

Residents' Panel Meeting

Tuesday 17th January 2023

6pm – 8pm

Virtual Zoom Meeting

Chair: Chris Weavers

Agenda

1. Welcome and introduction	Chris Weavers	5min
2. Minutes from previous meeting	Chris Weavers	10min
3. Digital accreditation – Badge Nation	Gemma Kendall	20mins
4. Update from THH Board	Ann Lucas	10min
5. Annual work plan 2023-24	Nojmul Hussain	15min
6. Complaints update	Gulam Hussain	10min
7. Performance update	Lesley Owen	10min
8. Tenant Satisfaction Measures	Lesley Owen	10min
9. AOB	All	10min

Date of next meeting: Tuesday 21st March 2023, 6pm – 8pm

**Residents' Panel Virtual Zoom Meeting
Tuesday 22nd November 2022**



Minutes and Actions

Attendees

Members	Role
James Wilson (JW)	Tenant of Leaseholder (Chair)
Corry Blades (CB)	Leaseholder
Daniele Lamarche (DL)	Leaseholder
Saleha Jafrin (SJ)	Leaseholder
Gibran Afzal (GA)	Tenant
Yasmin Begum (YB)	Tenant
Saida Begum (SB)	Tenant
THH	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
Staff	
Gulam Hussain (GH)	Head of Regulatory Assurance and Neighbourhoods
Lesley Owen (LO)	Business Development Manager
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer
Nasser Patel (NP)	ALMO Client Monitoring Officer

Actions	Action Owner		Status/ Date
1. Provide update in regards to logging emergency calls during transitional period	GH		
2. Send link for the online complaint handling process in iconography	NH		
3. Share letter from the government to local authorities regarding their obligation to comply with the Electric Communication Code.	NP		
4. Organise a joint Panel sub- group meeting with LBTH and THH to discuss how to strengthen communication with residents before phone masts are erected	NH		
5. Feedback on working with partners to support vulnerable residents with financial hardship.	GH		
6. Refer concerns regarding the caretaking standards on SJ's block.	GH		
7. Invite Simon James to the January 2023 meeting	NH		
8. Send annual Christmas dinner invitation	NH		

Item No	Description	Action	Status/ Date
1.	Introduction and Welcome		
1.1	JW welcomed members to the meeting. Apologies was received from Chris Weavers and Sahra Mire.		
1.2	The Chair agreed for item 4 (phone mast consultation) to be presented before item 3 (Board update).		

2.	Minutes from the previous meeting and matters arising		
2.1	Minutes from the July meeting was agreed as accurate. Members were reminded that the September business meeting was replaced by the scrutiny best practice workshop.		
2.2	<p>GH reported progress of actions. In regards to investigating why emergency calls are not being logged during the transitional period (between out of hours and day time centre) has been raised with staff. However, due to recent changes in the organisation, i.e. changes in in the HSC, we are awaiting further update. GH will report progress in due course.</p> <p>JW requested for the complaint handling process iconography link to be sent to members.</p> <p>ACTION: GH to provide update in regards to logging emergency calls during transitional period</p> <p>ACTION: NH to send link for the online complaint handling process in iconography</p>		

3.	Phone mast consultation		
3.1	NP provided explained that under the Digital Economy Act (2017) all local authorities are required to provide access to telecommunication providers to erect phone masts in Council managed blocks.		
3.2	The telecoms agreement, between Council and providers, is governed by the new Electric Communications Code (part of the Digital Economy Act). The new Code gives telecommunications operators statutory rights to build sites & access land to build new sites and impose agreements on landowners. Importantly, if a consensual agreement cannot be reached with a landowner, the operator has the right to apply to the courts for a new agreement to be imposed. If the landowner does not have any immediate plans for redevelopment, the Upper Tribunal will award in the operator's favour, as evidenced by very recent decisions.		

3.3	<p>In August 2020, the Department for Digital, Culture, Media & Sports and Ministry of Housing, Communities & Local Government sent a letter to all Council senior leadership teams advising them of their obligations in regards to the above. NP said he would share this letter with Panel.</p> <p>ACTION: NP to share letter from the government to local authorities regarding their obligation to comply with the Electric Communication Code.</p>		
3.4	<p>NP informed Panel that LBTH is advised by external consultants, Lambert Smith Hampton on procedure and processes. LBTH also inform THH Health and Safety if there are any concerns or risks identified.</p>		
3.5	<p>DL felt there was a lack of communication with residents regarding the process and in identifying risk. It was proposed that the different bodies, i.e. LBTH, THH and the external consultant meet separately to discuss how to address the current communication gaps.</p> <p>ACTION: NH to organise a joint Panel sub- group meeting with LBTH and THH to discuss how to strengthen communication with residents before phone masts are erected.</p>		

4.	THH Board update		
4.1	<p>AL provided the following updates;</p> <ul style="list-style-type: none"> • Board agreed the re-tendering of THH satisfaction survey service as the existing contract with KWEST Research expires in May 2023. LO mentioned the government’s new Tenants Satisfaction Measures which THH is required to report against. • A self- assessment was undertaken against the Housing Ombudsman’s code of conduct for dealing with complaints. This informed an action plan which Board approved • Board met new Cabinet members, this included a discussion with the lead Member for housing • A consultation meeting took place with LBTH in order to get Board member’s feedback on the future of housing management • LBTH wants residents to continue influencing decision making. However, members were informed that this is challenging under the Council’s governance model • The refresh of THH’s draft business plan was agreed • Cost of living crisis was discussed; members emphasised having measures in place to support residents under significant difficulties. AL said this will involve working in partnership with external bodies. 		
4.2	<p>Discussion ensued around how THH is supporting vulnerable residents during the living cost crisis, i.e. residents struggling to pay rent, service charge etc. AL explained that in addition to the Financial Health Centre, the Board is exploring additional support. This would consist of signposting residents to external partners.</p> <p>GH agreed to report back on how residents are being supported.</p>		

<p>4.3</p> <p>4.4</p>	<p>ACTION: GH to feedback on working with partners to support vulnerable residents with financial hardship.</p> <p>There were concerns around the standard of caretaking and how to challenge high leasehold service charges. AL explained how service charge is determined, block by block estimates against actuals. Communal repairs is the most variable factor in leasehold service charge due to difficulty in forecasting repairs needed on blocks. Also, the Council sets out the leasehold service charge. AL stated that when there is a rise in service charge, leaseholders should receive an explanation.</p> <p>SJ was concerned about caretaking on her block. GH agreed to refer her concerns to the relevant service area.</p> <p>ACTION: GH to refer concerns regarding the caretaking standards on SJ's block.</p>		
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<p>5.</p>	<p>Complaints</p>		
<p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>GH reported the target for responding within the 10 day has fallen this quarter. This is largely in relation to repairs issues ranging from leaks/plumbing and bin removals. This is also due to staff sickness and shortage of staff in responding within timescales.</p> <p>THH is on target around responding within the 20 day framework (above 90% on target) and managing stage 2 complaints.</p> <p>GH reported 5 new temporary housing officers will be recruited to backfill the current shortage of staff. However, there has been difficulty in recruiting staff with the right skillset and due to the uncertain future management of THH; some recent recruits who were offered a position have opted for alternative opportunities.</p> <p>Following the Ombudsman's spotlight review on how THH responds to mould/damp and condensation, THH is undertaking work to implement the Ombudsman's expectation, this includes addressing noise nuisance and ensuring homes have hygienic carpets and to retain carpets in void properties. However, GH stated the difficulty in meeting the latter two expectations.</p> <p>Members mentioned that there have been companies knocking on doors claiming to be tenant support groups. They are offering residents support for making disrepair claims.</p> <p>GH said THH is aware of this and will issue communication to residents.</p> <p>DL requested that Simon James be invited to the next Panel meeting to provide an update on the roll out of Traffic Management Orders.</p> <p>ACTION: NH to invite Simon James to the January 2023 meeting.</p>		

6.	Performance update					
6.1	LO provided an update on performance for October 2022.					
6.2	Table 1: Status October 2022 – monthly indicators					
	Trend	Red	Amber	Green	All	
No. of indicators: October 22	6 60%	3 30%	1 10%	10 100%		
6.3	Table 2: Status September 2022 – quarterly indicators					
	Trend	Red	Amber	Green	All	
No. of indicators: September 22	3 50%	1 17%	2 33%	6 100%		
6.4	Table 3: Direction of Travel from the previous period – all indicators					
	Trend	Weakened	No change	Improved	All	
No. of indicators: Q2/October 22	8 50%	0	8 50%	16 100%		
6.5	Table 4: Direction of Travel from Q2/October 2021 – all indicators					
	Trend	Weakened	No change	Improved	N/a*	All
No. of indicators: Q2/October 22	10 63%	0	5 31%	1 6%	16 100%	
6.6	<p>LO explained why the repairs performance target has dropped. This was due to various reason; this includes:</p> <ul style="list-style-type: none"> • knock on effect from last year's supply issues and staff sickness absence • the mobilisation of the seven new contracts and integration of IT systems, to clear the backlog, impacted performance 					

	<ul style="list-style-type: none"> explosion at Bentworth Court meant staff had to be deployed for a dedicated support line, this had an impact on the call handling time for responding to general enquiries. <p>LO reported there has been some performance issues with the contractor which THH is addressing with the contractor.</p>		
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7	Any other business		
7.1	<ul style="list-style-type: none"> GH reported that Fire and Building Safety Group will discontinue, therefore its related work activity will be reported to Panel instead NH will send details for this year's annual Christmas dinner <p>ACTION: NH to send annual Christmas dinner invitation</p>		

8	Date of next meeting		
8.1	Tuesday 17 th January 2023, 6pm – 8pm		

**Tower
Hamlets
Homes**

Q3 Complaints Performance & Trends

Mohammed Baksh, Interim Customer Relations
Manager

January 2023



Performance

Period	10 day Internal Target (THH)		
	Stage 1 (90%)		
21/22 YTD	1569/1631	96%	↑
22/23 Q1	362/375	97%	↑
22/23 Q2	355/398	89%	↓
22/23 Q3	350/363	96%	↑
22/23 YTD	1067/1136	93.90%	↑

- Performance for responding to cases within target has improved in Q3 and remain in target as of YTD for 22/23
- Performance at LBTH has dipped due to ongoing team restructure (two S2 officers assimilated to LBTH IG Team) and staff sickness,
- Managers to robustly performance manage case handlers phoning complainants within 48 hours to improve Compliance – 77% (356/460) Q3 V 67% (305/458) Q2 V 62% (279/448) Q1. As part of service area catch up meetings, CRT have raised this and will continue to closely monitor
- Due to the increased correspondence from the Housing Ombudsman we have had to postpone the Case Management Strategy workshops, this is now planned for Q4. CRT continue to use 6 weekly catch up sessions with the service areas to share the learning from the HO determinations and in Q3 had run a refresher training with repairs staff & contractors on HO remedy guidance which CRT will be rolling out to other service areas

Period	Query (90%)			Stage 1 (95%)						Stage 2 (90%)			Mayor & Members Enquiries (90%)		
YTD 20/21	411/496	83%	↓	1222/1251	97.7%	↑	29/106	27%	↓	974/1084	89.9%	↓			
YTD 21/22	635/717	89%	↓	1612/1613	99.90%	↑	182/251	73%	↓	1458/1621	90%	↑			
22/23 Q1	182/195	95%	↑	396/397	99.90%	↑	59/73	81%	↓	348/389	89%	↓			
22/23 Q2	212/238	89%	↓	370/371	99.70%	↑	58/68	85%	↓	312/338	79%	↓			
22/23 Q3	187/194	96%	↑	345/345	100.00%	↑	55/67	82%	↓	390/445	88%	↓			
22/23 YTD	581/623	93%	↑	1111/1113	99.82%	↑	172/208	83%	↓	985/1146	86%	↓			

Top Causes for complaints & Escalations

Type of complaint	Reasons
Leaks	Dominant theme in escalation to S2, delays and unable to diagnose correctly in repairing leaks from roofing/guttering, communal water tank and heating pipes
Glazing/windows	Delays in works being carried out and missed appointments due to change of subcontractor
Gas Repair/Individual Boiler	Delays due to misdiagnosis, availability of parts, delay in handover of tickets between K&T and Mears for different trades
Carpentry/Plastering	Delays in works being carried out due to materials not arriving on time & poor quality of works
Communal Heating & water tanks	Delay in works carried out by OCO and arranging a late block shutdown
Damp/Mould/Condensation	Related to historical leaks and request for compensation due to delay in damp survey being carried out
Contact Centre	Poor Communication from call handler and delays in arranging callback and response to emails
Tenancy management	Poor communication and delays in getting a response
Complaint Handling & Compensation - Poor communication and failing to keep residents updated when appointments were cancelled or updating on follow on works. Resident unhappy with compensation offered under the stage one process for distress and inconvenience.	

Lessons Learned

Service Failure	Service Improvement
<p>Management of Leaks/Dampness Increase with number of cases due to delays in identifying source of leaks, addressing access issues, keeping residents updated</p>	<ul style="list-style-type: none"> Leaks Working Group and tracking cases via Northgate and iCase work with clear ownership of the cases Mears introducing leaks specialist team to deal with complex leak cases with new equipment Following on from Rochdale Judgment, CRT reviewing leak complaints data from 2021 till date, that may have been made from issues originating of damp or mould Repairs team also finalising a programme of internal visits to properties based on data of damp remedial job tickets that were previously with a focus on those that are overdue well as any potentially more serious cases.
<p>Delays caused by the transition from the old to new repair contracts</p>	<p>Failure to deliver service was the dominant factor which was compounded by the mobilisation of all the new contracts and various service providers taking time to get up to speed. Issues continue to be resolved via the new contract management which is in place</p>
<p>Delays in Windows/glazing works due to backlogs in glazing</p>	<p>The issue is a continuing theme from Q2 but repairs are working through the backlog</p>
<p>Contractors poor conduct</p>	<p>Disappointingly this has been a factor partly attributed to new supply chain and new sub-contractors, taking time to understand and embed THH values and customer care standards. Repairs team will be carrying out further investigation and addressing this in their contractors meetings.</p>

Lessons Learned

Service Failure	Service Improvement
Parking enforcement	<ul style="list-style-type: none">• Parking remains a key source of frustration , whether this is the inability to obtain a parking bay due to availability, or poor enforcement on our estates.) Situation will not improve until all our estates are under a TMO (Traffic Management Order). A few estates are already under the management order and complaints have reduced on these estates• Implementation of TMO across all LBTH estates is predicted to be completed by the end of 2023/beginning of 2024!
Contact Centre	<ul style="list-style-type: none">• More work to do to deliver a consistently high level of customer service within the HSC, with complaints referencing rude, aggressive or unhelpful staff• HSC developing a robust training, onboarding and quality assurance function to drive an improved customer experience/service (to be developed in Q4)• HSC to work closer with resources team to understand the user experience better for MyTHH in handling customer contact
Delays in horticulture	<ul style="list-style-type: none">• The new Tree Maintenance Contract will now be in place on 1 February 2023• In the interim, waiver signed to continue completing emergency works as well as a programme maintenance of works until the contract is signed. Tree Surveyor started the survey of our tree stock in early August. Due for completion by the end of February 2023.

Lessons Learned

Service Failure	Service Improvement
Standard cleaning	<ul style="list-style-type: none">• TL's monitor performance and take formal action as required• Caretaking ECO team available to help with Out of Hours cleaning• Response Team to action improvement works - varnishing entry doors, painting internal/external areas and jet washing estates with the lowest satisfaction• Weed spraying, jet washing, small painting jobs planned• British Institute Cleaning Science (BICS) standard training to be delivered to caretakers to improve productivity and efficiency.
Drainage - internal blockage and failing to collaborate with Repairs contractor	<ul style="list-style-type: none">• Additional admin staff to help with allocating jobs and booking appointments.• Regular communication with Mears out of ours and HSC.• Request for additional resourcing approved by EMT. This to include pay rise for upskilled team members and staff working alone to manage workload.
Leasehold Services-Poor Communication and Delay in responding to enquires	<ul style="list-style-type: none">• Poor communication and delays in responding to enquiries is being dealt with as staff training issue which has been addressed by the team leaders

Lessons Learned

Service Failure	Service Improvement
ASB-Case Management, Poor communication and delay to provide a service	<ul style="list-style-type: none">• ASB cases can be complex and need more time and other agencies involved. Permanent staff recruitment completed and staff returned from sickness to help with the workload and update• Continue raising awareness about ASB services by leaflet dropping, organising operations and estate actions days. Also Door knocking in 'challenging blocks' and being more active on Twitter.
Property Services- Delay in carrying out FED works, lift and unhappy with outcome of FRA	<ul style="list-style-type: none">• Action to work with contractors to improve communication with residents regarding status updates of works, anticipated start date of works and providing reasons for outcome
Neighbourhoods-Lack of timely and effective communication by Neighbourhood staff	<ul style="list-style-type: none">• When Housing Officer patch is vacant all opened cases should be reviewed by NTL and allocated to another officer. If re-allocation not possible tenant must be contacted by the NTL and kept updated accordingly.

Ombudsman Cases

20 Cases 1 April 22 to 31 Dec 22

17 relating to repairs mainly due to delays in resolving leak issues and lack of heating and hot water

Overall Summary of Cases - Outcomes	Q1	Q2	Q3	YTD 22/23
Outside Services Jurisdiction	1	1		2
No maladministration	1	1	1	2
Reasonable offer of redress	2	1		3
Partial Maladministration	1	1		2
Service Failure	1	4		5
Maladministration	1	2	2	3
Withdrawn	0	0		0
Total	7	10	3	20

Service failures identified	Service Improvements/Key Learning
Record Keeping: Ensure that a clear description is recorded when raising orders and that a proper record is made on Northgate on what action is needed to resolve the issue	A refresher was provided to staff to ensure that specific details of any repair issues reported by a resident are raised on work orders. This is to ensure that contractors have a clear understanding of the issue and to prevent repair issues being overlooked in the future.
Poor Communication: Communicate with residents more effectively, giving progress updates until issue resolved. Ensure cases are left unassigned so Stage 2 escalation requests can be picked up by the CRT.	Audits have now resumed to make sure cases are closed properly so escalations are picked up
Inadequate compensation to take into consideration inconvenience	When assessing compensation consideration is given to the severity of the inconvenience, rather than just calculating the compensation at the lowest rate of compensation by referring to HO remedy Guidance
Poor complaint handling	Compliance with new code

Key Challenges

- In addition to notice of formal investigation of cases by Housing Ombudsman, it has also continued to send more enquires under the pre action case protocol where residents have been advised to go through the council's internal complaint procedure, it is anticipated that the communication from the Housing Ombudsman will further increase.
- This in turn puts additional pressure on managing expectations of residents as more direct approaches are being made to the Ombudsman by residents.
- Improving the quality of responses to complaints and follow through on commitments now that we have several partnering repair contractors
- Capturing resident satisfaction with the complaints handling process in a meaningful way. Residents often reflect on the outcome rather than the process itself. This being capture via the KWEST feedback and CRT Audits
- Continuing to work through the transition of repairs contracts in 2022
- Implications of the new Building Safety Bill
- Ensuring compliance of the revised Housing Ombudsman Complaints code in particular to make sure we prevent any further complaint handling failure orders
- Restructure of the Corporate Complaints Team at the Council and the potential impact on performance

Report to: Residents' Panel
 From: Lesley Owen
 For: Information/discussion

Topic: **Performance Report: November 2022**

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 enable this, the Panel selects a set of measures to be reported on regularly.

2. Performance: November 2022

2.1 The indicators from 2021-22 were carried forward into 2022-2023, with the exception of MyTHH hits. There are thus ten monthly indicators and a further six quarterly ones. These can be added to or amended as the Panel see fit.

2.2 THH performance on the monthly indicators to November 2022 is shown at summary level in the 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. Targets are aligned where applicable with those agreed by the Council and/or Board.

2.3 Performance on the quarterly measures to September 2022 was presented to the Panel in November.

2.4 Performance on the individual indicators from April 2022 – November 2022 is set out in *Appendix 1*.

2.5 Table 1 below shows, for the monthly indicators, performance compared to target.

Table 1: Status November 2022 – monthly indicators

Trend	Red	Amber	Green	All
No. of indicators: November 22	6 60%	2 20%	2 20%	10 100%

2.6 Table 2 below shows the direction of travel from the previous period

Table 2: Direction of Travel from the *previous month* – monthly indicators

Trend	Weakened	No change	Improved	All
No. of indicators: November 22	3 30%	0	7 70%	10 100%

2.7 Table 3 below shows, for the monthly indicators, the direction of travel compared to the previous year.

Table 3: Direction of Travel from November 2021 – monthly indicators

Trend	Weakened	No change	Improved	All
No. of indicators: November 22	6 60%	0	4 40%	10 100%

3. Performance analysis

Areas of strength in 2022-23 continue to include:

- Repairs satisfaction
- Repairs Right First Time
- Satisfaction with the HSC
- Major works satisfaction

In addition, tenant satisfaction, call answering and satisfaction with THH taking residents' views into account are improving.

The service areas that continue to be most significantly challenged are Repairs and the Housing Service Centre:

Repairs

The job backlogs from 2021-22 carried over into this year. More recently elements of the service have been impacted by the mobilisation of new contractors as part of the procurement of the seven new repairs contracts. There have been issues with IT integration as well as performance. This has impacted on the task of clearing the backlog.

Housing Service Centre [HSC]

Performance in the HSC is improving but still impacted by the knock-on effects of the repair backlog both in terms of call answering and average call wait times. In addition, the explosion, fire and evacuation of Bentworth Court generated large volumes of calls resulting in the creation in the HSC of a separate emergency queue staffed by 3 Housing Advisors. This has had a knock-on impact on the general repair and non-repair call performance.

4. Tenant Satisfaction Measures [TSMs]

- 4.1 The Regulator for Social Housing, following formal consultation, has published its confirmed final version of the national indicators all social housing organisations must report on. These Tenant Satisfaction Measures [TSMs] are set out in *Appendix 2*. The TSMs are designed to allow tenants to see how their landlord is performing, and to provide the Regulator with intelligence about the housing provider.
- 4.2 Twelve of the TSMs are to be drawn from a perception-based satisfaction survey. The order and wording of the questions, possible responses, how to calculate the results, and survey sample size are all prescribed. The survey method[s] and timing are matters for the housing organisation to decide. Publication of the results must be accompanied by a description of the methodology used setting out how the tenants responding are reflective of the tenant population as a whole. THH plans to report on the surveys quarterly.
- 4.3 The remaining ten measures are drawn from management information; half of them relate to aspects of building safety.
- 4.4 The TSM regime begins in April 2023 and results will first be published in summer 2024.
- 4.5 The Resident Panel may wish to include some TSMs in their indicator suite for 2023-24. Panel members may also have a view about the survey method[s] to be used.

5. Recommendations

5.1 The Panel is recommended to:

- (i) note THH performance to November 2022; &
- (ii) consider whether to explore in more detail any areas of service delivery
- (iii) note the introduction of the TSMs from 2023-24

Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: November 2022
Q	Quarterly Indicators: September 2022

K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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1	Overall Satisfaction: tenants	Q	85.0%	83.8%	80.3%
	No. of tenants rating THH as excellent, good, or fair			269	512
	Total No. of tenants responding			321	638

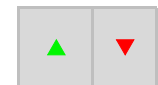
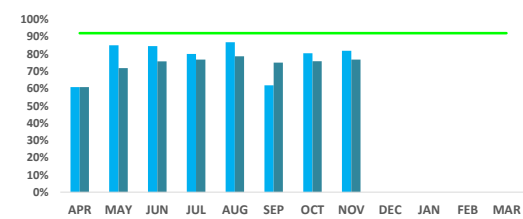
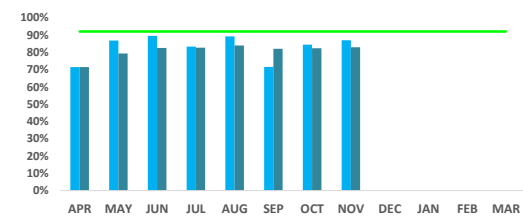
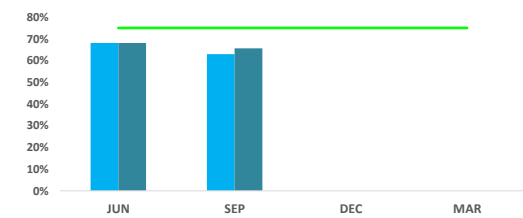
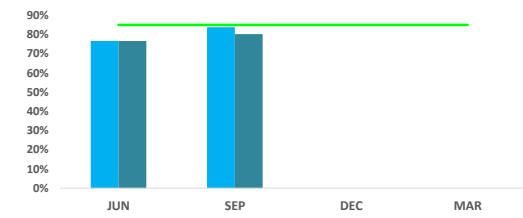
2	Overall Satisfaction: leaseholders	Q	75.0%	62.9%	65.6%
	No. of leaseholders rating THH as excellent, good, or fair			95	206
	Total No. of leaseholders responding			151	314

3	% non-repair calls answered	M	92.0%	86.9%	82.9%
	Total non-repair calls answered			3736	31149
	Total non-repair calls received			4298	37594

4	% repair calls answered	M	92.0%	81.8%	76.7%
	Total repair calls answered			8743	52728
	Total repair calls received			10687	68722

Latest Result	
YTD	
Target	

Trends	
Last Period	Year on Year



Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

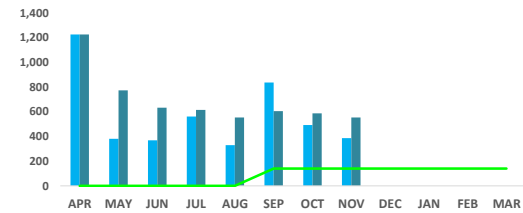
M	Monthly Indicators: November 2022
Q	Quarterly Indicators: September 2022

K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

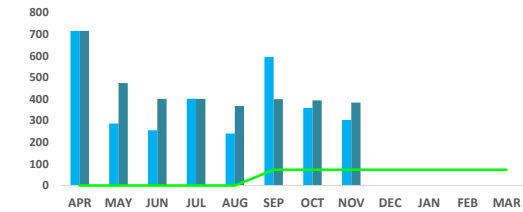
Performance Indicator		Frequency	Year-End Target	Perf in Latest Period	Perf YTD
5	Repair calls average wait (secs)	M	140	387	554
	Total repair calls answered			8743	52728
	Total wait time for repair calls answered			3383158	29213476
6	Non-Repair calls average wait (secs)	M	73	304	384
	Total non-repair calls answered			3736	31329
	Total wait time for non-repair calls answered			1135348	12016519
7	Percentage of residents rating the HSC as excellent, good, or fair	Q	90.0%	92.9%	92.2%
	No. of residents rating HSC as excellent, good, or fair			806	1062
	Total No. responding			868	1152
8	Percentage of residents agreeing 'THH does what it says it will do'	Q	70.0%	67.2%	67.7%
	No. of residents agreeing THH did what it said			203	424
	Total No. of residents responding			302	626

Latest Result	
YTD	
Target	

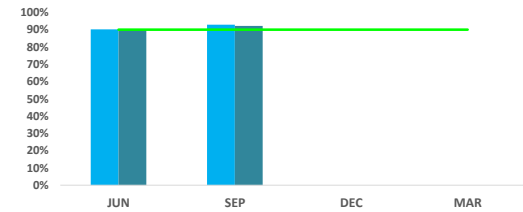
Trends	
Last Period	Year on Year



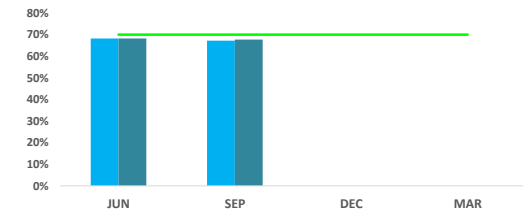
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Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

M	Monthly Indicators: November 2022
Q	Quarterly Indicators: September 2022

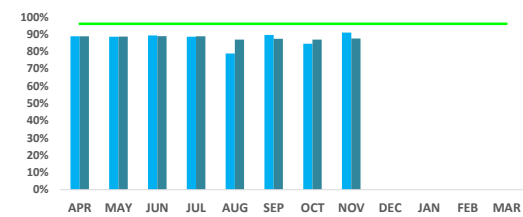
K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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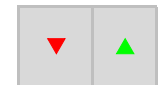
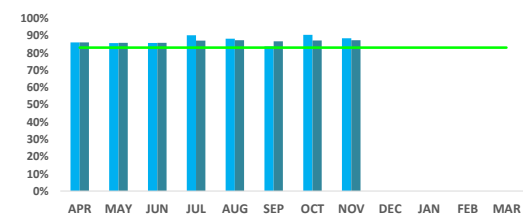
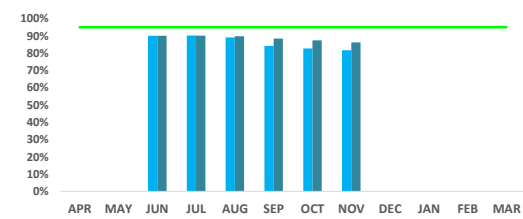
9	% of repairs completed in target	M	96.0%	90.9%	87.5%
	No. of repairs completed in target			7108	42383
	Total repairs completed			7819	48437

10	% of repair appointments kept	M	95.0%	81.7%	86.2%
	No. of appointments kept			3545	18732
	No. of appointments made			4341	21727

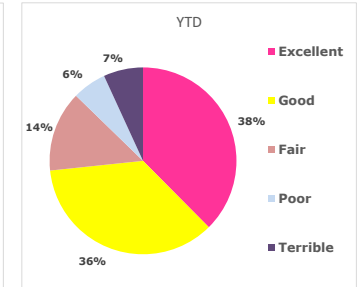
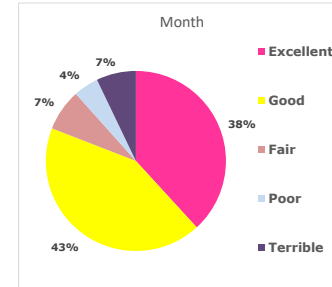
11	Percentage of tenants rating the repairs service as excellent, good, or fair	M	83.0%	88.4%	87.3%
	No. of residents rating excellent, good, or fair			236	2344
	Total No. of residents responding			267	2686



Trends	
Last Period	Year on Year



		MONTH	YTD
B R E A K D O W N	Excellent	102	1009
	Good	114	961
	Fair	20	374
	Poor	12	158
	Terrible	19	184
N	TOTAL	267	2686



Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

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Q	Quarterly Indicators: September 2022

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	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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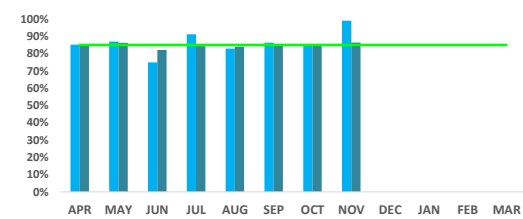
12	% of Repairs completed right first time	M	85.0%	99.0%	86.4%
	No. of repairs completed right first time			3258	22072
	Total repairs completed			3290	25559

13	Percentage of residents rating capital works as excellent, good, or fair	Q	86.5%	91.2%	94.5%
	No. of residents rating capital works as excellent, good, or fair			31	104
	Total No. of residents responding			34	110

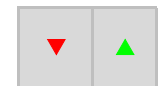
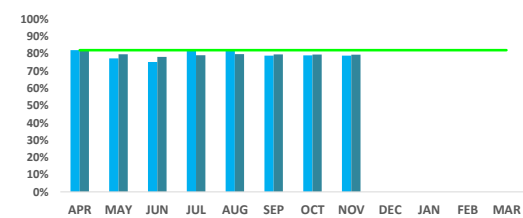
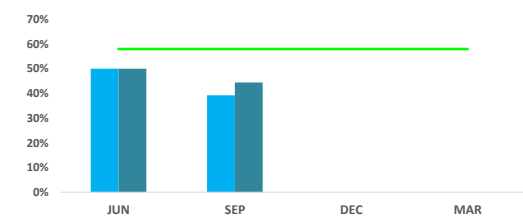
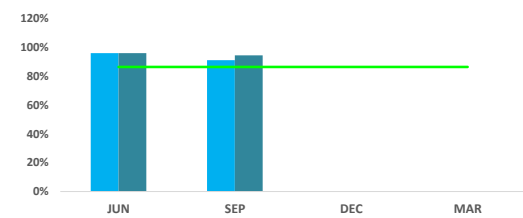
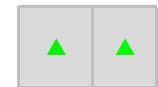
14	ASB: % of residents satisfied with handling of ASB	Q	58.0%	39.2%	44.4%
	No. of residents satisfied			31	68
	Total No. of residents responding			79	153

15	% of residents rating THH as excellent, good, or fair at keeping informed	M	82.0%	78.8%	79.4%
	No. of residents rating excellent, good, or fair			130	1024
	Total No. of residents responding			165	1290

Latest Result	
YTD	
Target	



Trends	
Last Period	Year on Year



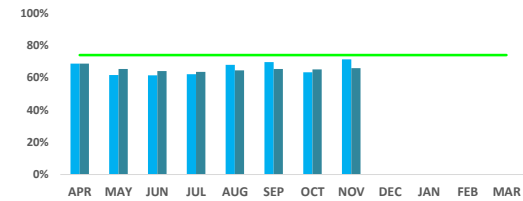
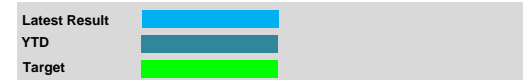
Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

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Q	Quarterly Indicators: September 2022

K E Y	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
16 % of residents rating THH as excellent, good, or fair at taking views into account	M	74.0%	71.3%	65.9%
No. of residents rating excellent, good, or fair			102	750
Total No. of residents responding			143	1138



Trends	
Last Period	Year on Year
▲	▲

Appendix 2: Summary of Tenant Satisfaction Measures

Code	Issue
TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

Tower
Hamlets
Homes

THH & the **Tenant Satisfaction Measures**

January 2023

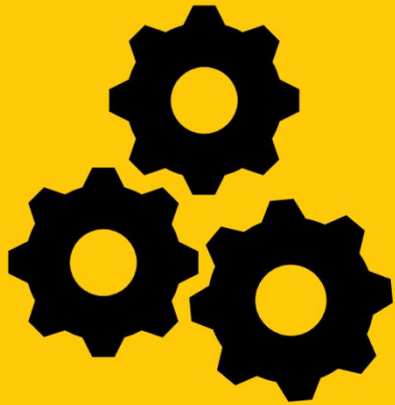


What are the Tenant Satisfaction Measures?



- A national set of satisfaction indicators and management information
- Introduced by the Regulator for Social Housing in the Social Housing White Paper
- Cover the 5 White Paper themes:
 - *Repairs*
 - *Building safety*
 - *Effective complaint-handling*
 - *Respectful & helpful tenant engagement*
 - *Responsible neighbourhood management*
- All social housing organisations must produce them regularly –THH/LBTH annually
- 1st year is 2023/24 with publication in summer 2024
- Will be used to compare organisations and provide Regulator with intelligence

Role of LBTH



- The TSM return is LBTH's responsibility as the landlord
- LBTH have delegated responsibility for producing the TSMs to THH [THH have satisfaction survey contract; are producing the data]
- LBTH role – monitoring/facilitating

Satisfaction-based TSMs

Satisfaction with:	Overall service
	Repairs
	Time taken to complete most recent repair
	The home is well-maintained
	The home is safe
	The landlord listens to tenants' views and acts upon them
	The landlord keeps tenants informed about things that matter to them
	The landlord treats tenants fairly and with respect
	The landlord's approach to handling complaints
	The landlord keeps communal areas clean and well- maintained
	The landlord makes a positive contribution to neighbourhoods
	The landlord's approach to handling anti-social behaviour

Satisfaction TSMs



- For THH these will be based on a random sample of c 1,000 *tenants*
- Can use any survey method/combination of methods and can be 1-off or carried out throughout the year
- Publish results with explanations of options chosen and how sample representative of tenants and building types
- Wording and order of questions is set, and satisfaction v based on top 2 responses from a 5-point scale

Management Information TSMs



No. of Complaints relative to the size of the landlord

% of Complaints responded to within Complaint Handling Code timescales.

No. of Anti-social behaviour cases relative to the size of the landlord

% of homes that do not meet the Decent Homes Standard

% of Repairs completed within target timescales

Building safety TSMs



Gas safety checks

Fire safety checks

Asbestos safety checks

Water safety checks

Lift safety checks

Progress to date



- Profile raised internally: Board; EMT; SMT; whole staff group & externally: LBTH Client; TRAs; Resident Panel
- 'Owners' and 'Preparing Officers' identified for management data TSMs
- Workshops re management information TSMs held
- Template for management information TSMs produced
- Pilot satisfaction survey drafted
- Survey contract being re-procured

Resident Engagement



- EMT-led TRA roadshows on the White Paper
- Resident Panel briefing on White Paper
- Resident involvement in satisfaction survey contract re-procurement
- Additional questions in survey to give context – ‘And why is that?’
- THH to also survey leaseholders

Next Steps



- **January 2023** : 'dry run' on December management data
- **January 2023**: explanatory piece in Performance section of the website
- **January – March 2023**: re-procurement of the satisfaction survey contract
- **March/April 2023**: pilot the satisfaction TSMs
- **April 2023**: reporting begins on TSMs

Questions for Panel



- How can THH best ensure satisfaction responses are representative of residents' views as a whole?
- TSM results to replace some of the Panel's existing performance measures?

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Any questions?