

Non-Executive Report of the: Housing & Regeneration Scrutiny Sub Committee 13 May 2024	 TOWER HAMLETS
Report of: Robin Beattie Divisional Director Strategy, Transformation and Improvement	Classification: Unrestricted
Scrutiny Challenge Session on Housing Provider Performance in the Borough	

Originating Officer(s)	Afazul Hoque – Head of Corporate Strategy Paul Burgess - Strategy and Policy Officer, Corporate
Wards affected	All Wards

Executive Summary

This report sets out the findings and recommendations from the Scrutiny Challenge Session on housing provider performance in the borough. The Report makes five recommendations for agreement by the Housing & Regeneration Scrutiny Sub Committee.

Recommendations:

The Housing & Regeneration Scrutiny Sub Committee is recommended to:

1. Note the attached Housing & Regeneration Scrutiny Sub Committee Scrutiny Challenge Session Report and agree the recommendations;
2. Agree to submit the attached report to the Mayor, Cabinet and Tower Hamlets Housing Forum for executive response to the recommendations;

1. REASONS FOR THE DECISIONS

- 1.1 This paper submits the report and recommendations of the Scrutiny Challenge Session on housing provider performance in the borough for consideration by the Housing & Regeneration Scrutiny Sub Committee.

2. ALTERNATIVE OPTIONS

2.1 To take no action. This is not recommended as the scrutiny review sessions provides recommendations for improving housing provider performance in the borough.

3. DETAILS OF THE REPORT

3.1 This scrutiny challenge session was chaired by Cllr Abdul Mannan (Scrutiny Lead for Housing & Regeneration and Overview and Scrutiny Committee Member). This challenge session was held on Tuesday 26th March 2024.

3.2 The session allowed the Committee to hear from the Regulator of Social Housing, Housing Ombudsman, leading social housing and tenant engagement organisations and RPs themselves.

3.3 The focus was to review RP Performance and the scope set out the following key questions:

- 1) How is the RP performance aligned with the organisation’s strategic priorities;
- 2) What issues Registered Providers face when providing RP performance data particularly at local level;
- 3) How is the data used to drive improvement for residents;
- 4) What impact the new Tenant Satisfaction Measures are having;
- 5) How can Scrutiny best add value.

Members in attendance:

Councillor Abdul Mannan	Scrutiny challenge session chair and chair of HRSSC
Councillor Marc Francis	HRSSC Member
Councillor Asma Islam	HRSSC Member
Councillor James King	HRSSC Member
Councillor Musthak Ahmed	HRSSC Member
Councillor Saif Uddin	HRSSC Member
Susanna Kow	Co-opted OSC Member
Councillor Kabir Ahmed	Cabinet Member for Cabinet Member for Regeneration, Inclusive Development and Housebuilding

Evidence heard from council officers, witnesses and guests:

Kate Dodsworth	Chief of Regulatory Engagement, Regulator of Social Housing
Angela Holden	Director of Regulatory Engagement, Regulator of Social Housing
Richard Blakeway	Housing Ombudsman
Andrea Baker	Director of Housing, Poplar HARCA, Chair of Tower Hamlets Housing Forum
Helen Wilson	Head of Housing for North London, Clarion Housing

Caritas Charles	Policy & Insight Manager, TPAS - The tenant engagement experts
Alistair McIntosh	Chief Executive, Housing Quality Network (HQN)

3.4 The review sessions resulted in the committee making the following recommendations:

Recommendation 1	Ensure Registered Providers (RPs) are invited to attend more committee meetings by conducting regular spotlight session at every Housing Scrutiny Sub-Committee meeting and inviting RPs to attend when their RP is being discussed.
Recommendation 2	Training for Committee Members to assist in analysing the data.
Recommendation 3	Residents to be invited give evidence to Housing Scrutiny Sub-Committee to add value to committee meeting.
Recommendation 4	Regularly review the management of council's own housing stock to ensure it is being well managed.
Recommendation 5	Ensure the council maximises its powers to improve the standards and the services housing providers given to residents.

EQUALITIES IMPLICATIONS

- 4.1 Some of recommendation will require resident involvement and engagement. The report considers the protected characteristics (Equality Act 2010) which can potentially be impacted from the discussions. It will be necessary for any responses to these recommendations to consider the impact on different communities.

5. OTHER STATUTORY IMPLICATIONS

- 5.1 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,
 - Consultations,
 - Environmental (including air quality),
 - Risk Management,
 - Crime Reduction,
 - Safeguarding.
 - Data Protection / Privacy Impact Assessment.
- 5.2 The actions in the attached report are made as part of the Committee's role in helping to secure continuous improvement for the council, as required under its Best Value duty.
- 5.3 The report recommendations will help to manage risk better, such as Members development on performance management. By involving resident in committee discussions will support robust decision making. Regular review on council stock will drive efficient improvement in services, such as homelessness/temporary accommodation costs.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 [Financial implications to be prepared by Directorate Finance Manager and agreed with Corporate Finance]

7. COMMENTS OF LEGAL SERVICES

- 7.1 [Legal implications to be inserted when Financial Implications have been completed].

Linked Reports, Appendices and Background Documents

Linked Report

- NONE.

Appendices

- Draft Scrutiny Challenge Session Report

Officer contact details for documents:

Paul Burgess - Strategy and Policy Officer, Corporate