

# Housing & Regeneration Scrutiny Sub Committee

## Agenda

**Monday, 16 September 2024 6.30 p.m.**  
**Council Chamber - Town Hall, Whitechapel**

### **Members:**

**Chair:** Councillor Bodrul Choudhury

**Vice Chair:** Councillor Amin Rahman

Councillor Ana Miah, Councillor Ahmodul Kabir, Councillor Mohammad Chowdhury,  
Councillor James King and Councillor Asma Islam

### **Co-opted Members:**

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

**Deputies:** Councillor Marc Francis, Councillor Amina Ali, Councillor Iqbal Hossain,  
Councillor Abdul Mannan and Councillor Bellal Uddin

[The quorum for this body is 3 voting Members]

### **Contact for further enquiries:**

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



## Public Information

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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

Monday, 16 September 2024

6.30 p.m.

### APOLOGIES FOR ABSENCE

#### 1. DECLARATIONS OF INTERESTS (PAGES 7 - 8)

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

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

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

**Further Advice** contact: Linda Walker, Interim Director of Legal and Monitoring Officer,  
Tel: 0207 364 4348

#### 2. MINUTES OF THE PREVIOUS MEETING(S) (PAGES 9 - 16)

To confirm as a correct record of the proceedings the unrestricted minutes of the meeting held on 24 June 2024

#### 3. REPORTS FOR CONSIDERATION

##### 3.1 HRSSC Draft Work Programme 2024-25 (Pages 17 - 24)

##### 3.2 THCH Spotlight: Response to Residents Spotlight from May 2024 Meeting

##### 3.3 Update on Tenants Voice Panel (Pages 25 - 42)

##### 3.4 Lead Member Housing and Regeneration Priorities for 2024-25 (Pages 43 - 46)

##### 3.5 Local Government and Social Care Ombudsman Report & Action Plan

## Responses

TO FOLLOW

### 4. ANY OTHER BUSINESS

#### **Next Meeting of the Housing & Regeneration Scrutiny Sub Committee**

Monday, 2 December 2024 at 6.30 p.m. to be held in Council Chamber - Town Hall, Whitechapel



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# Agenda Item 1

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Further Advice** contact: Janet Fasan, Acting Monitoring Officer, Tel: 0207 364 4800.

## APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	Any tenancy where (to the Member's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and (b) either—  (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or  (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.



**LONDON BOROUGH OF TOWER HAMLETS**

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

**HELD AT 6.32 P.M. ON MONDAY, 24 JUNE 2024**

**COUNCIL CHAMBER - TOWN HALL, WHITECHAPEL**

**Members Present:**

Councillor Bodrul Choudhury (Chair)

Councillor Ana Miah

Councillor Ahmodul Kabir

Councillor Amin Rahman

Councillor Mohammad Chowdhury

Councillor Asma Islam

Councillor Kabir Ahmed

Councillor Marc Francis

**Co-opted Members Present:**

Mahbub Anam (Tenant representative)

**Other Councillors Present:**

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

**Officers Present:**

Michael Killeen – (Director - Housing Asset Management)

Sripriya Sudhakar – Director of Planning and Building Control

Rupert Brandon – Interim Head of Housing Supply

Justina Bridgeman – Democratic Services Officer (Committee)

**Officers Present Remotely:**

- Karen Swift – (Director - Housing & Regeneration)  
Tracey Gray - (Interim Director, Housing Integration)

**Invited Guests:**

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

**1. DECLARATIONS OF INTERESTS**

There were no declarations of pecuniary interests, however, Councillor Amin Rahman declared he sits on the Tower Hamlets Community Housing Board.

**2. APPOINTMENT OF VICE CHAIR**

The Chair requested nominations for the position of Vice-Chair of the Housing and Regeneration Scrutiny Sub-Committee for the municipal year 2024/25. Councillor Ahmodul Kabir proposed Councillor Amin Rahman for the position. This was seconded by Councillor Ana Miah.

There were no further nominations received.

The Housing and Regeneration Scrutiny Sub-Committee **RESOLVED** to:

1. Elect Councillor Amin Rahman the Vice-Chair of the Housing and Regeneration Scrutiny Sub-Committee for the municipal year 2024/25.

**3. HOUSING AND REGENERATION TERMS OF REFERENCE, MEMBERSHIP, QUORUM & DATES OF MEETING FOR 2024/25**

Justina Bridgeman, Democratic Services Officer requested members to note the Housing and Regeneration Scrutiny Sub-Committee's terms of reference, membership, quorum and meeting dates for the municipal year 2023/25. The terms of reference were agreed at the Overview and Scrutiny Committee meeting held on 21 May 2024.

The Housing and Regeneration Scrutiny Sub-Committee **RESOLVED** to:

1. Note it's terms of reference, quorum, membership and meeting dates as set out in appendices 1,2 and 3 of the report pending minor amendments for appendix 3.

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

The minutes of the Sub Committee meeting held on 13 May 2024 were signed and approved as a correct record of proceedings.

#### **5. OUTSTANDING ACTIONS**

Paul Burgess, Strategy and Policy Officer, circulated the actions which had no updates on overdue items. Work is ongoing with the Director of Housing and Regeneration to close these down by the next sub-committee meeting in September.

Members were also informed that following the last meeting of the previous municipal year; where residents of Tower Hamlets Community Housing (THCH) gave feedback, Anita Khan, CEO refuted residents claims. The housing provider will be invited to the sub-committee to discuss data and performance concerns once the work programme is finalised.

A request has been made to Mayor Lutfur Rahman to initiate a formal request to meet with the Minister for Housing, the Regulator for Social Housing, and MPs to investigate THCH performance concerns on behalf of residents. The sub-committee will be updated once further details have been received.

Paul also noted that at a scrutiny work program held on 13 June, Steve Halsey, Chief Executive Officer, proposed to increase the frequency of Overview and Scrutiny Committees, and Sub-committees. Once the final outcome is determined, amendments can be implemented in the terms and conditions.

#### **6. REPORTS FOR CONSIDERATION**

##### **6.1 Review the Progress Against the Ambition to Build 1000 New Homes a Year**

Councillor Kabir Ahmed, Cabinet Member for Regeneration, Inclusive Development and Housebuilding, introduced the first item, and presented an update on the target for delivering 4000 new affordable homes between 2022 and 2026.

Members were informed of the economic challenges, the private sector delivery and Council led housebuilding, with the latter requiring significant resources to deliver and expand the programme.

Councillor Kabir Ahmed noted that housing build starts across all tenures decreased by 24%, and new building regulations for new buildings over 18 metres are now required to install secondary staircases. This has meant that certain programmes were required to return to the planning stage to accommodate this.

The 40% inflation rise has also affected developers. Both the Council's Planning and Housing Delivery teams are currently working with developers to assist in the completion of programmes. Housing providers are also reluctant to start new programs, due to the cost of extensive repairs for existing properties.

Further to questions from the sub-committee, Councillor Kabir Ahmed and Officers;

- Confirmed that a written brief detailing the breakdown of the 459 affordable units completed in 2023-24 will be presented to the sub-committee for review.
- Clarified that development completion is dependent on the size of the site. As an example, the initial planning application for the former News International site in Wapping took place in 2012. The completion of the project is still ongoing.
- Clarified the four sites as; The Great Eastern Enterprise Centre, South Bay Plaza, Poplar Transformation Centre, Union Bridge TSC building and Spire London, Hertsmere House. Members were informed that these sites contain all tenured units.
- The GLA definition of affordable housing is any social rented, affordable rented and intermediate housing provided to eligible households, whose needs are not met by the market.
- Clarified that tenders went out in April and the selection questionnaire process will then determine who is selected for detailed evaluation. A report will be submitted to Cabinet by the end of the year and details of preferred contract holders will be confirmed by February 2025.
- Explained that there are approximately 10,000 homes that could receive planning permission and are at various stages of development. Some are awaiting the completion of section 106 agreements; some have gone through Committee stage and some awaiting approval at Committee. Among these homes, approximately a quarter of them are classified as affordable across all tenures, as per the GLA definition.
- Confirmed that the Planning, Capital delivery and Housing Delivery teams are working with housing providers on joint ventures to reduce issues that could delay progress, such as assistance with registered providers (PR) or receiving a PR. Work is also ongoing to mediate in these instances. Consideration is also being given to invest with housing providers through buyback schemes as well as GLA match funding.
- Clarified that the term delivery means when properties are officially signed off by the Building Control team as completed. At present there

are 30 sites currently undergoing construction which will deliver 2,519 affordable homes in the borough once completed.

- Explained that there are two types of programs available for Council owned property delivery, funded and unfunded. The unfunded list of schemes can commence once government opportunities, Section 106's instalments, buybacks and grants are available.
- Confirmed that the former London Chest Hospital site is a live planning application, which will be heard at the Strategic Development Committee on 16 July meeting. The application proposes 276 homes with 121 of those a variety of affordable rented and intermediate units.
- Clarified that the Council is committed through the Mid Term Financial Strategy (MTFS), to purchase up to 600 new homes with assistance from the GLA's match financing scheme.
- Acknowledged that there are challenges with direct delivery funding, as it can slow down the process, due to the section 106 contracts between planners and developers. Once funding is released, unfunded programs can then receive funds.
- Acknowledged that there are other challenges in terms of legislation changes that have pushed back the delivery for social housing providers and joint ventures with private developers. There have been financial issues with PR's, as previously stated. However, the Council is committed to reaching the target to provide affordable homes.

The Housing and Regeneration Scrutiny Sub-Committee **RESOLVED**:

1. That a written brief detailing the breakdown of the 459 Affordable units completed in 2023-24 be presented to the sub-committee for review.
2. That a written brief outlining the breakdown of Council housing schemes in development from 2021 to early 2022, a progress report on those schemes and updates on new Council schemes or buybacks thereafter.
3. That the presentation be noted.

## 6.2 Review the Progress of THH Major Works Programme

Councillor Kabir Ahmed introduced update which included the Capital Programme Expenditure for 2023-24. Members were informed that the original Budget £26.368m was revised mid-year to £20 million, due to a drop in the volume of work initially forecast. Details of completed works were noted, including electrical testing for 5,042 households, 355 domestic boiler replacements, 380 fire safe replacement doors and 53 replacement kitchens.

Details of the tenant satisfaction surveys were also noted as were challenges with contractors and increases to materials, labour costs and building regulation changes. Michael Kileen, the Director of Asset Management, further explained the challenges within the last two years, particularly a lack of interest with contractors on delivering kitchen and bathroom upgrades, which hindered the programme. There have also been delays due to the increased value of complex works and fire safety concerns. This resulted in some projects being deferred.

Further to questions from the sub-committee, Councillor Kabir Ahmed and Officers;

- Confirmed that the 'Fabric First' approach will be utilised to identify historical repairs, buildings with high levels of damp and mould or similar issues within older blocks, which will be implemented into the programme of repairs. Preventive measures will also be undertaken.
- Requested that any issues with damp and mould in specific wards be forwarded to Councillor Kabir Ahmed and Officers for further investigation. A breakdown of repairs undertaken to resolve issues of damp and mould will be brought back to the sub-committee for review.
- Explained that THH have 928 blocks will 77 subjected to the new Gateway assessments, as they are over 18 metres high. Future planning is currently underway to establish fire safety operations, in anticipation of new building regulations that may further affect works. Upgrades on insulating windows and roofs are still being implemented.
- Confirmed that some of the 4,158 street properties are planned for improvements although there have been delays in works. An update on the programme will be forwarded to the sub-committee for review.
- Noted that the revised 2 year programme will commence on 31 July 2024 and details of the Capital programme will be available on the Council website for review.
- Clarified that structural steel works commenced in early January 2023 and residents from Angela House were decanted. The delays occurred due to material supply and contract issues; however, works are progressing.
- Confirmed that Brewster and Maltings House works are now completed and scaffolding has been removed.

The Housing and Regeneration Scrutiny Sub-Committee **RESOLVED**:

1. That a breakdown of repairs undertaken to resolve issues of damp and mould be brought back to the sub-committee for review.

2. That an update on the street properties programme be brought back to the sub-committee for review.
3. That the presentation be noted.

**7. ANY OTHER BUSINESS**

Paul Burgess informed Members that a scrutiny work program is currently being developed and any items they wish to be added should be forwarded to him.

The meeting ended at 8.06 p.m.

Chair, Councillor Bodrul Choudhury

Housing & Regeneration Scrutiny Sub Committee

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# Housing & Regeneration Sub-Committee



Meeting	Scrutiny Activity	Title	Description	Speakers
<b>Monday 24<sup>th</sup> June 2024</b>  Page 18	Appointments and TOR	Vice Chair appointment and TOR	Appoint Committee vice chair and agree terms of reference	<b>Cllr Bodrul Choudhury</b> HRSSC Chair
	Spotlight	Housing Target	Review how the council is progressing against its ambition to build 1000 new homes per year.	<b>Cllr Kabir Ahmed</b>  Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b>  Director of Housing & Regeneration
	Spotlight	Major Works Progress	Review the Progress of THH Major Works Programme	<b>Cllr Kabir Ahmed</b>  Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b>  Director of Housing & Regeneration



Meeting	Scrutiny Activity	Title	Description	Speakers
<b>Monday 16<sup>th</sup> September 2024</b>  Page 19	HRSSC Work Programme	Draft HRSSC Work Programme	To review the HRSSC Work Programme for 2023-24	<b>ClIr Bodrul Choudhury</b> HRSSC Chair
	Spotlight	Update on Tenants Voice Panel	To give an update on the Tenants Voice Panel	<b>ClIr Kabir Ahmed</b>  Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b>  Director of Housing & Regeneration
	Spotlight	Housing & Regeneration priorities	To discuss housing and regeneration priorities for 2024/25	<b>ClIr Kabir Ahmed</b>  Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b>  Director of Housing & Regeneration
	Spotlight	RSL Spotlight	To receive an update from THCH in response to resident's feedback spotlight held at May 2024 meeting	<b>Andrea Baker</b>  Chair THHF
	Spotlight	Ombudsman Reports	To present reports from the Local Government and Social Care Ombudsman and action plans	<b>Usman Zia</b>  Head of Information Governance

Meeting	Scrutiny Activity	Title	Description	Speakers
<b>Monday 2<sup>nd</sup> December 2024</b>  Page 20	Spotlight	Housing Management	To review progress of insourcing housing management of former Tower Hamlets Homes.	<b>CLlr Kabir Ahmed</b> Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b> Director of Housing & Regeneration
	Spotlight	Tenants Satisfaction Measures	To review the Tenants Satisfaction Measures results	<b>CLlr Kabir Ahmed</b> Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b> Director of Housing & Regeneration
	Strategic Performance	Social Landlord Performance Report	Review social landlords' performance for Quarter 4	<b>Karen Swift</b> Director of Housing  <b>Andrea Baker</b> Chair THHF



Meeting	Scrutiny Activity	Title	Description	Speakers
Monday 24 <sup>th</sup> February 2025	Strategic Performance	Social Landlords Performance Report	Review social landlords' performance for Quarters 1&2	<b>Karen Swift</b> Director of Housing  <b>Andrea Baker</b> Chair THHF
	Spotlight	Resident Engagement	To hold a resident engagement session. Subject matter TBC.	<b>Cllr Bodrul Choudhury</b> HRSSC Chair
	Spotlight	Safety Compliance and Regulation	To review compliance and regulation regarding fire safety and treating damp and mould	<b>Cllr Kabir Ahmed</b> Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b> Director of Housing & Regeneration



Meeting	Scrutiny Activity	Title	Description	Speakers
<b>Tuesday 1<sup>st</sup> April 2025</b>  Page 22	Strategic Performance	Social Landlords Performance Report	Review social landlords' performance for Quarter 3	<b>Karen Swift</b> Director of Housing  <b>Andrea Baker</b> Chair THHF
	Tracking Recommendation	Housing Provider Performance in the Borough	To track the implementation of recommendations from the scrutiny challenge session on Housing Provider Performance in the borough	<b>Cllr Kabir Ahmed</b> Cabinet Member for Regeneration, Inclusive Development and Housebuilding  <b>Paul Patterson</b> Director of Housing & Regeneration
	Spotlight	Approval of Scrutiny Challenge Session Report (subject matter TBC)	To review and approve the report and recommendations of the scrutiny challenge session	<b>Cllr Bodrul Choudhury</b> HRSSC Chair



# Housing & Regeneration Sub-Committee



Scrutiny Activity	Title	Description
Scrutiny Challenge Session	TBC – Likely to focus on Regeneration.	TBC

\*Note: Committee to choose 1 topic for a challenge session




# Next Steps

- Overview and Scrutiny Committee to review and comment on draft work programme at OSC 09/07/24
- OSC and Sub-Committees to agree final work programme between July-Sept 24
- Work programme agreed at OSC on 10 September
- Regular review of work programme with Chairs, lead officers and partners to ensure focusing on relevant and timely issues





<p>Non-Executive Report of the:</p> <p><b>Housing and Regeneration Scrutiny Sub-Committee</b></p> <p>16<sup>th</sup> September 2024</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Paul Patterson, Director of Housing &amp; Regeneration</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Update on Tenants Voice Panel</b></p>	

<p><b>Originating Officer(s)</b></p>	<p>Paul Burgess, Corporate Strategy and Communities</p>
<p><b>Wards affected</b></p>	<p>All wards</p>

**Summary**

This cover report accompanies the presentation on the tenants voice panel update.

**Recommendations:**

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

1. Review the presentation topic to help inform the Housing and Regeneration Scrutiny Sub-Committee discussion.

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# *Developing a Tenants' Voice* Putting Residents First

## RSH Consumer Standards

Housing & Regeneration Scrutiny Sub - Committee  
16 September 2024

Lesley Owen  
Regulatory Assurance Team – Housing Management



# Presentation Aims



**The Wider Context & Drivers for Change**



**The process of forming the Panel**



**The Panel's Purpose and Workplan**



**Working with the Housing & Regeneration Scrutiny Sub-Committee**



**Recommended Future Reporting**



# Wider Context & Drivers for Change



- **November 2023 Insourcing of Tower Hamlets Homes**

**A Strong Residents Voice** placing residents at the Centre of Service Design & Delivery

- **April 2024 Launch of Refreshed Consumer Standards**

Regulator for Social Housing— new powers including proactive programme of inspection of all social housing providers against four new Consumer Standards



# Consumer standards



## Social Housing Regulation Act 2023

The Regulator of Social Housing has introduced 4 revised Consumer Standards effective from 1 April 2024

1. Quality & Safety Standard
2. **Transparency, Influence & Accountability Standard**
3. Neighbourhood & Community Standard
4. Tenancy Standard

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## Transparency, Influence & Accountability Standard

- *Registered Providers must give tenants a wide **range of meaningful opportunities** to influence and scrutinise their landlord's strategies, policies and services.*
- *Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.*



# Process



Desk-top research on strategic engagement models identified 2 main models

- Resident-led Scrutiny
- Mixed Board Scrutiny

Presentations were delivered to following forums, with broad support for **Resident-led Model**

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# Feedback on new engagement structure



Broad support for Option  
1 – Resident-led panel

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Clear ways to influence  
policy and decision  
making

Training and support for  
resident members

Suggestion Lead  
Member and senior  
officers attend Panel  
meetings in either model

Independent experts to  
support residents

Importance of diversity  
on the Panel

Need to clearly  
demonstrate influence of  
residents on  
development of policies  
and procedures and  
decision making

Critical that tenants'  
voices are heard and in  
majority on the Panel





# Purpose of Panel



**Tenants' Voice** is a resident-led group set up to ensure that tenants of the council have their needs, concerns and aspirations **listened to, heard and acted upon** by LBTH.

## Consultative

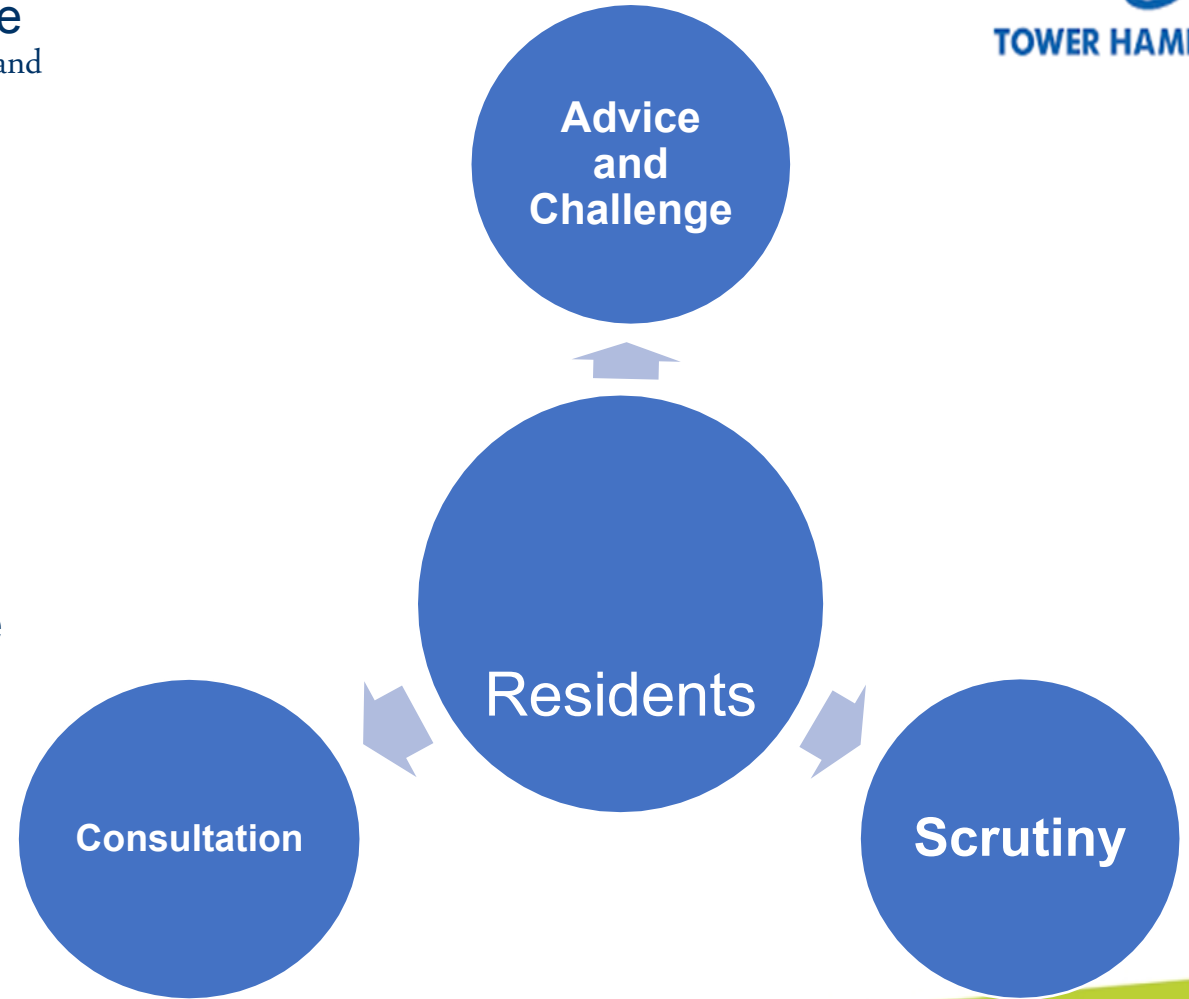
To be consulted on proposals affecting the provision of housing services to LBTH residents including strategies, policies, service design and works programmes

## Advisory/challenge

Using performance and complaints data to oversee the operational performance of LBTH housing services for tenants and leaseholders and make recommendations for service improvements

## Scrutiny

To undertake scrutiny reviews of identified areas of concern and make recommendations for action



# Make-up of the Panel

## The Terms of Reference allow for:

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- **8** tenants
- **3** resident leaseholders
- **1** sub-tenant of a leaseholder
- Observers are permitted to attend

## Current membership

- **3** tenants (Recruitment commenced in July 2024)
- **3** resident leaseholders
- **0** sub-tenant of a leaseholder
- Observers are permitted to attend



# Terms of Reference & Engagement values



## Terms of Reference *cover*

- Objectives
- Role & powers
- Membership & terms
- Recruitment
- Communication & effective running
- Links to Council's governance structure
- Review

## Engagement values

- LBTH is committed to promoting respect, equality and diversity. All participants, including observers, are required to act in a courteous manner and show each other respect. Any form of behaviour which goes against the ethos of respect and tolerance will not be accepted.
- Participants must not disclose any confidential information that they may be provided access to during the course of their involvement
- Members must not use meetings to report repairs, neighbour disputes or any other matters relating to their own personal tenancy or home ownership (unless relevant to the context of a discussion).
- Participants may not represent a political party through their involvement in a LBTH Forum



# Meetings and work to date

7 May 2024  
First Meeting

31<sup>st</sup> July 2024  
Second Meeting

28<sup>th</sup> September  
Panel Training

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The first *Tenants' Voice* meeting was held on 7 May 2024 & was attended by the Lead Member for Housing.

Key areas covered included

- the scope of the panel
- damp & mould
- exploration of future work topics

The meeting of 31<sup>st</sup> July covered:

- Terms of Reference
- Election of Chair
- Presentation/consultation on new ASB service
- Performance measures – *to be discussed in detail on 25 September*
- Complaints policy
- Consultation on draft council tenant and leaseholder engagement strategy
- Training & future work plan

Training will form part of the panel's induction and an introduction to Consumer Regulation and their role in Scrutiny



# Workplan 2024-25



Date	Standard items	Topics
<b>25 September 2024</b>	Performance Workshop – Agree which measures panel will scrutinise  Complaints/Housing Ombudsman judgements	<ul style="list-style-type: none"> <li>• Damp and mould</li> <li>• Diversity &amp; inclusion – vulnerable residents</li> <li>• Engagement strategy presentation</li> </ul>
<b>27 November 2024</b>	Performance update	<ul style="list-style-type: none"> <li>• Repairs end-to-end review</li> <li>• Waste management/recycling</li> <li>• HQN findings</li> </ul>
<b>January 2025</b>	Performance update  Complaints/Housing Ombudsman judgements	<ul style="list-style-type: none"> <li>• Asset management strategy/sustainability</li> </ul>
<b>March 2025</b>	Performance update	<ul style="list-style-type: none"> <li>• Leasehold Services – service standards</li> </ul>



# Working with the Housing & Regeneration Scrutiny Sub-Committee



## Current Arrangement

- The Mayor or Lead Member for Housing will attend minimum two meetings per year
- Recommendations from *Tenants' Voice* will be considered by the Lead Member
- The Director of Housing Management will feed back to *Tenants' Voice* and to relevant internal council meetings the Lead Member's response to the recommendations
- A written update on the work of the *Tenants' Voice* will be provided to Housing Scrutiny Sub Committee on at least an annual basis.



# Working with the Housing & Regeneration Scrutiny Sub-Committee



## Feedback from Residents & Potential future arrangement

- Align work plans to achieve synergies and/or prevent duplication
- A more formalised structure of reporting and oversight between LBTH and Tenant's Voice with more frequent reporting of outcomes

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Other **Options to strengthen links** between the council's governance structure and *Tenants' Voice* include:

- Council reports (e.g. Cabinet or Housing & Regeneration Scrutiny sub-committee reports) include consideration of issues relating to resident engagement/impact on residents wherever appropriate
- Establishing a mechanism for strategic resident input/concerns to be fed into relevant council meetings.
- Encouraging informal lines of communication between the Council and the Panel.





# Wider resident engagement context

In addition to the *Tenants' Voice* panel:

- We are currently out to consultation on our draft Council Tenant & Leaseholder Engagement Strategy; this offers residents options for involvement ranging from the most strategic to the fun and informal
- We have recently published the results of our 2023-24 Tenant Satisfaction Measures [TSMs] as required by the Regulator of Social Housing ; the TSMs include 12 measures of tenant satisfaction with various aspects of the housing service
- Kwest Research, our market research partner, also carries out a range of regular satisfaction surveys on our behalf, testing resident feedback on the following services: Housing Service Centre, repairs, ASB, major works, caretaking and gardening, and to our new tenants





# Any questions?



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<p>Non-Executive Report of the:</p> <p><b>Housing and Regeneration Scrutiny Sub-Committee</b></p> <p>16<sup>th</sup> September 2024</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Paul Patterson, Director of Housing &amp; Regeneration</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Housing and Regeneration Priorities 2024/25</b></p>	

<b>Originating Officer(s)</b>	Paul Burgess, Corporate Strategy and Communities
<b>Wards affected</b>	All wards

## Summary

This cover report accompanies the presentation on the housing and regeneration priorities 2024/25 update.

## Recommendations:

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

1. Review the presentation topic to help inform the Housing and Regeneration Scrutiny Sub-Committee discussion.

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# Priorities 2024/2025



## Housing Management

- Ensure council stock and service delivery meet new Regulatory Assurance Standards.
- Procurement of a future capital investment programme
- Delivery of buildings safety and major works programmes
- Using data insight to develop and enhance services to our resident
- Consult with council Tenants and Leaseholders on new resident engagement strategy and publish strategy by Q4.
- Restructure of services to deliver value for money outcomes to residents

## Regulation /Compliance

- Preparation for Social Housing Regulation Act on council stock to ensure compliance
- Monitor compliance of council stock in relation to provisions within the Social Housing Regulation and put in place effective risk management protocols
- Consult with council tenants and leaseholders and approve in Cabinet a new Engagement Strategy
- Review all key housing policies and procedures to ensure up-to-date and being consistently applied

## Housing Supply

- Working with developers and builders to deliver a minimum of 1,000 homes pa.
- Acquisition Programme
- Progress Developer Agreements on sites which complex council owned sites
- Proactive engagement with Registered Providers to understand their regeneration ambition and how the council can assist
- Proactive engagement with developers and landowners with planning permissions to build a better picture of challenges to delivery and help respond, if possible, through appropriate action.
- Developer engagement sessions to improve market intelligence around housing delivery, including accurate notification of tenure change proposals..
- Ongoing delivery and site identification for housing development schemes as part of the Council's capital programme

## Planning / Place Based Regeneration

- Further consultation, development and submission of the council's new Local Plan
- Publish the council's Infrastructure Funding Statement
- Progress the transition of LLDC planning powers back to LBTH
- Develop a 'fast track' dedicated planning service for council and major private housing schemes committed to delivery, to bring more efficiency into the planning process and expedite delivery.
- Identify an appropriate site for a resident's hub around Bethnal Green .

## Homelessness

- Approval new Homelessness and Rough Sleeping Strategy with Delivery Plan
- Implementation of new Homelessness Accommodation Placement Policy and Procurement Strategy
- Commence Cost of Living and Find Your Own PRS Accommodation Grants
- Model potential changes to Allocation Scheme in relation to overcrowded households.
- Develop capacity on the frontline to provide an empathetic and dignified response to every service user seeking support.
- Address pressures within the service caused by increasing demands including high caseloads and backlogs.
- Alleviate pressures on the workforce and build capacity for staff to access additional support and development.
- Implement expanded face to face service hours to provide those in need with wider access to the service including later opening hours on weekdays and on Saturday morning.



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