

Developing a Tenants' Voice Putting Residents First

RSH Consumer Standards

Housing & Regeneration Scrutiny Sub - Committee
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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

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.*



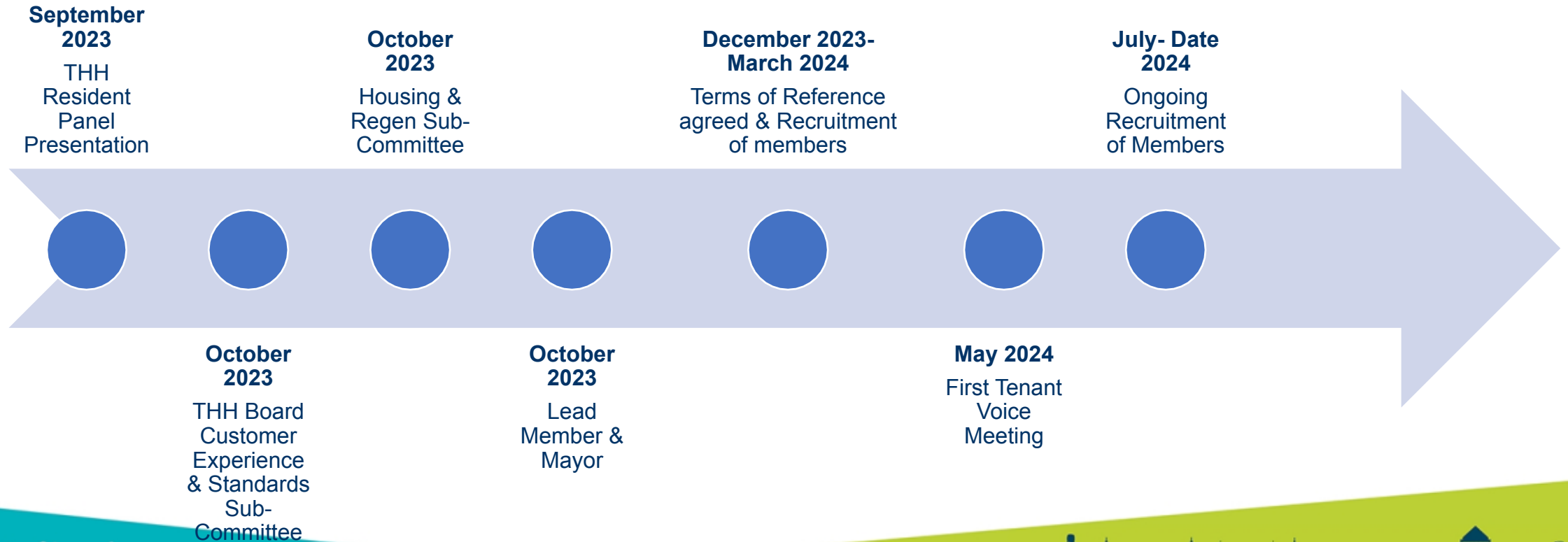
Process



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**



Feedback on new engagement structure



Broad support for Option 1 – Resident-led panel

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

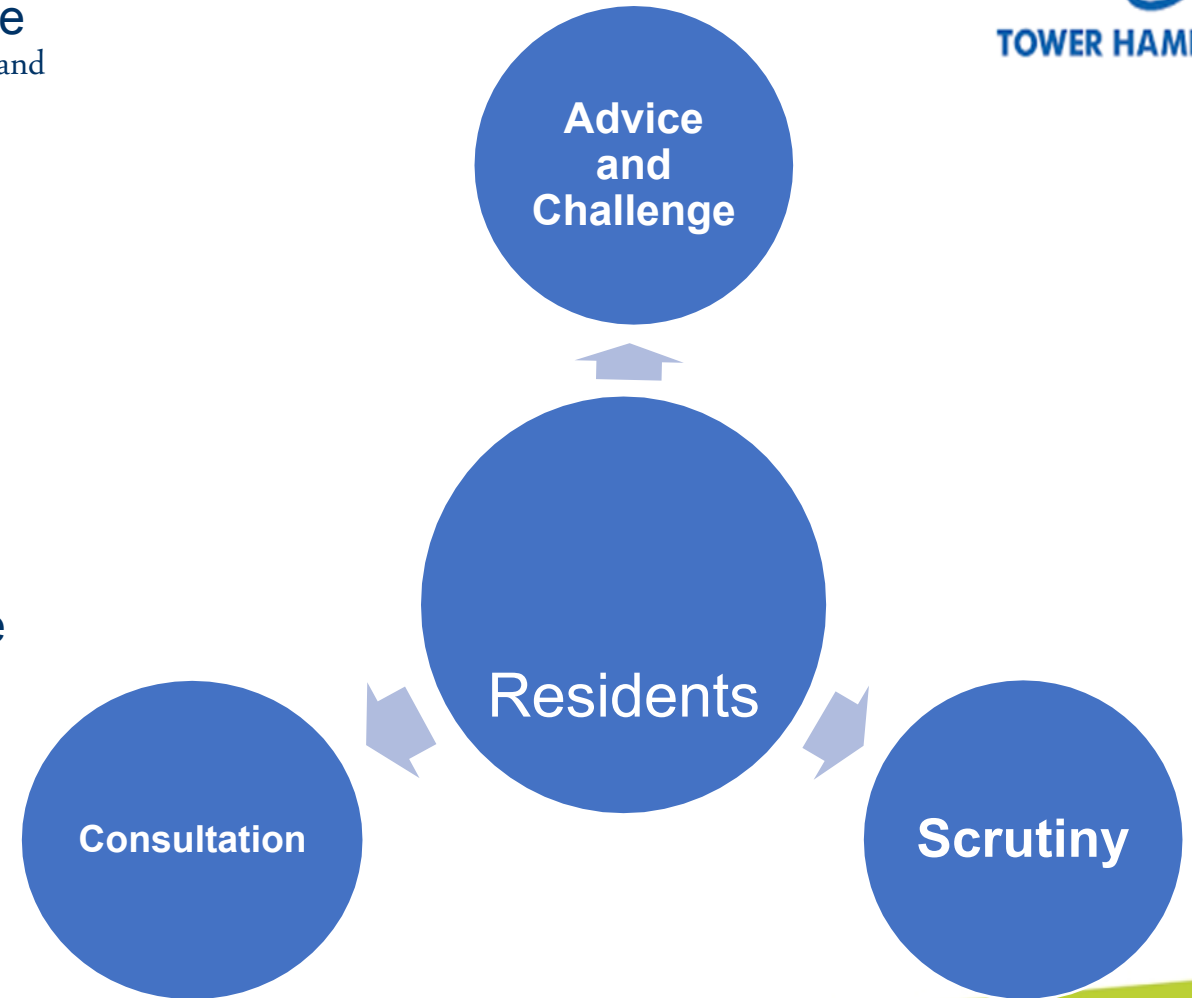
To be consulted on proposals affecting the provision of housing services to LBTH residents including strategies, policies, service design and works programmes

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:

- **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



31st July 2024
Second Meeting



28th September
Panel Training

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 31st 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
25 September 2024	Performance Workshop – Agree which measures panel will scrutinise Complaints/Housing Ombudsman judgements	<ul style="list-style-type: none"> • Damp and mould • Diversity & inclusion – vulnerable residents • Engagement strategy presentation
27 November 2024	Performance update	<ul style="list-style-type: none"> • Repairs end-to-end review • Waste management/recycling • HQN findings
January 2025	Performance update Complaints/Housing Ombudsman judgements	<ul style="list-style-type: none"> • Asset management strategy/sustainability
March 2025	Performance update	<ul style="list-style-type: none"> • Leasehold Services – service standards



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

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?

