

## **Residents' Panel Meeting**

Tuesday 25<sup>th</sup> July 2023

6pm – 8pm

Hybrid Meeting

Chair: Chris Weavers

### **Agenda**

1. Welcome and introduction	Chris Weavers	5min
2. Minutes from previous meeting	Chris Weavers	10min
3. Building and fire safety update	Darren Cruice	10mins
4. Update from THH Board	Ann Lucas	10min
5. Performance update	Lesley Owen	10min
6. AOB	All	10min

Date of next meeting: Tuesday 12<sup>th</sup> September 2023, 6pm - 8pm

Minutes and Actions

Attendees

Members	Role
Daniele Lamarche (DL)	Leaseholder
Saleha Jafrin (SJ)	Leaseholder
Gibran Afzal (GA)	Tenant
Sahra Mire (SM)	Tenant
Yasmin Begum (YB)	Tenant
THH	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
Staff	
Lesley Owen (LO)	Business Development and Improvement Manager
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer
Hillary Howie (HH)	Head of Repairs
Mohammed Baksh (MB)	Senior Customer Relations Officer

Actions	Action Owner		Status/ Date
Forward phone mast installation review report to members	NH		
Forward panel details of any further engagement consultation workshops.	NH		
Share joint improvement plan between the HSC and Repairs Team	HH		
Share improvement plan with OCO	HH		
Investigate delay in repairing Burley House's entrance intercom	HH		
Add repairs as a regular agenda item	NH		
Explore if repair progress update and feedback survey can be sent to residents via emails following repair completion.	HH		

Item No	Description	Action	Status/ Date
<b>1.</b>	<b>Introduction and Welcome</b>		
1.1	Apologies were received from Chris Weavers, Amina Rahman and Gulam Hussain		

<b>2.</b>	<b>Minutes of the previous meeting and matters arising</b>		
2.1	In the absence of Chris Weavers, DL chaired this meeting.		
2.2	DL agreed for update on performance, followed by the spotlight session to go on first before other agenda items.		
2.3	Members agreed minutes and actions of the previous meeting.  NH reported that the sub- group meeting to review improving communication between residents and telecommunication provider before phone mast are installed took place. A final report with the recommendation is currently being finalised. NH agreed to share once the report is completed.  <b>ACTION: Forward phone mast installation review report to members</b>		

<b>3.</b>	<b>THH Board update</b>		
3.1	AL provided the following updates: <ul style="list-style-type: none"> <li>• Board had one meeting since the last Panel meeting in March 2023</li> <li>• Board looked at the damp and mould improvement plan which is a key priority</li> <li>• engaging with LBTH around updating the tenancy agreement, AL outlined areas which the updated tenancy will cover such as licence for business and safety related responsibilities, e.g. not doing BBQ in the balcony etc</li> <li>• residents are still being accommodated at Robin Hood Gardens, they were scheduled to be decanted to a new property by now but this project has been delayed. THH is working diligently to ensure the site is emptied</li> <li>• service arrangements relating to THH merging back with LBTH was discussed, this includes the proposal set out by the joint steering group (consisting of senior management from LBTH and THH). This includes proposal for a core integrated housing service with consists with two parts, one out current neighbourhood/estate management and the other would be asset management. Some services such as human resources and communication would merge with existing</li> </ul>		

	<p>LBTH departments while further discussion is taking place on the position of THH ASB team and contact centre.</p> <ul style="list-style-type: none"> <li>• Cabinet member attended Board, discussion took place around resident engagement and Regulatory Standards. A resident engagement consultation workshop was organised by LBTH. DL requested NH to forward details on any further engagement consultation workshops.</li> </ul> <p><b>ACTION: NH to forward panel details of any further engagement consultation workshops.</b></p> <ul style="list-style-type: none"> <li>• Board is focusing on key activities between now and when THH transitions back to the local authority</li> </ul>		
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4.	<b>Spotlight Discussion: Repairs</b>		
4.1	HH provided overview and summary of the current contracts and how they are performing.		
4.2	<p>THH has mobilised 7 different contract over different areas, of which one which was served 2 separate breach notices and subsequently the contract was terminated in February 2023 due to poor performance. The contractor, Alphatrack has been replaced by Openview.</p> <p>HH shared updates on each area:</p> <ul style="list-style-type: none"> <li>• <b>Communal M&amp;E:</b> Contract with OCO has been live since February 2022. OCO is performing relatively well however requires some improvements. An improvement plan is in place and a formal meeting with its managing director has also been requested to discuss concerns.</li> <li>• <b>Domestic Gas &amp; Heating:</b> Contract with K&amp;T heating has been live since April 2022. Performance is satisfactory. There are operational issues with attendance time and failure to notify residents of appointment updates which are being worked on.</li> <li>• <b>Door Entry, TV Aerials and CCTV:</b> Contract with ABCA has been live since April 2022. Performance requires significant improvement. THH has served two breach notices in 2022 due to ABCA's administrative and operational struggles. New breach notice was served in April 2023 which will be monitored till end of May 2023.</li> <li>• <b>General Build R&amp;M:</b> Contract with Mears for General Builds work has been live since July 2022. There has been a huge backlog of repairs since the COVID lockdown as well as a volume of new overdue repairs. Turnaround time performance on non-emergency orders is extremely high. Huge influx of reports relating to windows repairs and damp and mould has created a big struggle to reduce backlog.</li> <li>• <b>Passenger Lifts:</b> Contract with PLS has been live since October 2022. Performance is good. Monthly lift checks and responses to callouts have been satisfactory. Customer facing contact, repairing/servicing lifts have been well maintained. IT integration and updating systems records have been an issue.</li> </ul>		

<p>4.3</p>	<ul style="list-style-type: none"> <li>• <b>Mobility lifts:</b> Contract with LES has been live since October 2022. Performance is good however some areas require improvement.</li> <li>• <b>Fire Prevention and Detection:</b> Contract with Openview replacing Alphatrack has been live since March 2023. Compliance checks on all fire safety equipment are currently being carried out.</li> </ul> <p>HH highlighted the performance dashboard. This included a summary of the 4 main BCI's which are reported to the Council. HH summarised performance for each key area for April:</p> <ul style="list-style-type: none"> <li>• <b>Emergency Repairs completed in target:</b> Target was 98% while performance measured 95.3%.</li> <li>• <b>Non-emergency repairs completed in target:</b> Target was 95% while performance measured 89%.</li> <li>• <b>Satisfaction with experience of repair:</b> Target was 83% while performance measured 83.3%. HH added KWEST satisfaction surveys has helped analyse resident experience as THH receives good quality feedback data which helps the team create action/improvement plans.</li> <li>• <b>Percentage of overdue outstanding repairs:</b> Current target for contractors is to have less than 5% open live work orders overdue. Performance measured an average of 47.2% across all contractors. HH highlighted the failure to update systems, incorrectly close down jobs and high volume of overdue repairs from lockdown has affected this performance figure.</li> </ul> <p>HH agreed to share the performance sheet with members.</p> <p><b>ACTION: Share contractor BCI performance sheet.</b></p>		
<p>4.4</p>	<p>HH opened the floor to questions -</p> <p>AG queried whether outsourcing contracts will be changed by the Mayor when THH goes back in-house. AG also queried how THH keeps contractors motivated or on target as the issue of not resolving repairs adequately persists.</p> <p>HH answered there are no plans currently to change the structure of how contracts are managed. HH added financial penalties equating to 5% of the contractor's monthly income is imposed when performance is unsatisfactory. Formal contract sanctions are also in place which include improvement plans, breach notices, threat of terminations to motivate and ensure contractors are meeting targets.</p> <p>AG requested for improvement plans to be shared with the panel.</p> <p><b>ACTION: Share joint improvement plan between the HSC and Repairs Team</b></p> <p><b>ACTION: HH will share improvement plan with OCO</b></p>		
<p>4.5</p>	<p>YB highlighted issue around K&amp;T Heating changing appointments and arriving without notice.</p> <p>YB added ABCA are able to rectify aerial issues caused largely due to bad weather momentarily however the problem persists soon after.</p>		

	<p>YB also flagged issues with the entry door for Burley House which has a faulty intercom and has not been rectified in the last 3 years. YB enquired on how THH scrutinise contractors and whether they are involved in meetings to explain why certain jobs have not been completed.</p> <p>HH explained THH have monthly governance meetings to assess progress of contractors against targets set out in the dashboard.</p> <p>HH encouraged residents to notify THH if an issue persists or has not been rectified properly so a recall can be organised. Contractors are aware of their duty to have low-level recalls.</p> <p>4.6 HH requested YB to provide information in regards the Burley House intercom so a follow-up can be made.</p> <p><b>ACTION: Investigate delay in repairing the intercom at Burley House.</b></p> <p>4.7 SJ raised issues regarding contractors attending repairs without correct equipment required to finish the job. SJ also proposed an SMS link be provided at the end of a repair to allow residents to share whether the repair was rectified or raise any outstanding jobs.</p> <p>HH explained contractors have a duty to have van stock which meets the majority of repair needs. Currently ABCA has difficulty having adequate stock to meet the requirements of the repair as the DES are much older systems which can be difficult to get parts for. HH added THH is working on additional developments for the SMS messaging.</p> <p>4.8 DL reported that communal lights on her block have not worked for ten years. DL queried whether a system could be installed to flag up issues on a shared platform.</p> <p>HH explained contractors have a handheld device which provides photographic evidence and written findings of a repair. Residents are called to quality check.</p> <p>4.9 HH added there are improvement plans which will help with the online functionality of logging repairs online using MyTHH. Residents must call the HSC or use the portal to log repairs.</p> <p>SM queried the timescale on carrying out a satisfaction survey once a repair is completed as a follow-up was sent six months after the repair was completed.</p> <p>4.10 HH explained THH carry out 10% of checks across the board of all repairs which was exceeded last year. Physical visits/desktop analysis and phone calls assist in quality checking. The repairs team are prompt in sending the data to KWEST following completion of a repair as this is carried out on a weekly basis. Delays can be caused due to repairs not properly being closed down.</p> <p>AG proposed that repair is included as a standing item on the agenda. NH said this could be explored.</p> <p>AG also suggested an email link to be sent after the completion of a repair to ensure the works were carried out satisfactorily.</p>		
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5.	Complaints Update		
5.1	<p>MB provided overview of Q4 Complaints report. THH met targets for responding to complaints YTD. Performance of Stage 2 has dipped due to restructure and staff absences (within LBTH).</p> <ul style="list-style-type: none"> <li>• <b>Causes for complaints and escalations:</b> Common themes are mainly arising from Repairs. There are consistent delays in carrying out repairs and poor communication.</li> <li>• <b>Performance:</b> THH has received increased communication from Housing Ombudsman. THH was requested to develop an empathetic approach when delivering Stage 1 responses. A complaints handling workshop was delivered across services areas in March to assist colleagues with this approach.</li> <li>• <b>Maladministration:</b> THH was founded to have a 67% maladministration rate. Common themes included poor communication, poor record-keeping, delayed response times and appropriate compensation/redress not being offered.</li> </ul>		
5.2	<p>MB opened the floor to questions.</p>		
5.3	<p>AG queried how the 11 maladministration's and service failures compared to other housing associations. AG also asked how these are flagged up to the board.</p> <p>MB explained a piece of work is being developed to benchmark data. There has been increased communication from the Housing Ombudsman across various associations however MB could not answer how this compares with THH's situation.</p>		
5.4	<p>MB added the Housing Ombudsman require THH to evidence spotlight reports that's have recently been published. There is huge emphasis on damp &amp; mould, record-keeping, and communication.</p>		
5.5	<p>AL reported that board meet on a monthly basis and review/implement recommendations following spotlight reports to ensure compliance.</p>		
5.6	<p>DL asked whether issues could be flagged without raising a formal complaint.</p> <p>MB explained residents can raise a formal query. THH have a process of auditing queries and ensuring they are properly responded to. This allows residents to flag issues/concerns without raising formal complaints.</p>		

6.	<b>Performance</b>																																								
6.1	LO reported performance update for year end (2022-23) and up until April 2023.																																								
6.2	<p><b>Table 1: Status March 2023 – all indicators</b></p> <table border="1" data-bbox="231 369 1150 584"> <thead> <tr> <th data-bbox="231 369 598 443">Trend</th> <th data-bbox="598 369 751 443">Red</th> <th data-bbox="751 369 890 443">Amber</th> <th data-bbox="890 369 1029 443">Green</th> <th colspan="2" data-bbox="1029 369 1150 443">All</th> </tr> </thead> <tbody> <tr> <td data-bbox="231 443 598 584">No. of indicators: March 23</td> <td data-bbox="598 443 751 584">9 56%</td> <td data-bbox="751 443 890 584">4 25%</td> <td data-bbox="890 443 1029 584">3 19%</td> <td colspan="2" data-bbox="1029 443 1150 584">16 100%</td> </tr> </tbody> </table>					Trend	Red	Amber	Green	All		No. of indicators: March 23	9 56%	4 25%	3 19%	16 100%																									
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6.3	<p>Table 2 below shows, for all the 2022-23 indicators, the direction of travel compared to the previous year.</p> <p><b>Table 2: Direction of Travel from March 2022 – all indicators</b></p> <table border="1" data-bbox="231 795 1150 1010"> <thead> <tr> <th data-bbox="231 795 483 869">Trend</th> <th data-bbox="483 795 667 869">Weakened</th> <th data-bbox="667 795 834 869">No change</th> <th data-bbox="834 795 1002 869">Improved</th> <th colspan="2" data-bbox="1002 795 1150 869">All</th> </tr> </thead> <tbody> <tr> <td data-bbox="231 869 483 1010">No. of indicators: March 23</td> <td data-bbox="483 869 667 1010">11 69%</td> <td data-bbox="667 869 834 1010">0</td> <td data-bbox="834 869 1002 1010">5 31%</td> <td colspan="2" data-bbox="1002 869 1150 1010">16 100%</td> </tr> </tbody> </table> <p>Table 3 below summarises, for the monthly indicators, performance compared to target.</p> <p><b>Table 3: STATUS April 2023 – monthly indicators</b></p> <table border="1" data-bbox="231 1323 1150 1579"> <thead> <tr> <th data-bbox="231 1323 549 1435">Trend</th> <th data-bbox="549 1323 687 1435">Red</th> <th data-bbox="687 1323 810 1435">Amber</th> <th data-bbox="810 1323 933 1435">Green</th> <th data-bbox="933 1323 1043 1435">N/a</th> <th data-bbox="1043 1323 1150 1435">All</th> </tr> </thead> <tbody> <tr> <td data-bbox="231 1435 549 1579">No. of indicators: April 23</td> <td data-bbox="549 1435 687 1579">6 60%</td> <td data-bbox="687 1435 810 1579">2 20%</td> <td data-bbox="810 1435 933 1579">0 10%</td> <td data-bbox="933 1435 1043 1579">2 20%</td> <td data-bbox="1043 1435 1150 1579">10 100%</td> </tr> </tbody> </table> <p><b>Table 4: Direction of Travel from April 2022 – monthly indicators</b></p> <table border="1" data-bbox="231 1720 1150 1982"> <thead> <tr> <th data-bbox="231 1720 370 1832">Trend</th> <th data-bbox="370 1720 512 1832">Weakened</th> <th data-bbox="512 1720 715 1832">No change</th> <th data-bbox="715 1720 879 1832">Improved</th> <th data-bbox="879 1720 1066 1832">N/a</th> <th data-bbox="1066 1720 1150 1832">All</th> </tr> </thead> <tbody> <tr> <td data-bbox="231 1832 370 1982">No. of indicator : April 23</td> <td data-bbox="370 1832 512 1982">4 40%</td> <td data-bbox="512 1832 715 1982">0</td> <td data-bbox="715 1832 879 1982">3 30%</td> <td data-bbox="879 1832 1066 1982">3 30%</td> <td data-bbox="1066 1832 1150 1982">10 100%</td> </tr> </tbody> </table>					Trend	Weakened	No change	Improved	All		No. of indicators: March 23	11 69%	0	5 31%	16 100%		Trend	Red	Amber	Green	N/a	All	No. of indicators: April 23	6 60%	2 20%	0 10%	2 20%	10 100%	Trend	Weakened	No change	Improved	N/a	All	No. of indicator : April 23	4 40%	0	3 30%	3 30%	10 100%
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6.4	LO said in addition to repairs service, members could suggest further areas to scrutinise in more depth. Also, members can think about new indicators they would like to include.		
6.5	GA recommended that THH explores providing repair progress update and feedback to residents via emails.  <b>ACTION: Explore if repair progress update and feedback survey can be sent to residents via emails following repair completion.</b>		

<b>7.</b>	<b>Recruitment</b>		
7.1	NH reported that following the resignation of two Panel members, as they moved properties, THH is recruiting new members.		

<b>8.</b>	<b>AOB</b>		
8.1	No further business was discussed.		

<b>9.</b>	<b>Date of next meeting</b>		
9.1	Tuesday 25 <sup>th</sup> July, 6pm -8pm		

## Residents' Panel

### July 2023: Progress of actions

Item	Action	Update	RAG
1.	Forward phone mast installation review report to members	Report was circulated in June 2023	Green
2.	Forward panel details of any further engagement consultation workshops.	Details of forthcoming workshop on the 21 <sup>st</sup> July 2023 was circulated	Green
3.	Share joint improvement plan between the HSC and Repairs Team	This was circulated in June 2023	Green
4.	Share improvement plan with OCO	This was circulated in June 2023	Green
5.	Investigate delay in repairing Burley House's entrance intercom	The repair issues have been resolved	Green
6.	Add repairs as a regular agenda item	This has been agreed with Head of Repairs	Green
7.	Explore if repair progress update and feedback survey can be sent to residents via emails following repair completion.	This is a development, which would have to be considered for feasibility and cost. The action can not be completed within a short period, rather needs to be added as a development area and prioritised accordingly. At the moment, other projects are taking priority, like out of hours integration and online repairs reporting enhancements.	Orange

<b>Residents' Panel</b> <b>Update on Building Safety preparations</b> 25 July 2023	
<b>Report authorised by:</b> Michael Killeen, Director of Asset Management  <b>Report Author:</b> Darren Cruice, Head of Asset Management & Compliance	<b>Report type:</b> For Information

## 1.0 Introduction

- 1.1 This report provides an on our progress in preparing for the implementation of Building Safety Act.
- 1.2 Our preparations are being run as a project and David Leslie as LBTH Building Safety Lead is on the project Board.
- 1.2 The report also refers to new draft Fire Safety Regulations.
- 1.3 Significant risks are also identified.

## 2.0 Safety Case update

- 2.1 Following the gap analysis from Adelard we are currently working on addressing the issues identified for our pilot safety case at Latham House.
- 2.2 We had planning to resubmit the safety case for further review by end of May but it is taking longer than we anticipated to finalise the 2<sup>nd</sup> draft. Timetable below sets out revised dates:

Date	Activity	Comments
Resubmission of safety case to Adelard	Original date 30.5.23 Revised date 14.7.23	We have now submitted the 2 <sup>nd</sup> draft of our case
Evaluation of safety case by Adelard	31.7.23	Adelard are waiting for our revised submission
Complete further review of pilot case	31.8.23	Addressing any further issues raised
Commence engagement with residents	1.8.23	Safety officer team to be in place by mid to late July

Hazid workshops	1.9.23-30.11.23	Half day sessions to identify hazards in individual blocks
Preparation of safety cases	1.10.23 – 31.12.24	
More intense resident engagement once we have had confirmed the first tranche blocks	1.11.23 – 31.1.24	Meetings, safety case on a page, etc

2.3 Based on what the HSE have previously said we are therefore preparing safety cases for April 2024 for the following blocks:

<b>Block</b>	<b>Rationale</b>
Sivill House	Meets the criteria from HSE on height and number of units
Brodick House	Meets the criteria from HSE on height and number of units
Latham House	Substantial risk, simultaneous evac strategy with waking watch
Bentworth Court	Large number of units (117) with recent explosion/fire. Many older residents.
Maltings & Brewster	LPS blocks
Odette Duval House	Substantial risk, simultaneous evac strategy with waking watch

### **3.0 Programme of External Wall Surveys, Type 4 FRAs. Structural risk assessment and point cloud surveys.**

- 3.1 We have now recommenced the programme of EWSs with BB7. Dates for new programme surveys are attached to this report as an appendix
- 3.2 We are still planning the main programme of type 4 FRAs with BB7.
- 3.3 A programme of 20 structural surveys with Ridge is now underway initially surveying those properties with completed EWS. All 20 have had an initial visual inspection but they all require further investigations due to the lack of historical records.
- 3.4 We have finally finished the specification for laser point cloud surveys (floor plans). We anticipate these will commence in late August 2023.
- 3.5 We will report on expenditure against growth bid for structural & point cloud surveys on a quarterly basis going forward.

## 4 Building Safety blocks registration

- 4.1 The Building Safety portal for registering high rise buildings has opened.
- 4.2 We have as at today (30 June) nearly completed the initial registration information for all blocks except 7 where we need to recheck building heights and structure). The rest are now with LBTH to make the necessary payment.
- 4.3 We are currently collating the extensive 'key building information' that is required following registration. We have an action plan that sets out the detail on this. We remain confident we will meet the deadline of 30 September.

## 5 Project milestones

- 5.1 Our project plan for Building Safety preparations details the individual actions needed.
- 5.2 The table below shows our progress:

Status	May 2022	July 2022	Aug 2022	Oct 2022	Nov 2022	Jan 2023	Mar 2023	June 2023
Complete	11	22	33	48	50	58	66	84
In progress (and on track)	40	45	41	39	39	39	35	20
At risk (of missing deadline)	0	1	0	0	0	0	0	1
Failure (missed deadline)	0	0	1	3	3	3	2	1
Not started (and not due)	30	33	33	17	17	7	6	2
Closed (no longer required)	0	0	0	1	1	1	1	1
Total actions	90	101	108	108	108	108	109	109

The 1 overdue action was:

- Installation of wayfinding signage – this has now commenced and will be completed by mid August

## 6. Fire Safety Regulations

- 6.1 A proposed set of draft fire safety regulations are now in affect from 23 January 2023
- 6.2 The HSE and NFCC have said that they understand Landlords may not be fully compliant immediately but need to have a risk based plan to comply.
- 6.3 The table below sets these new regulations out briefly and what THH is doing to comply with them.

Requirement	THH response
Provide electronic floor plans to LFB and provide a hard copy onsite in a secure information box for buildings over 18m	38 buildings have floor plans of one form or another which we have loaded into the LFB portal. We will be carrying out laser point cloud surveys for all blocks. The specification is now completed and the documents will be loaded into our consultancy framework w/c 3 <sup>rd</sup> July.
Provide information about external wall systems for all high-rise buildings to LFB including an assessment of risk based on structure and materials for buildings over 18m	We have loaded details of external wall systems (based on historical information and recent External Wall Surveys) into the LFB portal for all buildings. We have completed 27 FRAEWs. Programme is attached as appendix 1.
Ensure that lifts and firefighting eqpt are inspected monthly, and the results are made available to residents. Report any faults that cannot be fixed within 24 hrs to LFB. Buildings over 18m	We already inspect out firefighting equipment and lifts monthly and we can on demand provide copies of certificates to residents. The LFB portal to report this information has now opened and we are now reporting any faults. Building safety officers will also play a role in providing residents with information on performance.
Install secure information boxes to all buildings over 18m that contain hard copy floor plans and details of the 'responsible person'	All high rise buildings now have a Premises Information Box (PIB). We are in the process of populating the new boxes and updating older information to the required format i.e. laminated etc
Install 'wayfinding' signage that is visible in low light or smoky conditions and that identifies flat and floor numbers in staircases. Buildings over 18m	We have issued a purchase order to Mears and agreed the designs for the signage. We are chasing for a start date.
Undertake annual checks of flat entrance doors and quarterly inspections of communal fire doors. Buildings over 11m	Our programme of door inspections with K&T has started and we are getting results back. We plan to use the building safety officers to inspect leasehold doors in blocks over 18m and we are reviewing proposals for leasehold doors/ in blocks above 11m but below 18m as well as those where there is no annual gas service.
Provide fire instructions to all residents in buildings of any height on how to report a fire and what to do in the event of a fire based on evacuation plan for the building	The signage programme will ensure an appropriate fire action notice is displayed in every building which will ensure compliance with this regulation.
Provide information on the importance of fire doors to all residents in all buildings	We have previously provided guidance to all residents via our website and newsletter on the importance of fire doors.

## **7. Capital Programme**

- 7.1 We are currently finalising the technical specification for works at Latham House.
- 7.2 The programme of 1200 new fire doors to high rise buildings is making good progress.
- 7.3 We are scoping and working on the specifications for major works projects to other high rise buildings.
- 7.4 We have completed spandrel panel replacements at Anglia House and Cranbrook & Odette Duval panels are currently on our better neighbourhoods framework for pricing.

## **8. Risks**

- 8.1 We are reviewing the capital programme but recent reduction in expenditure, compounded by potential delays in surveys, means that it is unlikely we will have completed works to every building prior to the submission of the safety case.
- 8.2 The production of safety cases remains a high risk due to the complexity and breadth of the task.

We will be resubmitting the latest draft to Adelard by 14 July.

- 8.4 Update on recruitment which is now substantively completed

Role	Status
Fire Risk Officer	In post
Senior Building Safety Officer	In post
Building Safety Officers	In post
Asbestos Manager	In post
Asset Officer	In post
Asset assistant	In post

We will need some additional resources going forward into 24/25 which will include a fire risk coordinator and an additional technical role. We will submit a bid as part of the budget exercise for next year.





## Appendix 1

Block	EWS?	Result	Type 4 FRA?	Structural survey?
Alzette	Y	B2		In progress
Modling	Y	B2		In progress
Puteaux	Y	B2	Y	In progress
Velletri	Y	B2	Y	In progress
St.Giles	Y	B2	Y	In progress
Anglia	Y	B2		In progress
Brodick	Y	B1	Y	In progress
Gatwick	Y	B1		
Kinsham	Y	B2		In progress
Latham House	Y	B2	Y	Y
Lister House	Y	B2	Y	In progress
Siege House	Y	B1		In progress
Thornfield House	Y	B2		In progress
Westhope House	Y	B2		In progress
Pauline House	Y	B2		In progress
Sivil House	Y	B1		In progress
Cuff Point	Y	B1		In progress
Orion House	Y	B2	Y	In progress
James Hammett House	Y	A1	Y	In progress
Darnley House	Y	B2		In progress
Ashington House	Y	A1	Y	
Bentworth Court	Y	?	Y	In progress
Maltings House	Y	?		
Brewster House	Y	?		
Odette Duval House	Y	B2		
Troon House	Y	B2		
Billing House	Y	?		
Doughty House	Y	?		
Corringham House	Y	?		
Sulkin House	Y	?		
O'Leary Sq	Y	?		
Delafield House	Y	?		
Howcroft House	Y	?		
Ogilvie House	Y	?		
Solander Gdns	18.7.23			
Withy House	19.7.23			
Halliday House	1.8.23			
Johnson House	2.8.23			
Yates House	2.8.23			
Kiln Court	9.8.23			
Oast Court	15.8.23			
Pyrus House	16.8.23			
Raynham House	17.8.23			
Sleigh House	September			
Storey House	September			

Dunmore Point	September			
Trevelyan House	September			
Tuscan House	September			
West India House	September			
Heylyn House	September			
Anne Goodman House	October			
Ansell House	October			
Donegal House	October			
Redbourne House	October			
Harkness House	October			
Harriott House	October			
Jarman House	October			
Santis Court	November			
Kerry House	November			
Levitas House	November			
Longford House	November			
Gouldman House	November			
Sovereign House	November			
Stockton House	November			
Oswell House	December			
George Loveless House	December			
Tallow Court	December			
Sheffield Square	December			
Thomas Hollywood House	December			
Waterview House	December			
Geoff Cade House				
Barchester				
Angela Court				
Al Tab Ali House				
Chris Braithwaite House				

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

Topic: **Performance Report: June 2023**

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

## **2. Performance: June/Q1 2023-24**

2.1 2023-24 will be a year of transition for the Panel:

- The Council's decision to bring THH back in-house is likely to take effect from 1<sup>st</sup> November 2023. It is not clear yet what the future of the Resident Panel will be post transfer.
- The statutory Tenant Satisfaction Measures [TSMs] came into effect in April 2023. These will replace the high-level satisfaction measures the Panel has been used to seeing.

2.2 Delays with the re-procurement of the satisfaction survey contract have meant no TSM-based results are available for Quarter 1. The delay has also impacted on a number of the THH 'local' surveys which were paused. [These surveys are also being reviewed to ensure all questions asked are still relevant and useful]. Performance results therefore are only available here for eight of the usual ten monthly indicators, and for only one of the usual six quarterly indicators. The *THH does what it says* has been dropped as a Business Critical Indicator for THH. As reported to Panel in May further adjustments to the indicator suite may be to follow where measures are aligned with the Tenant Satisfaction Measure [TSM] methodology.

2.3 Targets were aligned where applicable with those agreed by the Council and/or Board.

THH performance against target on the 2023-24 indicators is shown at summary level in the Table 1 below.

Results are shown as 'green' if the target has been met or exceeded, 'amber' if the result is close to target (generally within 5%), or 'red' if the target has not been met.

2.4 **Table 1: Status June 2023 – all indicators**

Trend	Red	Amber	Green	All
<b>No. of indicators: June 23</b>	6 67%	1 11%	2 22%	9 100%

2.5 Performance on the individual indicators from April – June 2023 is set out in *Appendix 1*.

2.6 Table 2 below shows, for the monthly 2023-24 indicators, the direction of travel compared to the previous month.

**Table 2: Direction of Travel from May 2023 – monthly indicators**

Trend	Weakened	No change	Improved	All
<b>No. of indicators: June 23</b>	2 25%	0	6 75%	8 100%

2.7 Table 3 below shows, for all the indicators with results available, the direction of travel from the same month in the previous year.

**Table 3: Direction of Travel from June 2022 – all indicators**

Trend	Weakened	No change	Improved	All
<b>No. of indicators: June 23</b>	6 67%	0	3 33%	9 100%

### **3. Performance analysis**

From the 2023-24 results to date it can be seen that areas of strength continue to include:

- Repairs satisfaction
- Satisfaction with the HSC

In addition, call answering has improved since last month.

The June 2023 results show the service areas that continue to be most significantly challenged continue to be Repairs and the Housing Service Centre:

#### **Repairs**

Job backlogs from 2021-22 carried over into 2022-23 when seven new repairs contracts were procured. As previously reported elements of the service have been impacted by the mobilisation of the new contractors: there have been issues with IT integration as well as performance. This has impacted on the task of clearing the backlog. The Repairs Head of Service attended an in-depth spotlight session at the Panel in May.

#### **Housing Service Centre [HSC]**

Performance in the HSC is still impacted by the knock-on effects of the repair problems both in terms of call answering and average call wait times, and the HSC also continues to be affected by staff retention and recruitment issues. However, performance in June was a significant improvement on May with call answering up and average wait times falling.

### **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. Following evaluation of bids for the re-procurement of the satisfaction surveys the contract was again awarded to

Kwest Research Ltd with effect from 1<sup>st</sup> July. TSM surveying began week beginning 3<sup>rd</sup> July. THH plans to report on the surveys quarterly, beginning with July-September results in October.

- 4.3 The remaining ten TSMs are drawn from management information; half of them relate to aspects of building safety.
- 4.4 The TSM regime began in April 2023 and results will first be published in summer 2024.
- 4.5 It is likely that TSM-based measures will replace similar indicators in the Resident Panel indicator suite for 2023-24.

## **5. Recommendations**

5.1 The Panel is recommended to:

- (i) note THH performance to June 2023; &
- (ii) consider whether to explore in more detail any areas of service delivery

# Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

<b>M</b>	Monthly Indicators: June 2023
<b>Q</b>	Quarterly Indicators: June 2023

<b>K E Y</b>	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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<b>1</b>	Overall Satisfaction: tenants	Q		
	No. of tenants rating THH as excellent, good, or fair			
	Total No. of tenants responding			

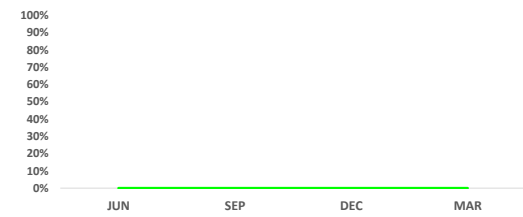
<b>2</b>	Overall Satisfaction: leaseholders	Q		
	No. of leaseholders rating THH as excellent, good, or fair			
	Total No. of leaseholders responding			

<b>3</b>	% non-repair calls answered	M	92.0%	77.3%	67.2%
	Total non-repair calls answered			3590	9610
	Total non-repair calls received			4647	14297

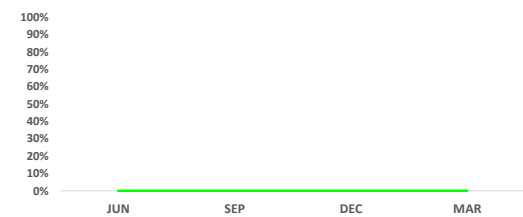
<b>4</b>	% repair calls answered	M	92.0%	79.9%	72.4%
	Total repair calls answered			5666	15727
	Total repair calls received			7091	21713

Latest Result	
YTD	
Target	

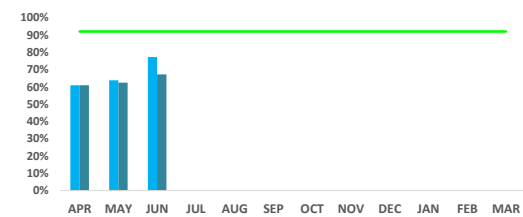
Trends	
Last Period	Year on Year



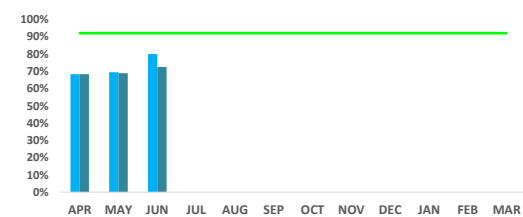
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# Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

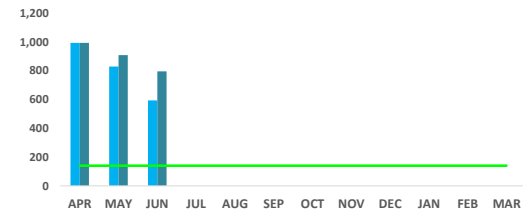
<b>M</b>	Monthly Indicators: June 2023
<b>Q</b>	Quarterly Indicators: June 2023

<b>K E Y</b>	At or above target
	Below target, above minimum
	Below target, below minimum

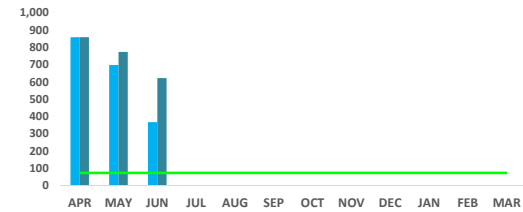
Performance Indicator		Frequency	Year-End Target	Perf in Latest Period	Perf YTD
<b>5</b>	Repair calls average wait (secs)	<b>M</b>	<b>140</b>	<b>593</b>	<b>795</b>
	Total repair calls answered			<b>5666</b>	<b>15727</b>
	Total wait time for repair calls answered			<b>3359938</b>	<b>12496471</b>
<b>6</b>	Non-Repair calls average wait (secs)	<b>M</b>	<b>73</b>	<b>367</b>	<b>621</b>
	Total non-repair calls answered			<b>3590</b>	<b>9610</b>
	Total wait time for non-repair calls answered			<b>1317530</b>	<b>5970227</b>
<b>7</b>	Percentage of residents rating the HSC as excellent, good, or fair	<b>Q</b>	<b>90.0%</b>	<b>90.5%</b>	<b>90.5%</b>
	No. of residents rating HSC as excellent, good, or fair			<b>794</b>	<b>794</b>
	Total No. responding			<b>877</b>	<b>877</b>
<b>8</b>	Percentage of residents agreeing 'THH does what it says it will do'	<b>Q</b>			
	No. of residents agreeing THH did what it said				
	Total No. of residents responding				



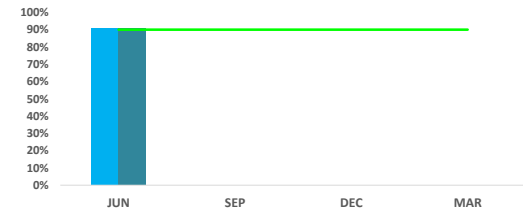
Trends	
Last Period	Year on Year



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# Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

<b>M</b>	<b>Monthly Indicators: June 2023</b>
<b>Q</b>	<b>Quarterly Indicators: June 2023</b>

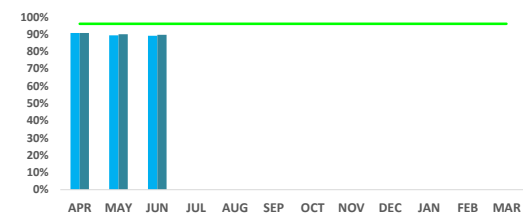
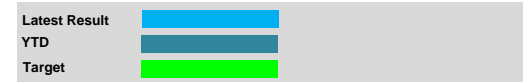
<b>K E Y</b>	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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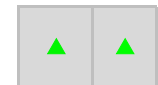
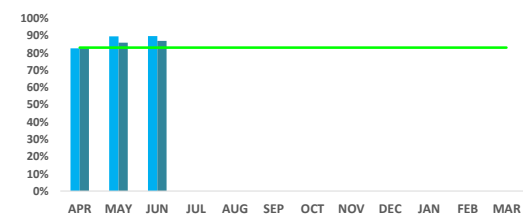
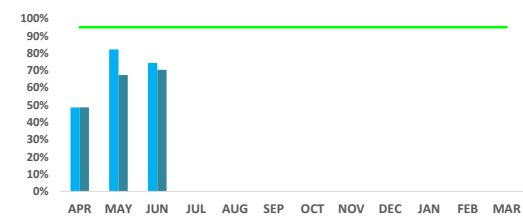
<b>9</b>	% of repairs completed in target	<b>M</b>	<b>96.0%</b>	<b>89.1%</b>	<b>89.6%</b>
	No. of repairs completed in target			<b>7423</b>	<b>20332</b>
	Total repairs completed			<b>8334</b>	<b>22680</b>

<b>10</b>	% of repair appointments kept	<b>M</b>	<b>95.0%</b>	<b>74.4%</b>	<b>70.4%</b>
	No. of appointments kept			<b>4221</b>	<b>9234</b>
	No. of appointments made			<b>5677</b>	<b>13125</b>

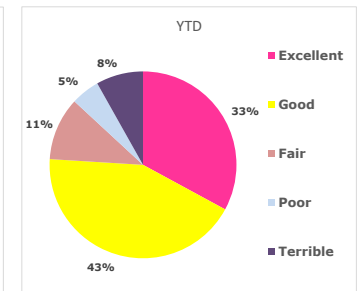
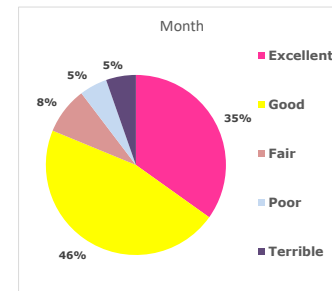
<b>11</b>	Percentage of tenants rating the repairs service as excellent, good, or fair	<b>M</b>	<b>83.0%</b>	<b>89.7%</b>	<b>86.9%</b>
	No. of residents rating excellent, good, or fair			<b>234</b>	<b>821</b>
	Total No. of residents responding			<b>261</b>	<b>945</b>



Trends	
Last Period	Year on Year



B R E A K D O W N	Category	MONTH	YTD
		<b>Excellent</b>	<b>91</b>
<b>Good</b>	<b>121</b>	<b>407</b>	
<b>Fair</b>	<b>22</b>	<b>103</b>	
<b>Poor</b>	<b>13</b>	<b>47</b>	
<b>Terrible</b>	<b>14</b>	<b>77</b>	
<b>N</b>	<b>TOTAL</b>	<b>261</b>	<b>945</b>



# Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

<b>M</b>	Monthly Indicators: June 2023
<b>Q</b>	Quarterly Indicators: June 2023

<b>K E Y</b>	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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<b>12</b>	% of Repairs completed right first time	<b>M</b>	<b>85.0%</b>	<b>81.8%</b>	<b>82.2%</b>
	No. of repairs completed right first time			<b>3199</b>	<b>8819</b>
	Total repairs completed			<b>3911</b>	<b>10729</b>

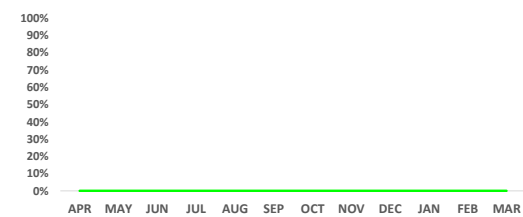
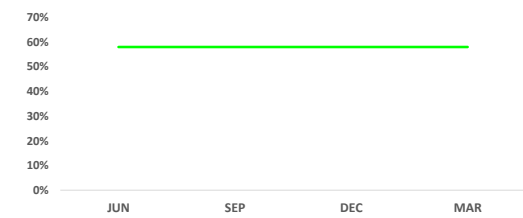
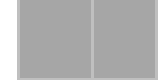
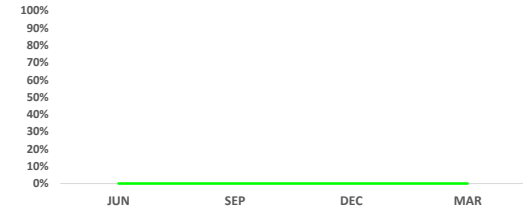
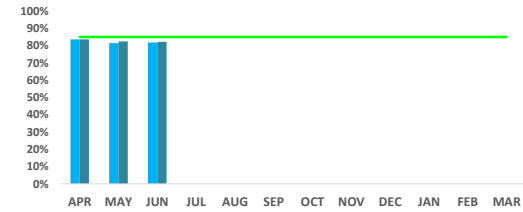
<b>13</b>	Percentage of residents rating capital works as excellent, good, or fair	<b>Q</b>			
	No. of residents rating capital works as excellent, good, or fair			<b>0</b>	<b>0</b>
	Total No. of residents responding			<b>0</b>	<b>0</b>

<b>14</b>	ASB: % of residents satisfied with handling of ASB	<b>Q</b>	<b>58.0%</b>		
	No. of residents satisfied			<b>0</b>	<b>0</b>
	Total No. of residents responding			<b>0</b>	<b>0</b>

<b>15</b>	% of residents rating THH as excellent, good, or fair at keeping informed	<b>M</b>			
	No. of residents rating excellent, good, or fair				
	Total No. of residents responding				

Latest Result	
YTD	
Target	

Trends	
Last Period	Year on Year



## Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

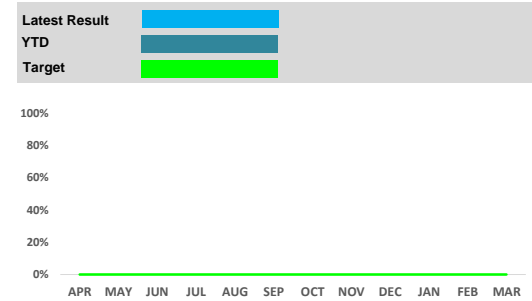
Year to date performance:

<b>M</b>	Monthly Indicators: June 2023
<b>Q</b>	Quarterly Indicators: June 2023

**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
<b>16</b> % of residents rating THH as excellent, good, or fair at taking views into account	<b>M</b>			
No. of residents rating excellent, good, or fair				
Total No. of residents responding				



Trends	
Last Period	Year on Year

Appendix 2: Summary of Tenant Satisfaction Measures

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

