

Housing & Regeneration Scrutiny Sub Committee

Agenda

Tuesday, 15 March 2022 6.30 p.m.
**Committee Room One - Town Hall Mulberry
Place**

Members:

Chair: Councillor Ehtasham Haque

Vice Chair: Councillor Marc Francis

Councillor Amina Ali, Councillor Helal Uddin and Councillor Andrew Wood

Co-opted Members:

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

Deputies: Councillor Kabir Ahmed and Councillor David Edgar

[The quorum for this body is 3 voting Members]

Contact for further enquiries:

Joel West, Democratic Services Team Leader (Committees),
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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, 15 March 2022

6.30 p.m.

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)

3. REPORTS FOR CONSIDERATION

3.1 Social Housing Landlords Performance Report (15 – 26)

3.2 Housing Strategy 2016-21 Refresh (27 – 36)

3.3 H&R Scrutiny Action Plan Update (37 – 46)

4. ANY OTHER BUSINESS

Next Meeting of the Housing & Regeneration Scrutiny Sub Committee

To be determined at the Council meeting 16 March 2022.



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 6.40 P.M. ON THURSDAY, 2 DECEMBER 2021

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

Members Present in person:

Councillor Ehtasham Haque
Councillor Marc Francis
Councillor Victoria Obaze
Councillor Andrew Wood

Co-opted Members Present remotely:

Anne Ambrose Tenant Representative

Officers Present in person:

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

Officers Present remotely:

Una Bedford – Strategy and Policy Officer (Place)
Rafiqul Hoque – (Head of Housing Options)
Shalim Uddin – (Affordable Housing Providers Co-ordinator)

Others present in person

Erin Robinson (Chair of Clare House Residents Association)

Others present remotely

Vatel Ntankeu (Assistant Director Resident Services, East
Region, Peabody Homes)
Tracy Packer (Director of Customer Service, Peabody Homes)

1. DECLARATIONS OF INTERESTS

There were no declarations of pecuniary interests.

The Chair, Councillor Ehtasham Haque asked the sub committee to note that his wife is Councillor Sabina Akhtar, Cabinet Member for Culture, Arts and Sports.

Councillor Marc Francis asked the sub committee to note that his wife is Councillor Rachel Blake, Cabinet Member for Adults, Health and Wellbeing.

2. MINUTES OF THE PREVIOUS MEETING(S)

RESOLVED that the minutes of the sub committee, 19 October 2021 were approved as a correct record of the proceedings.

Matters arising

Councillor Marc Francis, who chaired the 19 October meeting, asked that it be recorded that some of the residents who had attended this meeting may have incorrectly been introduced as Spitalfields Housing Association tenants, including Ala Uddin, who was previously a member of the housing association and Askar Miah, who was previously a member of SHA's Board.

Further to Minute 3.3, The Chair asked that, if practically possible, the sub committee revisit the review into the Council's regeneration policy at its final meeting of the year in March 2022 in a way that would allow the sub committee the opportunity to make comment/recommendations to the executive about the Council's approach.

3. REPORTS FOR CONSIDERATION

3.1 Social Landlords Performance Report

Focus on Clare House Evacuation

At the request of the chair, Erin Robinson, Chair of Clare House Residents Association addressed the sub committee to provide residents' feedback on the decant of that block earlier in the year. Erin explained that the residents have a number of complaints relating to the decant, including:

- Insufficient notice for the decant. No written letters. Informed of 5 days prior to leave. Lack of information provided at the start and throughout the process.
- Many residents were left in the unsafe block for weeks following the decant. Many residents were fearful and panicked.
- Lack of clarity and much confusion around accommodation plans. Some residents had accommodation offers but later told they were no longer available. Some provided with unsuitable temporary accommodation.
- Difficult for residents to get in touch with Clarion to obtain clarity and raise issues. Residents have received conflicting information.
- Concern over future permanent housing arrangements. Some residents told they needed to sign assured short term tenancy for six months. Residents have sought legal advice on this from no-win-no-fee solicitors. Lack of information over options for refusal.
- Lack of transparency - Clarion have refused to provide safety documents regarding advice to decant. Have refused calls for an independent investigation into the decant.

- Overall, many residents are uncertain of their future. They have faced and continue to face considerable stress. They feel Clarion has not been transparent and has not supported them. They report a lack of trust in the provider.

Further to questions from the sub committee, Erin provided more detail on information provided to residents so far by the housing provider and residents' efforts to secure support, including legal advice from outside agencies and groups.

Further to Erin's presentation, the sub committee expressed sympathy with the provider over the scale and challenge of the decant operation, but also concern at the reports of residents. In particular:

- Failure of Clarion to provide requested documents to residents and noted there are parallels with recent request of results of inspections, which Clarion had refused to provide to residents and the council.
- The traumatic experience faced by residents uprooted from their homes, but being provided with insufficient support and guidance.
- The arrangements for re-homing residents and the uncertainty around direct offers and rights of refusal.
- The timescale for resolving the above issues. They noted the majority will not be into permanent accommodation before Christmas and likely stretching into the New Year 2022.
- Reports of residents being requested to relinquish their existing secure or assured tenancy in return for an assured short hold tenancy. They stressed the importance of independent, personalised, legal advice for residents.
- The apparent lack of advance emergency planning by the provider exacerbating the difficulty of the operation.

The sub committee thanked Erin for her contributions. Erin indicated she would welcome the council's support to put pressure on Clarion to act on residents' concerns. The chair asked that the sub committee write to Clarion (and invite the executive to contribute) citing its concerns and including previous concerns over the lack of transparency over fire safety inspections.

Landlord Performance

Shalim Uddin, Affordable Housing Coordinator, introduced the substantive report which provided performance data for 14 registered providers (RPs) within the borough for quarter 2. Shalim provided an update on the work of the THHF benchmarking sub group and a summary of the key achievements and challenges reflected in the report. Further to questions from the sub committee, explained some of the performance trends.

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

- Welcomed the report, which they felt now provided a good reflection of the relative performance of each of the borough's providers.

- Expressed concern at the apparent continuing deterioration in the quality of basic housing management, especially repairs performance.
- Expressed continuing concern with the accuracy of some data provision and asked that steps are taken to ensure data is checked and of good quality.
- Expressed continuing concern with the lack of transparency and resident involvement in governance arrangements at many of the providers. Members felt that increasing this would contribute to the improvement in performance of service delivery.
- Asked what options the council had to apply sanctions against underperforming providers. Some members indicated that they felt the regulator displayed a lack of appetite to hold providers to account.
- Discussed options for the inclusion of an additional KPI on fire safety within the performance report.

The chair noted that the invitation to Spitalfields Housing Association (SHA) to attend this meeting had been declined and that a number of residents had arrived at the Town Hall indicating a wish to speak on SHA matters. The chair and vice chair indicated they had spoken to those residents prior to the meeting and had advised them it was not possible to allow them all into the meeting room due to Covid safety measures. The sub committee stressed it continued to have concerns regarding the issues raised by residents at the previous two meetings and the continued lack of attendance from SHA representatives. The sub committee agreed to formally request the Mayor and the lead member to write to the regulator for social housing, asking for them to undertake an investigation into the provider's performance and the appropriateness of its governance arrangements.

At the request of the chair, Vatel Ntankeu and Tracy Packer addressed the sub committee on behalf of Peabody Homes. Vatel and Tracy provided a brief presentation on the activities and performance of Peabody Homes. Including:

- Arrangements for how Peabody supports its residents – including an explanation of the roles of its local team neighbourhood managers and caretakers and the operation of the provider's 24/7 contact centre.
- A performance overview for Q2 in in the current financial year.
- The provider's development pipeline and planned new homes
- How the provider has supported residents during the Covid period.

Further to questions from sub committee members on the presentation, Tracy and Vatel:

- Explained some of the performance trends and discrepancies in the report relating to Peabody and why performance data was sometimes marked as NA in the landlord report. When the landlord performance report was prepared, not all data was available.
- Noted that some past performance data had been incorrectly provided. Measures are in place to prevent reoccurrence of this.
- Indicated they would provide the sub committee with an update on tenant heating charges.

- Overcrowding approach and support to help wellbeing of overcrowded residents

Following the presentation, sub committee members:

- Welcomed the performance of Peabody which they indicated compared favourably to other RPs in the Borough.
- Suggested the RP could learn from recent experiences, including experiences of the quality of customer service relating to repairs complaints, in order to improve the services it provides to residents.
- Thanked Tracy and Vatel for their contribution.

RESOLVED

1. To note progress in the performance outturns achieved by individual Social Landlords and the overall performance trend.
2. To write to Clarion Housing Association citing its concerns over the experiences reported by residents of their decant from Clare House and over the lack of transparency regarding fire safety inspections.
3. To ask the executive to write to the regulator for social housing, asking for them to undertake an investigation into Spitalfields Housing Association's performance and the appropriateness of its governance arrangements.

3.2 6-Month Review of the use of PRS Allocations

Rafiqul Hoque, Head of Housing Options provided a brief presentation to the sub committee on The Council's Housing Register and Private Rented Sector (PRS) discharge. Rafiqul explained the context to the Council's current practice, including the policy change agreed November 2020 and an overview of the policy's operation to date. He also provided a brief summary of:

- The recommendations arising from the HRA 1 Year On – Action Plan.
- Homelessness Transformation Programme 2021-2024 – progress so far and forthcoming milestones
- Improving Customer Access
- The increase in Temporary accommodation costs, Covid and non-Covid related, in recent years.

Further to questions from sub committee members on the presentation, Rafiqul:

- provided more information on how the policy was applied to newly homeless housing applicants.
- Agreed to feedback to his team sub committee suggestions for how the approach to PRS discharge could be tailored to ensure long-term housing applicants were not unfairly disadvantaged.
- Agreed to follow up separately and directly to relevant members on some of the individual cases referred to.

Further to the presentation, sub committee members made the following comments:

- Expressed concern with the policy agreed in 2020 to enable PRS discharge. Some members highlighted experiences of constituents whom they felt had been disadvantaged by the policy, by being prevented from obtaining good quality, secure, permanent and affordable social rented accommodation.
- Offered thanks to the Housing Options Team on their good customer service and advice.

The chair thanked Rafiqul for his contribution.

RESOLVED

1. That the presentation be noted.

3.3 Tenancy Agreement Review

Mark Slowikowski, Strategy and Policy Manager for Housing provided a brief presentation to the sub committee on consultation feedback for the proposed Tenancy Agreement. Mark asked the sub committee to note his presentation was made in his capacity as Strategy and Policy Manager for Housing. Mark explained:

- The background and context to the consultation.
- The consultation process and channels, including email address, website and webinar sessions.
- A summary of the responses/results, including
 - a total of 130 sets of comments were received equating to an approximate response rate of 1% of the tenant base.
 - the proposed change to succession was the most common area commented upon:
 - In the main: the comments received on this area expressed a desire to ensure succession rights were extended to their children.

Further to questions from sub committee members on the presentation, Mark:

- Explained that the response rate of 1 per cent was disappointing, but the Council had gone beyond its statutory requirements to encourage consultation responses.
- Explained why this change is being progressed now, including the relevance of the regulatory code that binds all social housing providers.
- Reported that the Council had sought counsel advice on this matter. The advice received was to discontinue the succession policy.

Further to the presentation, sub committee members:

- Expressed strong concern and reservations at the 1 per cent response rate. The sub committee felt this was not a sufficient evidence base to inform a significant policy decision. The chair felt that the Council also

needs to learn/understand why such a low response rate was received to a matter which would have a significant effect on residents' lives.

- Expressed concern that whilst letters were sent to inform residents of the consultation, the only options for them to respond/contribute were online.
- Expressed anxiety that the Council's role to provide permanent homes for residents may be eroded as a result of the proposed policy.
- Asked for a note that provided a more detailed explanation of the rationale and drivers for the proposed policy change.

RESOLVED

1. That the presentation be noted.


4. ANY OTHER BUSINESS

There was no other business discussed.

The meeting ended at 8.45 p.m.

Chair, Councillor Ehtasham Haque
Housing & Regeneration Scrutiny Sub Committee

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Non-Executive Report of the: Housing & Regen Sub Scrutiny Committee 15 th March 2022	
Report of Ann Sutcliffe, Corporate Director, Place Directorate, Corporate and Capital delivery.	Classification: Unrestricted
Social Housing Landlords Performance Report – (Quarter Three)	

Originating Officer(s)	Shalim Uddin Partnerships Officer (Strategy and Policy)
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 three of the Social Landlords with homes in the borough.

Recommendations:

The Housing Scrutiny Sub Committee is recommended to:

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

1. REASONS FOR THE DECISIONS

- 1.1 The Committee Chair has requested social landlord performance data to every meeting. This is to oversee trends specific to frontline delivery such as repair response times and resident satisfaction.

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.

Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing along with the Housing scrutiny Sub Committee for information.

- 3.2 The agreed Performance Management Framework is a set of key performance indicators (KPIs). Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing and the Housing Scrutiny Sub Committee. Good performance supports the Council in ensuring the borough is one where residents are proud to live.
- 3.3. Each social landlord has its own governance arrangements for the scrutiny of performance. Targets are set by individual landlords and scrutinised through their governance structure.
- 3.4 Appendix 1 outlines cumulative performance for quarter three (April 21 - Dec 2021), Six of the fourteen key registered providers who operate in the borough can produce borough specific data (Gateway, Poplar HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, Eastend Homes and Spitalfields). Borough specific data is currently not automatically possible for the remaining RPs as they hold housing stock on a regional /national scale. Landlords that operate in more than one borough provide the data they reasonably can to show borough-specific performance.
- 3.5 Where applicable, RP's have been requested to provide targets already have in place for their individual organisation/s. In addition, RP's will decide on RAG rating their performance. Once an agreement has been finalised the targets and RAG rating will be presented to the THHF executive group as protocol to sign off. This in turn should make it clear for the Housing Regen Sub Scrutiny committee to digest the information with ease and clarity. These measures will remain in effect until the Tenant Satisfaction Measures (TSM's) are introduced standardising reporting measures for all social Landlords.
- 3.6 This table shows each KPI and format:
These have been previously agreed and shown to the HRSSC during the consultation stage/s.

Indicator	Format
1. Number of stage 1 complaints as % of stock	%
2. Percentage of complaints responded to within target	%
3. Number of stage 2 complaints as % of stock	%
4. Number of ME/MP enquiries as % of stock	%
5. Number of re-lets	number
6. Average re-let time in days (standard)	number
7. Average re-let time in days (major works)	number
8. Number of empty properties unavailable for letting as % of stock	%
9. Number of emergency repairs completed	number
10. Number of non-emergency repairs completed	number
11. Percentage of repairs appointments made	%
12. Percentage of repairs appointments kept	%
13. Satisfaction with repairs as a % of completed repairs	%
14. Percentage of properties with gas safety certificate renewed by anniversary	%
15. Percentage of buildings 18+m with FRA	%

The RPs continue to pursue improvement in all aspects of housing delivery and customer services however, many variables affect this from being achievable especially where external parties contribute to the success and delivery. Below are some strengths and observations from quarter 3 submissions.

3.6 Areas of Strength

- 3.7 All RPs have reported that Fire Risks Assessments have been completed on buildings over 18 metres (one update remains outstanding from Peabody)
- 3.8 9 of the 14 RPs have reported that over 86% of repairs conducted were right first time. 6 RPs reported this figure to be over 90%
- 3.9 Five out of 14 RPs managed to achieve 100% in responding to complaints within target time, with a further three RP's achieving between 85-95%.
- 3.11 Peabody managed to achieve a 100% in ensuring properties have their Gas safety certificate renewed by the anniversary date. Furthermore, the FRA compliance for Peabody was 100% at end of Dec.2021.
- 3.12 Clarion had 685 gas safety records which were due, they were unable to complete 11 by the one-year anniversary. Out of the remaining 11 records; 8 have since been completed and 3 are being pursued through legal action / Gas access process. These continue to remain a high priority and will be followed up by the RP.

- 3.13 For percentage of appointments kept and made, eleven landlords made and kept 90%-100% of repair appointments, with the remaining RP's achieving 87% to 89%.

4 Areas of improvement required.

- 4.1 A number of landlords saw complaints increase, a seasonal trend reflecting heating and hot water issues when the weather gets colder. Clarion received an additional 154 stage one complaints for quarter 3. The RP assumed this would be the case as it's a seasonal occurrence and have noticed predominantly the complaints revolve around repairs issues. The LBTH stock, in particular Bow E3 continues to be highest geographical repairs demand area. Re- Let's have also dropped this quarter due to the emergency decant at Clare House coinciding with issues around refusals.
- 4.2 Time taken to relets empty homes continues to be high, with the impact of Covid and a large-scale emergency decant impacting average turnaround times.
- 4.3 Nottinghill Genesis complaints responded to within target time continues to remain low and dropped to 60% for the quarter. The average re-let time spent in major works has also increased from 21 to 74 days an increase of 53 days. NottingHill Genesis reports <100% FRAs for 18m+ blocks due to clarification of responsibility for four blocks.
- 4.4 THH incurred a slight drop in their repair satisfaction levels due to significant workforce absences with their main contractor due to Covid-related illness and self-isolation which resulted in a backlog of non-emergency repairs which in turn impacted on satisfaction. Furthermore, all but two landlords had an increase in ME and MP enquiries.
- 4.5 Whilst some landlords report <100% gas safety certificates renewed by the anniversary date; all are compliant. This is because they are pursuing access which, in some cases, requires legal proceedings.

5 General Updates

5.1 Tower Hamlets Housing Forum

THHF member RPs carried out an exercise identifying residents eligible for a winter warmth voucher scheme offered by the councils Tackling Poverty Team. The RP's were only allowed a short period of time to identify and submit applications which they worked diligently for residents to benefit from the scheme. The scheme was launched to support individuals and families on low

income/s to be awarded a free Supermarket voucher/s to purchase household items to keep warm. Overall, Ten RPs submit applications and were all successful in their bid/s to receive vouchers.

As a result of this immense effort from RP's a considerable number of residents will have more disposable income during a time when utility bills are on the rise. A total of 7,900 vouchers was distributed amounting to £395,000 handed out as support.

5. Subgroups.

5.1 The THHF subgroups have not officially started their sub meetings as of yet, Majority of the subgroups will commence their first meeting/s for the coming year in March.

5.2 THHF Exec has agreed new Terms of Reference, including rationalising its subgroups:

- Common Housing Register
- Communities (was Communities Involvement Network)
- Development and Asset Management (merging Development and Asset Management)
- Neighbourhoods (merging ASB, Housing Management and Public Realm)

Performance will now be a standing agenda item for each Executive Group meeting; and task and finish groups will form to bring together landlord specialists. These task and finish groups will ensure strategic objectives for THHF Exec and council are prioritised and delivered via this unique partnership.

6 Equalities implications

6.1 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.

7. OTHER STATUTORY IMPLICATIONS

7.2 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.

- 7.3 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.
- 7.4 Another indirect Best Value Implication is a landlord's ability to ensure its general needs income target (rent collection) is achieved.
- 7.5 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.
- 7.6 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.
- 7.7 There are no direct environmental implications arising from the report or recommendations.

8. COMMENTS OF THE CHIEF FINANCE OFFICER

- 8.1 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.

9. COMMENTS OF LEGAL SERVICES

- 9.1 This report is recommending that the Housing Scrutiny Sub-Committee review the performance of individual Social Landlords during 20-21.
- 9.2 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.
- 9.3 The regulatory framework for social housing in England from the 1st of 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

9.4 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 e 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.

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

9.6 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 the 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 quarters Two and Three 2021-22 data.
- Supporting commentary and explanations from Social Landlords.

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 Partnerships Officer (Strategy & Policy)

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 ME/MP enquiries received	Q5 Total number of re-lets	Q6 Average re-let time in days (standard re-lets)	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	Mixed data		Mixed data		Mixed data	
											Q12 Percentage of repair appointments made	Q13 Percentage of repair 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 3 General Needs Stock Numbers
Clarion Housing Q3	301	55%	38	212	12	146	ISSUES WITH REPORTING SYSTEM	ISSUES WITH REPORTING SYSTEM	2702	8814	3128	3038	83%	685	100%	3996
Q3	147	64%	54	188	30	166	N/A	49	1757	5432	2764	2672	84%	820	100%	3993
Eastend Homes Q3	66	79%	13	88	40	27	63	24	2500	4898	91.16%	96%	90%	99.85%	100%	2243
Q2	43	81%	5	37	25	28	63	22	2215	3267	90.56%	98%	95%	99.83%	100%	2243
Gateway Housing Association Q3	26	54%	8	21	52	18	49	20	2160	7500	No Data Provided	No Data Provided	69%	1849	100%	1915
Q2	20	42%	7	20	16	42	7	1309	4417	Awaiting KPI DATA returns	Awaiting KPI DATA returns	87%	1843	100%	1910	
Land Q Q3	137	93%	137	18	4	21	No MW relets early OK	34	1433	3237	44	57%	67%	1019	100%	1366
Q2	156	87%	156	12	6	88	230	23	926	3974	62	52%	90%	98.83%	100%	1363
Notting Hill Genesis Q3	44	60%	4	33	13	49	74	5	439	3480	363	93%	75%	99.57%	89%	1777
Q2	42	68%	2	20	21	40	21	2	524	1787	147	117%	77%	99.93%	100%	1777
One Housing Q3	103	89%	26	61	42	33	43	8	3815	12546	4452	4310	80%	98.70%	100%	2875
Q2	84	89%	20	36	18	24	24	10	2293	8735	4954	4789	89%	98.6%	100%	2875
Peabody Q3	23	95%	4	31	19	18	62	6	1651	5166	324	93%	77%	1252	100%	1922
Q2	6	100%	0	23	17	27	62	9	446	1265	1016	366	88%	100%	100%	1871
Poplar HARCA Q3	112	100%	3	94	9	147	179	23	5378	12357	100%	99%	94%	4,795	100%	5,302
Q2	65	99%	4	76	8	60	82	9	3508	6632	5,213	5157	94%	99.8%	100%	5320
Providence Row Housing Association Q3	6	100%	0	0	0	0	No MW relets OK only	0	188	1045	362	97%	94%	79	100%	99
Q2	2	100%	0	1	1	55	No MW relets OK only	0	161	757	184	98%	95%	96.30%	100%	99
Southern Housing Group Q3	73	100%	5	17	9	27	75	4	1059	12626	74%	100%	97%	99.95%	100%	1185
Q2	58	100%	3	15	15	24	104	2	123	1888	116%	98%	81%	99.99%	100%	1183
Spitalfields Housing Association Q3	32	84%	3	19	4	75	N/A	0	196	1662	1962	100%	94%	224	100%	745
Q2	23	57%	0	23	13	87	N/A	4	74	1059	431	100%	95%	100%	745	
Swan Housing Association Q3	17	100%	3	18	39	10	22	2	173	1990	97.69	89%	92%	1600	100%	1546
Q2	16	100%	2	15	20	21	38	2	114	1364	1365	1364	93%	1599	100%	1546
Tower Hamlets Community Housing Q3	34	85%	0	83	75	142	160	28	1377	4005	100%	100%	100%	99.87%	100%	2003
Q2	45	62%	2	63	26	108	143	25	742	2280	640	100%	N/A	100%	2003	
Tower Hamlets Homes Q3	500	100%	85	417	75	26	40	91	18745	35082	1,009	91%	77%	9456	100%	11,633
Q2	437	100%	64	381	87	44	58	95	11086	22733	981	105%	81%	9461	100%	11,633
Bottom quartile	22	66.20%	2	18	9	25	42	3582	318	3583	5213	5157	100.0%	945600.0%	100.00%	11633
1st quartile	44	88.40%	4	37	17	40	65	39	609	1409	102	102	100.0%	113500.0%	100.00%	1529
2nd quartile	66	100.00%	12	50	28	81	9	87	1254	1480	363	363	100.00%	100.00%	1872	
Top quartile	90	100.00%	16	67	37	106	230	3	18745	1725	33	1	80.3%	99.84%	100.00%	1365

	N/A OR NO DATA PROVIDED / AWAITING DATA SUBMISSION
	80-100% or low number
	80-90%
	80% or lower / high number
	N/A on STOCK NUMBERS
	Mixed Data
KPIs	1,4,9,10,12,13 and 17 No grading

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QTR3	1. Stage 1 complaints as % of stock	2. Complaints responded within target	3. Stage 2 complaints received as % of stock	4. ME/MP enquiries as % of stock	5. Re-lets	6. Average standard re-let time (days)	7. Average major works re-let time (days)	8. Empty properties unavailable for letting as % of stock	9. Emergency repairs completed year-to-date	12. Repair appointments made	13. Repair appointments kept	14. Satisfaction with repairs	15. Gas safety record renewed by anniversary	16. Buildings 18m+ with FRA
Clarion	This quarter we continue to see an increase in complaints, member enquiries and peer reviews. This is an expected seasonal occurrence for this time of year. We have seen trends mainly in the area of Repairs.				Following an emergency decant at Clare House, we have since had a very low number of re-lets this quarter. This has contributed to higher re-let times, alongside a number of issues around refusals.	We continue to remain unable to provide this information, due to restrictions in our reporting system.		This data is available on a half year current period, we are unable to provide this information on a quarterly or monthly basis.	The LBTH stock, in particular Bow E3 continues to be our highest geographical repairs demand area. This in turn is reflected in the extremely high number of emergency and non-emergency repairs, which we have attended this quarter.			Please note these figures are only representative of scoring averages from October to November, as the full Q3 scoring including December is currently not yet available.	Out of the 685 gas safety records which were due, we were unable to complete 11 by the one year anniversary. Of the remaining 11 records, 8 have since been completed and 3 are being pursued through legal action following our gas access process. 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, through to completion.	These figures are based on 13 out of 13 blocks high rise blocks in Tower Hamlets with an in date FRA
Gateway					This is higher due to the new development handover							We are checking this figure		
Nottinghill Genesis												East Region General Needs Tower Hamlets is too small a sample to get a more specific figure		Checking responsibility on 4 blocks, 1 is a new handover.
One Housing		A high number of complaints received in quarter 3 and COVID staff shortages resulted in us missing our target				Smaller number of voids than usual with longer term voids let. IT issues accessing Northgate causing problems with turnaround time.								
Peabody		There was 1 x complaint that did not achieve the target time for a response. This was because the complaint handler had to take some unexpected leave due to a family bereavement and there was a delay in handing over this complaint to another complaint handler.									The aim is always to honour 100% of the appointments but there has been a high level of staff/contractors this quarter	This is particularly low this quarter. This seasonal winter/christmas dip due to increase in heating/boiler issues. % of survey respondents very/satisfied with the way the contractor dealt with the repair		
Providence Row		Six complaints were received from GN residents within the quarter, and all were responded to within timescale. Five of the six related to repairs issues. Complaints are viewed as an opportunity to address shortfalls and improve service delivery, with each department and team conducting post-response reviews and complaints received as part of the formal learning and feedback process.		No MEs were received during this quarter. Two have been received cumulatively for the year to date, both of which have been responded to within timescale. We will shortly be meeting with the Borough to review the MEs received and responded to by PRHA within the last two years, as part of the Borough's		There were no GN relets during the quarter but our cumulative figure for the year remains at 42 days, which is above our target. The reduction of void works turnaround times is a priority for PRHA, however for the re-lets during the current year there have also been other factors involved: one historically hard to let void for which there were a high number of refusals following viewing before it was								PRHA has two buildings which are over 18 meters in height, and both of them have a current FRA.
Southern						Three lettings were delayed due to void works, a fraud case and another was held for Clarion decants.								29 units are in date, 3 are capped, and 2 have ongoing access issues which Housing Management and Property Services are seeking to resolve (giving a performance of 97.5%). One of the two units with access issues involves the tenant being absent from the property due to ongoing mental health issues, so there is currently no utility usage at the property.
Spitfields										Contractor reports visits and not appointments				
Swan		100% achieved in December, 90% in November, 64.3% in October. Issues from early in the quarter have been resolved as demonstrated in more recent months figures			We had a backlog of empty homes to relet as covid restrictions were lifted, there has also been an increase in the volume of properties being vacated as the in-borough transfers recommenced. Of the homes we have let 17 are included in the KPI Days to Relet, with an average of 130 days. In total, 45 properties have been let with an average turnaround of 139 days. As at the end of December 2021 we have 17 homes for reletting all at different stages of the voids process. There are an additional 10 properties unavailable to let because of intrusive fire stopping works or as decant properties for existing tenants.	130 YTD	144 YTD							
THH		For THH this is Stage 1 complaints only; LBTH responded to Stage 2's					Whilst the target is being met in Q3 there are a number of long term voids in the pipeline that mean the year end target is at risk.	This includes properties to be demolished for Blackwall Reach, damaged by fire at Hadleigh House, and properties being held to facilitate the decant of Maiting & Brewster Houses.		THH has been unable to agree with Mears, its main repairs contractor, a sound enough methodology, using Mears systems, to produce robust data for this indicator. Performance reported here is based on data from the repairs satisfaction survey carried out by our independent market research partner on our behalf.		Significant workforce absences in our main contractor due to covid-related illness and self isolation has resulted in a backlog of non-emergency repairs which in turn has impacted on satisfaction.		
THCH		100% achieved in December, 90% in November, 64.3% in October. Issues from early in the quarter have been resolved as demonstrated in more recent months figures			We had a backlog of empty homes to relet as covid restrictions were lifted, there has also been an increase in the volume of properties being vacated as the in-borough transfers recommenced. Of the homes we have let 17 are included in the KPI Days to Relet, with an average of 130 days. In total, 45 properties have been let with an average turnaround of 139 days. As at the end of December 2021 we have 17 homes for reletting all at different stages of the voids process. There are an additional 10 properties unavailable to let because of intrusive fire stopping works or as decant properties for existing tenants.	130 YTD	144 YTD							

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Housing Strategy

Page 27

Karen Swift, Director of Housing and
Regeneration

Housing & Regeneration
Scrutiny Sub-Committee

15th March 2022



Housing Strategy 2016-21: Delivery Themes



1. More affordable housing, economic growth and regeneration
2. Meeting people's housing needs
3. Raising private rented housing standards
4. Effective partnership working with residents and stakeholders

Page 28

The Annual Delivery Report Housing and Homes (*Cabinet February 2022*) outlines in greater detail Housing Services key achievements over the last two years arising from the work and actions of Housing services under the delivery themes.



Key Data: Then & now

2016	2022
19,000 on CHR	21,697 (10 January 2022)
53.75% of households are in priority categories 1 and 2	60% of households in priority bands 1 and 2
7,078 of these households are overcrowded	10,335 (48%) Priority category 2 (Band 2A and 2B) which consists of homelessness applicants with children in priority need and overcrowded applicants.
Nearly 2,000 households in TA.	End of Q3 2020/21, LBTH had placed 2,595 in temporary accommodation.
Nearly 8,500 homes have been let in Tower Hamlets over the past four year	Council and RP Social Housing Lettings between 2016 – 2021 = 7,442 <u>NB</u> Pandemic impacted on social housing lettings in 2020/21.
The average cost of a property in LBTH is more than 14 times (£450,000) what a typical essential worker could earn in wages (£35,000)	Land Registry (November 2021) the average house price in Tower Hamlets was £460,472 which is 80% higher than the average house price in England for that same period of £288,130, although at present, the average house price in the borough is less than the London average of £519,934. This may be attributable to the instability and economic uncertainty arising from the pandemic causing lower than usual levels of housing transactions over the last year.
Population of Tower Hamlets to increase by 26% by 2026	GLA has projected the borough's population trend will continue, rising to 372,766 in 2030.
Almost 124,000 homes in the borough(2011), Tower Hamlets had approximately 67,209 homes in the private sector, of which 62% are in the private rented sector (owner occupier and privately rented).	DLUHC data on dwelling stock records for the borough show a figure of 126,103 for 2020. 9% identified as local authority stock, 26% PRP and 65% in the private sector (both owner occupier and privately rented accommodation).
Borough median rents per week in 2016 were as follows: Studio - £290; 1 bedroom - £334; 2 bedroom - £420; 3 bedroom -£522; 4 bedroom - £667	Between October 2020-September 2021, the average median monthly rent in Tower Hamlets was £1,550, compared to median monthly rents in England during the same period averaging at £755 per month.(Source: ONS Private rental market summary statistics in England: October 2020 to September 2021 published December 2021.)
Between 2012-15, LBTH delivered the most affordable homes in an English local authority area with 2,560 affordable homes, higher than any other borough in London and 25% more than England's second city, Birmingham which delivered 1,920 affordable homes.	Total number of affordable homes completions in the borough from 2016-2021 was 4,306. Over this five-year period, this averages at 861.2 homes per year which is meeting only 44% of the annual target of 1,965 affordable homes to be delivered. There have been more affordable homes completed in Tower Hamlets than in any other London Borough, with the second highest number completed by Newham (2,709)
In 2015/16 the Housing Options Team made 656 homeless decisions, during 2014/15 the Housing Options Team prevented over 672 households becoming homeless	In 2020/21, (most recently published and audited DLUHC data), 43.2% of 'homeless approaches' had their homelessness prevented/relieved (exceeding target of 29%). Housing Options worked with 1,935 households assessed as being owed a prevention or relief of homelessness duty and prevented or relieved the homelessness of 959 households

Analysis of data

- Since the last strategy, assumptions and context have been drastically changed and some actions became outdated, with events such as Brexit and the Pandemic overtaking and affecting housing priorities. (Brexit affected housing delivery, costs and availability of material, supply of labour and shortage of skills).
- Focus has been on additional building and fire safety work and the need to provide increased support to vulnerable residents during and after the pandemic – higher costs of living and increase in inflation evidence through rising use of food banks and increase in fuel poverty .
- Data shows the delivery themes remain very much the same.



Key achievements include



- Highest number of affordable homes completed of all London boroughs 2016-2021.
- Produced a self-build policy, guidance document and a list of self-build sites to support Mayoral commitment to support 50 self-build homes between 2018-22.
- Local priority for Intermediate Homes for the initial 3 months of marketing all new Intermediate Housing Schemes built within the borough and developed IHRI.
- Revision and extension of the council's management agreement with Tower Hamlets Homes.
- New ways of working for Housing Options introduced by legislative requirements of the Homelessness Reduction Act (2017) and ongoing work to continue improvements to the customer journey.



Key achievements include

- Publication of the council's current Homelessness and Rough Sleeping Strategy.
- Reviewed selective/additional licensing schemes for PRS with selective licensing scheme extended on 1 October 2020 for 5 more years covering all rented properties within the Weavers, Whitechapel, Spitalfields and Banglatown areas.
- Signed up to London Council's Capital Letters Scheme (PRS accommodation) and London Landlord Accreditation Scheme to improve regulation in the Private Rented Sector.
- Close working with PRS Landlords - a revised Landlord Forum, promotion of Landlord Accreditation and the development of the LBTH Private Renters Charter and forum.



Learning from current strategy



- Multiple actions in the current Housing Strategy (***starter homes, mandatory fixed term social housing tenancies, 'pay to stay', the levy/sale of higher value council housing stock to facilitate the Right to Buy for Housing Association tenants***) are now obsolete as government chose not to implement certain provisions from the Housing and Planning Act (2016).
- Some actions within the current strategy are more operational and should not have been included particularly those which refer to an action which is a statutory duty on local housing authorities (e.g. ***'The council will continue to undertake its statutory responsibilities to ensure private rented sector housing is safe to live in and is well managed'***.) In a new strategy, these will not be included.
- Some actions were deprioritised as a result of circumstances beyond the council's control which have diverted officer resources accordingly - additional building and fire safety work (post Grenfell Tragedy) and the need to provide increased support to vulnerable residents during the pandemic.
- Current strategy is 'heavy' - 72 pages, residents want to know the direction of travel that the council will be taking and the actions to achieve desired outcomes. Next iteration of the strategy should be more succinct and easy to follow with fewer and SMARTer actions which can be monitored over a shorter lifecycle.



Context for a new Housing strategy



- The Pandemic pushed the strategy refresh down the list of priorities and delayed local authority elections. The new administration will shape the council's housing priorities going forward.
- The pandemic has changed the assumptions on which the existing strategy is based so any new strategy will review the situation post-pandemic and Brexit.
- Impacts and duties arising from new and emerging legislation and the changing role of the Regulator of Social Housing. (*Fire Safety Act (2021), Building Safety Bill, Decent Homes Standard Review and impending Renters' Reform Bill*) will also need to be considered within new strategy.
- More recently, officers have been working to co-ordinate the council's efforts to support Afghan families evacuated by the government during Operation Pitting. New migrants and refugees housing needs may also need to be considered in a new strategy moving forward.



Next steps...



- Light touch refresh will be dependent on the incoming administration. Themes may remain broadly the same as previously but will need to reflect incoming administration's housing objectives for the next 4 years.
- Timeframe: scope will start being developed with a new lead member in May/June 2022.
- Scope of the strategy development will include data analysis, identifying priorities and tangible SMART actions, robust consultation and engagement of all stakeholders, and sign off process.
- Not only the Lead Members and Mayor, but all Members including Scrutiny members, and residents will be engaged and consulted during the strategy development process.



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Action Plan Updates

Page 37

MARK Slowikowski
Senior Strategy & Policy Officer

Housing & Regeneration
Scrutiny Sub-Committee

15th March 2022



Agenda Item 3.3

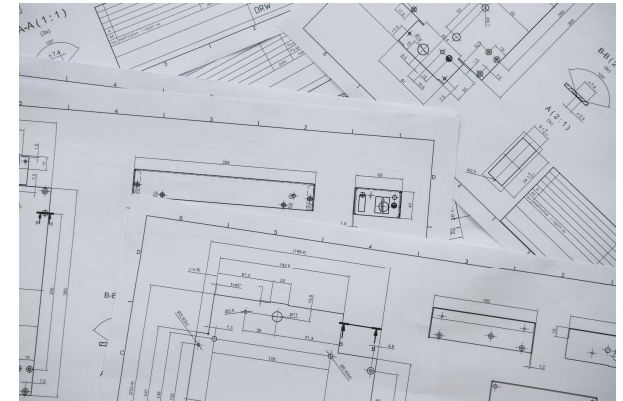
Introduction



This presentation provides members with...

Final updates on two key Action Plans:

- **Open Spaces Action Plan**
- **Homelessness Reduction Act Action Plan**



An update on the

- **Fire Safety Review Recommendations**



Housing Open Spaces Action Plan



The HOSAP was approved by Mayor and Cabinet in November 2019

An update on delivering the actions was reported to this Sub-Committee in April 2021

The Covid-19 Pandemic had delayed delivery of a number of the actions

This final update summarises the work taken to deliver the remaining actions contained in the plan



HOSAP: March 2022 Final Update



Recommendations	Actions Update – March 2022 (Summary)
R1 – Council produces GIS map of housing open spaces, THHF assesses accessibility of open spaces	<ul style="list-style-type: none"> • Funding available to deliver a GIS map • Action for Public Health to implement
<i>R2a – Council to report back to the committee on new developments and their compliance with planning policies</i>	<ul style="list-style-type: none"> • Action completed in March 2021 • <i>This was reported to the sub-committee in April 2021</i>
R2b – Council to explore underutilised spaces with stakeholders - to deliver a balance between competing priorities	<ul style="list-style-type: none"> • The following projects are being implemented: <ol style="list-style-type: none"> 1. Locksley Estate 2. Shelmerdine Close 3. Berner TRA Building
R3 - THHF to develop a good practice guide to achieve quality open spaces (Green communities, growing, access, eco & environmentally friendly grounds maintenance and intelligence based planting)	<ul style="list-style-type: none"> • This action will be delivered by the Public Realm Sub-group of the Tower Hamlets Housing Forum



HOSAP: March 2022 Final Update



Recommendations	Actions
<p><i>R4 - THHF delivers projects – greening/growing/quality open spaces via the Community Involvement Network</i></p>	<ul style="list-style-type: none"> • <i>This action has been completed</i> • <i>The Community Involvement Network worked with the Women's' Network to deliver 7 therapeutic gardens</i> • <i>Funding for other projects has been made available by the council's Partnership Team</i>
<p>R5 – THHF to expand its development programme to cover community greening and growing (available to both residents and horticulture staff)</p>	<ul style="list-style-type: none"> • The new chair of Tower Hamlets Housing Forum is taking these actions forward through the Public Realm Sub-group including: • Housing green flag awards • Intelligence based planting & biodiversity • Benefits of friends groups • Borough approach to community greening and growing • Sharing of good practices • Social enterprises. • Local employment initiatives in horticulture



Homelessness Reduction Act Action Plan



The HRA 1 Year On – Action Plan included recommendations on:

- Benchmarking,
- App development
- Maintaining confidentiality during interviews
- Improving staff satisfaction,
- Promoting good work and best practice,
- IT improvements
- Clearing backlog of homeless assessments



Homelessness Reduction Act Action Plan



Update...

Page 43
HRA 1 Year On Action Plan subsumed and widened by Homelessness Transformation Programme 2021-24

All remaining actions will be delivered through the Homelessness Transformation Programme plan



Fire Safety Scrutiny Review Update



- Actions arising from recommendations in the **Action Plan** are under review by the Fire Safety Group to establish capacity and resources available to deliver or, where there are existing mechanisms in place, gauging how these can be utilised to realise these actions.
- Once determined and agreed, the **Action Plan** will be taken to Cabinet post-election (*Planned for July 2022*) with actions monitored by the Fire Safety Group.

Page 44



Action Plan Updates....



Any Questions?



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