

## : Scrutiny Review Action Plan – Housing Co-regulation

Recommendation	Response / Comments / Action	Responsibility	Date
<b>R1.</b> LBTH should publish annually summary of resident engagement and scrutiny work within each RP and Tower Hamlets Homes.	This is already included in the Borough wide Resident Scrutiny Group Action Plan. The Council will publicise the outcome of their work.	Faisal Butt	31.3.2014
<b>R2.</b> LBTH should publish a report annually detailing the number of complaints recorded by each Registered Provider, the number/percentage resolved at each stage of the organisation's internal complaints process.	This information is not currently routinely collected from RPs. The possibility of publishing this from the end of the 2013/14 financial year will be investigated	Faisal Butt	30.9.2013
<b>R3.</b> LBTH should build on the work undertaken in 2010 and 2011 to develop a standard "local offer" to tenants in the borough to embed a Local Quality Assured Scrutiny Framework of Standards agreed by all "partner" RPs.	Extensive work has been carried out on local offers and it was eventually decided that each RP should monitor their own as their particular themes are chosen by their own residents. Commons themes of Repairs, ASB and VFM run across most local offers. This will be revisited as part of the 2013/14 work programme with RPs and the Borough wide Resident Scrutiny Group.	Faisal Butt	31.3.2014
<b>R4.</b> LBTH should be more pro-active in seeking to empower resident Board members and scrutiny panel members of local RPs to robustly hold those organisations to account, for example through independently-led seminars and good practice sessions.	Independently led seminars can be provided by a number of agencies and housing training providers as well as by housing 'trade bodies'. The feasibility of further support by the council will be investigated within available resources.	Alison Thomas	31.12.2013
<b>R5.</b> LBTH should be more pro-active in working with RP's in seeking to provide adequate training, information and support for tenants, staff and the governing body in order to make tenant scrutiny as effective as possible.	Independently led seminars can be provided by a number of agencies and housing training providers as well as by housing 'trade bodies'. The feasibility of further support by the council will be investigated within available resources.	Alison Thomas	31.12.2013

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<p><b>R6.</b> The preferred option for dispute resolution advocated by the review group is to have an independent complaint panel to review the complaint with the tenant in attendance.</p>	<p>To be considered further within available resources</p>	<p>Jackie Odunoye</p>	<p>31.12.2013</p>
<p><b>R7.</b> LBTH should encourage THHF to establish a cross-RP Tenant Panel to consider complaints from residents of member organisations.</p>	<p>The feasibility of this approach to be considered within available resources</p>	<p>Alison Thomas/Faisal Butt</p>	<p>31.12.2013</p>