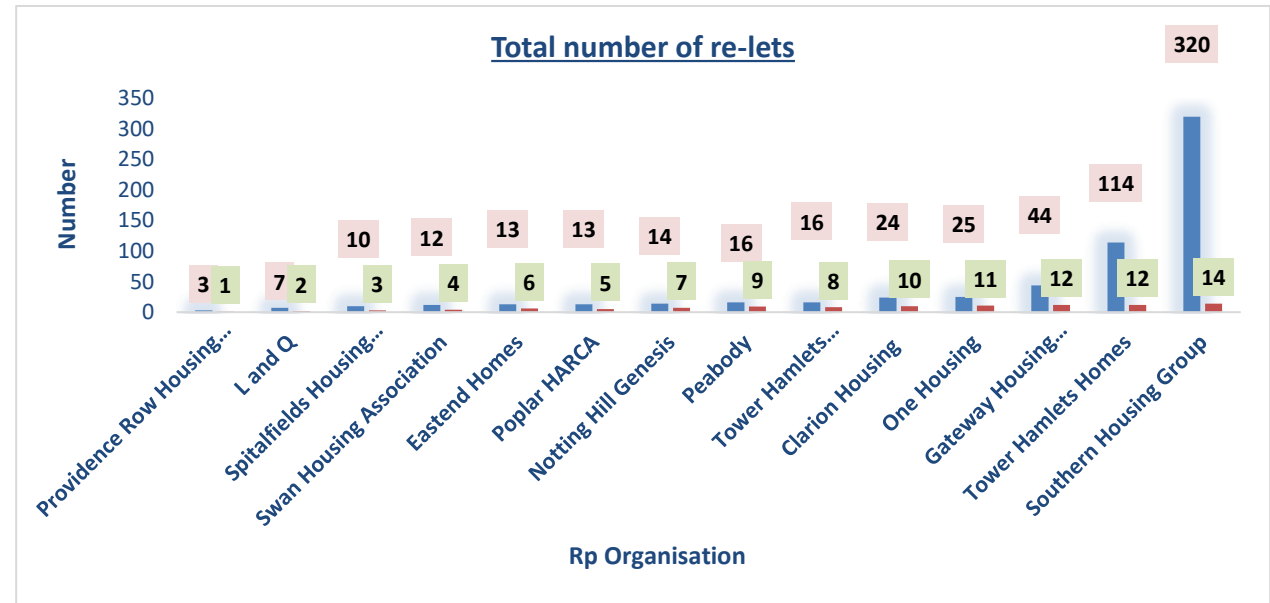
	Result	Rank
Providence Row Housing Association	1	1
L and Q	6	2
Spitalfields Housing Association	8	3
Peabody	10	4



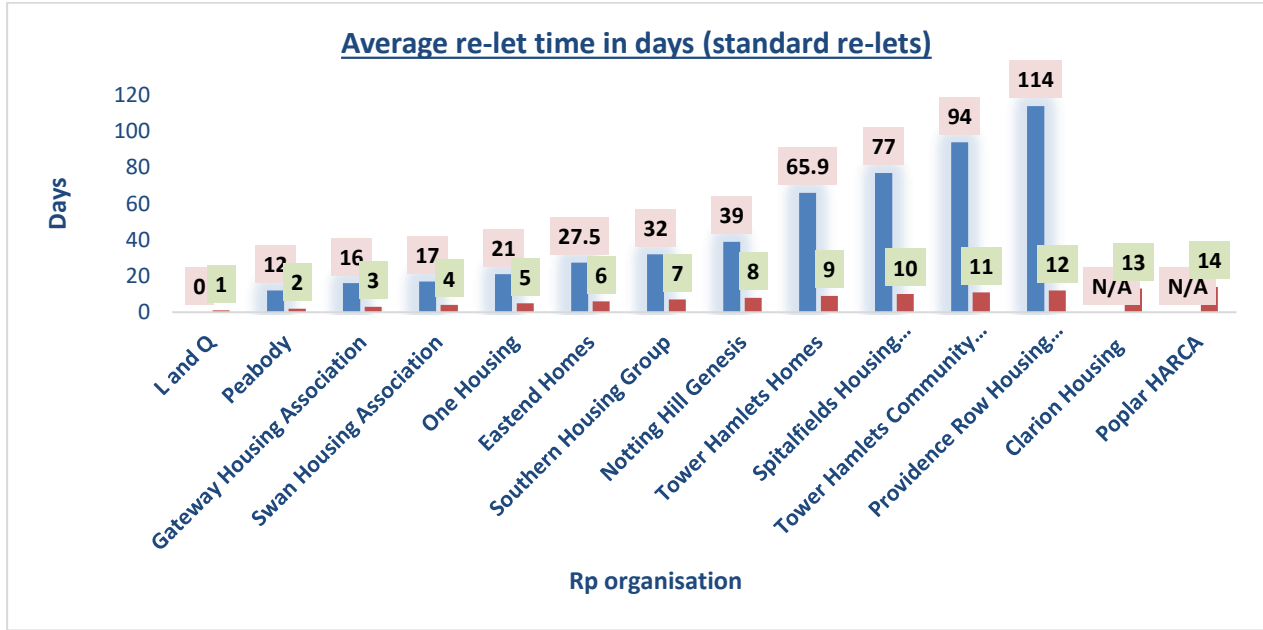
Gateway Housing Association	13	5
Swan Housing Association	18	6
Notting Hill Genesis	20	7
Eastend Homes	25	8
One Housing	42	9
Tower Hamlets Community Housing	79	10
Poplar HARCA	81	12
Southern Housing Group	81	11
Clarion Housing	150	13
Tower Hamlets Homes	353	14



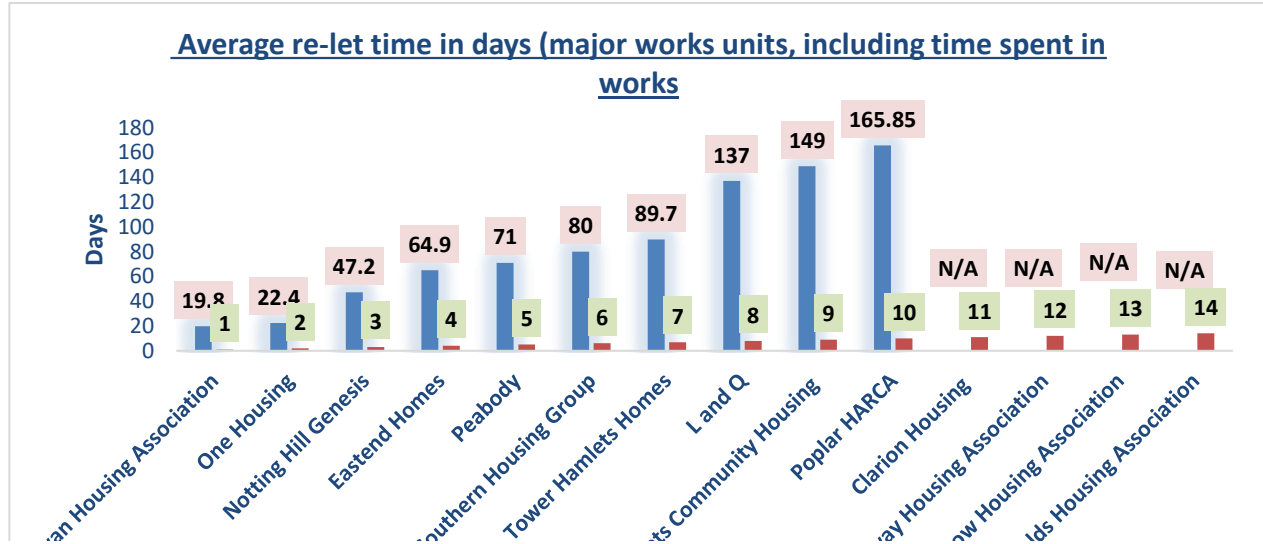
	Q5 Total number of re-lets	Result	Rank
Providence Row Housing Association	3	1	1
L and Q	7	2	2
Spitalfields Housing Association	10	3	3
Swan Housing Association	12	4	4
Eastend Homes	13	6	6
Poplar HARCA	13	5	5
Notting Hill Genesis	14	7	7
Peabody	16	9	9
Tower Hamlets Community Housing	16	8	8
Clarion Housing	24	10	10
One Housing	25	11	11
Gateway Housing Association	44	12	12
Tower Hamlets Homes	114	12	12
Southern Housing Group	320	14	14



Q6 Average re-let time in days (standard re-lets) days	Result	Rank
L and Q	0	1
Peabody	12	2
Gateway Housing Association	16	3
Swan Housing Association	17	4
One Housing	21	5
Eastend Homes	27.5	6
Southern Housing Group	32	7
Notting Hill Genesis	39	8
Tower Hamlets Homes	65.9	9
Spitalfields Housing Association	77	10
Tower Hamlets Community Housing	94	11
Providence Row Housing Association	114	12
Clarion Housing	N/A	13
Poplar HARCA	N/A	14



Q7 Average re-let time in days (major works units, including time spent in works)	Result	Rank
Swan Housing Association	19.8	1
One Housing	22.4	2
Notting Hill Genesis	47.2	3
Eastend Homes	64.9	4
Peabody	71	5
Southern Housing Group	80	6
Tower Hamlets Homes	89.7	7
L and Q	137	8
Tower Hamlets Community Housing	149	9
Poplar HARCA	165.9	10
Clarion Housing	N/A	11

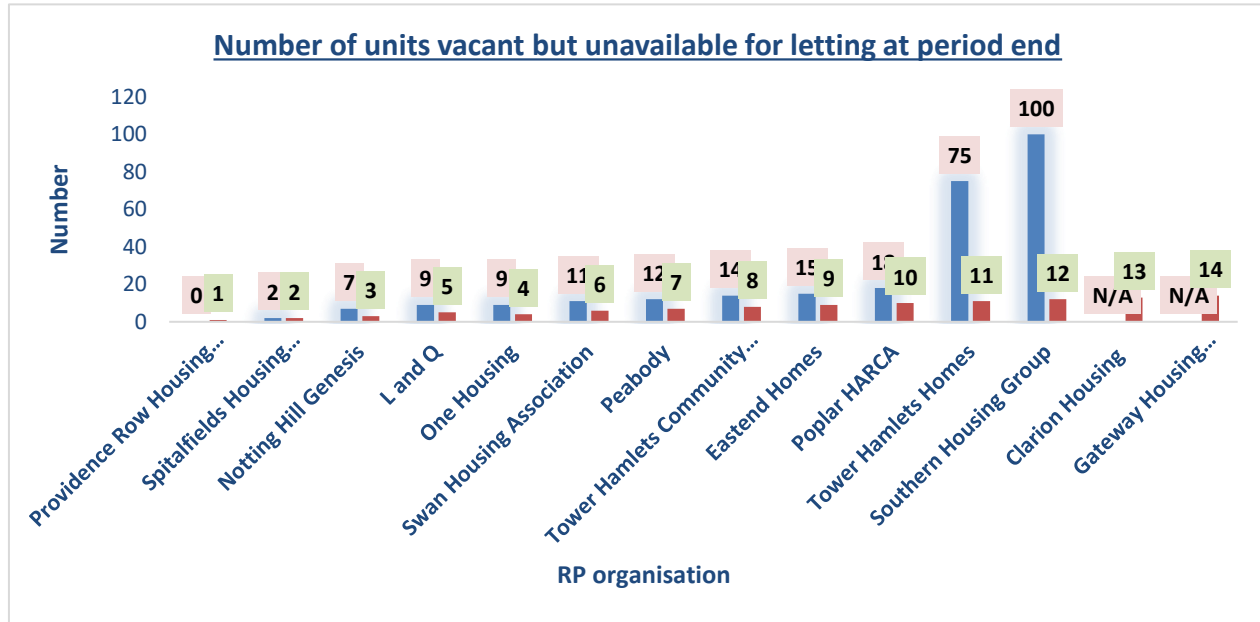


Gateway Housing Association	N/A	12
Providence Row Housing Association	N/A	13
Spitalfields Housing Association	N/A	14



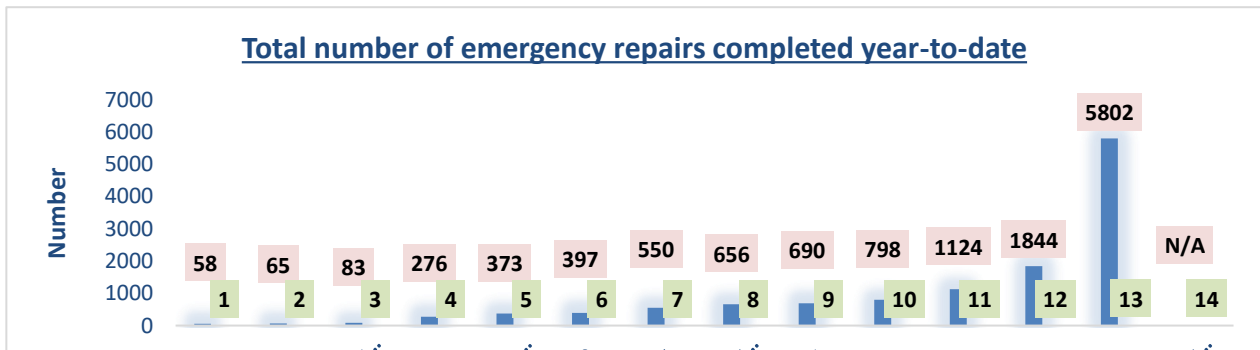
Q8 Number of units vacant but unavailable for letting at period end

	Result	Rank
Providence Row Housing Association	0	1
Spitalfields Housing Association	2	2
Notting Hill Genesis	7	3
L and Q	9	5
One Housing	9	4
Swan Housing Association	11	6
Peabody	12	7
Tower Hamlets Community Housing	14	8
Eastend Homes	15	9
Poplar HARCA	18	10
Tower Hamlets Homes	75	11
Southern Housing Group	100	12
Clarion Housing	N/A	13
Gateway Housing Association	N/A	14



Q9 Total number of emergency repairs completed year-to-date

	Result	Rank
Swan Housing Association	58	1
Southern Housing Group	65	2
Providence Row Housing Association	83	3
Notting Hill Genesis	276	4
Tower Hamlets Community Housing	373	5
L and Q	397	6
Peabody	550	7

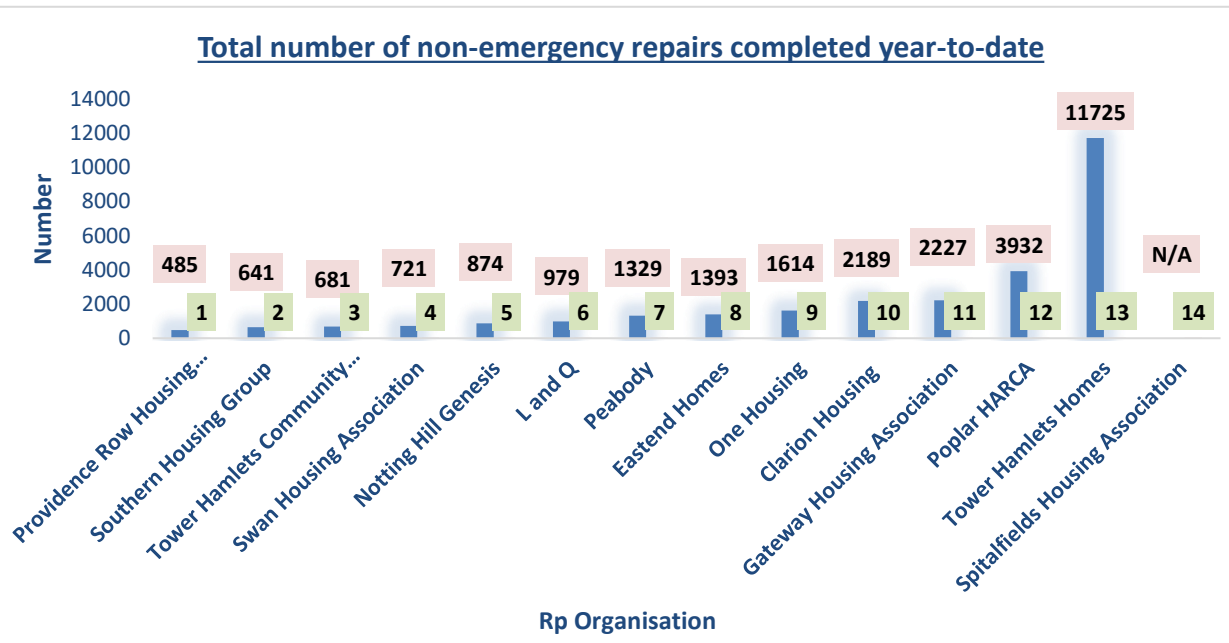


Gateway Housing Association	656	8
One Housing	690	9
Clarion Housing	798	10
Eastend Homes	1124	11
Poplar HARCA	1844	12
Tower Hamlets Homes	5802	13
Spitalfields Housing Association	N/A	14



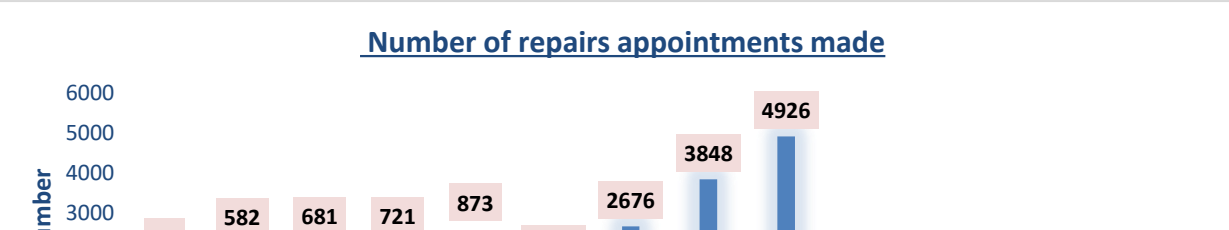
Q10 Total number of non-emergency repairs completed year-to-date

Organization	Result	Rank
Providence Row Housing Association	485	1
Southern Housing Group	641	2
Tower Hamlets Community Housing	681	3
Swan Housing Association	721	4
Notting Hill Genesis	874	5
L and Q	979	6
Peabody	1329	7
Eastend Homes	1393	8
One Housing	1614	9
Clarion Housing	2189	10
Gateway Housing Association	2227	11
Poplar HARCA	3932	12
Tower Hamlets Homes	11725	13
Spitalfields Housing Association	N/A	14

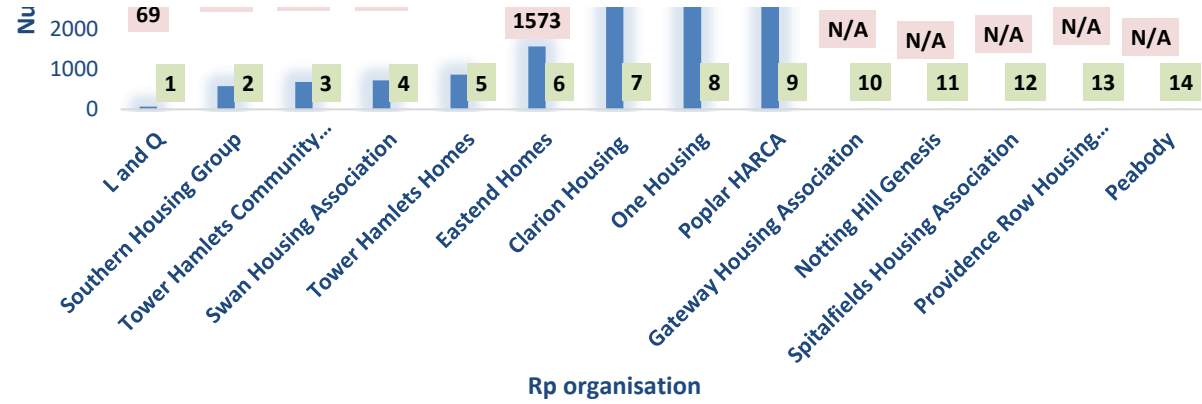


Q12 Number of repairs appointments made

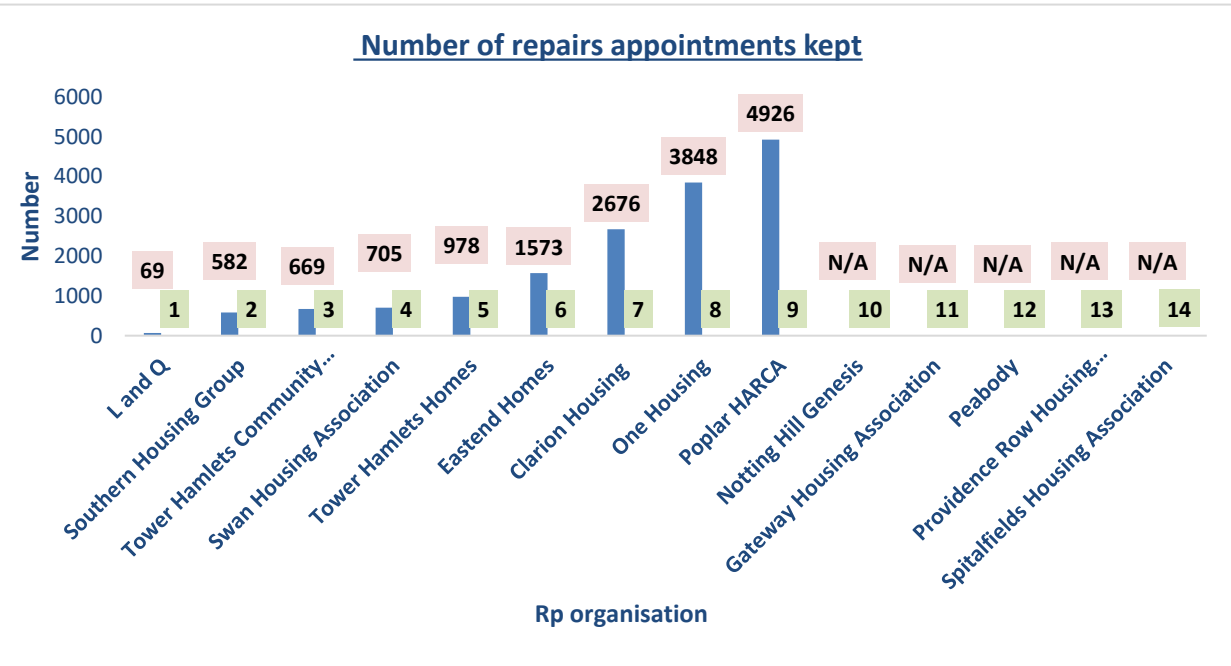
Organization	Result	Rank
L and Q	69	1
Southern Housing Group	582	2
Tower Hamlets Community Housing	681	3
Swan Housing Association	721	4



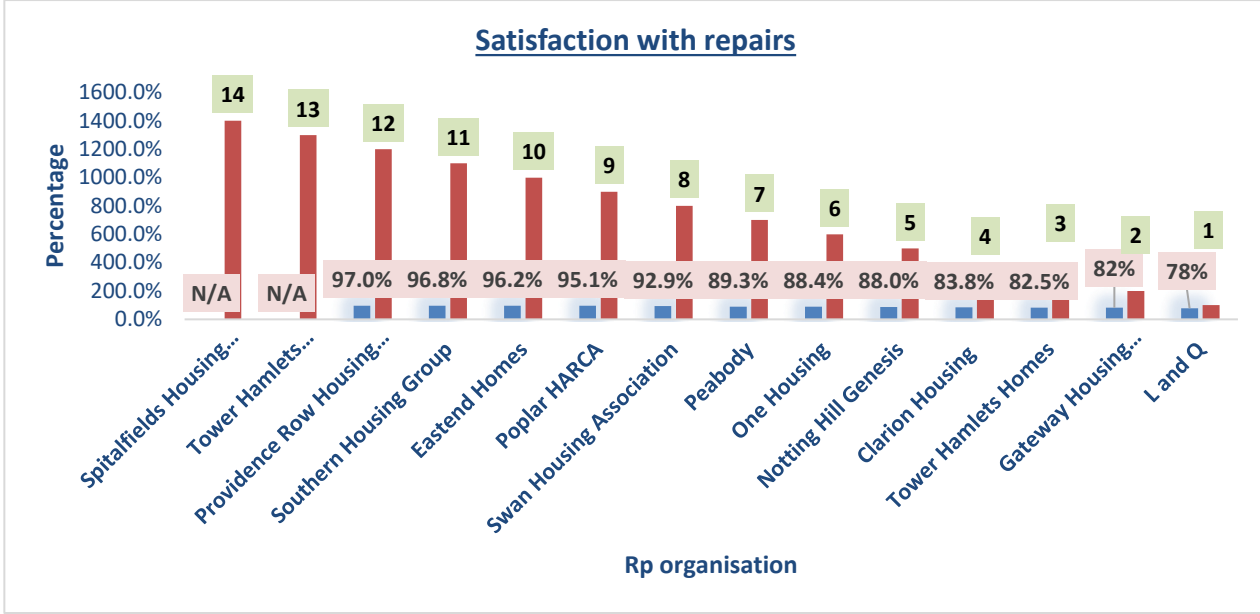
Tower Hamlets Homes	873	5
Eastend Homes	1573	6
Clarion Housing	2676	7
One Housing	3848	8
Poplar HARCA	4926	9
Gateway Housing Association	N/A	10
Notting Hill Genesis	N/A	11
Spitalfields Housing Association	N/A	12
Providence Row Housing Association	N/A	13
Peabody	N/A	14



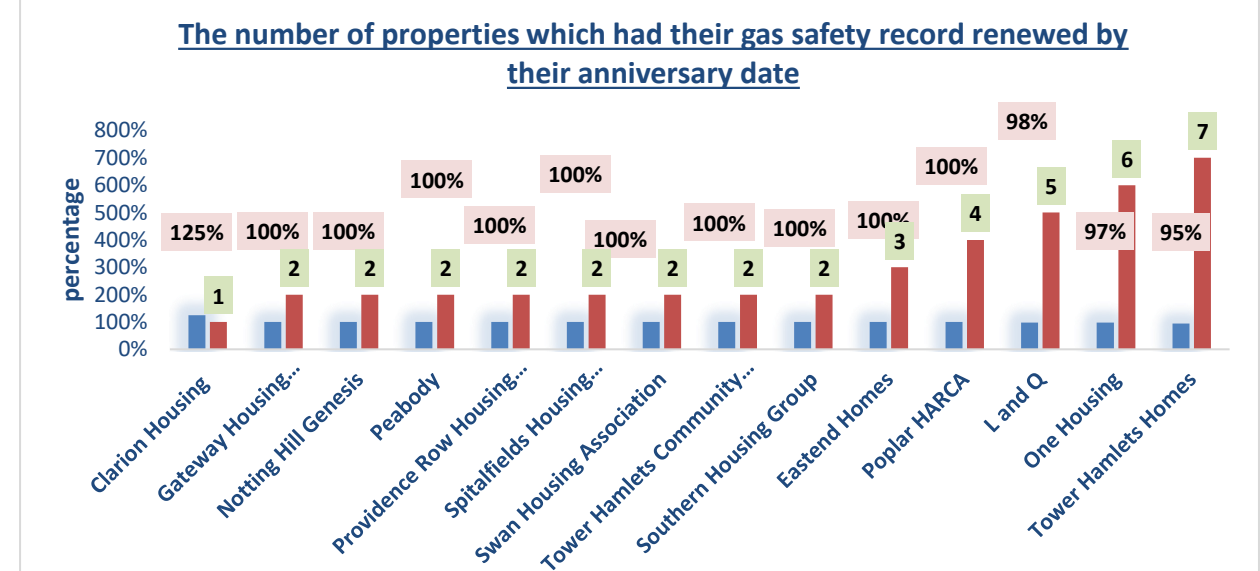
Q13 Number of repairs appointments kept	Result	Rank
L and Q	69	1
Southern Housing Group	582	2
Tower Hamlets Community Housing	669	3
Swan Housing Association	705	4
Tower Hamlets Homes	978	5
Eastend Homes	1573	6
Clarion Housing	2676	7
One Housing	3848	8
Poplar HARCA	4926	9
Notting Hill Genesis	N/A	10
Gateway Housing Association	N/A	11
Peabody	N/A	12
Providence Row Housing Association	N/A	13
Spitalfields Housing Association	N/A	14



Satisfaction with repairs	Result	Rank
Spitalfields Housing Association	N/A	14
Tower Hamlets Community Housing	N/A	13
Providence Row Housing Association	97.0%	12
Southern Housing Group	96.8%	11
Eastend Homes	96.2%	10
Poplar HARCA	95.1%	9
Swan Housing Association	92.9%	8
Peabody	89.3%	7
One Housing	88.4%	6
Notting Hill Genesis	88.0%	5
Clarion Housing	83.8%	4
Tower Hamlets Homes	82.5%	3
Gateway Housing Association	82.0%	2
L and Q	78.9%	1



The number of properties which had their gas safety record renewed by their anniversary date	Result	Rank
Clarion Housing	125%	1
Gateway Housing Association	100%	2
Notting Hill Genesis	100%	2
Peabody	100%	2
Providence Row Housing Association	100%	2
Spitalfields Housing Association	100%	2
Swan Housing Association	100%	2
Tower Hamlets Community Housing	100%	2
Southern Housing Group	100%	2
Eastend Homes	100%	3
Poplar HARCA	100%	4
L and Q	98%	5



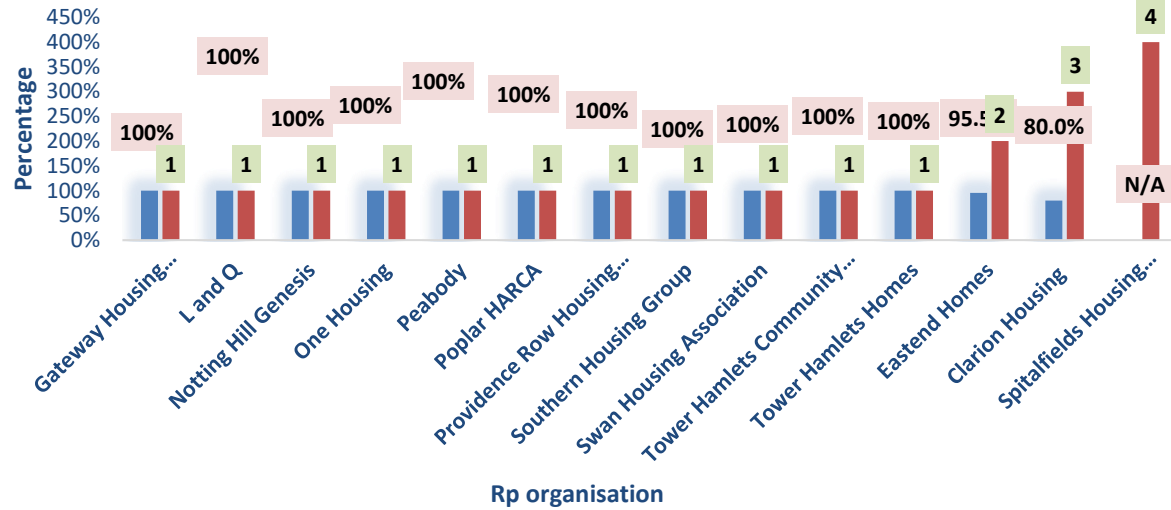
One Housing	97%	6
Tower Hamlets Homes	95%	7

Rp organisation

FRA on percentage of buildings over 18 metres

	Result	Rank
Gateway Housing Association	100%	1
L and Q	100%	1
Notting Hill Genesis	100%	1
One Housing	100%	1
Peabody	100%	1
Poplar HARCA	100%	1
Providence Row Housing Association	100%	1
Southern Housing Group	100%	1
Swan Housing Association	100%	1
Tower Hamlets Community Housing	100%	1
Tower Hamlets Homes	100%	1
Eastend Homes	95.5%	2
Clarion Housing	80.0%	3
Spitalfields Housing Association	0.0%	4

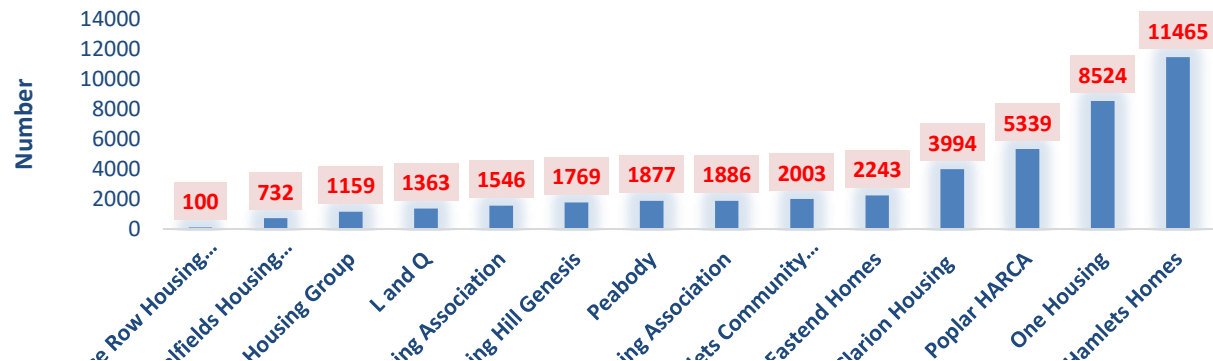
FRA on percentage of buildings over 18 metres



Q17 Quarter 1 General Needs Stock Numbers

	Stock
Providence Row Housing Association	100
Spitalfields Housing Association	732
Southern Housing Group	1159
L and Q	1363
Swan Housing Association	1546
Notting Hill Genesis	1769
Peabody	1877
Gateway Housing Association	1886
Tower Hamlets Community Housing	2003

General Needs Stock Numbers



Eastend Homes	2243
Clarion Housing	3994
Poplar HARCA	5339
One Housing	8524
Tower Hamlets Homes	11465



Appendix 3

RP	Q12 Number of repairs appointments made	Q13 Number of repairs appointments kept	Missed	Percentage	Comments from RP
Clarion Housing	2676	2627	49	98.2%	
Eastend Homes	1573	1550	23	98.5%	
Gateway Housing Association	N/A	N/A	N/A	N/A	Currently unable to validate and provide data
L and Q	69	62	7	89.9%	
Notting Hill Genesis	N/A	N/A	N/A	N/A	Not able to report for Q1 as there are a number of issues with this dataset as the contractor relies on 'event data' which at the moment is difficult to obtain.
One Housing Peabody	3848	3818	30	99.2%	
	N/A	N/A	N/A	N/A	We do not collect this information
Poplar HARCA	4926	4849	77	98.4%	

Providence Row Housing Association	TBC	95%	TBC	95%	Our main contractor is currently experiencing issues with their system in relation to providing the KPIs for this quarter. This is being addressed as a priority and the data will be provided as soon as the issue is resolved. The 95% recorded and provided by the RP is a could vary once the data is provided back from the contractor.
Southern Housing Group	582	574	8	98.6%	
Spitalfields Housing Association	No data	No data	No data	No data	Spitalfields provided no data for these KPI's.
Swan Housing Association	721	705	16	97.8%	
Tower Hamlets Community Housing	681	669	12	98.2%	
Tower Hamlets Homes	873	978	105 additional apts	112.0%	

Please provide as much detailed commentary as possible for dips / delays in performance in the last qtr.					
		KPI	QTR1 Figure		
<u>Peabody</u>	1	Number of stage 1 complaints received	22	count of complaints escalated in Q1 from Eod to Stage 1	
	3	Number of stage 2 complaints received	3	count of complaints escalated in Q1 from Stage 1 to Stage 2. Of the 3 reported in Q1, 1 is included in KPI 1; 2 were logged in 2020-1 Q4	
	8	Number of units vacant but unavailable for letting at period end	12	Assessment After Tenancy Termination /	

				Undergoing Works	
	11	Percentage of repairs completed at first visit	75%	We do not collect this information	
	12	Number of repairs appointments made		We do not collect this information	
	13	Number of repairs appointments kept	89.32%	Overall Satisfaction With The Way The Contractor Dealt With The Repair	
	14	Satisfaction with repairs		Overall Satisfaction With The Way The Contractor Dealt With The Repair	
<u>Poplar Harca</u>		No Comments provided.			
			TARGET		QTR1 RESULT

<u>One Housing</u>	2	Percentage of complaints responded to within target time	90%	We saw lower performance for both stage 1 and stage 2 responses on time during June. Increased complaint volumes within the Property Services team impacted their responsiveness resulting in a number of late responses. At the point of reporting most of the back log had been cleared and performance should improve in July.	71.7%
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			TARGET		QTR1 RESULT
	5	Total number of re-lets	N/A	All supported housing and GN units included]	25
	6	Average re-let time in days (standard re-lets)	Overall target 28 days	All supported housing and GN.	21
	7	Average re-let time in days (major works units, including time spent in works)	Overall target 28 days	All supported housing and GN.	22.4
	8	Number of units vacant but unavailable for letting at period end	N/A	7 General Needs, 2 Market Rent.	9
	9	Total number of emergency repairs completed year-to-date		[Internal note - Responsive jobs (all responsive and gas responsive)]	690
	10	Total number of non-emergency repairs completed year-to-date		[Internal note - Responsive jobs (all responsive and gas responsive)]	1614
		KPI			

Gateway Ha	7	Average re-let time in days (major works units, including time spent in works)	Unable to provide for this quarter		
	8	Number of units vacant but unavailable for letting at period end	Unable to provide for this quarter		
	11	Percentage of repairs completed at first visit	98%		
	12	Number of repairs appointments made	Currently unable to validate and provide data		
	13	Number of repairs appointments kept	Currently unable to validate and provide data		
	14	Satisfaction with repairs	82% Based on our internal DLO Only (Homeworks)		
	15	The number of properties which had their gas safety record renewed by their anniversary date	1833 Exact anniversary date is not measured the measure is how many properties have a current valid LGSR		
		KPI	TARGET		QTR1 FIGURE
Providence Row HA	1	Number of stage 1 complaints received	no target	We do not have a target for the number of complaints that are received	3

	3	Number of stage 2 complaints received	no target	We do not have a target for the number of complaints that are received	1
	4	Number of ME/MP enquiries received	no target	We do not have a target for the number of ME/MP enquiries received. 1 ME was received and responded to within timescale for Quarter 1	1
	5	Total number of re-lets	no target	3 GN properties were re-let within the quarter	3

	6	Average re-let time in days (standard re-lets)	<20 days	<p>Two of the GN flats that were standard re-lets in the quarter had significant issues during the lettings process, rather than during the void works period, which extended the time they were vacant.</p> <p>One of the two properties is historically a hard to let property due to its size and layout. In this case there were a significant</p>	114
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				<p>number of viewings which resulted in refusal. We had to give an incentive of donating white goods in order to achieve an agreement from a prospective tenant to sign.</p> <p>In the second case, following acceptance of the property the prospective tenant raised issues around post void repair works and the tenant did not wish to sign the tenancy</p>	
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				<p>until the issues raised had been resolved. There were subsequent delays as the prospective tenant then developed Covid which led to a further delay before sign up and move in.</p>	
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	7	Average re-let time in days (major works units, including time spent in works)	Under review (see note)	There were no major works re-lets of GN flats during the period. PRHA does not have a separate target for major works voids, but we will be reviewing this.	n/a
	8	Number of units vacant but unavailable for letting at period end	no target	There were no vacant GN units at the end of quarter 1, whether available or unavailable for letting	0
	11	Percentage of repairs completed at first visit	91%	This is a reduction from the year end figure for 2020-21 of 90% and is under	82%

				target.	
	12	Number of repairs appointments made	Not applicable	Our main contractor is currently experiencing issues with their system in relation to providing the KPIs for this quarter. This is being addressed as a priority and the data will be provided as soon as the issue is resolved.	tbc
	13	Number of repairs appointments kept	95%	See note above. This data will be provided as soon as the current issue has been	tbc

				resolved.	
		We do not currently have a separate target for major works void completion times but that is being reviewed.			
		Our main repairs contractor is still experiencing an issue in relation to the appointments data but are continuing to work on it, so I have added a note to this effect on the KPI sheet and we will be providing this information as soon as it is available.			
		KPI	Target		QTR1 Figure
Clarion		Percentage of complaints responded to within target time	N/A	84%	Since putting in place new measures to improve our complaint response time, we have seen continued improvements in this area. We experienced an improvement of 34%, for complaints which were responded to in 20 working days, in comparison to the previous quarter.

	3	Number of stage 2 complaints received	N/A	44	Significant improvements have been made across the number of stage 2 complaints received, in comparison to last financial year Q4.
	4	Number of ME/MP enquiries received	N/A	150	Significant improvements have been made across the number of received ME/MP enquiries, in comparison to last financial year Q4.
	5	Total number of re-lets	N/A	24	Re-let figures are appearing lower this quarter due to ongoing Covid-19 restrictions and staffing pressures. To provide a comparison across the quarters we will provide an updated return next week outlining our usual relet figures each quarter.

	9	Total number of emergency repairs completed year-to-date	98%	798	The volume of emergency repairs being reported by our customers is high nationally and this in turn is impacting on our ability to complete non-emergency repairs on time, this quarter we achieved a completion rate of 96.03%. This figure is reflective of emergency repairs reported across 560 properties.
	10	Total number of non-emergency repairs completed year-to-date	95%	2189	The volume of emergency repairs being reported by our customers is high nationally and this in turn is impacting on our ability to complete non-emergency repairs on time, this quarter we achieved a completion rate of 80.75%. This figure is reflective of non-emergency/routine repairs reported across 1558 properties.

	11	Percentage of repairs completed at first visit	90%	94.11%	Repairs completed at first visit have exceeded our target of 90% for this quarter. This figure is reflective of repairs completions across 1601 properties.
	12	Number of repairs appointments made	95%	2676	Across both measurements for appointments kept and made, we have exceeded our target of 95% by achieving 98.17% for this quarter. However, those appointments which have not been met, have been impacted by resourcing issues, due to Covid-19 related absences. These figures are reflective of appointments made and kept across 1394 properties.
	13	Number of repairs appointments kept	95%	2627	

	14	Satisfaction with repairs	85%	83.75%	<p>These figures are representative of performance between April & May only. This is due to the availability of data, within the timeframes set for benchmarking report production.</p> <p>Resident satisfaction information is provided to us by TLF who conduct resident satisfaction interviews on our behalf.</p> <p>Customer satisfaction with repairs is below our internal target of 85% but we are aware of the issues impacting customer satisfaction and are working to improve these.</p> <p>We will continue to include results specific to North London only, as borough specific information remains unavailable.</p>
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	15	The number of properties which had their gas safety record renewed by their anniversary date	100%	1025	Out of the 1058 gas safety records which were due, 33 were not completed by the one year anniversary due date to access issues. Of the remaining 33 records; 20 records have since been completed. With the remaining 13 records requiring outstanding services, which we are pursuing through legal action. All attempts are being made to gain access to these properties to complete the necessary safety checks. These continue to remain a high priority and will be followed up on, through to completion.
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	16	FRA on percentage of buildings over 18 metres	100%	80%	All site visits have been completed, however we are awaiting confirmation on completion for three remaining out of date FRAs from our Contractors. We are currently working with our Contractors to improve their performance, to also complete any overdue properties and provide us with FRAs in a more timelier manner.
		KPI			
<u>Spitalfields HA</u>	6	Average re-let time in days (standard re-lets)	21	Q1 stats are high due delays from Public trustee to release the properties. Also, lettings officer was off due to bereavement which caused further delays to let void	69.9

				properties.	
	7	Average re-let time in days (major works units, including time spent in works)	n/a		n/a
	16	FRA on percentage of buildings over 18 metres	n/a	we do not have building over 18 metres	
		KPI	<u>Target</u>	<u>QTR1 figure</u>	
<u>THH</u>	2	Percentage of complaints responded to within target time	95%	100	For THH this is Stage 1 complaints only; LBTH deal with Stage 2s
	6	Average re-let time in days (standard re-lets)	50	65.9	THH generated a

	7	Average re-let time in days (major works units, including time spent in works)	50	89.7	backlog of voids in 2020-21 due to: emergency rehosings only in 1st period of lockdown; socially distanced viewings and sign ups; priority given to letting new build schemes; high refusal rates. A range of measures has been introduced to speed up reletting and reduce refusals, and the backlog is reducing month-on-month.
	8	Number of units vacant but unavailable for letting at period end		75	This includes properties to be demolished for Blackwall Reach, and properties being held to facilitate the decant of Malting & Brewster Houses.
	12	Number of repairs appointments made			Discussions are taking

	13	Number of repairs appointments kept	95%		place with Mears, the THH main repairs contractor, re the definition, calculation and reporting of this measure. The essence of the discussion is whether servicing appointments can and/or should be included. This will be resolved before Q2 report due.
	15	The number of properties which had their gas safety record renewed by their anniversary date	100%	9461	This is 100% of properties requiring gas safety certificate
		KPI	<u>Target</u>	-	<u>QTR1 Figure</u>

NHG	2	Percentage of complaints responded to within target time	95%	A new complaints framework introduced in early 2021 led to initial improvements in performance in the housing teams, the focus has shifted as teams start to return to community working. Teams are revising their approach to adapt to these new circumstances.	63.20%
	11	Percentage of repairs completed at first visit	N/A	Please note, this is based on emergency repairs only	93%

	12	Number of repairs appointments made	N/A	Not able to report for Q1 as there are a number of issues with this dataset as the contractor relies on 'event data' which at the moment is difficult to obtain.	N/A*
	13	Number of repairs appointments kept	N/A	*To increase confidence levels NHG monitor % of appt within the 24 hours. Performance for this is reported at 86% in TH for the period reporting	N/A*
		KPI	<u>Target</u>	<u>QTR1 figure</u>	

<u>Southern HA</u>	2	Percentage of complaints responded to within target time	100%	99.84%	NB - 100% compliance for acknowledging complaints within timeframe
	13	Number of repairs appointments kept	98.00%	98.63%	574 of the appointments araised
	14	Satisfaction with repairs	95.00%	96.80%	125 customers surveyed in total
	15	The number of properties which had their gas safety record renewed by their anniversary date	100%	99.99%	99.99% compliant with 1 overdue case in the legal process, for which access has since been gained
		KPI	QTR1 Figure		

<u>THCH</u>	2	Percentage of complaints responded to within target time	81%	<p>Of the 47 complaints responded to 9 were out of target. 5 (56%) of those related to repairs who received 55% of all complaints responded to. Additional support has been given to the team to help resolve customer complaints within target time. This has already had an impact with 100% of repairs complaints responded to within</p>	
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				target time	
	6	Average re-let time in days (standard re-lets)	94	16 re-lets have taken place of which 5 were standard re-lets. Of those 5, 1 was void for 205 days and underwent 4 separate bid rounds because it is a one person bedsit THCH are looking to develop an	

				under occupation and overcrowding strategy that is likely to address the relets of such 'had to let' properties. We will continue to report longer than target re-let days as we work through our backlog of voids generated during C19 government restrictions	
	14	Satisfaction with repairs	0	THCH will recommence transactional surveys in quarter 3	
		KPI		QTR1 figure	

<u>Eastend Homes</u>	2. Complaints responded to in target	Stage 1	Target - 10 days	76.47%	
		Stage 2	Target - 20 days		
	8. Properties vacant and unavailable for letting	All 15 properties awaiting intrusive Type 4 FRAs	N/A	15	
	11. % of repairs completed on first visit	Performance relates to in-dwelling repairs completed by the main repairs contractor.	90%	91.48%	
	12. Number of repairs appointments made	Performance relates to non emergency in-dwelling repairs issued to the main repairs contractor and the gas contractors	N/A	1573	
	15. The number percentage of properties which had their gas safety record renewed by their anniversary date	Performance reported relates to 1748/1760. 9 communal boilers and 1751 residential properties. The three outstanding LGSR inspections are for residential properties and have now been completed	N/A	99.83%	
	16. FRA on percentage of buildings over 18 metres	Performance reported relates to 21/22 "tall" building with a current FRA at the end of quarter one. Performance in July is 100%	100%	95.45%	

		KPI	QTR1 Figure and comments		
<u>L&Q</u>	1	Number of stage 1 complaints received	137 (we don't categorise complaints received as Stage 1 or Stage 2)		
	3	Number of stage 2 complaints received	137 (we don't categorise complaints received as Stage 1 or Stage 2)		
	5	Total number of re-lets	7 (General Needs only)		
	7	Average re-let time in days (major works units, including time spent in works)	137 (General Needs only)		
	8	Number of units vacant but unavailable for letting at period end	9 (General Needs only)		
			<u>Target</u>		<u>QTR1 Figure</u>

<p><u>Swan</u></p>	<p>6</p>	<p>Average re-let time in days (standard re-lets)</p>	<p>15</p>	<p>8 operational voids have been processed this quarter, 5 in target and 3 out of target. Main reasons for not achieving target in these 3 properties are due to several refusals mainly due to property size and no contact from person nominated.</p>	<p>17</p>

Improving Employment Outcomes for Residents

Housing & Regeneration Scrutiny
Subcommittee

October 2021



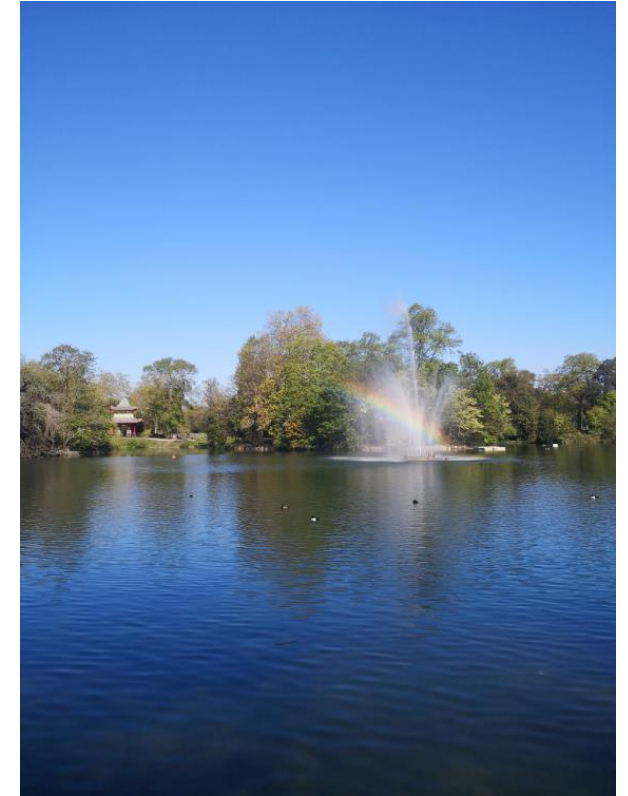
Strategic Context

Growth Plan (2018-23) priorities:

- **Priority 1:** Preparing our Young People for Success – focusing on the transition from education to employment
- **Priority 2:** Helping our Working Age Residents Thrive – focusing on all working age residents, in particular, those facing significant barriers to entering the workforce

Strategic Plan outcome:

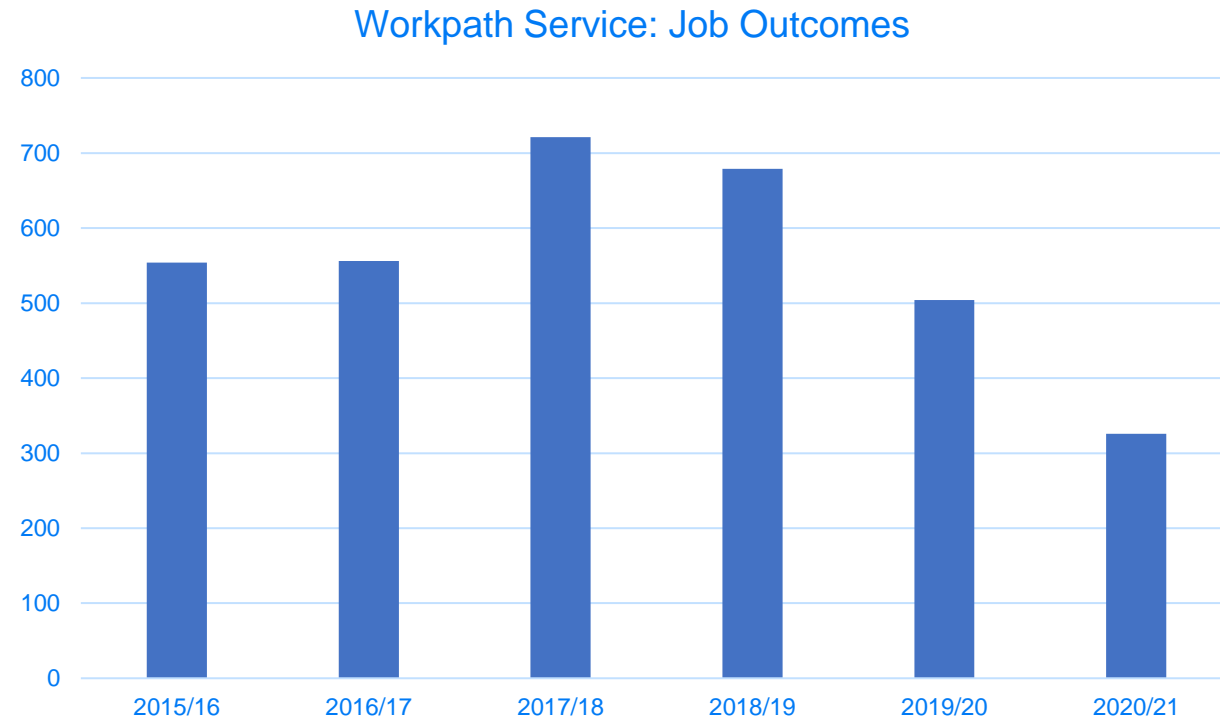
- **Outcome 1.1:** People access a range, training and employment opportunities.



Performance Metrics (WorkPath Service)



- Revised target for 2020/21 achieved in face of economic uncertainty.



Performance Metrics (WorkPath Partnership)



- WorkPath Partnership outcomes show a similar trend

Page 80



Recent Activity

- **JobCentre Plus Co-location:** co-location of JobCentre Plus and the Workpath at Upper Bank Street.
- **Kickstart (Gateway):** 550 funded placements (one of the highest rates of any local area).
- **Kickstart (Direct Employer):** 33 placements secured within the authority
- **Young WorkPath:** continues to support local young people, with 95% in education, employment or training in 2020/21



Recent Activity

- **JETS Programme:** support and training provided for 259 local residents who have been unemployed for over 12 weeks.
- **CEZ Skills Programme:** 75 residents benefited from seminars and employment support.
- **Expanding Careers Guidance:** Tower Hamlets Careers Leads Network re-established in June 2021.
- **LIFT Employability Incubator:** 263 people have been equipped with tech and digital skills through apprenticeships and work experience opportunities.

Case Study: Kickstart

Announced in summer 2020, colleagues in the Employment & Skills service worked through late 2020 and into 2021 to coordinate placements both externally and within the council.

Oluwaseyi Prince, a Kickstart recruit and Social Media Consultant for Carrington Blake said: “I have increased my skills in leadership during my time in Carrington Blake. I have realised that my true ambition lies in teaching through this company and I am very grateful for that. I am looking forward to see how I can grow as a person professional.”



Partnership Working



- GED Partnership – focus on general economic recovery and on sectors with high growth potential (e.g. Life Sciences)
- DWP – new welfare landscape post-furlough, post-UC uplift
- Local Universities – promoting summer schools and other opportunities for 16-19s
- CLF – firming up the green skills agenda
- Continued work with local partners on digital inclusion



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