

**Tower Hamlets Homes Board meeting held
on Tuesday, 9 November 2010 at Keddleston Community Centre,
Hollybush Gardens, Bethnal Green, London E2 9RP**

Decisions and discussions by the Board – what this means for residents

Residents Event and Leaseholder Workshop

The board discussed an evaluation of the Residents' Event and Leaseholder Workshop.

What did they achieve?

Residents' Event

- Strong feedback on improvements to next year's Neighbourhood Action Plans, neighbourhood inspections and newsletter;
- residents feedback on 'what makes a good neighbourhood' gave a range of priorities for next year's Business Plan: the three issues raised the most were young people, community cohesion and greenery / environmental issues.
- the event gave staff throughout the organisation the opportunity to interact directly with residents to ensure there was a thorough understanding of the feedback on what makes a good neighbourhood.

Leaseholder Workshop

- ways of driving down costs and correcting accounts quickly;
- proper and agreed ways of consulting with leaseholders on works over £250;
- improving the services offered – including caretaking and cleaning and in engaging leaseholders in future business planning.
- confirmation that the priorities for the leaseholder service are: transparency, value-for-money, and communication

Supporting Vulnerable People

The Board received a presentation on supporting vulnerable people.

What have we achieved so far?

The Board were advised that since adopting the Strategy, THH is now better placed as frontline staff are ready to 'ask, acknowledge and act' which enables us to better understand needs, preferences and adapt our service based on knowledge of residents.

What have we learnt and plan to do next?

- THH does not view vulnerability as a static state – people can move in and out of vulnerability which means having up to date intelligence;
- Through the 'Getting to Know You' approach, we use existing visits to identify residents' needs and ask them what extra support they need;
- The success of work with partners: both those commissioned by Tower Hamlets Homes and by other agencies – such as supporting people
- The case studies provided demonstrated the positive outcomes for individual residents.

- Plans for next year included a one-stop bereavement service and a greater awareness of safeguarding (to allow staff to become more aware of issues such as elders abuse)

The Board were keen to see the role of neighbours emphasised as a key way in identifying and supporting vulnerable residents in the future.

Chief Executive's report

The previous meeting of the Board discussed the positive results of the STATUS survey showing a significant improvement in resident satisfaction – this month, the Chief Executive reported that performance is continuing to improve.

Further to the previous month's discussion on how THH can support residents through the recession, the Chief Executive gave more detail on the work being done to respond to the evolving economic situation. Part of this relates to looking at what we have done, will continue to do and what we will do differently to support residents.

To ensure that there is accountability between the Board and the resident involvement framework of THH, three working groups have been established which will involve two Board members and at least one Residents Panel member and supported by an Executive Team member. The Chair of the Board and the Chair of the Residents Panel are soon to meet to progress the working relationship between the two groups.

Work is currently being done to identify the business model for THH for next year and beyond.

Update on Asset Management Strategy

In light of the continued uncertainty around Decent Homes funding, the Board received a presentation looking at how we might respond to a range of scenarios around future Decent Homes funding. In particular, the meeting discussed:

- possible options and the role of customer choice;
- lessons from the decent homes pilots;

The Board stressed the importance of ensuring minimal disruption to residents when works to homes are carried out. The Board heard about some creative solutions that THH developed to work around small bathrooms and kitchens in many of properties.