

**Residents' Panel Virtual Zoom Meeting
Tuesday 25th May 2021**



Minutes and Actions

Attendees

Members	Role
Chris Weavers (CW)	Chair & Leaseholder
James Wilson (JW)	Vice Chair & Tenant of a leaseholder
Daniele Lamarche (DL)	Leaseholder
Saleha Jafrin (SJ)	Leaseholder
Amina Rahman (AR)	Leaseholder
Corry Blades (CB)	Leaseholder
Yasmin Begum (YB)	Tenant
Margaret Cox (MC)	Tenant
Gibran Afzal (GA)	Tenant
THH	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
Staff	
Sarah Pace (SP)	Head of Business Development
Lesley Owen (LO)	Business Development Manager
Gulam Hussain (GH)	Scrutiny and Resident Feedback Manager
Nojmul Hussain (NH)	Senior Resident Feedback Officer
Mas Momin (MM)	Resident Feedback Officer
Simon James (SJa)	Special Initiatives Manager

Actions	Action Owner	Status/ Date
1. Invite Head of People Services to a future Panel meeting to discuss work around organisational culture	NH	
2. Add digital exclusion and the steps being taken by THH to reduce this on the workplan	NH	
3. Forward paper on the definition of hoarding and THHs risk assessment model	NH	
4. Update panel membership on THH website	MM	
5. Feedback to Environmental Services around some concerns raised around cleaning on blocks.	GH	
6. Re-circulate draft offer and indicators (appendix 3) and all to feed back in a fortnight which indicators they would like to take forward for panel to review progress on.	NH	

7. Explore measures around the number of interventions required to support staff and its impact on service standards for inclusion as KPI for the Panel.	LO	
8. Include information on compliments received in the quarterly complaints reports.	GH	
9. Add cycle storage update on workplan	NH	

Item No	Description	Action	Status/Date
1.	Introduction and Welcome		
1.1	CW welcomed members and staff to the meeting.		
1.2	Apologies received from Saida Begum and Muhammed Miah.		

2.	Minutes & Actions from previous meeting		
2.1	Minutes from the 23rd March 2021 meeting was agreed.		
2.2	NH provided an update on the following actions: <ul style="list-style-type: none"> 1. Strengthening communication with residents living in non TRA estates – following panel feedback, to the Head of Communication at the previous meeting, online notice boards is an option being explored but currently at a very early stage of its development. Members are encouraged to share other ideas they may have. Additional panel feedback included a focus around culture and accountability. Therefore, the Head of People Service will attend a future meeting to present on work around culture. 		
2.3	DL emphasised that the issue was more around accountability around staff failure to provide timely communication responses, including supporting residents that are digitally excluded. In regards to the first point, GH echoed that as this is related to accountability and culture, the Head of People’s services will invited to attend a future meeting to talk about this. <p>CW proposed the Panel to explore the topic of digital exclusion at a future meeting.</p> <p>ACTION: Invite Head of People Services to a future Panel meeting to discuss work around organisational culture</p> <p>ACTION: Add digital exclusion and the steps being taken by THH to reduce this on the workplan</p>		

<p>2.4</p> <p>2.5</p>	<p>2. Tree planting on the Chicksand estate – this is part of a wider regeneration scheme which is being led by the Council and in progression. A paper is due to go to the Capital Working Group in June for a decision to assign funds from other project subsidies.</p> <p>DL mentioned the health risks associated with Glyphosates and can share information with members.</p> <p>3. Proposal for gardening team to collaborate on smaller green spaces to enable residents to do food growing – it is felt that food growing should be done alongside other food growing schemes rather than individuals using plots of land to grow vegetation.</p> <p>4. Defining what constitutes hoarding – NH read out the formal definition of hoarding and highlighted the International OCD Foundation clutter rating images which THH uses to undertake its risk assessments. Details will be forwarded to members.</p> <p>ACTION: Forward paper on the definition of hoarding and THH’s risk assessment model</p> <p>GH provided an update on the Panel’s membership and the election for Chair and Vice Chair. Corry Blades, Amina Rahman and Margaret Cox have formally joined the panel with Shaheda Begum stepping down. The terms for Chris Weavers, Daniele Lamarche and Saleha Jafrin had been extended. CW requested that membership details are updated on THHs website.</p> <p>Following the election for Chair and Vice Chair, CW received the most votes and would retain the role of Chair whilst JW would continue as Vice-Chair. However as per CW’s suggestion, chairing duties would be alternated going forward between CW and JW</p> <p>ACTION: Update panel membership on THHs website</p>		
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<p>3.</p>	<p>Update from Tower Hamlets Homes (THH) Board</p>		
<p>3.1</p>	<p>AL provided the following updates from the 10th May 2021 Board meeting:</p> <ul style="list-style-type: none"> • The scrutiny report on Involving Residents During Major Works was presented, including the Panel Annual report • Board agreed the People’s Strategy • Discussed how the Staff Well-Bring Strategy will be taken forward 		

	<ul style="list-style-type: none"> Discussed shared services between the Council and THH to help make savings and what that may look. This will not affect the services currently offered towards residents. 		
3.2	SJ raised some concerns around caretaking on her block which was echoed by other members and whether work schedules, providing information when the block was cleaned, time slots, can be put up on blocks.		
3.3	AL said this is available, including spot checks that are carried out. It was also emphasised that performance rating around caretaking is high.		
3.4	GH agreed to feedback concerns to the Neighbourhoods team and reminded members that individual concerns can be emailed to the Scrutiny Team.		
	ACTION: Feedback to Neighbourhood Service around some concerns raised around cleaning on blocks.		

4.	Traffic Management Order (TMO) update		
4.1	<p>SJa provided a background around why TMO is being rolled out on THH estates.</p> <p>In 2014, the Department for Transport advised local authorities adopt the Traffic Management Act 2004 in order to enforce traffic management orders. Following this advise, the government instructed the DVLA not to share personal vehicle details with local authorities. Subsequently, penalty charges could not be issued on THH estates, thus causing an increase in unauthorised parking on local estates.</p>		
4.2	Despite representations to the Government by local authorities the government issued further direction which meant from 2017 onwards local authorities could no longer use contract law for issuing penalties. THH working with LBTH went to Cabinet in September 2018 in order to mandate the roll out of TMOs.		
4.3	Implementing a TMO requires a two stage consultation period which includes an informal consultation exercise which is then followed by a statutory formal consultation.		
4.4	SJa explained some of the current challenges THH is trying to resolve such as regulating the use of the other vehicle permit, multiple car permits per household and parking bays which are allocated to residents living outside of the borough. The latter had been of concern to local residents and is an area that is being addressed through the scheme in line with the commitment made		

	<p>by the Mayor during the 2018 Mayoral Elections. Non-residents have been written to advising them of the proposed changes. There has also been strong opposition to the scheme from some estates primarily due to the proposed reduction in available parking spaces per household to only 2.</p>		
4.5	<p>The new TMO enforcement approach would enable traffic wardens to issue penalty charge notices and allows legal capacity to tow vehicles away if it is causing obstruction, e.g blocking access routes.</p>		
4.6	<p>Provisions will be made for visitors permit, residents with disabilities and carers permits. THH has already acquired scratch cards for issuing to residents but is unable to do so at present due to the changes in how services are delivered as a result of COVID-19.</p>		
4.7	<p>DL expressed some concerns around call handing time and the lack of explanation when issuing letters requesting additional payment for parking. SJ noted the feedback and accepted that the situation at present is not ideal. SJ explained there has been a difficulty in processing charges as the online payment method is still in progression.</p>		
4.8	<p>SJ enquired if a permit for her bay will be re-issued when it expires, SJa confirmed this will be the case on her estate as TMO consultation has not rolled out there yet and is under contract law. Residents living in TMO areas will be receiving permits under the new system.</p>		

5.	Local Offers		
5.1	<p>LO informed members that local offers are a set of standards chosen by residents which THH will be committed to measure yearly performance against. These are then typically reported online and through our annual report.</p>		
5.2	<p>As part of best practice, LO outlined the measures some external organisations have committed to in line with the Consumer Standards.</p>		
5.3	<p>LO highlighted the draft local offer which have been placed against the three THH Business Plan themes, i.e. Great Services, Great Homes and Great Communities as per the feedback received from the Panel. LO requested feedback on the highlighted measures.</p> <p>Further discussion on the indicators was discussed under item 6 (performance update) of the agenda.</p>		

6 Performance update

6.1 LO provided an update on the highlighted performance report which is aimed to report on progress since last year and to prompt discussion around which indicators to take forward for next year.

6.2 An update on performance based on the statistics at the end of March 2021 was provided.

Table 1 below shows, for the 5 indicators with an agreed target, performance compared to target.

Table 1: Status – March 2021

Trend	Red	Amber	Green	All
No. of indicators March 21	1 20%	1 20%	3 60%	5 100%

6.3 Table 2 below shows, for the 10 *monthly* indicators, the direction of travel compared to the previous month.

Table 2: Direction of Travel from February 2021 – monthly indicators

Trend	Weakened	No change	Improved	All
No. of indicators March 21	5 50%	0	5 50%	10 100%

6.4 Table 4 below shows for all indicators the direction of travel compared to the previous year.



Table 3: Direction of Travel from March 2020 – all indicators

Trend	Weakened	No change	Improved	All
No. of indicators March 21	13 72%	0	5 28%	18 100%

6.5 LO highlighted the performance indicators (appendix 3 of the performance report) and requested members to consider what areas they want the panel to monitor as part of their performance reports.

6.6	<p>CW emphasised that historically the Panel chose indicators relating to resident satisfaction.</p> <p>DL suggested introducing a measures which captures organisational learning and a measure on parking. DL's suggestion was echoed by SJ and AR. LO explained we do not currently have a metric on organisational learning; CW suggested this could be something the Panel can discuss in future.</p>		
6.7	<p>AL advised parking would not be suitable indicator due to the current situation but could be an area to look at in the future once TMOs had been fully rolled out.</p> <p>CW proposed that the indicators and draft offer are re-circulated and for members to feedback by the 8th June 2021 around their selection choice. CW also emphasised that if there are any issues of concerns that occur during the year, the Panel has the flexibility to review its indicators. Furthermore, the Board itself may share new areas of concerns for the Panel to explore.</p> <p>ACTION: Re-circulate draft offer and indicators (appendix 3) and all to feed back in a fortnight which indicators they would like to take forward for panel to review progress on.</p>		

7.	Complaints update																						
7.1	<p>GH provided an update on complaints handing during Quarter 4 of 20/21. GH reported although THH is exempt from complying with the new requirement set by the Housing Ombudsman for complaints to be responded to within 10 working days, THH has set itself an internal target to speed up the timeframe for resolving a complaint. Formally THH is monitored on its performance for responding to a complaint within 20 working days. Between November 2020 and the end of March 2021 86.2% of complaints were addressed within 10 working days. In Q4, 94.2% of complaints had been responded to within 10 working days representing a huge leap in response timelines.</p> <p>10 Day internal performance for complaints</p> <table border="1" data-bbox="233 1727 1094 2051"> <thead> <tr> <th data-bbox="233 1727 475 1832">Period</th> <th colspan="3" data-bbox="475 1783 1094 1832">Stage 1 (90%)</th> </tr> </thead> <tbody> <tr> <td data-bbox="233 1832 475 1888">20/21 Q3</td> <td data-bbox="475 1832 735 1888">106/171</td> <td data-bbox="735 1832 932 1888">62%</td> <td data-bbox="932 1832 1094 1888">⬇️</td> </tr> <tr> <td data-bbox="233 1888 475 1944">Jan 21</td> <td data-bbox="475 1888 735 1944">146/165</td> <td data-bbox="735 1888 932 1944">88.5%</td> <td data-bbox="932 1888 1094 1944">⬇️</td> </tr> <tr> <td data-bbox="233 1944 475 2000">Feb 21</td> <td data-bbox="475 1944 735 2000">181/187</td> <td data-bbox="735 1944 932 2000">97%</td> <td data-bbox="932 1944 1094 2000">⬆️</td> </tr> <tr> <td data-bbox="233 2000 475 2051">March 21</td> <td data-bbox="475 2000 735 2051">160/165</td> <td data-bbox="735 2000 932 2051">96%</td> <td data-bbox="932 2000 1094 2051">⬆️</td> </tr> </tbody> </table>	Period	Stage 1 (90%)			20/21 Q3	106/171	62%	⬇️	Jan 21	146/165	88.5%	⬇️	Feb 21	181/187	97%	⬆️	March 21	160/165	96%	⬆️		
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	20/21 Q4	487/517	94.2%	
	Nov- Mar	593/688	86.2%	
7.2	<p>The target for responding to stage 1 complaints within the 20 day period, which THH is formally measured against, is at 97.7% for the financial year 20/21. Performance for stage 2 complaints remains a challenge and THH is working alongside the Council to improve processes.</p>			
7.3	<p>Work is being undertaken to help improve call backs within 48 hours which has been below target. GH added that this an area of performance that has been deteriorating each quarter and that steps were being taken to individually holding staff to account where appropriate. AR suggested THH consider reporting on the number of interventions required to support staff and its impact on service standards as a KPI for the Panel. GH noted the request but highlighted that this was a difficult area to measure and was more of an internal matter for the organisation.</p> <p>ACTION: Explore measures around the number of interventions required to support staff and its impact on service standards for inclusion as KPI for the Panel.</p>			
7.4	<p>AR further proposed that compliments received are also included as part of future reports on complaints.</p> <p>ACTION: Include information on compliments received in the quarterly reports.</p>			

8.	Annual Report/Scrutiny update		
8.1	<p>GH provided the following update:</p> <ul style="list-style-type: none"> • Involving Residents During Major Works was presented to Board. 9 out of the 10 recommendations were agreed to be taken forward. Co- chairing steering group meetings with residents could not be taken forward. EMT felt it was important for THH to retain overall control of groups in order to reasonable manage expectations. • Annual Report was presented to Board, as highlighted by AL • As part of the workplan, Head of People Services will be invited to a future meeting and panel will review digital exclusion • DL requested that an update is provided on cycle storage <p>ACTION: Add cycle storage update on workplan</p>		

9	Any Other Business		
9.1	Collectively all agreed that the meeting time should revert back to 2 hours.		

10.	Date of next meeting		
10.1	Tuesday 27 th July 2021, 6pm – 8 pm		