

## **Residents' Panel Meeting**

Tuesday 24<sup>th</sup> September 2019

18:00 - 20:00

Harford Multicentre  
Spices Room  
115 Harford Street  
London  
E1 4FG

Chair: Chris Weavers

### **Agenda**

1. Introductions & Welcome - Chris Weavers
2. Minutes & Actions from previous meeting - Chris Weavers
3. Update from the THH Board - Ann Lucas
4. Parking Traffic Management Orders - Simon James
5. Leasehold Review Update - Adam Coates
6. Website Review Project - Ben Schofield
7. Performance update - Lesley Owen
8. Complaints Update - Gulam Hussain
9. Scrutiny update - Gulam Hussain
10. Any other Business - All
11. Date of next meeting:

Tuesday 26<sup>th</sup> November 2019, 18:00 – 20:00

**Residents' Panel Meeting  
Tuesday 30<sup>th</sup> July 2019**



**Minutes and Actions**

**Attendees**

<b>Members</b>	<b>Role</b>
Chris Weavers (CW)	Chair & Leaseholder
James Wilson (JW)	Private renter
Samira Johnson (SJ)	Tenant
Gibran Afzal (GA)	Tenant
<b>Observer</b>	
Murshad Habib	
<b>THH Staff</b>	
Sarah Pace (SP)	Head of Business Development
Lesley Owen (LO)	Business Development Manager
Gulam Hussain (GH)	Scrutiny and Resident Feedback Manager
Nojmul Hussain (NH)	Resident Feedback Officer

<b>Actions</b>	<b>Action Owner</b>	<b>Status/ Date</b>
1. Share the Out of Hours Emergency Manual. This is our current method for assessing severity and impact towards residents in the event of an emergency.	SP	
2. Provide update on the Communication Standard's Review work plan at the next meeting.	BS	
3. Draft scope for carrying out a review on strengthening co-regulation.	GH	
4. Invite Hillary Kelly, Head of Repairs, at the next meeting to provide update on the re-procurement of the current contract with Mears and discuss performance.	NH	
5. Invite Chris Orrin, Repairs Project Lead, at the November meeting to discuss proposed improvements to MyTHH functions.	NH	
6. Invite Nicholas Spenceley, Head of Environmental Services, at a future meeting to discuss caretaking and ASB.	NH	
7. Share link which maps out RSLs and THH properties across Tower Hamlets.	CW	
8. Panel members to email the scrutiny team if they have a proposal for a new review.	ALL	

Item No	Description	Action	Status/ Date
<b>1.</b>	<b>Introduction and Welcome</b>		
1.1	Apologies received from Shaheda Najmeen, Saleha Jafrin, Shahaveer Hussain, Ann Lucas, Paul Davey and Mas Momin.		
1.2	Item 3 of the agenda (Update from THH Board) was deferred for discussion towards the end of the meeting.		

<b>2.</b>	<b>Minutes &amp; Actions from previous meeting</b>		
2.1	Members agreed the minutes from the May 2019 meeting.		
2.2	<p><u>Completed actions</u></p> <ul style="list-style-type: none"> <li>- Repairs Re- procurement paper was circulated to members for feedback.</li> <li>- GH provided a brief progress update on Place Shaping and advised that no significant progress had been made since the last update was provided to the panel.</li> </ul>		
2.3	<p><u>Outstanding actions</u></p> <ul style="list-style-type: none"> <li>- SP highlighted that action 3 of the previous meeting asks officers to provide regular updates on the implementation of a new CRM system. This project remains in the early stages and no decision has been taken on whether THH would be investing in a new CRM solution.</li> <li>- GH explained that the default position during water outages is that the matter should be investigated as a repairs issue in the first instance unless established otherwise. This however required further interrogation to confirm how/where this may be documented as a formal process.</li> <li>- CW proposed finding out how the most vulnerable residents would be supported in the event of water outage. SP explained that THH does have a protocol for emergencies which would include such an event. The model used to assess the severity of the impact could be shared with panel members.</li> </ul> <p><b>ACTION: Share the Out of Hours Emergency Manual. This is the method for assessing severity and impact towards residents in the event of an emergency.</b></p>		

3.	<b>Update from THH Board</b>		
3.1	SP provided the following updates on behalf of Ann Lucas:		
3.2	<p><u>Awards</u> THH Caretakers won “Front line Team of the Year – for organisations with more than 7,000 dwelling” at the Housing Heroes Awards on 24<sup>th</sup> June 2019.</p>		
3.3	<p><u>THH Board</u> The Board has had two meetings since the last meeting of the Residents’ Panel.</p> <p>18<sup>th</sup> June meeting - Eamon McGoldrick, from the National Federation of ALMOs, presented on likely regulatory changes following the Social Housing Green Paper. The content included:</p> <p><b>Safe &amp; Decent Homes</b></p> <ul style="list-style-type: none"> <li>- Potential for new Decent Homes Standard</li> <li>- Introduction of a new “Building &amp; Fire Safety System” (draft Bill expected in Autumn 2019)</li> <li>- Going beyond Hackett recommendations – to include all buildings of 6 or more stories</li> <li>- New (and separate) Building Safety Regulator</li> <li>- Duty Holders required to demonstrate a buildings safety throughout design, construction and occupation – with a building specific safety regime</li> <li>- Proposals to give residents a stronger voice in the system</li> <li>- Strengthened enforcement and sanctions</li> </ul> <p><b>Resolution of Complaints</b></p> <ul style="list-style-type: none"> <li>- Introduction of KPI for all Landlords – satisfaction with complaints handling</li> <li>- Housing Regulator to use Housing Ombudsman data</li> <li>- Greater access for residents to Housing Ombudsman</li> </ul> <p><b>Empowering Residents &amp; Strengthening the Regulator</b></p> <ul style="list-style-type: none"> <li>- Introduction of suite of KPIs – so that residents can compare. This would cover Safety and quality of homes and Resident satisfaction with service</li> </ul> <p><b>Tackling stigma and celebrating communities</b></p> <ul style="list-style-type: none"> <li>- This theme has not progressed and requires further time for its development</li> </ul>		
3.4	<p>15<sup>th</sup> July 2019 meeting -</p> <ul style="list-style-type: none"> <li>• The Board agreed the Scrutiny Review of Communication Standards report and its action plan.</li> </ul>		

	<ul style="list-style-type: none"> <li>• SP highlighted that the Board acknowledged the value the panel adds to the overall performance of THH.</li> <li>• Received report on compliance with all aspects that the Regulator will consider in assessing performance against the “Homes Standard”. This includes Asbestos Management, Legionella (Water Management) and Fire Risk Management.</li> </ul>		
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**4. Performance update**

4.1	<p>LO presented the performance measures for the financial year of 2019/20.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Status</th> <th style="background-color: #ff0000;">Red</th> <th style="background-color: #ffa500;">Amber</th> <th style="background-color: #00ff00;">Green</th> <th style="background-color: #cccccc;">All</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">No. of indicators : Jun 19</td> <td style="text-align: center;">1 6%</td> <td style="text-align: center;">6 33%</td> <td style="text-align: center;">11 61%</td> <td style="text-align: center;">18 100%</td> </tr> </tbody> </table> <p><b>Table 2: Direction of Travel from May 2019</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Trend</th> <th style="background-color: #ff0000;">Weakened</th> <th style="background-color: #ffa500;">No change</th> <th style="background-color: #00ff00;">Improved</th> <th style="background-color: #cccccc;">N/a*</th> <th style="background-color: #cccccc;">All</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">No. of indicators : Jun 19</td> <td style="text-align: center;">6 33%</td> <td style="text-align: center;">0</td> <td style="text-align: center;">4 22%</td> <td style="text-align: center;">8 44%</td> <td style="text-align: center;">18 100%</td> </tr> </tbody> </table>	Status	Red	Amber	Green	All	No. of indicators : Jun 19	1 6%	6 33%	11 61%	18 100%	Trend	Weakened	No change	Improved	N/a*	All	No. of indicators : Jun 19	6 33%	0	4 22%	8 44%	18 100%		
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4.2	LO explained the red rating for measure 16 indicated the proportion of residents registered on MyTHH that have accessed the system at least once a quarter.																								
4.3	The panel queried whether there were more valuable measures which could be used to assess the impact of online services against more traditional methods of requesting services. The panel noted that whilst options existed such as measuring the number of repairs reported online vs the phone, these areas currently have a limited uptake and would not offer a useful measure of impact.																								
4.4	GH advised that THH was currently in the process of looking at ways to enhance its online offering to encourage greater use.																								
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5.	Scrutiny updates		
5.1	<p>GH provided the following updates:</p> <p><u>Communications Review</u> The final Improving Communication Standards scrutiny report had been agreed by Board at its July 2019 meeting. The published copies are all available upon request (copies were circulated during the meeting). The report includes a work-plan which is being progressed. An update on aspects of the work plan will be provided at the next meeting.</p> <p><b>ACTION: Provide update on the Communications Standard’s Review work plan at the next meeting.</b></p>		
5.2	<p><u>Retrofitting energy efficiency solutions in older stock</u> Following last year’s review on energy efficiency solutions in new build properties, a new review was carried out in June 2019 to explore the challenges of retrofitting energy efficiency solutions in existing stock. Although two sessions were planned for the review only one has taken place where four recommendations were put forward. In light of THH currently reviewing its Business Plan and the potential for energy and sustainability to feature as a theme, the panel were recommended to delay any further exploration in order to ensure priorities are clearly aligned. GH also advised that in line with previous reviews, a report will be published based on the recommendations that were made.</p>		
5.5	<p><u>New scrutiny reviews</u></p> <p>Proposals for reviews included the following:</p> <p>A) Strengthening Co-regulation – Exploring the relationship between the Panel, Board, EMT and residents and if improvements can be made.</p> <p><b>ACTION: Draft scope for carrying out a review on Strengthening Co-regulation</b></p>		
5.6	<p>B) MyTHH - Look at resident expectations, what they would like included against what can be provided.</p> <p>GH explained that work is already being carried out around assessing the functionality of MyTHH and this is in its early stages. Plans are in place to demonstrate the revised version to residents once it has been updated. Therefore, GH advised waiting for the initial work to be completed before taking this proposal forward.</p>		

	<p>CW requested inviting the lead officer working on my THH to the next meeting.</p> <p><b>ACTION: Invite Chris Orrin, Repairs Project Lead, at the November meeting to discuss proposed improvements to MyTHH functions.</b></p>		
5.7	<p>SP advised that the Transformation Programme entails identifying improvements in various service areas, including MyTHH. Thus, the Panel could consider broader scrutiny of our approach to service improvement.</p>		
5.8	<p>C) Mears Performance Review - Following a presentation from the Head of Repairs on performance, GA proposed to have a further review on Mears performance standards. However, as the contract is going through re-procurement and THH is likely to operate under a new system, GH advised re-inviting Hillary Kelly (Head of Repairs) to the Panel, in the first instance, for an update on the progress made to improve performance.</p> <p><b>ACTION: Invite Hillary Kelly, Head of Repairs, at the November 2019 meeting.</b></p>		
5.9	<p>CW also advised broadening our approach to scrutiny by having engagement activities with a wider range of residents. GH added that online surveys could also be introduced as a way to capture more views.</p>		
5.10	<p>D) Interface between caretaking and ASB - Assess the interface between caretaking and ASB. CW mentioned that substantial resources are being spent removing litter/canisters etc from estates due to behavioural issues. It was agreed to invite Nicholas Spenceley (Head of Environmental Services) at a future meeting to have an initial discussion before committing to a full review.</p> <p><b>ACTION: Invite Nicholas Spenceley at the January 2020 meeting to discuss caretaking and ASB.</b></p>		
5.11	<p>CW proposed looking at the management and landlord interface between properties on THH estates that are not its own. The relationship is especially relevant where ASB is an issue and a shared approach could be taken to address common problems.</p>		
5.12	<p>CW informed staff and panel members that he has mapped out the various RSL landlords and THH properties across Tower Hamlets. CW agreed to share this with members.</p> <p><b>ACTION: CW to share link which maps out RSLs and THH properties across Tower Hamlets. Officers to explore how this issue can be taken forward.</b></p>		

5.13	<p>Panel members were requested to email proposals for any new scrutiny reviews they would like undertaken.</p> <p><b>ACTION: Panel members to email the scrutiny team if they have a proposal for a new review.</b></p>		
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<b>6.</b>	<b>Fire Safety update</b>		
6.1	<p>GH provided the following update:</p> <ul style="list-style-type: none"> <li>• The Joint Fire Safety Working Group met on the 23<sup>rd</sup> July 2019, this was its third meeting this year.</li> <li>• The Group agreed a new dashboard. Regular reports will monitor progress against its key performance indicators such as number of properties that had front door replacements.</li> <li>• THH is currently in the process of reviewing lab reports for prospective fire door options. Four potential options have been identified.</li> <li>• The Group looked at fire risk assessments and the Fire Safety Management Framework which is the local approach for addressing fire safety.</li> <li>• It was noted that the London Fire Brigade supports the installation of sprinklers and is actively lobbying government for funds to be made available to facilitate retrofitting.</li> </ul>		

<b>7.</b>	<b>AOB</b>		
7.1	No further issue was discussed		

<b>8.</b>	<b>Date of next meeting</b>		
8.1	Tuesday 24 <sup>th</sup> September 2019, 18:00 – 20:00		



Report to: Residents' Scrutiny Panel  
 For meeting dated: Tuesday 24<sup>th</sup> September 2019  
 From: Lesley Owen  
 For: Information

Topic: **Performance Report: August 2019**

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**1. Introduction**

1.1 The Residents' Panel has a duty, outlined in its Terms of Reference, to monitor and review performance across Tower Hamlets Homes [THH], and to explore and challenge under-performance as appropriate. To facilitate this, the Panel selects a set of measures to be reported on regularly.

**2. Performance to August 2019**

2.1 In 2019-20 ten measures are reported on monthly and a further eight each quarter.

2.2 THH performance on these indicators to the end of August 2019 is shown at *summary* level in Table 1 below. Results are shown as 'green' if the target is being met or exceeded, 'amber' if the result is close to target (generally within 5%), or 'red' if the target is not being met. A Guide to how to read the results at individual *indicator* level is included in this report as *Appendix 1*. The individual indicator results themselves are set out in *Appendix 2*. Targets are aligned where applicable with those agreed by the Council and/or Board.

**Table 1: Status August 2019**

Status	Red	Amber	Green	All
No. of indicators: August 19	1 6%	6 33%	11 61%	18 100%

2.3 Table 2 below shows the direction of travel compared to the previous month.

**Table 2: Direction of Travel from July 2019**

Trend	Weakened	No change	Improved	N/a*	All
No. of indicators: August 19	5 28%	0	5 28%	8 44%	18 100%

\* Quarterly indicators not reported on in 2019-20 before June 2019

2.4 Table 3 below shows the direction of travel compared to the previous year.

**Table 3: Direction of Travel from August 2018**

Trend	Weakened	No change	Improved	All
No. of indicators: August 19	6 33%	0	12 66%	18 100%

### 3. Performance analysis

- 3.1 The indicator which was 'red' at the end of August remains the number of unique visits to MyTHH as a % of all MyTHH registrations.
- 3.2 The Panel at its July meeting discussed the need for wider and better MyTHH functionality, particularly around the online ordering of repairs, in order to achieve higher usage. In the interim the Panel discussed a number of other metrics that might be employed to assess the extent to which measures currently being taken were having an impact on contact volumes. Table 4 below shows contact volumes by contact type.

**Table 4: Contact metrics by contact type 2018-19 & 2019-20 to July 19**

Contact type	2018-19		2019-20	
	Monthly average	Of which, re repair	Monthly average	Of which, re repair
Calls 'offered'	14,963	9,197	14,202	8,341
Calls answered	13,580	8,261	13,438	7,910
Counter visits	2,622	-	2,389	-

3.3 More work will be done in this area to compare full year figures for 2019-20.

### 4. Performance summary

4.1 Tower Hamlets Homes' August 2019 performance on the eighteen indicators shows eleven [61%] meeting target and seven [39%] not meeting target. Communication and the Housing Service Centre continue to be areas of strong performance whilst Repairs is more of a mixed picture. An equal proportion of measures had strengthened and weakened

since the previous reporting month while two thirds of the indicators were performing better than at the same point last year.

## **5. Recommendations**

5.1 The Panel is recommended to:

(i) note THH performance to August 2019;

(iii) consider whether to explore in more detail any areas of under-performance

**Tower Hamlets Homes** Residents' Panel **September 2017**

Indicator	2017/18 target	Perf in month/quarter	Monthly/quarterly target	Perf YTD	YTD target	Latest Result YTD Target	Perf by month/quarter	Frequency
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**Complaints**

A	% Stage 1 complaints answered in target	90%	<b>90.2%</b>	90%	<b>85.1%</b>	90%		M
	Stage 1 complaints answered in target		46		319			
	Stage 1 complaints answered		51		375			

The % result for the month or quarter...

... and the actual numbers the % is based on

Results for the year to date (cumulative performance from April to the current month/quarter)

Results colour coded

Graph shows performance by month and for the year to date (YTD) against target

Indicator	2019/20 target	Perf in month/quarter	Monthly/quarterly target	Perf YTD	YTD target	Latest Result YTD Target	Perf by month/quarter			Frequency	Trend Prev. year
							Bar	Line	Target		

Overall Service

**1** Overall Satisfaction: tenants

2019/20 target	89%	<b>88.80%</b>	89%	<b>88.80%</b>	89%
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No. of tenants rating THH as excellent, good, or fair	317	317
Total No. of tenants responding	357	357

Q ▲

**2** Overall Satisfaction: leaseholders

2019/20 target	73%	<b>71.63%</b>	73%	<b>71.63%</b>	73%
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No. of leaseholders rating THH as excellent, good, or fair	101	101
Total No. of leaseholders responding	141	141

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Customer Access

**3a** % non-repair calls answered

2019/20 target	90%	<b>93.75%</b>	90%	<b>94.18%</b>	90%
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Total non-repair calls answered	5,219	27,323
Total non-repair calls received	5,567	29,013

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**3b** % repair calls answered

2019/20 target	90%	<b>94.10%</b>	90%	<b>94.70%</b>	90%
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Total repair calls answered	7,101	38,742
Total repair calls received	7,546	40,911

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**4a** Repair calls average wait (secs)

2019/20 target	140	<b>65</b>	140	<b>74</b>	140
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Total repair calls answered	7,101	38,742
Total wait time for repair calls answered	465,065	2,850,377

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Indicator	2019/20 target	Perf in month/quarter	Monthly/quarterly target	Perf YTD	YTD target	Perf by month/quarter		Frequency	Trend	Prev. year
						Latest Result	YTD Target			
4b Non-repair calls average wait (secs)	73	67	73	61	73			M	▲	▼
Total non-repair calls answered		5,219		27,323						
Total wait time for non-repair calls answered		350,441		1,659,935						
5 Percentage of residents rating the HSC as excellent, good, or fair	92%	92.58%	92%	92.58%	92%			Q		▼
No. of cases resolved at first point of contact		873		873						
Total no. of cases		943		943						
6 Percentage of residents agreeing 'THH does what it says it will do'	82%	81.42%	82%	81.42%	82%			Q		▲
No. of residents agreeing THH did what it said		263		263						
Total number of residents responding		323		323						

Indicator	2019/20 target	Perf in month/quarter	Monthly/quarterly target	Perf YTD	YTD target	Latest Result YTD Target	Perf by month/quarter		Frequency	Trend Prev. year
							Bar	Line		

Homes

7 % of repairs completed in target	98.5%	<b>97.9%</b>	98.5%	<b>98.7%</b>	98.5%		M	▲
	No. of repairs completed in target	4,156	26,271					
	Total repairs completed	4,245	26,604					
8 % of repair appointments kept	95.0%	<b>96%</b>	95.0%	<b>94%</b>	95.0%		M	▲▲
	No. of appointments kept	386	1,995					
	No. of appointments made	402	2,116					
9 Percentage of tenants rating the repairs service as excellent, good, or fair	92%	<b>93.6%</b>	92%	<b>91.2%</b>	92%		M	▲▲
	No. of residents rating excellent, good, or fair	364	1,986					
	Total No. of residents responding	389	2,177					
10 % of repairs completed on 1st visit	83%	<b>83.8%</b>	83%	<b>81.7%</b>	83%		M	▼▼
	No. of repairs completed on 1st visit	330	1,740					
	Total No. of repair completions	394	2,131					
11 Major Works Satisfaction	80%	<b>95%</b>	80%	<b>94.74%</b>	80%		Q	▲
	No. of residents rating excellent, good, or fair	18	18					
	Total No. of residents responding	19	19					

Indicator	2019/20 target	Perf in month/quarter	Monthly/quarterly target	Perf YTD	YTD target	Perf by month/quarter		Frequency	Trend Prev. year
						Latest Result YTD Target	Legend		

ASB

12 ASB: % of cases successfully resolved

2019/20 target	95%	99%	95%	99%	95%
No. of closed cases with a satisfactory outcome		144		144	
Total No. of closed cases		146		146	

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Communication

13 % of residents rating THH as excellent, good, or fair at keeping informed

2019/20 target	85%	87.3%	85%	86.9%	85%
No. of residents rating excellent, good, or fair		144		710	
Total No. of residents responding		165		817	

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14 % of residents rating THH as excellent, good, or fair at taking views into account

2019/20 target	69%	75.9%	69%	76.1%	69%
No. of residents rating excellent, good, or fair		110		532	
Total No. of residents responding		145		699	

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Corporate

15 No. of MyTHH Registrations

2019/20 target	5000	103.5%	4617	103.5%	4617
No. of MYTHH Registrations		4,778		4,778	
Target		4,617		4,617	

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16 No. of unique MyTHH visits as a % of residents registered

2019/20 target	50%	39.0%	50%	39.0%	50%
Unique Visits		1,827		1,827	
Av. Registrations		4,683		4,683	

Q ▼



<b>Title:</b> Complaints, Mayor and Member's Enquiries and FOI –2019/20 Q1 Monitoring Report	<b>Meeting:</b> Resident Panel	
<b>Report authorised by:</b> Sarah Pace – Head of Business Development	<b>Date of the meeting:</b> 24 September 2019	<b>Item No.</b>
<b>Report author:</b> Debbie Palmer Complaints and Member Enquiries Manager	<b>Classification:</b> Open - published	<b>Report type:</b> Information/Discussion

## **1 Introduction**

1.1 This report sets out THH's performance in response to Complaints from 1 April to the 30 June 2019 (2019/20 Q1.) It compares our performance against our targets and our performance in the previous four quarters. This report also focuses on the key learning from complaints at all stages of the complaints process. At SMT's request this report now includes data breaches and security incidents.

## **2 Recommendations**

2.1 SMT is recommended to consider priorities for action to improve performance and consider any additional information to add to the quarterly report.

## **3 Performance Overview**

3.1 The report includes the following tables:

- Case performance broken down by the last four quarters (table 1)
- Case performance by Service Area for 2019/20 Q1 (table 2)
- Complaints: % Upheld (table 3)
- Compensation payments (table 4)
- Overdue complaints by service area (table 5)
- Customer Feedback (table 6)

## **4. Key Service Improvements identified - Quarter 1 2019/20**

4.1 As part of the learning process, service areas are tasked to provide information on the causes for Stage 1 complaints in each quarter and highlight the learning and improvements that will be embedded to address the issues identified. This information is captured in the Complaints Improvement Plan which is regularly updated.

4.2 The main learning and service improvements identified in Q1 are included below.

<b>New Lessons Learnt Q1</b>	<b>Areas of learning/Service failure</b>	<b>Improvements identified</b>
Leasehold-Housing Ombudsman case	<p><b>Suspense account</b> We failed to identify that the monies paid by the resident entered the suspense account and provide him with an opportunity to rectify this.</p> <p><b>Use of Correspondance address</b> We failed to write to the complainant at their correspondence address and instead wrote to the property address</p>	<p>We now have a revised Suspense (holding account) policy and procedure in place.</p> <p>1.1 The Leasehold Suspense account (suspense account) contains a posting of all unidentified payments received in to the Leasehold bank account. Unidentified payments are posted in the suspense account by the LBTH Cashiers Team and through the automated script process. Unidentified payments arise from payments being made that are not in line with our payee reference requirements under which payees are required to ONLY quote either ONE of the follow:</p> <p>1)) Payments are made using the 11 digit invoice reference number starting with a '55' ' payments made using an invoice number will be posted against that respective invoice and if payments continue to be made after the invoice is fully paid, all subsequent payments will be automatically against the oldest invoice on the account with first priority given to service charge invoices.</p> <p>Or</p> <p>2) Payments are made using the 9 digit payment reference number - payments made using a payment reference number will be automatically against the oldest invoice on the account with first priority given to service charge invoices.</p>
Environmental Services Stage 2 case	<p><b>Improve communication</b></p>	<p>For any future estate work make sure that the Leaseholders' Association committee are consulted giving them adequate warning of THH's intentions. The Chair can adequately inform the membership, giving at least one month's warning of any felling. Utilise the notice board on the</p>

		estate to provide information to residents
Repairs Stage 2	<b>Repair Inspectors should always review repairs history before carrying out inspections so that issues fully understood</b>  <b>All staff visiting homes should be equipped with shoe protectors</b>	Refresher training for all inspectors held on the 31 July at the weekly Notice Board meeting
Repairs M&E Stage 2	<b>Failure to resolve noise from communal area</b>	Engage external sound specialist sooner to identify cause of noise when we have been unsuccessful in identifying internally. When we are unable to resolve engage an external sound specialist to prevent Stage 2 escalations
Repairs Stage 1	<b>Poor joint working with caretaking colleagues in getting keys to access the roof areas to resolve leak issues</b>	Better working with repairs and the caretaking teams to ensure speedy access to masterkeys
Repairs Stage 1	<b>Plumbing MOT</b>	HSC and Repairs are working closely to identify cases which require plumbing MOT to prevent complaints regarding leaks. HSC report any "uncontainable leaks" as "LK001" jobs. These are reviewed by Repairs and HSC to decide if a plumbing MOT is require.
Repairs Stage 1	<b>Increase of complaints regarding delays in the replacement of radiators.</b>	Mears have a new supplier for radiators so this should resolve the problem.
Repair cases	<b>Consistently offer compensation</b>	Need to ensure that inconvenience is also taken into consideration when considering compensation and also repairs covered by the Right to repair.
<b>Neighbourhoods</b>	<b>Better communication. Failure to notify resident when staff are sick</b>	If a member of staff is unable to attend a visit due to sickness it is the responsibility of the team leader to check the officers diary and either arrange for another member of staff to attend or to phone the resident, apologise and make another appointment
<b>Leasehold Services/</b>	<b>Incorrect coding of repairs orders</b>	More robust checking needs to be carried out before actual service charge accounts are

<p><b>Repairs</b></p>		<p>sent out to avoid incorrect charging</p> <p>There are loads of separate opportunities during the life of a repair, to get things right (or wrong!):</p> <ul style="list-style-type: none"> <li>•Job logging – HSC or Repairs or NHDs – ensure accuracy by logging on correct work programme and on correct block/estate/NHD with good location description etc</li> <li>•Job authorisation – Invoices over a certain level are checked and authorised by Repairs</li> <li>•Post-inspection – Repairs Inspectors, Engineers and Surveyors quality check all high value jobs and a proportion of other jobs. We also require our contractors to make before and after photographs available, to assist in any enquiries or to provide evidence of works carried out.</li> <li>•Closed jobs report – Repair Managers pick up errors when they are signing off the jobs for payment</li> <li>•Leasehold Services oversee the lists of proposed charges and come back to Repairs with any queries to try and avoid queries or problems.</li> </ul> <p>Coding has improved since the Communal Repairs project. We have changed the way information and jobs are passed to HSC from caretakers. Additional training has been provided for HSC staff, supported by documentation which Repairs helped to create.</p> <p>We have done additional training with Repairs Inspectors and Engineers about the Schedule of Rates, to avoid additional unnecessary charges for elements that should be included in the core SOR etc.</p> <p>Repair Managers are all trained on the closed jobs process, to have a last chance to pick up errors before closed jobs are paid.</p>
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HSC	<b>Incorrect information given to new tenant which led to delays in connecting washing machine</b>	Refresher training provided for Advisors concerning the letting standard. No access was left for washing machine when new cupboard fitted when the property was void
HSC	<b>Incorrect information provided at front counters which meant resident could not obtain new parking permit for new lease car</b>	Refresher training for front counter staff in correct documents for renewing parking permits
HSC	<b>Delays in the HSC processing compensation payments due to staff sickness</b>	More staff need to be trained in the HSC to process payments as there is only one member of staff assigned to this task
ASB/ Neighbourhood	<b>Staff failure to recognise Hate Crime</b>	Refresher training provided to ASB team on what constitutes Hate Crime and how to deal with the situation
Out of Hours Service	<b>Staff Attitude</b>	Further staff training on customer service as officer came across as rude and aggressive
Environmental Services	<b>Poor standard of cleaning on some blocks</b>	Closely being monitored – Combination of staff sickness and agency caretakers.
Community Partnership	<b>Overbooking of courses and delays in sending out certificate</b>	Systems adjusted to avoid overbooking. Simplified our administration system, to ensure that we communicate clearly when residents can expect their certificates and that they are sent out on time. We have improved the course booking system to ensure that this does not happen in the future

Re-occurring themes	Areas of learning/Service failure	Improvements identified
Repairs Stage 1	<b>Leak process not followed</b> <ul style="list-style-type: none"> <li>- Communication issues both internally and externally which resulted to resident not being updated</li> <li>- Mears need to evidence more robustly attempts to contact residents for access</li> </ul>	<p>Following the discussion at the Leaks Working Group meeting on 21/5/2019, the procedure has been revised. The key points were around:</p> <ul style="list-style-type: none"> <li>- Keeping residents informed of progress;</li> <li>- Ensuring the cases are tracked;</li> <li>- Raising jobs as emergencies where there have been previous difficulties locating the source of the leak; and</li> </ul>

	<ul style="list-style-type: none"> <li>- Housing Officers needs to report back to repairs to confirm if works have been carried out by leaseholder and resolved the leak</li> <li>- Historical leaks – MOT not carried out quickly enough</li> </ul>	<ul style="list-style-type: none"> <li>- Advising the affected resident when we believe the leak has been resolved.</li> </ul> <p>Revised procedure will be finalised at the next Leaks Working Group on the 7 August 2019</p>
Cross Service Ongoing theme from previous quarters	<b>Delay in processing insurance claims</b>	<p>Review procedures for processing insurance claims within THH, tracking the status of the claim before sending it to the LBTH Insurance team.</p> <p>There have been delays in us setting up a new project group to see how we can work with LBTH Insurance team to improve upon the service/information provided to residents when there is damage to their home, primarily due to a leak from an adjoining property.</p> <p><b>This will be raised at the Programme Board so that the project can be progressed</b></p>
HSC Ongoing issue	<b>Problem of nuisance vehicles on our estates still continues to be an issue</b>	<p>Over the next two years, Traffic Management Orders will gradually being introduced across THH managed estates. The 1st phase of the roll out has started with the Wapping and St Katharine’s area. As a part of the first stage of consultation, residents have generally supported the introduction of TMO’s and we are now waiting the Council’s decision to proceed to the final stage of the consultation. It is anticipated that the original timescale has slipped from September to November. The next wards to be considered for a TMO is Berner and Shadwell.</p>
<b>Cross Service</b> Ongoing theme – <b>Needs to improve</b>	<b>Calling resident to try and resolve issue quickly</b>	<p>Managers need to monitor teams performance more robustly. A key task within the complaint process is to phone the resident within 48 hours. Despite raising concerns previously still only 59% achieved for Q1 (139/234) leading to dissatisfaction and escalations</p>
<b>Cross Service</b> Ongoing theme	<b>Better communications We need to keep residents informed and updated when actions have an impact on</b>	<p>Better management of providing progress updates within the service areas.</p>

	<b>them</b>	
Repairs – M&E	<b>Common theme – poor communication by Open View keeping the resident updated</b>	Open View has confirmed that they will address this via a tool box talk meeting with the engineers. Requested confirmation of when this has/will take place.
Repairs Stage 1	<b>Common theme – poor communication in Mears providing progress updates on jobs running late.</b>	Mears are in the process of recruiting an additional member of staff to update the resident if they are unable to attend within 2 hour timeframe and to provide updates on follow on repair jobs
Leasehold Services Stage 2	<b>Delays in processing RTB application – continuing theme</b>	We have now recruited more staff to process applications
Leasehold Services Stage 2 15451601	<b>Poor Communication – failure to respond to emails</b>	<p>This is an ongoing theme from the last 3 quarters – There have been discussions about the lack of tracking of emails and the longer term solution is possibly to move away from customers being able to email us to a situation where customers have to use an online service request form. These forms could then be automatically distributed and monitored.</p> <p>Short term we will be doing some work over the next few weeks with managers and staff regarding our Ways of Working. This is about emphasising the behaviours needed to provide excellent customer service, including responding on time. We are also in the process of reissuing our customer promises (service standards), which includes the timescales for responding to emails. We will be asking managers to discuss these with their staff at team meetings and to emphasise that the service standards apply to internal as well as external enquiries.</p>
Cross Department Stage 2	<b>Better liason needed when complaints cross more than one service area</b>	Tracked more robustly by the Complaints Team to ensure that all aspects of the complaint addressed using a To Do tracking task

## 5. Housing Ombudsman Determinations for 2018/19 Q4

5.1 In Q1, 3 determinations were received from the Housing Ombudsman/ Local Government Ombudsman. There are 4 cases currently with the Housing Ombudsman waiting either an early resolution or formal investigations. The

Housing Ombudsman has also been in contact in relation to five case that has not yet exhausted our complaints procedure.

- 5.2 In Q1 service failure was determined for 1 of the 3 cases. A summary analysis of these cases can be found in Appendix A.



**Table 1 – THH Performance – Cases completed within target (%)**

Period	Comments			Complaints								
	Comments			Stage 1			Stage 2			Stage 3		
2018/19 Totals (YTD)	155/193	80%	⬇️	915/960	95%	⬆️	87/111	78%	⬇️	13/32	41%	⬇️
2019/20 Q1	32/42	76%	⬇️	240/251	95.6%	⬆️	26/41	63%	⬇️	1/1	100%	⬆️
2019/20 TOTAL (YTD)	32/42	76%	⬇️	240/251	95.6%	⬆️	26/41	63%	⬇️	1/1	100%	⬆️

There has been a reduction in the number of Stage 1 complaints received in Q1 by 63 complaints compared to Q4. The target for responding to Stage 1 complaints has increased to 95% for 2019/20 and we have managed to meet the target for Q1 at 95.6%. If we are to meet the target at year end all service areas must ensure that all complaints are responded to in target.

The volume of Stage 2 and Stage 3's has increased in Q1 compared to those received in Q4 by 12. The performance for responding to Stage 2's has deteriorated since Q3 when the Council took ownership for Stage 2 complaints under the new process which is concerning. A paper will be presented to EMT in August recommending THH taking ownership of the total complaint process.

**Table 2 – Performance - Cases completed within target - By Service Area (%) Q1**

Division	Comments (90%)			Stage 1 (95%)			Stage 2/3 (90%)		
	Comments	Percentage	Status	Comments	Percentage	Status	Comments	Percentage	Status
ASB	100%	1/1	⬆️	93%	14/15	⬇️	50%	1/2	⬇️
Capital Delivery	100%	2/2	⬆️	100%	12/12	⬆️	0%	0/0	☐
Community Partnership	0%	0/0	☐	40%	2/5	⬇️	0%	0/0	☐

Environmental Services	100%	4/4	↑	100%	18/18	↑	100%	1/1	↑
Finance & Rent Accounting	100%	1/1	↑	0%	0/0	□	0%	0/0	□
Housing Service Centre	86%	12/14	↓	100%	18/18	↑	95%	6/7	↑
Investment Planning	0%	0/0	□	0%	0/0	□	0%	0/0	□
Leasehold Services	50%	2/4	↓	90%	19/21	↓	40%	2/5	↓
Neighbourhood Fire Safety	0%	0/0	□	100%	2/2	↑	0%	0/0	□
Neighbourhood North	86%	6/7	↓	93%	13/14	↓	67%	2/3	↓
Neighbourhood South	33%	1/3	↓	94%	15/16	↓	0%	0/0	□
Rent Arrears	0%	0/1	↓	100%	5/5	↑	100%	1/1	↑
Repairs - North	0%	0/1	↓	96%	23/24	↑	75%	3/4	↓
Repairs - South	0%	0/1	↓	96%	27/28	↑	40%	2/5	↓
Repairs Mechanical & Electrical	100%	5/5	↑	95%	54/55	↑	50%	5/10	↓

**Table 3 Complaints: % Upheld / Compensation paid**

Due to the reduction in the number of Stage 1 cases received for Q1 and a decrease in the percentage of cases upheld we have paid less compensation in Q1 compared to Q4.. There is also a correlation to the percentage of cases upheld for 2017/18 compared to 2018/19 and the compensation paid.

Due to the increase in the number of Stage 2 cases received for Q1 and an increase in the percentage of cases upheld we have paid more compensation in Q1 compared to Q4.

Stage	Q4 Jan-Mar Upheld	Q4 Compensation paid	YTD Apr-March	YTD Compensation paid	Q1 Apr-June Upheld	Q1 Compensation paid	Number of cases
One	66% 190/289	£2,043.50	62% 582/941	£4,327.50	57% 135/237	£300.00	3
Two	52% 11/21	£80.00	58% 59/101	£4,170.00	67% 22/33	£725.00	5
Three	33% 1/3	£275.00	52% 16/31	£1,735.00	0	£250.00	2
HOS	11% 1/9	£1074.00	28.6% 8/28	£5,146.11	33% 1/3	£200.00	1
<b>Total</b>		<b>£3,472.50</b>		<b>£15,378.61</b>		<b>£1,475.00</b>	<b>11</b>

Mears Compensation paid		Q1	Q1
	YTD 2018/19	2019/20 Number	2019/20 £
Missed appointments	£2,845.00	33	£410.00
Formal Complaint compensation paid by Mears	£2,650.00	4	£227.50
<b>Grand Total</b>	<b>£5,495.00</b>	<b>37</b>	<b>£637.50</b>

**Table 4 – Overdue Stage 1 Complaints**

In Q1 there were 6 Stage 1 complaints not responded to in target. Too many cases are being responded to at the last minute, whereas the emphasis should be in resolving the complaint quickly and effectively.

**Stage 1 closed cases received 1 April – 30 June 2019**

<b>Team</b>	<b>0-5</b>	<b>6-10</b>	<b>11-15</b>	<b>16-19</b>	<b>20</b>	<b>21 &amp; up</b>
THH ASB	1		1	4	5	
THH Capital Delivery				4	4	
THH Environmental Services				6	4	
THH Housing Service Centre	10	2	5	9	1	
THH Leasehold Services	1	2	1	4	5	1
THH Neighbourhood North		1		5	6	
THH Neighbourhood South	1	1		1	9	1
THH Rent Arrears		1		2		
THH Repairs General Build North				1	11	1
THH Repairs General Build South			2	2	13	
THH Repairs Mechanical & Electrical	1		1	5	27	1
THH Community Partnership		1				2
THH Finance and Rent Accounting		1				
THH Neighbourhood Fire Safety					1	
<b>Grand Total</b>	<b>14</b>	<b>9</b>	<b>10</b>	<b>43</b>	<b>86</b>	<b>6</b>

<b>Cases 21 days and over</b>	
THH Community Partnership	16281905
THH Community Partnership	16469799
THH Leasehold Services	16443697
THH Neighbourhood South	15987498
THH Repairs General Build North	15945097
THH Repairs Mechanical & Electrical	16329197

Our priority should always be to resolve the issue ahead of conducting any investigation and to respond to the complaint quickly.

Heads of Service are asked to take note of the above data and ensure that we do more to resolve complaints more quickly.

**Table 5 – Customer Feedback on Stage 1 complaints**

Since the implementation of the 2 stage complaint process the Complaints Team have carried out the feedback calls promised in the Stage 1 response letters. The purpose of the feedback call is to make sure the complainant is satisfied with the way we have dealt with the complaint, ensure the issues have been resolved, which hopefully prevents escalations.

Month	Contacted	Responses	Satisfied	Not responded (assumed satisfied)	Not satisfied	% satisfied
Oct-Mar	446	142	72	295	65	82.3%
April 19	66	16	8	50	8	87.9%
May 19	67	17	11	50	6	91.0%
June 19	63	17	6	46	11	82.5%
Q1	196	50	25	146	25	87.2%

**Feedback on dissatisfaction – Corrective actions were raised by the Complaints Team for the service areas to action to try and prevent escalation**

<b>ASB</b>	<b>16441397</b> - There has been no solution to ASB issue. <b>To Do Action raise to Ola Vincent to contact resident by 1st July.</b>
	<b>16553297</b> - The area Leaseholder is being charged for has been closed off for 3 years and there is no access.. ASB issues not addressed. Resident was adamant that he will go to S2 and will submit this.
<b>Environmental Services</b>	<b>15815998</b> Resident was not satisfied as it has taken 3 months for the weeds to be removed – was advised in the response that they would be removed beginning of May Question why communal gardens gate have to be locked Messages left not responded too. <b>Noel Keady to call with feedback by 13 May</b>

<b>Housing Service Centre</b>	<b>16128203</b> - Response did not reflect a resolution to his complaint. <b>Email sent to Debo and To Do Action raise to arrange a site visit to establish exact requirements of complaint.</b>
	<b>16408097</b> - The parking is still a concern attendant is rarely seen. Tenant in number 4 Berebinder is still parking cars with no permit. Resident also open ideas on how to move forward. <b>Email and To Do Action sent to Simon James</b>
	<b>16488897</b> - The roof is under lock and key and only accessible by THH staff the responsibility of the theft lies with THH and SKY dish should be replaced. <b>Email and To Do Action sent to Maureen Page to respond</b>
<b>Leasehold Services</b>	Resident not satisfied as he states that not all of the issues raised in the complaint had been responded to such as why the block is only allocated 5.5hrs for caretaking. Caretaker advised resident that he spends less time on his block. – <b>Email sent to Dabbir to respond</b>
	Not satisfied as we did not keep our promised. In September 2018 action promised was not carried out and fact that call not recorded is an error and poor customer service. If.5% discount on the major works was credited account on time would now be able to pay o/s bill. Request full statement of account <b>Email sent to Dabbir to action</b>
	<b>15926697</b> - Caretaker not attended area for 8 weeks. <b>Email &amp; To Do Action sent to Noel Keady to feedback to resident by 29 May</b>
	<b>16218497</b> - information supplied was requested over five months previously and inclines towards a mis representation of the facts. <b>Corrective Action to Aklak to respond and arrange possible joint visit with Leaseholder</b>
	<b>16266598</b> - Service charge account and breakdown of Charges was not attached. Response states Ground Rent is not charged but the invoice dated 1 April 19 includes this charge. Not clear whether as a Freeholder. <b>Email sent and To Do Action raised to Aklak</b>
<b>Neighbourhood Fire Safety</b>	<b>16237697</b> - Response did not address demanding resident removes gate at own expense when they were legally and repeatedly given permission to have. Another letter received demanding removal or will be charged. Majority of this was not addressed in the response. <b>Email sent to Lisa McCann and Corrective action raised to respond by 25 June.</b>

<b>Neighbourhood North</b>	Resident is not satisfied as not all points addressed and promised return call not kept. <b>Email sent to C Foley to respond</b>
<b>Community Partnership</b>	<b>16296197</b> - The stage 1 investigation was void of facts and filled with contradiction. and yet to receive the certificate for course completed Dec 18. Resident raised S2 direct with LBTH .
	<b>16281905</b> - Requested evidence of the reviews conducted of the TRA to ensure they are following rules and details of the AGM as evidence of them following the rules <b>Email sent to Sarah/Fokrul if they can provide or will it have to be FOI</b>
	<b>16292697</b> - The response stated that Tower Hamlets Homes is to ensure that TRAs are run in accordance with their constitution and this is not happening and will be escalating to Stage 2
<b>Capital Delivery</b>	<b>16121899</b> - Resident not happy with the alleged faulty electrical work and not happy with works carried out by engie. <b>Property services are liasing directly with the resident in arranging follow on works to be carried out which requires joint work with engie and EDF, resident has been updated throughout the whole duration. Property services are ensuring this is tracked via icasework.</b>
<b>Repairs General Build North</b>	<b>15945097</b> - Resident not satisfied as the leak issue was ongoing and she wanted to find out what follow on works will take place and also how to claim for insurance as she is a freeholder. <b>Complaints team liaised with Leasehold Services,Repairs and LBTH Insurance Section and have been able to provide full response to her query. In addition to this complaints team carried out audit checks on Northgate and found that follow on works and rebooking of appointments did not take place and arranged for this to be arranged directly with the resident. All necessary follow on works were then completed at the end of May 2019.</b>
<b>Repairs General Build South</b>	<b>15706098</b> - Resident not happy with the handling of the complaint as there has been many visits but no resolution. <b>Complaints team liaised with repairs and property services to arrange and ensure follow on works were completed. However the resident was still not satisfied and asked for a stage two review of the case.</b>

<b>Repairs Mechanical &amp; Electrical</b>	<p><b>14132098</b> - Resident was not satisfied as still found noise unacceptable and asked for a stage two review. THH Complaints Team in partnership with LBTH complaints team was able to agree a resolution without the need to escalate to Stage two. <b>Agreed for Repairs M&amp;E Manager to arrange for Industrial Noise and Vibration Centre to carry out an independent survey and make recommendations in order to resolve the noise issue.</b></p>
	<p><b>14972097</b> - Resident not happy with the stage one response and upon receiving the feedback email insisted on a stage two review as they wanted the level of compensation offered increased. Also requested additional repair requests to be considered.</p>
	<p><b>15486597</b> - Resident not happy as the noise issues coming from the water tank not resolved. <b>Arranged for Repairs M&amp;E Manager to monitor an installation of a device to measure the amount of noise coming from the tank</b></p>
	<p><b>15979103</b> - Resident not happy as she feels that THH are responsible for her bicycles being stolen due to Dorr Entry System being deactivated for planned major works. She made allegation that residents were not made aware of such works at any time. <b>Complaints Team liaised with property services and responded to resident with evidence that notice of works were sent to all residents and that they have now been completed which means that DES is now activated. We also reconfirmed our position that THH cannot be responsible for the theft of her bicycles.</b></p>
	<p><b>16285098</b> - Resident informed the Complaints Team that she was unhappy with the stage one response as the issue with the CCTV camera was not resolved. <b>Complaints Team liaised with Repairs Team to instruct Openview to carry out another inspection and it was identified that the operative did not diagnose the issue properly. The repair works order was then recalled and operative has been sent to complete the follow on works and the resident has been updated regularly in terms of progress update for the CCTV repair job.</b></p>



## Appendix A – Housing Ombudsman Determination for Maladministration and Service Failure cases

Complaint	Order and recommendations	Service Failures/Lessons Learnt
<p>11318269/ 201803480</p> <p>Resident complained about THH's administration of the complainant's service charge account.</p> <p>THH's actions in seeking to recover monies owed.</p> <p>THH's complaint handling</p>	<p><b>Service Failure</b></p> <p><b>Order</b> THH to pay the complainant £200 compensation, comprised of:</p> <ul style="list-style-type: none"> <li>- £100 for the service failure identified with its management of the service charge account;</li> <li>- £100 for the service failures identified with its complaints handling.</li> </ul> <p><b>Recommendations</b> THH to review the management of its suspense account, specifically, to establish a protocol to follow when there are unidentified payments made to it. Where identified payments are made to it and require modification, for example, a reference, for there to be a standard procedure to follow, including notifying the payer.</p>	<p><b>Service Failure</b> In THH's administration of the service charge account, insofar as we did not identify and then inform the complainant, that monies for service charges were entering our suspense account and provide him with an opportunity to rectify this.</p> <p>There was service failure by THH and the Council in our complaints handling as our s responses were not fully in accordance with our complaints policy and procedure and we repeated the same error in writing to the complainant, at his property, rather than correspondence address.</p> <p><b>Service Improvements identified</b> We now have a revised Suspense (holding account) policy and procedure in place.</p> <p>1.1 The Leasehold Suspense account (suspense account) contains a posting of all unidentified payments received in to the Leasehold bank account. Unidentified payments are posted in the suspense account by the LBTH Cashiers Team and through the automated script process. Unidentified payments arise from payments being made that are not in line with our payee reference requirements under which payees are required to ONLY quote either ONE of the follow:</p> <p>1) Payments are made using the 11 digit invoice</p>

		<p>reference number starting with a '55' ' payments made using an invoice number will be posted against that respective invoice and if payments continue to be made after the invoice is fully paid, all subsequent payments will be automatically against the oldest invoice on the account with first priority given to service charge invoices.</p> <p>Or</p> <p>2) Payments are made using the 9 digit payment reference number - payments made using a payment reference number will be automatically against the oldest invoice on the account with first priority given to service charge invoices.</p>
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Period	Complaints											
	Comments			Stage 1			Stage 2			Stage 3		
2018/19 Q1	57/69	83%	⬇️	229/238	96%	⬆️	30/32	94%	⬆️	2/7	29%	⬇️
2018/19 Q2	53/68	78%	⬇️	183/193	95%	⬆️	21/25	84%	⬇️	6/12	50%	⬇️
2018/19 Q3	23/28	82%	⬇️	214/226	95%	⬆️	20/27	74%	⬇️	4/10	40%	⬇️
2018/19/Q4	22/28	79%	⬇️	289/303	95%	⬆️	16/27	59%	⬇️	1/3	33%	⬇️
<b>2018/19 Totals (YTD)</b>	<b>155/193</b>	<b>80%</b>	<b>⬇️</b>	<b>915/960</b>	<b>95.3%</b>	<b>⬆️</b>	<b>87/111</b>	<b>78%</b>	<b>⬇️</b>	<b>13/32</b>	<b>41%</b>	<b>⬇️</b>
2019/20 Q1	32/42	76%	⬇️	240/251	95.6%	⬆️	26/41	63%	⬇️	1/1	100%	⬆️
2019/20 Q2 up to 30 Aug	20/25	80%	⬇️	104/110	94.5%	⬇️	11/28	39%	⬇️	0/0	0%	□
<b>2019/20 TOTAL (YTD) up to the 30 Aug</b>	<b>52/67</b>	<b>78%</b>	<b>⬇️</b>	<b>344/361</b>	<b>95.3%</b>	<b>⬆️</b>	<b>37/69</b>	<b>54%</b>	<b>⬇️</b>	<b>1/1</b>	<b>100%</b>	<b>⬆️</b>

**Residents' Panel**  
**Meeting Schedule 2020**

<b><u>EVENT</u></b>	<b><u>DATE</u></b>	<b><u>TIME</u></b>
RP Meeting	Tuesday 28 <sup>th</sup> January 2020	18:00-20:00
RP Meeting	Tuesday 24 <sup>th</sup> March 2020	18:00-20:00
RP Meeting	Tuesday 2 <sup>nd</sup> June 2020	18:00-20:00
RP Meeting	Tuesday 21 <sup>st</sup> July 2020	18:00-20:00
RP Meeting	Tuesday 22 <sup>nd</sup> September 2020	18:00-20:00
RP Meeting	Tuesday 24 <sup>th</sup> November 2020	18:00-20:00