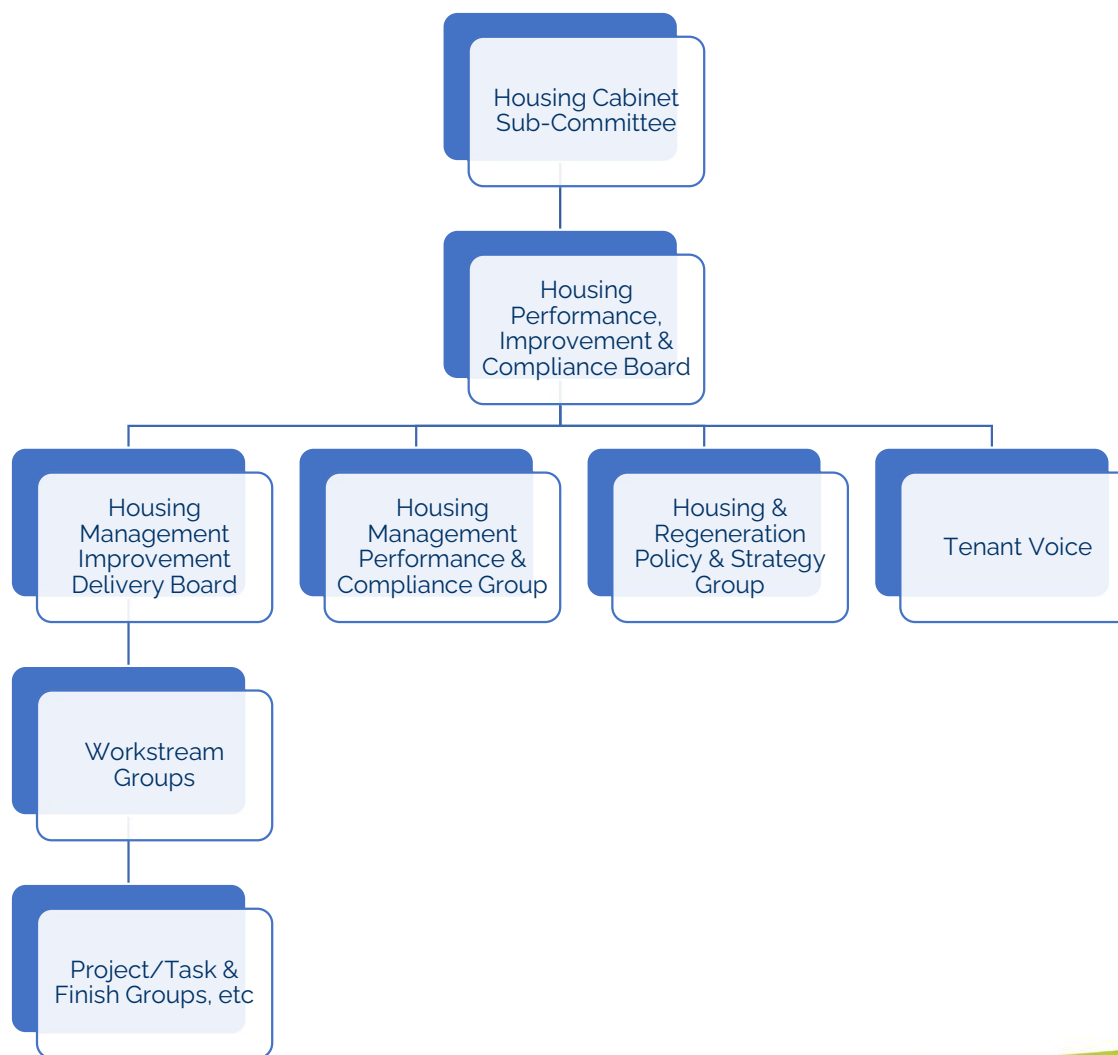# Housing Management Proposed Governance Structure

Governance & Delegations

Housing Management Cabinet Sub Committee

- Decision making body, in which the Executive Mayor will take decisions delegated from Cabinet

- These will be agreed and set out in line with the Council's constitution

- This will be a public meeting, serviced by Democratic Services

Housing Performance, Improvement & Compliance Board

- This is a senior officer meeting where reports can be considered and scrutinised and approved at officer level

- Quarterly report to CMT and Mayor from this Board will be circulated for consideration

Housing Management Sub-Committee

Purpose

- To oversee and assurance the Council's compliance with the Regulatory Standards, Building Safety Act and Fire Safety Act

- To own and oversee the Housing Management Strategic Risk Register

- To review the performance of all landlord housing functions and the engagement of residents in the effective delivery of services

- To monitor the impacts of investments in ensuring the Council maintains decent homes, fire and building safety and customer satisfactions

- Receive reports and consider recommendations from scrutiny committees, Tenants' Voice and internal and external audits.

Membership

- Mayor

- Cabinet Member for Regeneration, Inclusive Development and Housebuilding

- Two additional Cabinet Members (TBD)

- Up to three industry expert advisors

Reports into:

- Cabinet

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Housing Performance, Improvement & Compliance Board

Purpose

- To have oversight of performance, improvement and compliance across housing services

- Officer body in which Corporate Director (Housing & Regeneration) takes decision on improvement & compliance issues

- To drive compliance and improvement in line with regulation & Mayoral priorities

- Receive exception reporting on compliance and performance issues & plans to rectify this

- Receive programme exception reporting & deal with escalated issues for improvement programmes

- Commission reports to scrutinise progress in particular areas of non-compliance/requiring improvement

Membership

- Corporate Director – Housing & Regeneration (Chair)

- Director of Housing Policy, Strategy & Compliance

- Director of Housing Management

- Senior Head of Neighbourhoods & Customer Services

- Senior Head of Housing Property & Asset Strategy

- Programme Lead

- Head of Strategy, Policy & Improvement

- Head of Regulatory Assurance

- Head of Strategic Finance – Housing & Regeneration

Reports into:

- Housing Cabinet Sub-Committee

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Tenant's Voice

TOWER HAMLETS

Purpose

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

- To use performance and complaints data to oversee the operational performance of LBTH housing services for tenants and leaseholders and make recommendations for service improvements.

- To undertake scrutiny review of identified areas of concern and make recommendations for action.

Membership

- Eight LBTH tenants

- Three LBTH leaseholders (resident within Tower Hamlets)

- One tenant of a leaseholder.

Reports into:

- Housing Cabinet Sub-Committee

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Housing Management Improvement Delivery Board

Purpose

- To ensure the delivery of the Improvement, Compliance and Integration Plan

- To monitor and deal with risks & issues (or escalate these to the Housing Performance, Improvement or Compliance Board where appropriate)

- To agree on additional improvements required as informed by data, etc.

- To monitor progress and receive highlight reports from workstreams

- Commission reports to scrutinise progress in particular areas of non-compliance/requiring improvement

- To hold workstream leads and SROs to account

Membership

- Head of Regulatory Assurance

- Programme Lead

- Senior Head of Neighbourhoods & Customer Services

- Senior Head of Housing Property & Asset Strategy

Reports into:

- Housing Performance, Improvement and Compliance Board

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Housing Management Performance & Compliance Group

Purpose

- To monitor and identify issues with the compliance and performance of all housing management services

- To analyse trends in performance, compliance and data to identify issues and improvements

- To consider complaints data and trends and recommend actions for learning

- To recommend targets for improvement and escalate areas of low performance/non-compliance

- To commission reports to scrutinise progress in particular areas of non-compliance/poor performance

- To hold Heads of Service/Service Managers to account for compliance and performance

Membership

- Director of Housing Management (Chair)

- Head of Strategy, Performance & Improvement

- Head of Regulatory Assurance

- Senior Head of Neighbourhoods & Customer Services

- Senior Head of Housing Property & Asset Strategy

Reports into:

- Housing Performance, Improvement and Compliance Board

TOWER HAMLETS

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Housing & Regeneration Policy and Strategy Group

Purpose

- To horizon scan and consider impact of new government policy on housing and regeneration services

- To facilitate and promote partnership working both internally and externally

- To prepare strategic/lobbying responses to housing and regeneration issues for consideration by the Mayor, Cabinet & CELT

- To provide early officer steer and drive to the development of housing & regeneration policies, procedures, guidance and strategies

Membership

- Director of Housing Policy, Strategy & Regulatory Compliance (Chair)

- Head of Regulatory Assurance

- Head of Strategy, Policy & Improvement

- Additional leads TBC

Reports into:

- Housing Performance, Improvement and Compliance Board

TOWER HAMLETS

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Improvement Workstream Groups
Governance, Data, Asset Management & Complaints

TOWER HAMLETS

Purpose

- To track and monitor the progress of the deliverables across the workstream.

- To identify and resolve (or escalate as appropriate) any issues.

- To agree upon and track and additional actions required to achieve the deliverables of the workstream on time & to budget.

- To agree highlight reports to the Housing Management Improvement Delivery Board

- To ensure delivery leads are updating trackers as required.

- To request additional support with workstreams (e.g. project support, additional resource) from Housing Performance, Improvement & Compliance Board

- To develop reports for Boards as requested.

Membership

- Workstream lead (Chair)

- Workstream SROs

- Delivery leads

- Programme Lead/Project Manager

Reports into:

- Housing Performance, Improvement and Compliance Board

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