

Housing & Regeneration Scrutiny Sub Committee

Agenda

Thursday, 27 April 2023 6.30 p.m.
Committee Room - Tower Hamlets Town Hall,
160 Whitechapel Road, London E1 1BJ

Members:

Chair: Councillor Abdul Mannan

Vice Chair: Councillor Nathalie Bienfait

Councillor Musthak Ahmed, Councillor Ahmodul Kabir, Councillor Faroque Ahmed,
Councillor Nathalie Bienfait, Councillor Marc Francis and Councillor Asma Islam

Co-opted Members:

Mahbub Anam ((Tenant representative)) and Susanna Kow ((Leaseholder representative))

Deputies: Councillor Bellal Uddin, Councillor James King, Councillor Mohammad Chowdhury, Councillor Saif Uddin Khaled, Councillor Suluk Ahmed and Councillor Leelu Ahmed

[The quorum for this body is 3 voting Members]

Contact for further enquiries:

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



Public Information

Viewing or Participating in Committee Meetings

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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

Thursday, 27 April 2023

6.30 p.m.

APOLOGIES FOR ABSENCE

1. DECLARATIONS OF INTERESTS (PAGES 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. Open Actions

4. REPORTS FOR CONSIDERATION

4.1 Social Housing Landlords Performance Report QTR3 (Pages 19 - 34)

4.2 Changes to Social Housing Regulation (Pages 35 - 48)

4.3 ASB on Housing Estates (Pages 49 - 64)

5. ANY OTHER BUSINESS

Next Meeting of the Housing & Regeneration Scrutiny Sub Committee

Thursday, 27 July 2023 at 6.30 p.m. to be held in Committee Room - Tower Hamlets Town Hall, 160 Whitechapel Road, London E1 1BJ



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.

COMMITTEE, 16/02/2023

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE HOUSING & REGENERATION SCRUTINY SUB COMMITTEE

HELD AT 6.30 P.M. ON THURSDAY, 16 FEBRUARY 2023

**THE COUNCIL CHAMBER, TOWER HAMLETS TOWN HALL,
160 WHITECHAPEL ROAD, E1 1BJ**

Members Present in Person:

Councillor Abdul Mannan (Chair)

Councillor Nathalie Bienfait

Councillor Musthak Ahmed

Councillor Ahmodul Kabir*

Councillor Marc Francis

Councillor Asma Islam

Other Members Present in Person

Councillor Kabir Ahmed -(Cabinet Member for Regeneration, Inclusive
Development and Housebuilding)

Co-Optees Present in Person

Mahbub Anam -(Tenant Representative)

Susanna Kow -(Leaseholder Representative)

Officers Present in Person

Daniel Kerr -(Strategy and Policy Lead)

Jennifer Peters -(Director of Planning and Building Control)

Matthew Wong -(Plan-Making Manager)

Karen Swift -(Director, Housing and Regeneration)

Rafiqul Hoque -(Head of Housing Options)

Riad Akbur -(Service Manager, Homelessness)

Justina Bridgeman -(Democratic Services Officer, Committees)

COMMITTEE, 16/02/2023

Officers Present Remotely:

Nicola Klinger -(Programme Lead – Housing Management Review)

Guest:

Andrea Baker -(Chair of Tower Hamlets Housing Forum (THHF))

David Pace -(Director of Property Services, Swan Housing)

Jackie King -(Assistant Director of Neighbourhoods Swan Housing)

Mayor Lutfur Rahman -(Executive Mayor)

Apologies:

Councillor Faroque Ahmed

* Councillor Ahmodul Kabir informed the sub committee he was unable to attend the meeting in full.

1 DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS

There were no declarations of pecuniary interests.

2. MINUTES OF THE PREVIOUS MEETING(S)

RESOLVED that:

The minutes of the sub committee meeting held on 12 January 2023 were approved and signed as a correct record of proceedings.

- Parking on Housing Estates: ‘Confirmed Clarion use the National Parking Enforcement (NPE) to manage parking on estates and operate the online telephone service and CCTV’.

Cllr Marc Francis updated the sub committee regarding the Clarion parking system, and noted many elderly residents expressed concern that they are unable to utilise the system as access is via an online portal. The sub committee were requested to revisit this issue and the Chair seconded.

3. OPEN ACTIONS

The Mayors Future Meetings with Housing Associations: 20 October 2022 & 12 January 2023. – The Chair to request an invitation to any future meetings with the Mayor and Housing Associations and to provide an update to the sub

COMMITTEE, 16/02/2023

committee. The Chair noted that the planned meeting was postponed and rescheduled for March 2023. An update will be brought to the next Sub Committee meeting on 27 April 2023.

3b Letters to the Mayor and Clarion Housing Association: 20 October 2022. - Councillor Nathalie Bienfait queried if the Mayor sent a letter to the Chair of Spitalfields Housing Association to investigate concerns. A Meeting with the Mayor and the CEO of Spitalfields HA has been rescheduled for March 2023 and an update will be brought back to the sub committee for the next meeting scheduled 27 April 2023.

5.4 Approach and Support to Homeless Applications: 12 January 2023. – Councillor Francis to forward queries sent to officers regarding the approach and support to homeless applications to the sub committee.

Councillor Francis subsequently requested Karen Swift forward answers to the initial request made on 20 October to submit the council's KPI for customer satisfaction, response times and performance. This included a breakdown on how personal housing plans are measured by quality of service, as well as queries on the discharge of duty for homeless applicants to the private sector and the suitability of temporary accommodations. Further details on this can be found in item 4.3 of this meeting.

4.1 Social Landlords Performance Report: 12 January 2023. - RP's TSM measures be brought to the sub committee once finalised as a briefing paper.

4.1b.Details on the additional costs incurred to residents who were provided with temporary fan heaters to be submitted for Bow East and West wards. An update on compensation for residents who incurred additional heating and water costs to the sub committee for 27 April meeting and queried why this was not a retrospective payment.

4.1c A comprehensive report on the THH major works programme to be brought back to the sub committee for 27 April 2023 meeting.

4.1d Further discussions with THH and sub committee members on poor response times and contractor issues to take place outside of this meeting

RESOLVED that

1. An update on the meeting between the Mayor and the CEO of Spitalfields Housing Association to be brought to the next Sub Committee meeting on 27 April 2023.
2. An update on compensation for residents who incurred additional heating and water costs to be brought to the sub committee for 27 April meeting.

COMMITTEE, 16/02/2023

3. An update on the comprehensive report on the THH major works programme to be brought to the sub committee meeting on 27 April 2023.

4. REPORTS FOR CONSIDERATION

4.1 Polydamas Close Overview: Landlords Response

Representatives from Polydamas Close did not appear at the sub committee, instead David Pace, Director of Property Services and Jackie King, Director of Neighbourhoods, Swan Housing Association, provided an update on matters after cutting off the gas supply for safety reasons.

Further to questions by the sub committee, David Pace and Jackie King;

- Conceded that there were a series of events prior to the incident, and engagement with the contractor could have been swifter to rectify issues. The Health and Safety Executive (HSE) are currently investigating.
- A digital platform has been established to gather customer satisfaction responses, and a 360 'Ask Questions' document has been compiled for residents listing temporary accommodation in the area, following the shortages experienced at the time of the incident. ICAB are Swan's preferred specialist for emergency accommodation, however, the incident coincided with the marathon and caused booking complications.
- Noted that all damp and mould is reported to the main repairs team for removal, and reoccurring reports are monitored regularly on an operational and executive level. There are presently 44 cases in the housing stock.
- Clarified that all residents have been paid compensation for additional costs incurred for heating and electricity. Good will gestures of £100 were paid to residents for missed appointments and electric efficient Mira showers installed have not been removed unless requested.
- Clarified that the 360 feedback report findings, further resident responses and Tower Hamlet Key Performance Indicators (KPI's) will be brought back to the sub committee once completed in April 2023.

Following comments from David Pace and Jackie King, the sub committee:

- Thanked Swan Housing Association for their feedback, acknowledging issues which resulted in the displacement of residents, and the swift compensation payments made.
- Suggested that feedback from staff members would be beneficial in establishing how events could have been better managed.

COMMITTEE, 16/02/2023

RESOLVED that

1. The 360 Feedback Report, resident's responses and KPI's to be brought back to the sub committee once completed in April 2023.
2. The presentation be noted.

4.2 Future of Housing Management Services – Consultation Outcome

Councillor Kabir Ahmed, Cabinet Member for Regeneration, Inclusive Development and Housebuilding, Karen Swift, Director of Housing and Regeneration and Nicola Klinger, Programme Lead – Housing Management Review, updated the sub committee on outcomes from the consultation with Tower Hamlets Homes (THH) including resident engagement, governance arrangements and planned improvements.

Further to questions by the sub committee, Councillor Kabir Ahmed and Karen Swift;

- Explained that following the survey, around 1,444 residents supported the proposal and requested further engagement in the process to improve services.
- Confirmed that a smooth timeline of transition is preferred during this year, although the contract officially ends in April 2024. This will allow for detailed staff discussions to take place and ensure service levels stay consistent. THH will be moving over to Tower Hamlet's new Whitechapel site by March 2023.
- Noted that the majority of concerns related to call handling and repairs. The project team will implement suitable provisions to improve customer services and monitor contractors regarding repair failures. A detailed report on the structure of housing management services will be brought back to the sub committee for review once completed.
- Further investment will be made to services and organisational streamlining will be achieved to eliminate duplications and make savings. This will ensure smoother service provision, clarity for residents and increased tenant satisfaction.
- Noted that ensuring THH are fully prepared with the Tenant Satisfaction Measures (TSM), which forms part of the government's Social Housing Regulation Bill is a top priority, as accountability for housing failures will lie directly with Tower Hamlets if and when THH come back in-house.

COMMITTEE, 16/02/2023

- Explained that conversations are ongoing regarding future housing stock for the borough, and further details will be brought back to the sub committee once completed.

Following comments from Councillor Kabir Ahmed and Karen Swift, the sub committee;

- Thanked the project team for a thorough and responsive consultation and capturing all residents views, as well as including governance arrangements.
- Requested that the project team continue to deal with call handling concerns raised by residents and that ongoing engagement is maintained. This also applies to caretakers and shared services, such as community gardens and waste management.
- The Chair will request Cabinet members give consideration to increase the number of sub committee meetings, to allow more in-depth analysis of housing matters to take place.
- Suggested that more emphasis should be placed on supporting the Tenants and Leaseholders forum and Tenants and Residents Associations (TRA) for residents to raise concerns.

RESOLVED that

1. A detailed report on the structure of housing management services will be brought back to the sub committee for review once completed.
2. The Chair will request Cabinet members give consideration to increase the number of Housing and Regeneration Scrutiny Sub Committee meetings, to allow more in-depth analysis of housing matters to take place.
3. The report be noted.

4.3 Homeless Applications: How can the service be improved?

Karen Swift, Director of Housing and Regeneration, Rafiqul Hoque, Head of Housing Options, and Riad Akbur, Service Manager, Homelessness, introduced the presentation which requested sub-committee members examine the key performance indicators on homelessness and the action taken for improvement.

Further to questions by the sub committee, Karen Swift, Rafiqul Hoque and Riad Akbur;

- Clarified that all attempts are made to keep residents in Tower Hamlets, however, due to a scarcity in housing stock only 50% of homeless residents are placed in temporary accommodation within the borough. The remainder

COMMITTEE, 16/02/2023

are placed in neighbouring areas where possible. All applications are dealt with on an individual basis and priority is placed on educational, medical or support needs.

- Explained that it is difficult to estimate how long families remain outside the borough, as each circumstance differs.
- Noted that consideration is being given to investing in modular homes and temporary accommodation, to ease the housing shortage and allow residents to remain in the borough.
- Explained that Local authorities have a 56-day relief duty for homeless residents. The council has adopted the discharge of duty to the private rented sector (PRS) to alleviate homelessness for around 2,000 families. As affordable housing stock is scarce, this can be the best option.
- Clarified that service delivery has changed post pandemic with over 50 applications a week undertaken via the automated call service. There are plans to increase the number of Resident Hubs in Isle of Dogs, Lansbury, Bethnal Green, Bow and Chrisp Street for face-to-face interaction with residents and staff.

Following comments from Karen Swift, Rafiqul Hoque and Riad Akbur, the sub committee;

- Thanked them for the in-depth report, the hard work being done to clear the backlog of cases and welcomed the details on customer satisfaction in regard to how cases are handled.
- Requested a written update on the discharge of duty to PRS, and consideration be given to a temporary suspension, as many families have been offered PRS accommodation outside the borough which is unaffordable.

RESOLVED that

1. A written update on the councils discharge of homelessness duty to PRS be brought to the sub committee for review at the next meeting in April 2023.
2. The presentation be noted.

4.4 Developing a new Local Plan

Jennifer Peters, Director of Planning and Building Control, and Matthew Wong, Plan Making Manager, introduced the presentation which reviewed planning and building development proposals and how this can be used to deliver priorities for Tower Hamlets.

COMMITTEE, 16/02/2023

Further to questions by the sub committee, Jennifer Peters and Matthew Wong;

- Clarified that early engagement will be taking place to understand residents and stakeholders requirements and views, which will be used to develop the Local Plan and create the right policies for the borough.
- Explained that regular engagement with the Greater London Assembly (GLA) is ongoing to ensure all policies are in conformity with the London Plan. The GLA will respond to the formal stages of consultation known and the regulation 18 and 19 consultations).
- Clarified that all neighbourhood planning forums have been included and the creation of an interactive 'story map' aims to convey the Local Plan more easily. There are also drop-in sessions for residents to contribute their ideas and engage in the process.
- Confirmed that Whitechapel North has been added to the Local Plan and consideration will be given on how new homes, open spaces and infrastructure can be provided in the area. Details will be added to the Local Plan draft during the second stage after the consultation period.
- Noted that a 'Development Co-ordination Group' has been set up in the Isle Of Dogs to manage borough construction and inform residents of road closures.

Following comments from Jennifer Peters and Matthew Wong, the sub committee;

- Suggested Officers fully consider residents needs and the environmental impacts in their approach to the Local Plan.
- Requested Officers come back to the sub committee with regular updates.

RESOLVED that

1. The presentation be noted.

5 ANY OTHER BUSINESS

None

The meeting ended at 8.59pm

Chair, Councillor Abdul Mannan

Housing and Regeneration Scrutiny Sub Committee

Housing & Regeneration Scrutiny Sub-Committee
27th April 2023

Open Actions:

No.	Reference	Action	Assigned to:	Due Date	Response
2022/2023 – Housing and Regeneration Scrutiny Sub Committee					
Previous Meeting - 16th February 2023					
3	Open Actions	An update on the meeting between the Mayor and the CEO of Spitalfields Housing Association to be brought to the next Sub Committee meeting on 27 April 2023.	Cllr Abdul Mannan (Chair)	27 th April 2023	<p>The Mayor met with the CEO and Board Members of Spitalfields HA on Tuesday 28th March 2023.</p> <p>The court case that had previously prevented the Spitalfields CEO from attending HRSSC meetings is ongoing, although an injunction has recently been granted against the former Board member involved in this this court case.</p> <p>The Mayor and Cllr Ahmed explained the role of scrutiny and impressed upon board members the importance of their attendance once the court case has concluded and the need to try and work with the council, in a conciliatory manner, for the benefit of residents. They were also asked to provide some written information on how their estate management service is organised and delivered.</p> <p>The Spitalfields CEO requested a formal response to the letter he sent to the former Chair of H&RSSC on 19th October 2021.</p>
3	Open Actions <i>(12th January 2023 meeting)</i>	An update on compensation for (Clarion HA) residents who incurred additional heating and water costs to be brought to the	Karen Swift Housing and Regeneration Director	27 th April 2023	Clarion do not hold details on costs incurred by residents, but the inconvenience payment is £5 each for heating and hot water, and the payment starts after seven days consecutive loss of service. If no heaters have been offered (or if someone has refused them), then heating is compensated from the start.

Housing & Regeneration Scrutiny Sub-Committee
27th April 2023


Page 16		subcommittee for 27 April meeting.	Shalim Uddin Partnerships Officer Strategy and Policy		<p>The £5 is for the inconvenience of loss of service, but it would be reasonable to assume that it would help cover any costs for alternative provision.</p> <p>The reason it's given from the first day, if no heaters are provided, is that the resident has potentially experienced undue discomfort. With a temporary heater, at least they can keep themselves warm, but without one, their discomfort will have been immediate.</p> <p>Clarion only pay after seven days, generally, because there has to be a reasonable opportunity to fix the repair – it is reasonable that things do break down and Clarion should be given reasonable time to fix them.</p>
	Open Actions <i>(12th January 2023 meeting)</i>	An update on the comprehensive report on the THH major works programme to be brought to the subcommittee meeting on 27 April 2023.	Karen Swift Housing and Regeneration Director Tracy St. Hill RP Partnerships Development Officer	27 th April 2023	This will be put forward for inclusion in the 2023/24 H&RSSC work programme.
	3 Social Landlord's Performance Report <i>(12th January 2023 meeting)</i>	Details on the definitive set of RP's TSM's to be brought to the sub-committee once published	Karen Swift Housing and Regeneration Director Una Bedford Strategy and Policy Officer	27 th April 2023	The briefing note was circulated to Members on 12 th April 2023

Housing & Regeneration Scrutiny Sub-Committee
27th April 2023

4.1	Swan HA Presentation (Polydamas Close)	The '360 Feedback Report', residents' responses and KPI's to be brought back to the subcommittee once completed in April 2023	Karen Swift Housing and Regeneration Director Shalim Uddin Partnerships Officer Strategy and Policy	27 th April 2023	This information is not available yet. It will be circulated to Members ahead of their first meeting in 2023/24.
4.2	Future of the Housing Management Service - THH Consultation Outcome	A detailed report on the structure of improvements will be brought back to the subcommittee for review once completed.	Karen Swift Housing and Regeneration Director Tracy St. Hill RP Partnerships Development Officer	27 th April 2023	This information is not available yet. It will be put forward for inclusion in the 2023/24 H&RSSC work programme as part of an ongoing progress report on bringing the housing service back in house.
4.2	Future of the Housing Management Service - THH Consultation Outcome	The Chair will request Cabinet members give consideration to increase the number of Housing and Regeneration Scrutiny Sub Committee meetings, to allow more in-depth analysis of housing matters to take place.	Cllr Abdul Mannan (Chair)	27 th April 2023	The Chair has spoken with the Mayor on this issue and it is not possible to increase the number of H&RSSC meetings held this year (2023/24)
4.3	Homelessness Applications	A written update on the councils discharge of homelessness duty to PRS be brought to the subcommittee for review at the next meeting in April 2023.	Karen Swift Housing and Regeneration Director Shalim Uddin Partnerships Officer Strategy and Policy	27 th April 2023	A briefing paper has a been drafted and will be discussed with the Mayor. Once approved, the briefing note will be circulated to Members of the H&RSSC.

Housing & Regeneration Scrutiny Sub-Committee
27th April 2023

4.4	Developing a new Local Plan	Requested Officers come back to the subcommittee with regular updates.	Jennifer Peters Director of Planning & Building Control	2023/24	This will be put forward in the 2023/24 H&RSSC work programme.
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<p>Non-Executive Report of the:</p> <p>Housing & Regeneration Scrutiny Sub Committee</p> <p>27th April 2023</p>	 <p>TOWER HAMLETS</p>
<p>Report of Ann Sutcliffe Corporate Director of Place.</p>	<p>Classification: Unrestricted</p>
<p>Social Housing Landlords Performance Report – Qtr3 2023</p>	

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 subsequently tenants and residents can be assured they are delivering effective and customer focused services. The performance report attached at **Appendix 1** provides cumulative performance data for quarter three of the Social Landlords with homes in the borough.

Recommendations:

The Housing and Regeneration 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 Registered Provider (RP) social landlord performance twice a year during quarter two and end of year period of quarter four. This is to oversee trends specific to frontline delivery of services such as repair response times and resident satisfaction to name a few. Furthermore, this allows the scrutiny group to discuss other salient matters during the sessions which otherwise would be time constrained.

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 purposes.
- 3.2** The agreed Performance Management Framework is a set of key performance indicators (KPI's). Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing and the Housing Scrutiny Sub Committee. Good performance from RPs supports the Council in ensuring the borough is one where residents are proud to live.
- 3.3** Each RP has governance arrangements for the scrutiny of performance. Targets are set and scrutinised by RP Boards.
- 3.4** Appendix 1 sets out performance for quarter three. Six of the fourteen RPs produce borough specific data (Gateway, Poplar HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, Eastend Homes and Spitalfields).

Remaining RPs, which operate across more than one local authority area, are not always able to provide borough-specific data.

- 3.5** Where applicable, RPs provide their targets. These will be in place until the Regulator of Social Housing's Tenant Satisfaction Measures (TSM's) are introduced from April 2023, and first reported to the Regulator in 2024.
- 3.6** The table below shows current KPIs collated and approved by THHF.

Indicator	Format
Number of stage 1 complaints received	Number
% Of complaints responded to within target time	%
Number of stage 2 complaints received	Number
Number of ME/MP enquiries received	Number
Total number of re-lets	Number
Average re-let time in days (standard re-lets)	Number
Average re-let time in days (major works units, including time spent in works)	Number
Number of units vacant but unavailable for letting at period end	Number
Total number of emergency repairs completed year-to-date	Number
Total number of non-emergency repairs completed year-to-date	Number
% Of repairs appointments made	%
% Of repairs appointments kept	%
% Satisfaction with repairs	%
The number of properties which had their gas safety record renewed by their anniversary date	Number

Indicator	Format
FRA on number of buildings over 18 metres	Number
General Needs Stock Number	Number

- 3.7** RPs pursue improvement in all aspects of service delivery. A host of variables affect performance, not all within the control of the RP. For example, contractor capacity and material shortages will affect repairs.

4. Quarter three items of note and observations

4.1 Complaints

Tower Hamlets Homes – received an increased number of complaints from 472 in Q2 to 511 in Q3. They also had a huge spike in member enquiries from 312 in Q2 to 445 in Q3. THH stipulated this is due to “the mobilisation of the new repair contracts”.

THCH responded to only 64% of complaints within target time despite only receiving seventeen stage 1 complaints and 3 stage 2 complaints. THCH (64%), Clarion (67%) Notting Hill Genesis (69.7%) all achieved under 70% for percentage of complaints responded within target time for quarter three.

Clarion was unable to provide data on re-let time/s and emergency repairs as they are using an interim system set up during the cyber-attack. They will be able to provide full complement going forward. Other than this there is no other drastic changes from last quarter in performance for any of the THHF member Rps for complaints.

4.2 Repairs

Repairs performance from Providence Row has been low for quarter two and three. Percentage of repairs appointments made by them for the qtr 3 was only 33.6%.

Providence Row explained they have been involved in tendering exercise to replace their main contractor over the past several months and a new contractor has been recently appointed. Mobilisation meetings have commenced for the new contract in advance of their start date. The RP expects this to have a positive impact on this performance indicator for the forthcoming quarters. The Rp anticipates seeing an improvement in performance when the new contractor commences.

For the KPI of Percentage of satisfaction with repairs - IT issues have caused Poplar HARCA significant problems in obtaining accurate figures. Therefore, they were unable to include these within their Qtr3 submission. HARCA are presently rectifying this problem and with optimism will endeavour to retrospectively provide Qtr3 alongside their Qtr4 submission.

L&Q (77.3%) and Notting Hill Genesis (72%) achieved the lowest for percentage of repair appointments kept.

In addition, L&Q (70.5%) and Peabody (75%) had the lowest satisfaction percentage for repairs KPI.

4.3 Relets/ Voids

Average re-let time in days- L&Q report for standard re-lets this is 304. This is quite a large concerning number if accurate as this is almost double to the last quarter (Qtr2).

L&Q have recently signed contracts for a 2bn major works programme with ten partners. The councils Partnerships Officer is currently in the process of seeking if any investment will be made towards stock in Tower Hamlets. If so, the type and level of works L&Q will be expecting to implement.

Poplar HARCA witnessed a decline since last quarter going from 162 days to 202 days. East End Homes reported one of the worst figures (123 days) but did not provide data from last quarter for a comparison to be made.

THCH (43 days) had a highest average re-let time in days as did Notting Hill Genesis (46 days). (Not including major works). This is aside from the anomaly of L&Q who reported 304 days.

THCH rose from one vacant but unavailable property to six vacant this quarter whilst L&Q more than doubled from 19 to 40.

5 Areas of progression

5.1 Complaints

Although THCH only responded to 64% of complaints received within target time they have improved from the previous quarter's stats of (38% responses within target time for two and stage 1 complaints). However, the landlord provided no supplementary commentary with their quarter KPI submissions. With regards to the KPI of percentage of complaints responded within target time. One Housing Riverside along with Spitalfields and Tower Hamlets Homes were the superior performers amongst the RP's, and all achieved 100%.

5.2 Repairs

With regards to repair appointments kept the RPs who displayed exemplary performance were THCH (98.79%) and East End Homes (97.96%).

For satisfaction of repairs both Eastend Homes (96%) and Providence Row (94%) came out on top.

5.3 FRA

All of the RPs apart from Southern Housing reported 100% on "FRA on percentage of buildings over 18 metres". Southern provided no stats for this KPI within their submissions.

5.4 Relet / Void turnaround times.

Tower Hamlets Homes (21 days) and Peabody (16 days) had the fastest average times and were the best performing.

Notting Hill Genesis improved their average re-let time for major works by over days (from 178 days to 77 days). Providence Row also went from 108

days to 77 days. Swan improved on their relets and void turnaround times from the previous quarter by going down from 12 to 2 days for Qtr3.

6 General Updates

6.1 TSM's (Tenant Satisfaction Measures)

The definitive set of 22 Tenant Satisfaction Measures (TSMs) was released by the RSH in October 2022. Collection of the first year's data will commence on 1 April 2023 concluding on 31 March 2024 and reported annually thereafter. Ten of the measures are landlord data; 12 tenant perception indicators.

6.2 Please see list below outlining TSM questions being asked of all RPs by the Regulator of Social Housing as of April 2023.

TSM Questions	Measured via
Overall satisfaction	Tenant perception survey
Satisfaction with repairs	Tenant perception survey
Satisfaction with time taken to complete most recent repair	Tenant perception survey
Satisfaction that the home is well-maintained	Tenant perception survey
Homes that do not meet the Decent Homes Standard	Landlords' management information
Repairs completed within target timescale	Landlords' management information
Satisfaction that the home is safe	Tenant perception survey
Gas safety checks	Landlords' management information
Fire safety checks	Landlords' management information
Asbestos safety checks	Landlords' management information
Water safety checks	Landlords' management information
Lift safety checks	Landlords' management information
Satisfaction that the landlord listens to tenant views and acts upon them	Tenant perception survey
Satisfaction that the landlord keeps tenants informed about things that matter to them	Tenant perception survey
Agreement that the landlord treats tenants fairly and with respect	Tenant perception survey
Satisfaction with the landlord's approach to handling of complaints	Tenant perception survey
Complaints relative to the size of the landlord	Landlords' management information
Complaints responded to within Complaint Handling Code timescales	Landlords' management information
Satisfaction that the landlord keeps communal areas clean and well-maintained	Tenant perception survey
Satisfaction that the landlord makes a positive contribution to neighbourhoods	Tenant perception survey
Satisfaction with the landlord's approach to handling anti-social behaviour	Landlords' management information
Anti-social behaviour cases relative to the size of the landlord	Landlords' management information

6.3 RP's actions to implement TSM's

With the launch of TSMs RPs are reviewing data collection with a focus on ensuring they meet strictly defined regulatory requirements.

RP actions preparing for TSMs include:

Making sure they understand the TSM standard/s, Set-up project teams responsible for delivery. Reported to their Committees and Boards, Explored baselines, methodology, sampling and data capture.

Furthermore, RP's reviewed data integrity, attended network groups, benchmarking groups and webinars. They launched real-time website performance dashboards. RP's reviewed guidance and definitions to ensure they were compliant. Various RP's held workshops and 'dry runs' piloting satisfaction questions and re-procured satisfaction survey contracts.

6.4 Condensation, Damp and Mould

The council's CDM working group discussed how landlords, Council and Health colleagues can work together to support those affected. Health colleagues expressed concerns regarding cases from their surgeries. They mentioned being inundated with requests to support re-housing applications for overcrowded families, especially where there were exacerbating factors such as respiratory illness.

The following actions were agreed:

- Council to share RP contact list with health professionals.
- Council leaflet on Condensation Damp and Mould to be considered in video format.
- Consider developing a video for residents on how to make better use of space.
- Potential for role models/champions in the community to help others with better use of space.
- Consider campaign on housing shortage and the impact of the Right to Buy
- Use of moisture monitors; show the findings of the Tower Hamlets Homes pilot when available

The multiagency group will endeavour to continue meeting and explore how to combat CDM.

7 Equalities implications

- 7.1** 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.

8 OTHER STATUTORY IMPLICATIONS

- 8.1** 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.

8.2 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.

8.3 Another indirect Best Value Implication is a landlord's ability to ensure its general needs income target (rent collection) is achieved.

8.4 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.

8.5 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.

8.6 There are no direct environmental implications arising from the report or recommendations.

9. COMMENTS OF THE CHIEF FINANCE OFFICER

9.1 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.

10 COMMENTS OF LEGAL SERVICES

10.1 This report is recommending that the Housing and Regeneration Scrutiny Sub-Committee review the performance of individual Social Landlords during Q2 & Q3 of 2022-2023.

10.2 Regeneration agency Homes England and the Regulator for Social Housing (RSH) focus their regulatory activity 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.

10.3 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

10.4 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.

10.5 The Council has no power to act against any Social Landlord (other than THH which it monitors already) but one of its Community Plan aspirations is for Tower Hamlets to be a place where people live in a quality affordable housing with a commitment to ensuring that more and better-quality homes are provided for the community.

10.6 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.

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

Linked Reports, Appendices and Background Documents

Linked Report

- None

Appendices

- Social Housing Landlords Performance KPI sheet quarter three (2023)
- Supporting commentary and explanations from social landlords as submitted alongside their KPI submissions. (2023)

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 / Place directorate)

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THHF Qtr3. (2023) Quartile Report										
Organisation	Qtr	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) 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
Clarion Housing	Q3	124	67%	26	159	34	N/A	N/A	8	N/A
Eastend Homes	Q3	79	84%	6	109	52	27.2	123.0	12	3413
Gateway HA	Q3	93	We are currently reviewing our complaints process and how they have been looged since 1st April 2022 so we are unable tp provide an accurate calculation	1	17	20	24	41	No data due to system error	2145
L&Q	Q3	263	77%	263	28	7	304	0	40	1304
Notting Hill Genesis	Q3	50	70%	5	26	16	53	77	5	24,512
One Housing	Q3	117	100%	16	71	62	40.62	48.9	16	5090
Peabody	Q3	13	71%	4	4	17	24	40	5	1978
Poplar HARCA	Q3	86	91%	8	150	34	N/A	202.6	12	5,025
Providence Row HA	Q3	4	71%	0	0	2	There were no standard works re-lets of GN flats during the period.	77	0	238
Southern HG	Q3	129	84%	28	164	0	0	0	1	0
Spitalfields HA	Q3	7	100%	2	18	2	15	43	1	263
Swan HA	Q3	68	68%	6	58	26	16	31	2	1505
THCH	Q3	17	64%	3	70	18	36	87	6	963
THH	Q3	511	100%	68	445	63	16.26	33	103	20,792
Bottom quartile		17	70.68%	3	18	7	16	33	75679	963
3rd quartile		79	80.60%	6	58	18	24	43	13	1978
2nd quartile		117	93.25%	16	109	34	38	77	6	5025
Top quartile		511	100.00%	263	445	63	304	203	2	24512

Key

N/A OR NO DATA PROVIDED / AWAITING DATA SUBMISSION

90-100% or low number

80-90%

80% or lower / high number

GN STOOCK NUMBERS

Mixed Data

KPIs 1,4,7, 9,10,12,13 and 17

No grading.

THHF Qtr3. (2023) Quartile Report		Mixed data	Mixed data	Mixed data				
Organisation	Qtr	Q10 Total number of non-emergency repairs completed year-to-date	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			N/A	N/A	329	100%	3408
Eastend Homes	Q3	6707	72.39%	97.96%	96%	1418	100%	2239
Gateway HA	Q3	6816	We will not be providmng this as we are not able to provide % based on internal DLO & Contractor jobs	We will not be providmng this as we are not able to provide % based on internal DLO & Contractor jobs	83%	1855	100%	1914
L&Q	Q3	3442	44	77%	71%	1015	100%	1363
Notting Hill Genesis	Q3	75,679	Data not available	72%	84%	100%	100%	1875
One Housing	Q3	12464	99.7%	97%	82%	2284	100%	2873
Peabody	Q3	5372	2167	90%	75%	100%	100%	1938
Poplar HARCA	Q3	11,919	100%	N/A	N/A	4718	100%	5,013
Providence Row HA	Q3	1092	33.60%	86%	94%	62	100%	88
Southern HG	Q3	92	Our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple "Appointment Made" events against repair	Our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple "Appointment Made" events against repair	98%	100%	No data provided	1632
Spitalfields HA	Q3	1373	94%	99%	92%	163	100%	745
Swansea HA	Q3	6784	96%	96%	89%	100%	100%	1658
THCH	Q3	3926	100%	99%	82%	100%	100%	1999
THH	Q3	35,568	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.	88%	2470	100%	11586
Bottom quartile		75679	2167	99%	98.0%	471800.00%	100.00%	11586
3rd quartile		11919	1	98%	92.5%	185500.00%	100.00%	2239
2nd quartile		6707	1	96%	85.6%	16300.00%	100.00%	1914
Top quartile		3442	1	86%	82.0%	100.00%	100.00%	1632

Key
N/A OR NO DATA PROVIDED / AWAITING DATA SUBMISSION
90-100% or low number
80-90%
80% or lower / high number
GN STOOCK NUMBERS
Mixed Data
KPIs 1,4,7, 9,10,12,13 and 17
No grading.

QTR3 COMMENTARY

	Qtr	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) days
Clarion Housing	Q3	Complaints & Peer Reviews •In Q3 we received 124 complaints. •The main reasons were: oCyber incident. oRepairs are highest complaint type with the highest amount relating leaks, Damp & Mould. •Peer Reviews received reduced by 30% in comparison to last year.	Complaints & Peer Reviews •In Q3 we received 124 complaints. •The main reasons were: oCyber incident. oRepairs are highest complaint type with the highest amount relating leaks, Damp & Mould. •Peer Reviews received reduced by 30% in comparison to last year.	Complaints & Peer Reviews •In Q3 we received 124 complaints. •The main reasons were: oCyber incident. oRepairs are highest complaint type with the highest amount relating leaks, Damp & Mould. •Peer Reviews received reduced by 30% in comparison to last year.	Member Enquiries •We have received 159 Member Enquiries which is a 12% reduction from last year, •The main Member Enquiry issues/trends reported are as follows: oLeaks oDamp and Mould oParking oASB	No comments	Following cyber attack in June, we remain unable to provide this figure.
Eastend Homes	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Gateway Housing Association	Q3	No comments	No comments	No comments	No comments	No comments	No comments
L and Q	Q3	we don't categorise complaints received as Stage 1 or Stage 2	No comments	we don't categorise complaints received as Stage 1 or Stage 2	No comments	General Needs only	General Needs only
Notting Hill Genesis	Q3	Targets are overall and not per borough	All boroughs	Targets are overall and not per borough	Targets are overall and not per borough	General Needs. No Target	General Needs. Targets are overall and not per borough
One Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Peabody	Q3	No comments	Where we were not able to provide a full response to the complaint within the 10day target time, we provided an interim update to the resident to keep them informed whilst we worked on the full response and resolution.	No comments	No comments	No comments	No comments
Poplar HARCA	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Providence Row Housing Association	Q3	We do not have a target for the number of complaints that are received	Four Stage 1 complaints were received from general needs tenants during the quarter. Of these three were related to repairs (two responded to within timescale, one outside of timescale). We are working with our internal departments to improve response times. The fourth complaint relates to rent issues and is currently undergoing investigation for a response.	We do not have a target for the number of complaints that are received	We do not have a target for the number of ME / MP enquiries received (only for the percentage of ME / MP enquiries responded to within target time).	There were two re-lets of GN properties within the quarter. Both were major works voids.	There were no standard works re-lets of GN flats during the period.
Southern Housing Group	Q3	There are no KPI targets for complaints	No comments	No comments	This is for the whole of London	No comments	No comments
Spitalfields Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Swan Housing Association	Q3	No comments	No comments	No comments	No comments	No comments	Fortnightly void meetings to review performance
Tower Hamlets Community Housing	Q3	No comments	No comments	No comments	Huge volume of ME's received.	No comments	No comments
Tower Hamlets Homes	Q3	The figures here represent an increase on both Stage 1 complaints and Members Enquiries received in Q3 compared to Q2. This has been largely driven by the mobilisation of the new repair contracts.	No comments	No comments	The figures here represent an increase on both Stage 1 complaints and Members Enquiries received in Q3 compared to Q2. This has been largely driven by the mobilisation of the new repair contracts.	No comments	No comments

QTR3 COMMENTARY

	Qtr	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	Percentage of repair appointments made	Percentage of repair appointments kept
Clarion Housing	Q3	Following cyber attack in June, we remain unable to provide this figure.	No comments	We have had to put ‘n/a’ for some KPIs as we were unable to provide data on repairs due to limitations with our interim system (set up during the cyber attack). We hope to be able to provide full data, going forward, within the next few months.	See KPI 9 for commentary	See KPI 9 for commentary	See KPI 9 for commentary
Eastend Homes	Q3	No comments	No comments	No comments	No comments	KPI considers appointments booked at job issue stage. During October and November approx. 1000 orders were issued for the installation of CO detectors/ smoke alarms and these jobs were appointed by the contractor	No comments
Gateway Housing Association	Q3	No comments	No data due to system error	No comments	No comments	No comments	No comments
L and Q	Q3	No comments	General Needs only	No comments	No comments	total not percentage	No comments
Notting Hill Genesis	Q3	General Needs. No Target	General Needs. No Target	All boroughs	All boroughs	Data not available	Wates only
One Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Peabody	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Poplar HARCA	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Providence Row Housing Association	Q3	There were two re-lets of GN properties that underwent major void works within the quarter. In addition to the major works, once ready to let we experienced difficulties in letting both properties via CHR due to prospective tenants rejecting offers or not showing up for viewings. This extended the void periods for both properties	At the end of Quarter 3, there was one void GN unit but this was made ready to let shortly before the end of quarter (22nd December).	We do not have a target for the number of emergency repairs completed year to date. We monitor emergency repairs completed / attended to and made safe within timescales.	We do not have a target for the number of non-emergency repairs completed year to date. We monitor non-emergency (urgent and routine) repairs completed within timescales.	We have no separate target for the percentage of repairs appointments made. The majority of our stock (and repairs undertaken) is within supported accommodation that is staffed 24 hours per day. Appointments are not always necessary within those properties, hence the low percentage of appointments made in relation to the overall number of repair orders raised.	This is under target and a fall in relation to the end of Quarter 2 figure (which was 96.4%). We have been involved in tendering to replace our main contractor over the past several months and a new contractor has been appointed. Mobilisation meetings have started for the new contract in advance of their start date. We expect this to have a positive impact on this performance indicator.
Southern Housing Group	Q3	No comments	No comments	No comments	No comments	In respect of the former SHGL homes in LBTH, our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple “Appointment Made” events against repair orders within our Orchard system. For this reason we have not submitted this metric previously.	In respect of the former SHGL homes in LBTH, our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple “Appointment Made” events against repair orders within our Orchard system. For this reason we have not submitted this metric previously.
Spitalfields Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Swan Housing Assanation	Q3	No comments	No comments	No comments	No comments	We are not sure what this is asking for.	Improvement plan in place with our partners
Tower Hamlets Community Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Tower Hamlets Homes	Q3	No comments	This includes decanted properties at Malting & Brewster Houses and properties being held for decants at Angela Court. It also includes vacant 'residential' units at Robin Hood Gardens though it excludes vacant 'temporary' units there.	No comments	No comments	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.

QTR3 COMMENTARY

	Qtr	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
Clarion Housing	Q3	See KPI 9 for commentary	<p>This quarter we have seen a decrease in overdue numbers.</p> <p>Our contractor in the area has been working hard to reduce the numbers and continue to remain committed to achieving high compliance figures</p> <p>Out of the 333 gas safety records which were due, we were unable to complete 4 by the one year anniversary. These are difficult access issues and require court action to gain access</p>	No comments
Eastend Homes	Q3	No comments	No comments	No comments
Gateway Housing Association	Q3	No comments	No comments	No comments
L and Q	Q3	No comments	No comments	No comments
Notting Hill Genesis	Q3	YTD Figure	No comments	No comments
One Housing	Q3	No comments	No comments	No comments
Peabody	Q3	No comments	No comments	No comments
Poplar HARCA	Q3	IT issues have this quarter has caused us problems in getting accurate figures, so cannot provide. We are working on a fix and will be able to update and confirm Q3 when we submit next quarters	No comments	No comments
Providence Row Housing Association	Q3	Target met	<p>The figures reflect 1 unit out of timescale at the end of Quarter 3. It relates to an extremely vulnerable tenant had been consistently refusing access, but where capping was not felt appropriate as part of the steps being taken to gain access due to his vulnerability.</p> <p>Our Housing Management team have been working with our main contractor and with the help of the tenant's carer access was agreed and an appointment made for 3rd February. Unfortunately due to circumstances outside of the tenant's control they were not able to be present to allow access on the day, so another date within February is currently being arranged with the support of the resident's carer.</p>	Target met
Southern Housing Group	Q3	No comments	For the whole of London	No comments
Spitalfields Housing	Q3	No comments	No comments	No comments
Swan Housing Association	Q3	No comments	Specialist Officers to gain access	No comments
Tower Hamlets Community Housing	Q3	Transaction surveys	No comments	No comments
Tower Hamlets Homes	Q3	No comments	This equates to 98% of gas checks due in the quarter	No comments

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Changes to Social Housing Regulation

Page 35

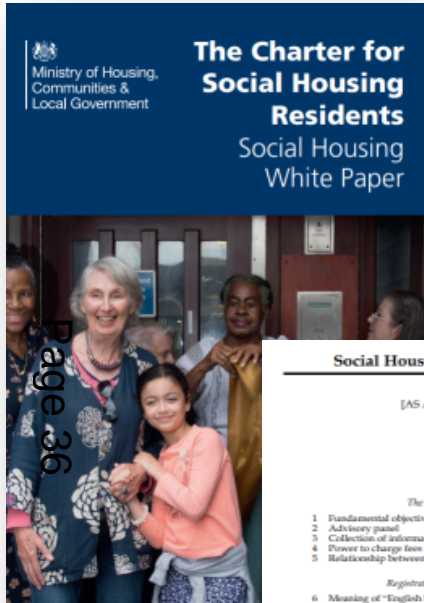
HRSSC – Thursday 27 April 2023

Karen Swift (Director of Housing & Regeneration)

Agenda Item 4.2



Background



Social Housing (Regulation) Bill [HL]	
[AS AMENDED ON REPORT]	
CONTENTS	
<i>The Regulator of Social Housing</i>	
1	Fundamental objectives
2	Advisory panel
3	Collection of information
4	Power to charge fees
5	Relationship between regulator and housing ombudsman
<i>Registration of providers of social housing</i>	
6	Meaning of "English body"
7	Registration criteria
8	Designation
9	De-registration
<i>Duties of registered providers</i>	
10	Appointment of health and safety lead by registered provider
11	Electrical safety standards
<i>Registered providers: insolvency, restructuring etc</i>	
12	Monitoring on disposal of land
13	Limited liability partnerships
14	Insolvency of registered providers
15	Notification requirements: expansion to profit-making organisations
16	Conversion of company into registered society: continuation of registration
17	Restructuring of registered societies
18	Receipt of transfers of engagements from a registered society
19	Notification of constitutional changes
20	Notification of change of control
<i>Standards</i>	
21	Standards relating to competence and conduct
22	Standards relating to information and transparency
23	Code of practice: standards relating to consumer matters
24	Standards relating to energy demand
25	Direction by Secretary of State
26	Failure to meet standards: exercise of intervention powers

The Charter for Social Housing Residents

The government's social housing white paper; "The Charter for Social Housing Residents" was published in Nov 2020, outlining the Government's pledge to:

- empower residents,
- provide greater redress,
- improve social housing regulation and
- improve the quality of social housing

Social Housing Regulation Bill

As a result of the measures outlined in the Charter for Social Housing Residents, the Social Housing Regulation Bill was introduced on 8 June 2022. Three key aims of the Bill are to:

- make changes to the consumer regime
- strengthen the powers of the Regulator of Social Housing
- strengthen economic regulation.



Benefits to Residents of the changes to Social Housing Regulation



- Empowerment of residents.
- Social Housing Landlords are held accountable.
- Greater transparency for tenants and leaseholders.
- Tenants and leaseholders will feel safe in their homes.
- Their housing provider will be led by qualified housing professionals.
- Improvement of the quality of residents homes.
- Should see improvements in housing services delivery.



The changes to Social Housing Regulation - What we know (1)



Page 38

- **The Regulator of Social Housing (RSH) will become proactive** *instead of solely reactive.*
- **Consumer Standards will be revised and consulted on** – *moving from 4 to 6 individual standards.*
- **New RSH Social Housing Quality Residents Panel already introduced** - *consists of 250 residents who share their views with the government on its approach to driving up the quality of social housing.*
- **Complaints easier for residents to make** - *using the Housing Ombudsman service to seek redress from their social housing landlord.*
- **New Tenant Satisfaction Measures (TSMs) have been introduced (1 April 2023)** *consisting of 12 tenant perception survey questions and 10 management information performance-related measures.*
- **New 4-yearly inspection regime to be introduced** *for social housing landlords with 1,000+ properties.*



The changes to Social Housing Regulation - What we know (2)



- **A named “Health & Safety Lead”**, overseeing H & S requirements for their landlord required for landlords with 1,000+ properties.
- **A named “Responsible Person”** overseeing compliance with the 6 new consumer standards required for all social housing landlords.
- **Professionalisation of Housing Managers** – managers including senior executives must have or be in the process of being trained to have a CIH Level 4 or 5 Certificate or Diploma in Housing (or equivalent).
- **Awaab’s Law** will force social landlords to investigate and fix damp and mould issues within strict time limits, set by the government.
- **RSH & Housing Ombudsman’s close relationship to be formalised** in the impending Social Housing Regulations Act.
- **RSH will have increased contravention and enforcement powers** – including unlimited/uncapped fines.



What we don't know...



- The details of the six new consumer standards.
- The definite timeline for the impending Social Housing (Regulations) Act, including:
 - The dates for royal assent and implementation of the Act.
 - When the consumer standards consultation will start and end.
 - What the grace period will be for avoiding contraventions/enforcements after implementation of the impending Act.
 - The details of secondary legislation which will follow - Awaab's Law

Page 40

The trigger points for the Regulator's interventions and contraventions .

What happens to Housing Managers who do not have a CIH Level 4/5 qualification Will there be a period that they need to become qualified by?

- The format of the new inspection regime and the details underpinning performance improvement plans.
- If new burdens funding will be made available.



Current Regulatory Standards for Social Housing (2008 to present)

Consumer Standards

1. Home
2. Tenancy
3. Neighbourhoods & Community
4. Empowerment and Engagement

The Regulator does not resolve individual complaints and cannot mediate in disputes between landlords and tenants, (this is the role of the Housing Ombudsman).

The Regulator's stance is 'reactive', intervening only where it suspects tenants at risk of serious harm based on info and allegations from variety of sources where there is a suggested breach of consumer standards.

Economic Standards

1. Rent Standard
2. Governance & Financial Viability
3. Value for Money

The Regulator only applies the Rent Standard to LAs. All economic standards apply to RPs.

The Regulator uses 'In Depth Assessments' against all the Economic Standards for RPs and failure to comply can result in a downgraded regulatory judgement or a regulatory notice (as applicable); or enforcement action against the RP.



Summary of the New Proactive Regulation Regime for Social Housing

There will now be **6** new standards :

1. Safety
2. Quality
3. Neighbourhood
4. Transparency
5. Engagement and Accountability
6. Tenancy

Page 42

Consumer Standards

Tenant Satisfaction Measures

- feeds into the Regulator's monitoring of the Consumer Standards.
- Will inform compliance and provide a steer on focus of inspections.

The Housing Ombudsman

- The Ombudsman & RSH will work closer together.
- The Ombudsman will also inform the Regulator of 'systemic issues' in relation to compliance.

New Inspection Regime

- 4 yearly with RPs > 1000 units
- reactive inspections for those with <1000 units or found to have systemic failures and cause of concern

New Landlord Roles

Social Housing landlords must nominate named officers to take on below roles:

- Responsible Person
- Health & Safety Lead

1. Rent Standard

(Below do not apply to LAs)

2. Governance & Financial Viability
3. Value for Money

Economic Standards



LBTH/THH Preparedness



- **Social Housing Regulation Bill (SHRB) Group**

A cross-departmental group chaired by Karen Swift, Director of Housing & Regeneration and consisting of LBTH /THH officers meeting six-weekly to discuss preparedness and the impact of the impending Social Housing Regulations Act.

- **Compliance Checks with Current Consumer Standards**

The SHRB Group are carrying out a review of compliance with activities in the Social Housing White Paper (Charter for Social Housing Residents) as well as the current consumer standard.

- **TSM Dry-run**

Page 43
THH has performed a dry-run survey of the we tenant perception-related TSM questions and are currently analysing the results. Also working through the data collection process to carry out an assurance exercise on the 10 management information related TSMs

- **Housing Managers Qualifications Survey**

Development of a survey is in progress, to establish if staff in LBTH housing management roles meet the professionalism requirements (CIH level 4 and 5 in housing or equivalent) as set out in the DLUCH/Secretary of State press release (Feb 23). THH is carrying out a similar exercise. A plan to develop staff will follow - pending royal assent and further details.

- **Keeping updated on legislative changes**

Continue to monitor the progression of the Bill and any emerging details on revised Consumer Standards and the inspection regime – to consider all legislative changes.



The Social Housing Regulations Named Officers/ New Roles

Roles Required Under the Social Housing (Regulations) Bill	Considerations
<p>1. Health & Safety (H &S) Lead</p> <ul style="list-style-type: none"> Responsible for overseeing the management of the risk of not complying with H & S regulations. The Bill states where a LA has a Cabinet and an elected mayor, the H & S Lead can be: <ul style="list-style-type: none"> a member of the executive other than the elected mayor, or an employee of the local authority. 	<ul style="list-style-type: none"> The Council's Building Safety Lead Cabinet Member for Regeneration, Inclusive Development & Housing THH's Director of Asset Management (pending transfer to the council) THH's Head of Asset Management (pending transfer to the council)
<p>2. Responsible Person</p> <ul style="list-style-type: none"> Government will legislate to require social landlords to identify and nominate a Responsible Person. The Responsible Person must ensure the landlord complies with the consumer standards set by the RSH. The "Responsible Person" must be : <ul style="list-style-type: none"> a senior officer such as an executive and an employee of the landlord <p>(More information regarding this role will come out in secondary legislation or the final Social Housing (Regulation) Act.)</p>	<ul style="list-style-type: none"> Chief Executive Corporate Director of Place Director of Housing & Regeneration A senior executive from THH (pending transfer to the council)

Additional costs from the new Regulation Regime



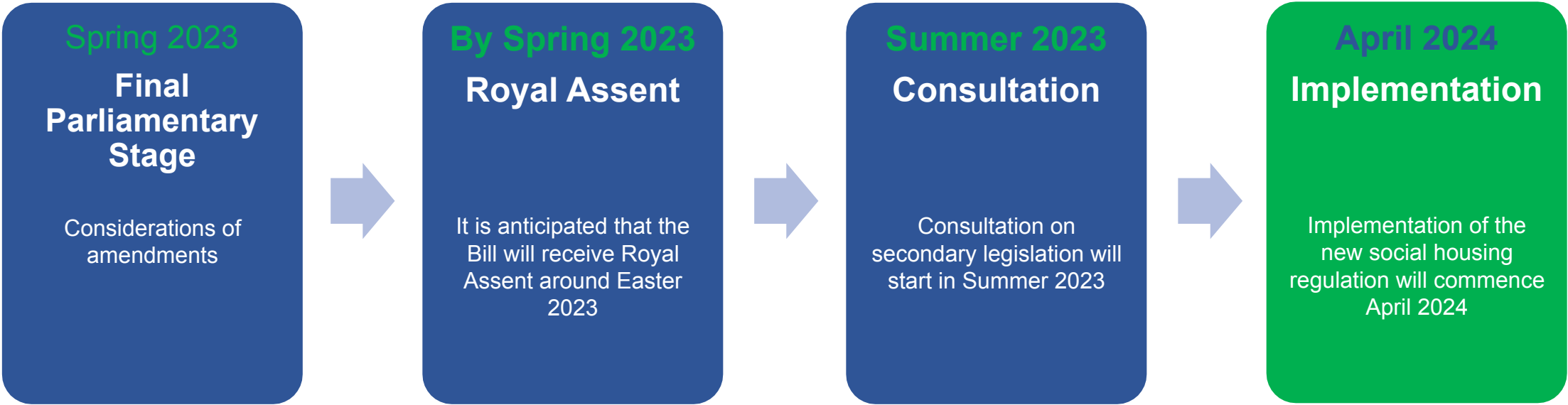
- **Professionalisation of Housing Managers** – costs of course and time to study
- **Additional cost of carrying out Tenant Perception Surveys** as part of the TSMs
- **Potential of increased compensation payments** as a result of an increase in the number of complaints made to THH and the Housing Ombudsman
- **Increased demand and costs of repair services**
- **Potential fines for non-compliance from the Regulator**



Social Housing (Regulation) Bill 2022 Trajectory



Page 46



Risks arising from New Social Housing Regulation Regime



- **Bringing housing management service in-house** - *staff retention, morale, impacting on performance*
- **Increased complaints made to the Housing Ombudsman**
- **Inspection and enforcement action by the Regulator**
- **Financial pressures on the Housing Revenue Account**
- **Professionalisation of housing managers** - *recruitment of qualified staff and training provider capacity*
- **Other legislation coming into force:** *BSA (2022), FSA (2021) FS Regulations and possible revised Decent Homes Standard.*



Further information

- [The charter for social housing residents: social housing white paper \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)
- [Social Housing \(Regulation\) Bill \[HL\] \(parliament.uk\)](https://parliament.uk)
- [Regulatory standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk) – Current Economic and Consumer Standards which RPs must comply with.
- [TSM Decision Statement \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)
- [Tenant satisfaction measures: A summary of our requirements – September 2022 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)
- [Reshaping consumer regulation: Our implementation plan - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



LBTH Anti-Social Behaviour Scrutiny Meeting

ASB on Housing Estates

27th April 2023

Reviewing ASB on housing estates and learning from best practice in tackling the problem

- Savannah Lloyd – Area Community Safety Lead, Peabody
- Lee Canter – Community Safety Team Officer, One Housing
- Lee Andrews – Community Safety Team Manager One Housing
- Nick Spenceley – Head of Environmental Services, Tower Hamlets Homes

Anti-Social Behaviour

- The legislation used to investigate and action reports of Anti-Social Behaviour (ASB) is the Anti-Social Behaviour, Crime and Policing Act 2014
- Part one, section 2 defines ASB as:
 - conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
 - conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
 - conduct capable of causing housing-related nuisance or annoyance to any person.

Examples of Anti- Social Behaviour

- Noise – including loud music, banging, DIY at unsocial hours, loud parties, frequent visitors at unsocial hours
- Shouting, swearing and fighting
- Intimidation through threats or actual violence
- Harassment
- Dumping rubbish
- Verbal abuse
- Abusive behaviour aimed at causing distress or fear to certain people; for example, elderly or disabled people
- Animal nuisance, including dog fouling, dogs barking
- Vandalism, property damage and graffiti
- Anti social drinking

Social Landlords' Management of Anti-Social Behaviour

- Tenancy sustainment is a key part of managing ASB.
- Landlords can enforce tenancy or lease agreements and ultimately perpetrator's (or their families) property could be at risk from their behaviour
- Generally a staged approach to enforcement depending on the severity of activity taking place is used. Informal interventions and offers of support via various agencies are always considered before resorting to enforcement.
- This ranges from ASB warnings to the use of community protection warnings (CPWs), closure orders and criminal prosecutions, in partnership with the council and the police.
- A more formal intervention often used for prolific offenders is a civil injunction with positive requirements to engage with support services for substance misuse.
- Young people at risk can be referred to a specialist diversionary agencies such as Streets of Growth, for intensive interventions.

Op Elkhart

- Operation Elkhart ran for two weeks last year in response to a spike in drug dealing and ASB across THH estates, mainly in Bethnal Green, E2. Results included
 - 16 arrests and cautions
 - 116 antisocial behaviour warnings
 - 157 *stop and searches*
 - £2300 cash seized
 - £18,900 of drugs seized
 - 39 drug intervention and Streets of Growth referrals





What is cuckooing?

- Cuckooing is a type of criminal exploitation.
- A property used to facilitate the ability to deal, store and supply drugs.
- Store weapons
- Exploiting an individual's vulnerabilities, in order to make a profit and avoid police detection.



Who does Cuckooing/ Exploitation affect ?

Individuals at risk of being targeted :

- Those affected by substance misuse/ alcohol/ drugs
- Those with learning difficulties and disabilities.
- Mental health issues
- Socially isolated from friends and family/ social difficulties
- Prior experience of neglect/ domestic physical or sexual abuse
- Lack of stable home environment, dementia
- Those in debt
- Elderly , young people, children, other residents, single mothers in poverty, sex workers

What is the red flag signs?

- Reported increase of people entering and leaving and loitering.
- Possible increase in anti social behaviour
- Increased litter outside and communal areas
- Signs of drug use
- Suspicious vehicles attending for short periods of time
- Seen begging in public space, or no longer looking after themselves.
- Being instructed or controlled by another
- Random undesirables attending, who can be referred to as “Nitty”
- Increased noise nuisance and disturbances
- Random people trying to access communal door for a particular address and ringing other buzzers. Curtains remain closed.
- Doors and windows that have been blocked off/ high smell coming from a property





The issue gangs pose to LA and social housing providers

- Graffiti
- Loitering in blocks of flats
- Costly damage
(communal doors)
- Rubbish
- Anti social behaviour
- Residents feeling unsafe
- Crime

Lower Markets Case Study

What can local authorities and
social housing providers do to
help?

Partnership working Tower Hamlets

People Homes Places

Current partnership systems

People Homes Places

The Team

- **Leanne Gentry-Hobson**
- **Dominico Tucci**

People Homes Places

Example of good partnership work – Flower & Dean Estate

People Homes Places

Challenges to improved management of ASB

- Access to resources
- Knowledge gaps
- Information sharing