

Residents' Panel Meeting

Tuesday 22nd September 2020

18:00 - 19:30

Virtual Zoom Meeting

Chair: Chris Weavers

Agenda

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| 1. Introductions & Welcome | Chris Weavers |
| 2. Minutes from July meeting | Chris Weavers |
| 3. Update from the THH Board | Ann Lucas |
| 4. Streets of Growth | Shakir Sayed |
| 5. Spotlight session: Neighbourhoods | Beverley Greenidge |
| 6. Engagement Strategy | Sarah Pace |
| 7. Complaints Update | Debbie Palmer |
| - Housing Ombudsman Code | Debbie Palmer |
| 8. Performance update | Lesley Owen |
| 9. Any other business | All |
| - Scrutiny updates | |

Date of next meeting: Tuesday 24th November 2020, 6pm – 7.30pm

**Residents' Panel Virtual Zoom Meeting
Tuesday 21st July 2020**

Minutes and Actions

Attendees

Members	Role
Chris Weavers (CW)	Chair & Leaseholder
Saleha Jafrin (SJ)	Leaseholder
Simon Hart (SH)	Leaseholder
Shaheda Najmeen (SN)	Tenant
Gibran Afzal (GA)	Tenant
Samira Johnson (SJ)	Tenant
Muhammed Miah (MdM)	Tenant
Saida Begum (SB)	Tenant
Yasmin Begum (YB)	Tenant
James Wilson (JW)	Tenant of a leaseholder
THH	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
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
Hilton Armand (HA)	Customer Access Strategic Advisor
Shakir Syed (SS)	Senior Community Partnerships Officer
Chris Orrin (CO)	Repairs Project Lead
Nicholas Spenceley (NS)	Head of Environmental Services

Actions	Action Owner	Status/ Date
<ol style="list-style-type: none"> 1. YA to provide details of her contact for the THH Employment support programme. SS to investigate lack of communication further. 2. CO to explore possibility of sending residents reminders an hour before contractors arrive. 3. CO to organise user testing with Panel members and involved residents. Panel members MM, CW, SN and SH volunteered to participate. 4. LO to establish why non repairs waiting time had risen. 5. NS to explore possibility of updated of COVID-19 messages to be posted on THH estates. 6. NS to inform caretakers on the Panel's positive feedback of the work caretakers are continuing to deliver. 7. NH to email members the details of the proposed review on Sivill House Major Work Scheme. Members to confirm their interest to the Resident Scrutiny and Feedback and Team. 		

Item No	Description	Action	Status/ Date
1.	Introduction and Welcome		
1.1	CW welcomed members and staff to the meeting.		
1.2	Apologies was received from Daniele Lamarche.		
1.3	<ul style="list-style-type: none"> • Members approved the revised Social Media and Networking Policy. • GH clarified what constitutes inappropriate behaviour and reminded members of their responsibilities when sending emails to other panel members. • Members agreed the current work programme which was outlined by GH. 		

2.	Minutes & Actions from previous meeting		
2.1	Minutes of the June 2020 meeting was agreed.		

3.	Update from Tower Hamlets Homes (THH) Board		
3.1	AL explained that there has not been a Board meeting since the previous Residents' Panel meeting.		
3.2	<p>AL provided the following updates:</p> <ul style="list-style-type: none"> - Re-commencing non-emergency repairs following its suspension due to Covid -19. - LBTH had a review of the Housing Revenue Account and discussions are taking place with Members and THH around the lack of resources for regeneration and new build programmes. - A new management agreement is in the process of being signed off. This is expected to be agreed by end of this month as the current agreement expires in July 2020. - An update on the 28th May 2020 fire at Hadleigh House, which is managed by Bancroft TMO, was provided. 		

4.	Out of Hours Standards		
4.1	<p>HA presented findings from the 'Analysis of Out of Hours Service Report'. This analysis was undertaken following feedback from Panel members during the Customer Access Strategy consultation. The analysis found that improvements needed to be made, particularly during the winter period as call response handling has been below target. Mears who provide this service have put in place an improvement plan.</p>		
4.2	<p>The report findings were established during beginning of the year, before Covid -19 impacted on Mears resources. As part of the improvement plan, Mears will be recruiting new staff in order to ensure there are sufficient resources in place during winter to respond to calls within timeframes. Improvements are expected to be made from August 2020.</p> <p>MdM emphasised that in the event that there is a second wave of Covid -19 during winter, communication around what services are available should be clear, e.g. repairing hot water failure for both vulnerable and non vulnerable residents.</p>		
4.3	<p>HA clarified that the Out of Hours contract is separate from the Repairs contract and there is no financial penalty clause for poor performance.</p>		
4.4	<p>Since limited number of staff have returned to the office, SP explained that non emergency repair work will be picked up.</p>		

5.	Covid 19 – Community Partnership Working		
5.1	<p>SS provided a presentation on range of support offered by the Financial Health Centre during Covid- 19. This includes:</p> <ul style="list-style-type: none"> • Debt and financial advice through telephone - This was particularly needed for tenants in arrears or unemployed. • Community hubs - In October 2019 CPT commissioned providers Neighbours in Poplar and East London Cares to support a social Isolation project. • During Covid -19 lockdown Neighbours in Poplar and St Hildas and Durul Ummah supported three community hubs. Support for residents included shopping, picking up medication, hot food drop off and more. • CPT is continuing to work with ELBA to support residents into employment. • Training and skills support offered through the telephone • Working alongside the Council's Covid -19 mobilisation team in coordinating support activities. 		

5.2	<p>YA raised concerns about the responsiveness of ELBA. SS asked for information and advised this be investigated further.</p> <p>ACTION: YA to email scrutiny team the details of the staff she liaised with from ELBA and SS will investigate why he did not respond to her enquiry.</p>		
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6.	Repairs Online Project		
6.1	CO presented an update on the online repairs project which is part of the Digital and Customer Access Strategy. CH outlined its key functions and project highlights.		
6.2	<p>SMS updates This initiative would see automated SMS updates being sent directly to landlords, including absentee landlords to provide information on communal repairs/outages and repairs appointments. It would be the landlord's responsibility to their tenants of repair updates. JW proposed whether tenants can sign up using a voluntary register for updates; CO explained this could be explored but there would be challenges around keeping an up to date database of tenants of leaseholders.</p>		
6.3	<p>MM proposed whether residents could get a reminder when contractors are due to arrive within an hour so that residents working locally can take adequate time off work. CO explained that Mears send reminders when they are on route but not sub-contractors. The current system does not have data of when sub-contractors are on route but with the upcoming appointment scheduler function and when the new repairs contract comes into effect next year, this may be feasible.</p> <p>CO confirmed that he would consider this proposal and will provide an update on progress. However, the technology for this is not currently available.</p> <p>ACTION: CO to update panel on progressing recommendation on sending residents reminders an hour before contractors arrive.</p>		
6.4	<p>SMS Surveys CO reported that as part of a three month pilot, Kwest will undertake surveys using both SMS and telephone. The pilot survey consists of 450 residents and 50% of the survey will be through SMS. CO outlined the proposed questions and demonstrated its format. This new approach will enable THH to reach out to residents that may not necessarily be available for telephone based surveys. CO also highlighted that where residents do not respond or provide a negative response, Kwest would initiate a call back to capture further information.</p>		

6.5	<p>Interfinder CO explained the function of the repairs diagnostic tool 'Interfinder'. The Interfinder consists of a menu of illustrative images which residents can click onto for reporting a repair e.g basin, window etc. By clicking onto an image, residents are requested to answer some questions to help determine a solution, given advice and shown videos for further assistance.</p> <p>CO outlined the steps which will be taken before the final online repairs system goes live. CO requested volunteers from the Panel to help with the testing phase. MM, SH, CW and SN volunteered to participate. CW also proposed approaching SDG members.</p> <p>ACTION: CO to organise user testing with Panel members and involved residents. Panel members MM, CW, SN and SH volunteered to participate.</p>		
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7.	Performance										
7.1	LO explained that due to Covid 19, satisfaction surveys had been suspended, thus impacting on performance reporting. June performance reporting includes 5 of the 10 monthly and 4 of the 8 quarterly measures. Also, no targets have been set for the current year with agreement with LBTH.										
7.2	<p>Table 1: Direction of Travel from May 2020</p> <table border="1" data-bbox="215 1209 1181 1344"> <thead> <tr> <th data-bbox="215 1209 622 1265">Trend</th> <th data-bbox="622 1209 813 1265">Weakened</th> <th data-bbox="813 1209 981 1265">No change</th> <th data-bbox="981 1209 1181 1265">Improved</th> </tr> </thead> <tbody> <tr> <td data-bbox="215 1265 622 1344">No. of indicators: June 20</td> <td data-bbox="622 1265 813 1344">2 40%</td> <td data-bbox="813 1265 981 1344">0</td> <td data-bbox="981 1265 1181 1344">3 60%</td> </tr> </tbody> </table>			Trend	Weakened	No change	Improved	No. of indicators: June 20	2 40%	0	3 60%
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7.3	<p>Table 2 below shows the direction of travel compared to the same point in the previous <i>year</i>.</p> <p>Table 2: Direction of Travel from June 2019</p> <table border="1" data-bbox="215 1556 1181 1702"> <thead> <tr> <th data-bbox="215 1556 622 1612">Trend</th> <th data-bbox="622 1556 813 1612">Weakened</th> <th data-bbox="813 1556 981 1612">No change</th> <th data-bbox="981 1556 1181 1612">Improved</th> </tr> </thead> <tbody> <tr> <td data-bbox="215 1612 622 1702">No. of indicators: June/Q1 20</td> <td data-bbox="622 1612 813 1702">4 44%</td> <td data-bbox="813 1612 981 1702">0</td> <td data-bbox="981 1612 1181 1702">5 56%</td> </tr> </tbody> </table>			Trend	Weakened	No change	Improved	No. of indicators: June/Q1 20	4 44%	0	5 56%
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7.4	<p>LO agreed to investigate why non repair waiting time had risen sharply. LO explained this could be due to repairs being a higher priority.</p> <p>ACTION: LO to establish why non repairs waiting time had risen.</p>										

8.	Spotlight session: ASB and Environmental Services		
8.1	NS presented the work activities and performance of ASB and Environmental Services. Due to time restrictions NS focused only on caretaking and ASB; NS agreed to attend a future meeting to cover the additional areas.		
8.2	<p><u>Caretaking services</u></p> <p>NS outlined measures taken in response to national Covid - 19 guidance for protecting both staff and residents. This included a range of measures from robust cleaning of high traffic surfaces, e.g. door entries and bannisters, changing shift hours for staff and undertaking risk assessments.</p> <p>NS emphasised that in March 2020 satisfaction rating for caretaking was at 93% and THH caretaking service continues to reflect its status as the winners of the Housing Heroes Frontline Team of the Year 2019.</p>		
8.3	<p><u>ASB Service</u></p> <p>The ASB Team has been working from home but has been able to operate a normal service with the exception of not carrying out home and court visits. Victims statements have been taken online and by phone. Where this has not been possible, Parkguard or THH funded Police teams have made home visits.</p>		
8.4	NS reported that although majority of residents have been compliant with the national restrictions, some people had breached this which resulted in a 128% rise in stop and search and 37% increase in ASB warnings given by the Police. The ASB Team were able to obtain 8 injunctions and 4 premises closures although the courts were only hearing the most serious cases virtually.		
8.5	ASB Officer, Jozella Silcott has been shortlisted for HQN's Frontline Star's Award for making a difference during the COVID-19 crisis by taking legal action to protect a vulnerable elderly mother from the risk of contracting the virus by her daughter and associates who were using her property for drug use.		
8.6	Summer Operation' commenced on 1 st July and will run to the end of August with an initial 5 week plan for specific locations. This will involve uniformed and plain clothed patrols in marked and unmarked vehicles and joint proactive patrols with Parkguard.		
8.7	ASB Officers are compiling evidence to support enforcement action against the top ten nominals who persistently engage in ASB and vandalism in and around THH blocks. The action is being co-ordinated with the Substance Misuse team to ensure that Positive Requirements as ordered by the Courts are complied with as longer term solution to drug related ASB.		
8.8	The extension of the policing and Parkguard teams for a further 3 years from September 2020 was agreed at the June Cabinet		

8.9	<p>meeting as well as the charging of our residents for this service. Consultation has been held with residents and statutory notices to inform of service charge increases for tenants will be shortly issued.</p> <p>CW asked feedback around the following 3 areas:</p> <ul style="list-style-type: none"> • Updated Covid -19 signage: As initial information around Covid -19 posted and put up in blocks are outdated, could revised signage be provided? NS explained due to the consistent updates from the Government, this would be challenging. Thus, having general messages would be more suitable. NS agreed to explore this with THH Communications Team. <p>ACTION: NS to explore revision of Covid 19 signage.</p> <ul style="list-style-type: none"> • Supporting caretakers manage a high workload due to the levels of littering and ASB: NS explained ASB forms are completed by caretakers which captures evidence of the problem(s) and caretakers are encouraged to phone the ASB team and inform Parkguards. ASB is also a standing item amongst the ASB Team leaders meeting. <p>MdM praised the positive work of the caretakers on his estate and requested that on behalf of the Panel, NS forwards them a message of gratitude.</p> <p>ACTION: NS to inform caretakers on the Panel’s positive feedback of the work caretakers are continuing to deliver.</p>		
8.10	<ul style="list-style-type: none"> • CW mentioned that at a recent Council’s Safer Neighbourhood’s Team meeting, discussion took place around tackling Nitrous Oxide canisters. To help identify the problem they are mapping where the problem is located. CW advised them that social landlords may be able to share intelligence through the reports produced by caretakers. NS confirmed that he is in contact with the relevant officer at LBTH and will support them in this. 		

9.	AOB		
9.1	<p>SP informed members that THH would like to undertake a scrutiny review on a major work scheme which took place on Sivill House (a listed block). The review will support taking on a lessons learnt approach.</p> <p>CW and SH volunteered to take part, CW requested that details are emailed to Panel members.</p>		

	ACTION: NH email members about the proposed review on Sivill House Major Work Scheme.		
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10.	Date of next meeting		
10.1	Tuesday 22 nd September 2020		

Streets of Growth

Year 1 Pilot

The first year was a pilot and from the set targets it became apparent that those who set the targets may have been too ambitious however ASB reports decreased on the estates the programme was piloted in:

- Sidney
- Shadwell
- Chicksand

Target set in brackets

Registrations (100)	69
Bridge Programme completed (50)	47
Work Placement (50)	0
Accredited Training (50)	4
Educational/Vocational Training (30)	0
Jobs (20)	5

by 65%, 71% and 10% respectively, while there was a borough wide reduction of just under 20% due to the engagement work.

Year 2 saw a complete overhaul of how the contract would be structured and costed with a price put against each outcome.

Target set in brackets

Registrations (50)	50
Bridge Programme completed (40)	40
Non Re-offending (25)	29
Street Intervention (576 Hours)	578.83
Job/Educational/Vocational Training (15)	8

- All bar the into work/education target was either met or exceeded.
- This time areas included Limehouse and Ocean Estate.
- ASB figures on those estates were not available due to changes in personnel who were managing the project and system migration not making it easy to locate stats.

Year 3 continued with same targets and went back to the working on the same estates due to increasing ASB activity in those areas.

Target set in brackets

Registrations (50)	63
Bridge Programme completed (40)	39
Non Re-offending (25)	27
Street Intervention (576 Hours)	523
Job/Educational/Vocational Training (15)	14
Referrals from ASB Team	54

Majority of targets were met or exceeded. Some work such as street intervention were impacted during Q4 as COVID-19 was coming up to its peak leading into lockdown.

The latest ASB figures for the estates have not been provided yet by the ASB Team.

Bling my Hood

initiative for youths to take ownership of the estates they reside in.

Shadwell – a Mosaic was designed and built by local youths which was installed on the Shadwell Gardens Estate

Ocean - Clean up of shop parade off Ben Johnson and painting of street bollards followed by young peoples jobs fair

Emmott Close – intergenerational project whereby local youth attended Emmott Close Senior Citizen Lodge to participate in their xmas lunch party. The youth engaged with the residents and took part in the celebration through help serving meals and having 121/group discussions.

Residents' Panel

Neighbourhoods Service

Spotlight Session

22 September 2020

Housing Officers responsibilities:

- Antisocial Behaviour (low level)
- Estate Inspections
- Fraud
- Fire Risk Assessment Actions
- Leasehold and Tenancy management (e.g. setting in visits, getting to know you, tenancy audits, tenancy changes, access)
- New Builds and Regeneration
- Overcrowding
- Permissions
- Tenancy Audits
- Temporary Rehousing
- Safeguarding casework (Domestic Abuse, Hoarding & Safeguarding)
- Supporting TRAs

The Fire Safety Team are completing a programme of visits to:

- Discuss general fire safety issues
- Check heat and smoke detectors
- Check kitchen doors
- Check front entrance doors
- Check private balconies
- Address obstructions in communal areas
- Offer a LFB Home Fire Safety Visit

Safeguarding

Neighbourhoods Services Overview

- Domestic Abuse & Safeguarding Coordinator role created in Sept 2019
- Domestic Abuse training and awareness campaign completed
- Significant increase in the number of safeguarding cases reported to THH. We currently have 60 Domestic Abuse cases, 52 and casework for 73 residents who are living with hoarding difficulties
- We have strengthened multiagency liaison and have direct access to the Strategic Safeguarding lead in Adult Social Care
- Safeguarding priorities have been to focus on reaching out to all known cases during lock down to ensure they are safe and to see if they need extra support whilst social distancing. Multi Agency Risk Assessment Conferences (MARAC) are held virtually.

Rents

Neighbourhoods Services Overview

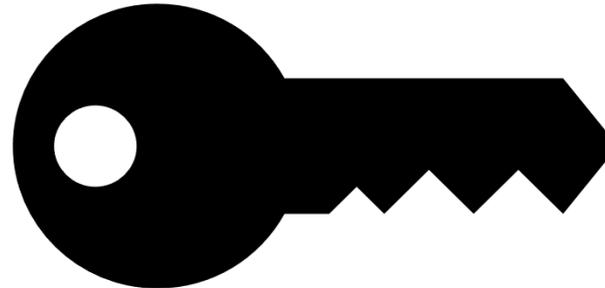
The Rents team is responsible for:

- Collecting council rents – over £70m per year, plus £1.7m former tenant arrears.
- Making it easy for residents to pay, offering a range of payment methods, including direct debits, standing orders, online and automated phone system
- Promptly engaging with residents and working with partners to prevent rent arrears
- Maintaining close working relationships with Housing Benefits, Department of Work and Pensions and Advice Agencies
- Ensuring key stages in debt recovery include vulnerability reviews, offering advice and support and referrals for independent debt advice

Voids

Neighbourhoods Services Overview

- Key to key reservicing and reletting of empty properties
- Pre-termination visits
- Viewing and sign ups
- Under occupation visits
- Mutual Exchanges
- New Builds



Key Performance Indicators

KPI	19/20 Target	YTD Aug
Average Re-let Time (SHORT TERM)	22	38.7
Average Re-let Time (LONG TERM)	35	43.4
No. of Unauthorised Occ. Homes Recovered	55	7
Rent Collected as % of Rent Due	>99%	101.27%
Current Arrears as % of Rent Roll	5.3%	5.11%

Changes in legislation due to COVID 19 have impacted our ability to:

- Take legal action for possessions from unauthorised occupants
- Proceed with offers where UNOs have been awarded a discretionary offer
- Identify new UNO cases via tenancy audits and tenancy management visits

Key priorities

1. Resuming more Neighbourhoods Services

- The Neighbourhoods team continued to manage casework, respond to online and telephone service requests and to provide emergency rehousing for vulnerable applicants during the Coronavirus lock down. We have completed risk assessments, are carrying out work to our offices and putting all safety measures in place to resume Estate Inspections; the Fire Safety block visits and visits in residents' homes.

2. ICT Improvements:

- automate vulnerability reporting and casework management
- mobile working phase 2
- migrating automated processes onto one system

3. New Rents Structure:

- Building on system improvements
- Preparing for the Universal Credit Full Service (UCFS) and full migration, between now and 2023. Managing the impact of Universal Credit, other welfare reform changes and the broader national financial climate.

Tower Hamlets Homes
Resident Engagement Strategy

DRAFT

Content

Our vision

Our context

National changes

What does engagement mean?

Levels of engagement

Local engagement channels

Our commitment

1. Our vision

The Resident Engagement Strategy 2020 -20XX aims to support strong, active and inclusive residents who can influence and shape the direction of Tower Hamlets Homes (THH). The strategy aims to create a more transparent and accountable housing organisation and promote a vision where:

“Tenants and leaseholders are effectively informed, engaged, involved and empowered by THH. They actively help define and design local priorities and policies, deliver and evaluate services and inform THH decision making in areas that needs improvement”.

As an award-winning Arms-Length Management Organisation (ALMO) we seek to continue to meet the high standards expected of us. We will give residents’ more options and flexibility in getting involved and place residents at the heart of everything we do.

Over the next 3 years we will be looking to deliver the priorities outlined in our Business Plan 2020-20xx which have been developed in partnership with our residents. The voice of residents will be key to helping us during this journey of improvement. Our engagement strategy will therefore sit at the heart of how we deliver these priorities.

2. Our context

- 3.1 THH is the largest social housing provider in the borough managing 22,000 homes. The diversity of THH residents reflects the overall population of the borough. In fact, Tower Hamlets is ranked as the 16th most diverse local authority in England, and 7% of the population require a language other than English to access services. A greater percentage are aged 60 or above, and almost a fifth identify as having one or more disability.

Our engagement approach needs to recognise this diversity and the potential barriers to engagement. Our strategy underpins our commitment to ensuring opportunities for involvement are easy and accessible and outlines the ways in which residents can be involved and have an equal footing in influencing how services are delivered.

- 3.2 THH has been on a journey of improvement. In 2019, we won the Landlord of the Year Award at the UK Housing Awards for our dedication to continuously improving performance. Our journey of improvement has also seen us change how we engage residents by ensuring our approach is transparent and delivers outcomes. Since 2018, we have delivered 8 resident roadshows, 5 service improvement projects using residents in task and finish groups, and 5 scrutiny reviews on topics of concern to our residents.
- 3.3 Improving our online and digital presence is a core area of our Business Plan, and THH has started implementing this through our Digital and Customer Access Strategies. This will not only help THH save money which can be reinvested in services, it will help to expand choice for residents on how and when they can contact us, and crucially free up time to speak to those who need access to our call centres the most. The recent global pandemic has reinforced the importance of ensuring residents have access to a robust digital offer. Our drive to capitalise new technologies will play an important role in helping us to increase the opportunities available

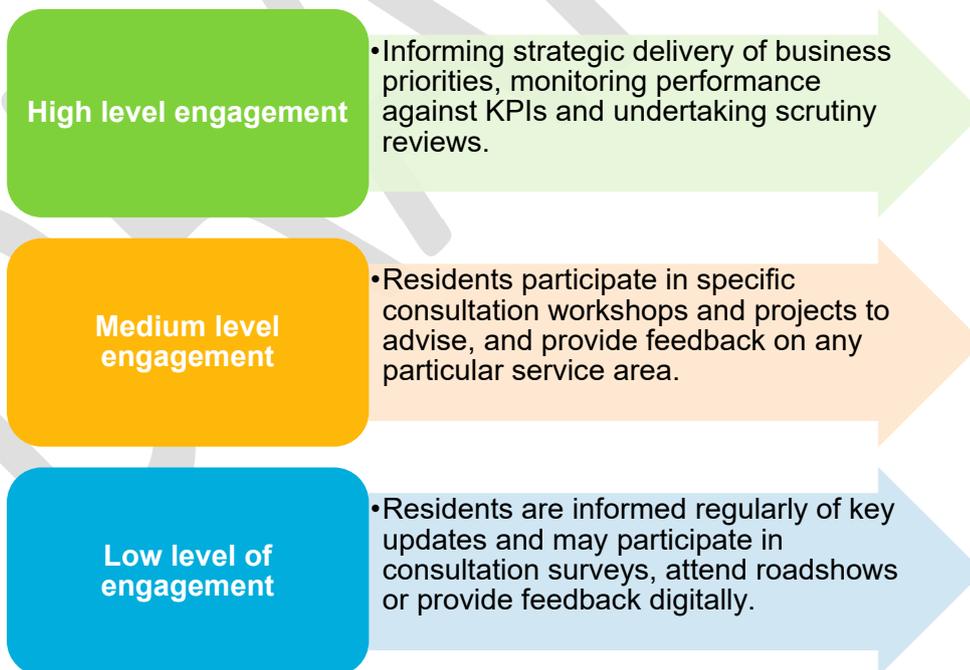
for residents to engage and provide feedback, improve transparency and provide feedback on how engagement has affected things.

- 3.4 The lessons learnt from the tragic events at Grenfell Tower suggest that the concerns of residents went unheeded; ultimately resulting in the fatal fire. In response, the government has outlined its vision for social housing and resident engagement in the form of the Social Housing Green Paper and the Draft Building Safety Bill. Its proposals include changes to the regulatory framework which aim to ensure residents are clearly heard. THH has already taken the lead by setting up the Joint Working Group on Fire Safety. A sub-committee of the THH Residents' Panel, the group's role is to serve as a platform for co-designing and co-delivering change and ensuring that the resident voice on issues of fire safety is listened to, heard and acted upon by THH.

3. What does engagement mean?

Resident engagement can mean different things to different people. It is best understood as a planned process to involve residents to actively take part in making decisions about their homes, and neighbourhoods. The process and its outcomes depend on the level of engagement sought by residents. This can range from keeping residents informed to giving residents the power to make and share decisions and provide services with us.

Levels of Engagement



4. How do we currently engage?

- 4.1 THH utilises a variety of channels to reach residents. This ranges from distributing the OpenDoor magazine every quarter and supporting our TRAs with local engagement activities, to more formal and direct engagement through platforms such as our Service Development Group and our Residents' Panel.

4.2 The variety of engagement opportunities enables THH to reach out to the diverse profile of its residents. This allows some residents to engage strategically whilst others take on a less formal role but actively engage in community based projects and support initiatives such as employment and skills training.

Our menu of options for residents is outlined in the table below.

Group	Details
<p>High level engagement:</p> <p>The Residents' Panel</p>	<p>Residents' Panel serves as one of our key engagement forums. Members play an advisory role, monitor and help improve performance, make recommendations and hold THH to account. The Panel consists of 5 tenants, 4 leaseholders and two tenants of leaseholders. The group welcomes observers. Information on current membership and past and future meetings are regularly published online.</p>
<p>High level engagement:</p> <p>Joint Working Group on Fire Safety</p>	<p>A sub-committee of the Residents' Panel, this group meets quarterly and was formed following the tragic fire at Grenfell Tower. The group aims to serve as a strategic forum whereby residents can influence how THH manages and engages residents on issues of fire and building safety and responds to changes emerging through enquiries and legislation. Membership of the group includes a total of eight resident representatives from across a number of THH's involvement forums.</p>
<p>High level engagement:</p> <p>Tenant & Residents' Association (TRA)</p>	<p>Tenants and Residents Associations serve as an important platform for the views of residents to be heard. Run as independent local based organisations led by residents, they serve as a positive force in the community, helping to build social capital by bringing people together, and provide THH with valuable customer insight to help us improve services. Currently, we have 28 TRAs across Tower Hamlets. Information on how to set up a TRA are published online.</p> <p>As well as supporting TRAs to be self-sufficient and well governed organisations, we meet with all TRAs twice a year through the Residents' Roadshows to provide an overview of where THH is headed and how we can improve things.</p>
<p>Medium level engagement:</p> <p>Service Development Group (SDG)</p>	<p>The Service Development Group is a pool of residents that participate in consultation activities throughout the year with different THH services. Using a task and finish approach, the group offers flexibility to residents who want a degree of formal engagement but cannot commit to more structured forums. Information on our task and finish projects and details on historical projects are published online.</p>
<p>Low level engagement:</p> <p>Selective participation in key events/consultations</p>	<p>Some residents may not feel the need to regularly attend meetings or events. Signing up to our Getting Involved register allows residents to engage at a lower level. This may range from receiving updates via emails on projects to occasionally participating in surveys or attending roadshows.</p>
<p>Low level engagement:</p> <p>Food Gardens</p>	<p>THH supports its residents to maintain and improve food gardens across various THH estates. This provides an opportunity for residents to engage in the spirit of positive community cohesion where residents of all backgrounds participate in a collective initiative. It also allows us to engage residents that are often harder to reach.</p>

5. Our commitments

Pledge	What this means in practice
1: Consult and involve residents from the onset	
Ensure that residents do not feel that decisions have already been predetermined. In other words, consultation exercises are not just a token gesture.	<p>Decisions will not be made prior to resident participation in their chosen consultation activity.</p> <ul style="list-style-type: none"> We will develop guidelines for the organisation to ensure all services adhere to common standards and engage residents at the earliest stages
2: Ensure we deliver outcomes	
We recognise the dedication, time and effort given by residents. This is why we want resident feedback to make an actual difference in the way we do things.	<p>We will provide feedback on the outcomes of engagement consultation sessions. This will be done by;</p> <ul style="list-style-type: none"> Providing information based upon 'you said - we did' model to evidence how feedback is used to deliver change. Publishing outcomes from consultation events.
3: Use clear and transparent language	
Using clear and simple language so that it is accessible for all.	<p>We will work to ensure how we communicate with residents doesn't prevent them from</p> <ul style="list-style-type: none"> Communication materials to avoid jargon and keep information easy to understand. Information is easily accessible to residents and open to scrutiny. Embed the Plain English Crystal Mark standard for all our communication.
4: Make involvement easy	
We want to make our resident involvement process straightforward and accessible. We also want to ensure that our engagement approach attracts a broad and diverse audience to ensure the feedback we receive reflects the communities we serve.	<p>We will continue to work closely with residents through our current engagement framework. We will also;</p> <ul style="list-style-type: none"> Ensure our process for getting involved remain simple and are widely publicised Work with partners internally and externally to ensure we engage a broad audience e.g. working with food gardens, employability and youth services or local charities serving residents such as those with disabilities Provide reasonable support for residents that may have disabilities or other issues such as childcare that can affect their ability to engage.
5: Embrace technology	
We will embrace technology to widen engagement and increase flexibility	<ul style="list-style-type: none"> We provide digital engagement opportunities which range from facilitating virtual Residents' Panel and task and finish group meetings. Utilise social media platforms, i.e. Facebook/Twitter to inform residents of THH services and publish key information.

Q1 - 2020/2021

Dealing with complaints through the pandemic

Well done to everyone for managing complaints through the pandemic.

★ STARS of the Quarter

Well done to Finance, Health and Safety, Housing Service Centre, NHO North, Repairs South, for responding to all of your comments, Stage 1 complaints and Members Enquiries within target. 😊

Performance Overview: April - June 2020

In Q1 although we failed to respond to 6 complaints we managed to meet our target for this quarter. Regrettably the same cannot be said for ME's where we failed to respond to 18 cases and failed to meet our target. Many of the comments recorded this quarter were cases raised by Councillors directly to THH, hence the increase in comments.

Period	Comments (90%)			Complaints						Mayor & Members Enquiries (90%)		
				Stage 1 (95%)			Stage 2 (90%)					
YTD 19/20	168/204	82%	🔴	945/987	95.7%	🟢	74/139	53%	🔴	1046/1155	90.6%	🟢
April	19/22	86%	🔴	71/74	95.9%	🟢	2/9	22%	🔴	20/27	74.1%	🔴
May	21/22	95%	🟢	29/32	90.6%	🟢	1/10	10%	🔴	24/27	88.9%	🔴
June	25/29	86%	🔴	61/61	100.0%	🟢	1/4	25%	🔴	57/65	87.7%	🔴
20/21 Q1	65/73	89%	🔴	161/167	96.4%	🟢	4/23	17%	🔴	101/119	85%	🔴

Team Performance: April - June 2020

Division	Comments Target (90%)			Stage 1 Target (95%)			Stage 2/3 Target (90%)			Member/Mayor Enquiries Target (90%)		
	%	Actual/Target	🟢/🔴	%	Actual/Target	🟢/🔴	%	Actual/Target	🟢/🔴	%	Actual/Target	🟢/🔴
ASB	67%	4/6	🔴	93%	13/14	🔴	0%	0/0		94%	17/18	🟢
Capital Delivery	0%	0/0		91%	10/11	🔴	0%	0/2	🔴	71%	5/7	🔴
Community Partnership	100%	3/3	🟢	50%	1/2	🔴	0%	0/0		0%	0/0	
Environmental Services	86%	6/7	🔴	100%	14/14	🟢	33%	1/3	🔴	88%	7/8	🔴
Finance	0%	0/0		0%	0/0		0%	0/0		100%	1/1	🟢
Health & Safety	0%	0/0		100%	2/2	🟢	0%	0/0		0%	0/0	
HSC	100%	11/11	🟢	100%	17/17	🟢	0%	0/2	🔴	100%	2/2	🟢

Asset Management & Compliance	0%	0/0		100%	1/1	🟢	0%	0/0		50%	1/2	🔴
Leasehold Services	86%	6/7	🔴	91%	10/11	🔴	0%	0/1	🔴	57%	4/7	🔴
NHO North	92%	11/12	🟢	100%	6/6	🟢	0%	0/1	🔴	100%	14/14	🟢
NHO South	89%	8/9	🔴	86%	6/7	🔴	0%	0/1	🔴	71%	10/14	🔴
Rent Arrears	67%	2/3	🔴	100%	3/3	🟢	0%	0/0		33%	1/3	🔴
Repairs North	88%	7/8	🔴	100%	24/24	🟢	25%	1/4	🔴	91%	10/11	🟢
Repairs South	100%	2/2	🟢	95%	19/20	🟢	25%	1/4	🔴	94%	17/18	🟢
Repairs M&E	100%	4/4	🟢	100%	35/35	🟢	20%	1/5	🔴	86%	12/14	🔴
TOTAL	89%	64/72	🔴	96%	161/167	🟢	17%	4/23	🔴	85%	101/119	🔴

Getting it Sorted! April – June 2020

Team	0-5	6-10	11-15	16-19	20	21 & up	Total
THH ASB	1		1	5	6	1	14
THH Capital Delivery	1	5	2	1	1	1	11
THH Community Partnership	1					1	2
THH Environmental Services	1		4	6	3		14
THH Health and Safety	1	1					2
THH Housing Service Centre	2	2	5	4	4		17
THH Investment Planning			1				1
THH Leasehold Services	1		1	2	6	1	11
THH Neighbourhood North		1	1	4			6
THH Neighbourhood South	2		1		3	1	7
THH Rent Arrears			1		2		3
THH Repairs General Build North	1	2	3	8	10		24
THH Repairs General Build South	2	1	2	10	4	1	20
THH Repairs Mechanical & Electrical	4	1	5	11	14		35
TOTAL	17	13	27	51	53	6	167

There are still very few cases that are resolved as 'Getting it Sorted' (G.I.S) route (within 5 working days). Only 17 of the 167 cases handled in Q1 were concluded within 5 working days. 110 cases took longer than 15 days to respond. This is however understandable due to the recent pandemic.

We need to resolve complaints quickly and efficiently to demonstrate to our residents that they can trust us to resolve any concerns that they have. Remember the following tips when handling complaints;

- If it is a simple issue to resolve, get it sorted within 5 days
- Challenge yourself to respond to most complaints within 10 working days
- Only use the additional days if you really need to. Try to limit the time spent to working 15 days
- Only a handful of cases should need 16 - 20 days

- Keep the resident updated until all their concerns are resolved. **Poor communication is one of the key reasons for cases escalating.**

Preventing cases escalating to Stage 2

In Q1 there were 19 Stage 2 complaints received and 23 cases which were due for response. These were mainly for the Repairs Teams.

The main reasons for the escalations were:

- Poor communication and failing to keep residents updated when appointments were cancelled or updating on follow on works.
- Delays in resolving leaks and carrying out follow on works due to the storms and then the pandemic
- Failure to complete corrective actions and to do's within time scales.
- Reduced standards of cleaning due to caretakers being redirected to concentrate on frequently touched areas including door entries, lifts and handrails. THH has had a reduced number of staff due to self-isolation, which meant that some duties have not been dealt with as quickly as they would under normal circumstances

HOUSING OMBUDSMAN DETERMINATIONS

In Q1 we received four Housing Ombudsman determinations. Two of the cases determined that there was service failure. One related to the replacement of windows V repair. A process review is currently being undertaken. The other case related to the replacement of an intercom system. We were ordered to pay the resident £150 compensation in recognition of our failure to adhere to our repair timescales and the failures to provide updates on the progress of the work in its initial stages. We successfully agreed an early resolution with another case relating to a defective boiler where we paid £81 compensation. The other case was closed as the resident failed to get back to the Housing Ombudsman but it was doubtful that the Housing Ombudsman had jurisdiction over the case which related to whose responsibility is was to pay for the replacement of fire safety doors.

HOT OFF THE PRESS – The Housing Ombudsman has just published a new Complaints Handling Code

<https://www.housing-ombudsman.org.uk/wp-content/uploads/2020/07/Complaint-Handling-Code.pdf>

We have been asked to self-assess ourselves against the Code by 31st December 2020 and publish the results. Non-compliance could result in the Ombudsman issuing complaint handling failure orders. Guidance on these new orders has also been published <https://www.housing-ombudsman.org.uk/wp-content/uploads/2020/07/Guidance-on-complaint-handling-failure-orders.pdf> and these will be implemented from 1st January 2021.

The Complaint Handling Code

The Code provides a new framework for complaint handling and intends to provide consistency across landlords' complaint procedures; to resolve complaints raised by residents quickly and to use the learning from complaints to drive service improvements.

- The Code is part of the Ombudsman’s new powers in the revised Housing Ombudsman Scheme. The new Complaint Handling Code sets out:
- A universal definition of a complaint
- Provides easy access to the complaints procedure - ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
- The structure of the complaints procedure – only two stages necessary and clear timeframes set out for responses
- Ensuring fairness in complaint handling with a resident-focused process
- Taking action to put things right and appropriate remedies
- Creating a positive complaint handling culture through continuous learning and improvement
- Demonstrating learning in Annual Reports.

As well as setting out expectations for boards, senior executives and frontline staff, the Code will help residents in knowing what to expect from their landlord when they make a complaint and how to progress their complaint.

We will work closely with the LBTH Complaints Team to review our Complaints Policy and Procedure in view of the new code. Watch this space for future updates on what this means for THH.

KEY LEARNING

Themes and issues identified with progress updates	Service
<p>× Insurance – improvements required to how we provide information to residents when there is damage to their home from an adjoining property. This links into how we also pay out compensation as the two issues are often linked. Hilton Armand has produced a revised process map for dealing with insurance claims against THH or our contractors. The insurance process has now been built and successfully tested in the test environment of the Northgate system. It will now be built in the live environment with a view to going live on 3rd August 2020. We will gradually move away from Comino.</p>	<p>CROSS DEPARTMENTAL</p>
<p>× Calling residents – We have seen a significant improvement in phoning residents within 48 hours of the complaint being received. 72% in Q1 compared to 52% for Q4. This requires stronger performance management across all areas, even more so now we need to demonstrate that we are compliant with the Housing Ombudsman Complaint Handling code.</p>	<p>CROSS DEPARTMENTAL</p>
<p>× Leaks Process – Despite several revisions to the leaks process to improve how residents are kept informed of progress and our response when the source of a leak cannot be identified, the process is not always consistently followed. We commissioned House Mark to review the process and new process maps covering the end to end process for dealing with leaks have been agreed. The next stage will be to build the process in the test environment within the Northgate system and to arrange testing. Building the process in the test environment will begin in July/August 2020.</p>	<p>CROSS DEPARTMENTAL</p>
<p>× Poor internal communication – There is a need to improve how services work with each other and the Council when dealing with complex or multi-faceted cases at Stage 1 or 2. Information is not</p>	<p>CROSS DEPARTMENTAL</p>

<p>always being shared in a timely manner resulting in delays and dissatisfaction. A specific process has been agreed for Repairs to improve communication with LBTH. The Customer Relations Manager has worked with the new Corporate Complaints Manager to improve our Stage 1 template to be more resolution focused in an effort to proactively reduce the number of cases escalating.</p>	
<p>× Making policies accessible – The Ombudsman requires THH to make available its policies and procedures online. This will be addressed as part of the website refresh which is shortly to go live 13 July 2020.</p>	<p>CROSS DEPARTMENTAL</p>
<p>× Accuracy of service charges – Steps have been taken to introduce additional checks across the HSC, Leasehold services and Finance to ensure bills are accurate and for any problems with the quality of the repairs order to be followed up with staff. There are however still examples which suggest there is need for closer scrutiny. Waiting for confirmation that the changes were made to Northgate in February to reduce the potential for errors on communal orders and reduce duplication.</p>	<p>CROSS DEPARTMENTAL</p>
<p>× Parking enforcement – We continue to receive complaints about illegal parking. TMO works will begin in Wapping in August and implementation of the new scheme will begin incrementally from October. Shadwell Gardens is approved but completing works though price is not yet programmed for Covid-19 related reasons. Other schemes in Berners Estate, Solander Gardens, Royal Mint and Boundary are awaiting approval of final stage consultation and are with the Council</p> <p>Two areas Martineau and Pitsea were called off and will now have to be repeated whilst new proposals are being prepared for the Chicksand area as well as Colombia Road and Watney Market</p>	<p>HSC</p>
<p>× Laminate flooring policy – Review required of the terms of the tenancy agreements to fall in line with leases within the same block. THH is working in partnership with the Council to finalise the details. Before lockdown LBTH sought Counsel’s opinion on a proposed new clause in the Tenancy Agreement unrelated to the laminate floor issue. This has now been received and the draft Agreement will have to be revised. Due to the pandemic the Council have only started working on this week commencing 12 July</p>	<p>NEIGHBOURHOODS</p>
<p>× Poor communication – Residents are not always provided updates on the progress of actions/follow on jobs or where operatives cannot be on site within 2hrs. This is despite updates and corrective actions being recorded on iCasework.</p>	<p>REPAIRS</p>
<p>× Maintaining Northgate records – The Ombudsman has recently determined that THH has taken too long to act on reports. This is partly exacerbated by the absence of timely or meaningful updates. There is a need to review what information is captured, and for Mears to provide timely and meaningful updates in order to support decisions/complaints handling. Ongoing monitoring required through contract management arrangements.</p>	<p>REPAIRS</p>
<p>× Failure of OOH service to attend in 2hrs – Mears have now put a process in place to identify any repairs which have not been attended to within 2 hours to ensure this is escalated to a supervisor.</p>	<p>REPAIRS</p>

<p>This requires ongoing monitoring to ensure there is improvement in performance.</p>	
<p>× Windows Repairs– We have received a growing number of complaints about windows due to the numerous site visits involved and conflicting opinions regarding repairing vs replacement. This has caused delays where we refuse to replace because a block is down for planned major works. After 2 recent determinations from the Housing Ombudsman, we have reviewed our performance on window repairs, from inspection, to overhauling/ repairing, to replacing. A new process has been agreed with our repair partner who predominantly employs specialists to deal with most repair/replace windows. This should reduce the number of inspections, remove incorrect information being relayed to the customer at the point of inspection and enable a more structured way forward in the decision making process.</p> <p>The Contractor will ensure that the Specialist Sub-Contractor/Direct Operative who first attends will:</p> <ul style="list-style-type: none"> • <u>NOT</u> offer or suggest that a new window is required whilst on site and dealing with the customer. (This should be agreed with the client). • The Sub-Contractor/Direct Operative will need to provide a full written script explaining as to why this window cannot be repaired and why they are suggesting a replacement is required. • The Sub-Contractor/Direct Operative should use technology in videoing where possible or provide photographic evidence of the defective element of the window including mechanisms and video demonstrations where possible • The contractor will liaise with the relevant (repairs) client officer to ensure they have checked all future works programmes within this block and decision to repair/replace will be made accordingly. • If a block is programmed to receive new windows (via Major Works) within a three year period, the emphasis should be on trying to repair where possible. If a replacement is required, the technical officer will make that decision and inform the contractor to proceed. 	<p style="text-align: center;">REPAIRS/ CAPITAL DELIVERY</p>
<p>× Failure to keep resident details updated</p> <p>a. Processes and guidelines should be adopted and monitored to ensure Mears and all other contractors/subcontractors record timely, and appropriately detailed progress updates on Northgate. There is no specific process for this. Repair Manager has raised the need for all contractors to provide timelier and better detailed progress updates on current works generally. This has been minuted in the next Repairs Progress meeting on Tuesday 7 July</p>	<p style="text-align: center;">CROSS DEPARTMENT</p>

<p>b. Housing Advisors should be provided with additional training/guidance to ensure they take greater ownership, can clearly recognise emerging trends/issues, and escalate issues outside of regular processes when appropriate. Guidance/ Briefing note has been cascaded to staff to identity emerging issues raised by residents, communicate to the Duty Manager immediately and take ownership where necessary to resolve issues urgently</p> <p>c. Neighbourhood Housing Officers to undertake periodic checks of contact information on Northgate and ensure information is up to date.- the approach for NHDs is to imbed the updating of data as systematic good practice. In a number of processes the NTL has to sign off documents. (examples below) including a 20% quality check to ensure data is uploaded. 'Comino ' quality check 20% of all process, for example tenancy audits, changes of tenancy, SIV, Review 1/2/3, Getting To Know You to ensure data gathered from Tenancy Management functions are uploaded to Comino/Northgate. Examples of this include</p> <ul style="list-style-type: none"> * Telephone numbers * Contact details, such as Next of Kin * Support contacts * Household Members * Vulnerability data and flags' 	
<p>× Improve resident communication – Letters were revised with the electrical contractor to explain how all properties would be affected if someone is not home on the scheduled day and highlight that the works cannot be completed if all properties are not accessible on the day of work due to safety protocols imposed by EDF.</p>	CAPITAL DELIVERY

COMPENSATION PAID

	YTD 18/19	YTD 19/20	Q1 20/21
Stage One	£4,327.50	£9,814.92	£2,689.00
Stage Two	£4,170.00	£2,048	£725.00
Stage Three	£1,735.00		
Ombudsman	£5,146.11	£11,665	£150
Total	£15,378.61	£23,527.92	£3,564.00

Mears Compensation	YTD 18/19	YTD 19/20	Q1 20/21
Missed appointments	£1,480.00	£2,845.00	£0
Formal Complaints	£3,921.50	£2,650.00	£1,335.00
Total	£5,401.50	£5,495.00	£1,335.00

FEEDBACK CALLS

Month	Contacted	Responses	Satisfied	Not responded (assumed satisfied)	Not satisfied	% satisfied
YTD 19/20	805	194	91	618	104	89.7%
April	57	1	1	56		100%
May	29	3		26	3	89.6%
June	41	5	1	36	4	90.2%
Q1 20/21	127	9	2	118	7	94.5%

See Appendix 1 for the details of the feedback calls for Q1 Service areas are asked to review the feedback received so they improve the Customer Experience

DATA PROTECTION

Period	Freedom of Information		SAR	
19/21 (YTD)	122/130	94%	35/40	88%
20/21 Q1	9/15	60%	9/11	82%

Data Breaches/Security Incidents 2020-21 Q1

In the first quarter of 2020/21 there were five reported data breaches. This was a significant increase on the previous three quarters and the highest number of incidents reported since Q4 of 2018/19.

The incidents in summary were as follows:

Month	Incident Summary	Severity
April	Due to a contact address having been wrongly updated earlier in 2020, as part of the Year End process a DD payment schedule was sent to the wrong address. The address was corrected and it was confirmed that bank account details are masked on all DD correspondence so the risk to the data subject was limited.	Amber
June	Tenancy sustainment issues were discussed, via email, with a tenant's representative without formal written authorisation having been received. Written authority was subsequently received and the email responses had been limited to points raised by the third party in an email that had been forwarded from the tenant's email account.	Amber

June	A FirstCare absence notification email was sent to three of a member of staff's reports in addition to their manager. FirstCare advised that a new member of staff had incorrectly set the three staff up as managers of the data subject instead of setting up the data subjects as the manager of the three members of staff. They have confirmed that their member of staff has now been fully trained. This incident was reported to the ICO.	Red
June	A Housing Management Panel referral report was sent in error to the wrong recipient, who lives in the same block as the subject of the Panel report. An ICO report is being drafted for this incident.	Red
June	At the launch of the 2020/21 Declarations of Interest (DOI) process a member of staff reported that during the 2019/20 Declarations of Interest process their DOI form had been circulated to members of their team, beyond their manager/HR. Awaiting further details on this, including the contents of the DOI form to assess the full extent of the impact/severity of the incident.	Green

Key trends this quarter are incorrect maintenance of data in systems instigating a data breach at a later date (two incidents), and human error/lack of care and attention when using email to correspond with residents (two incidents). In the email-related cases both members of staff cited working from home during the pandemic as a contributory factor to their mistakes.

For the case that was referred to the ICO after the initial report some follow-up questions were posed by the ICO and having received our responses to these the case was closed with a recommendation that processes be tightened and staff training updated.

Data Protection Training

In this quarter the new eLearning solution, the hive academy, went live and is now available to all office-based employees. The system has two data protection courses available and a recommendation was made that staff who were involved in the two email-related incidents should complete these courses.

In future reports we will include data on the enrolment/completion of these courses as the hive academy becomes an established part of how THH works.

<p style="text-align: center;">Residents' Panel 22nd September 2020</p>	
<p>Report Author: Debbie Palmer, Customer Relations Manager</p>	<p>Report type: For information</p>
<p>Title: Housing Ombudsman Complaints Code</p>	

1. Introduction

- 1.1 In August 2018, the government announced the Social Housing Green Paper setting out its vision for social housing in England. As part of the provisions of the green paper, the government outlined plans to strengthen complaints handling regimes across the sector.
- 1.2 In anticipation of the white paper expected to be announced later this year, the Housing Ombudsman has published a revised code which it expects all landlords signed up to the scheme to implement by January 2021. Key changes being introduced in the complaint include;
- A strengthened role for the Ombudsman enabling it to intervene at any stage of the complaints process rather than at the end.
 - A stronger sanctions regime for landlords and referrals to the Regulator for Social Housing on issues of non-compliance
 - Reduction in response times for Stage 1 complaints to 10 working days
- 1.3 As part of its management agreement with the London Borough of Tower Hamlets, THH is required to follow the council's complaints procedure. In 2018 the Council revised its complaints procedure to reduce the number of stages from three to two. As part of these changes, the Council also extended the time available to investigate and respond to complaints at Stage 1 from 10 to 20 working days.
- 1.4 Both the Council's and THH's complaints procedures outline a list of exclusions where a complaint will not be dealt with under the complaints process. In each case this is usually due to residents having access to alternative recourse in the first instance to resolve any dispute. The Council working in partnership with THH will be reviewing these exclusions to ensure they remain compliant with the principles outlined in the Housing Ombudsman Code. We are however seeking the views of the Resident's Panel on our current list to ensure our processes remain fair and accessible.

Exclusion	Description
Legal action	If Tower Hamlets Homes are taking legal action, the complainant will need to use the legal process to challenge our decision. We are unable to handle complaints which a complainant's solicitors are dealing with at the same time. In these circumstances THH solicitors will liaise with the complainant's solicitors directly.
Service charge disputes	These are managed through our Leasehold Arrears Recovery Procedure (section 10)
A service request	Such as reporting a repair or anti-social behaviour. Where a service request is made, and it fails a complaint will be logged.
The cause of the complaint is more than 6 months old	Where a cause of a complaint is more than 6 months old and is only reported now, this will not be regarded unless in the opinion of THH there is good reason for delay.
Routine repair	Complaints about routine repairs which have been resolved within target times will not be considered unless this relates to quality or issues with the conduct of the contractor
Failure to provide a service that has been remedied through application of the Compensation Policy	Issues such as Communal Central Heating breakdown where THH has paid out compensation for loss of service will not be dealt with as a complaint.
Rent increases	Our Rent Accounting team deal with these and/or refer concerns to the Resident Property Tribunal
Disrepair	The matter will be passed to our legal team after receipt of an Early Notification Letter or Letter of Claim under the disrepair pre-action protocol
Act of God	Incidents that can be regarded as unforeseeable-i.e. "act of God i.e. storm/fire
Vexatious complaints	We will agree one point of contact to deal with concerns in a consistent manner
Defects in new-build homes	Service requests for faults need to be raised with the Housing Service Centre. As with service requests, where a service request has been logged and THH fails to action this a complaint may be raised.

Report to: Residents' Panel
For meeting dated: 22nd September 2020
From: Lesley Owen
For: Information/discussion
Topic: **Performance Report: August 2020**

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 August 2020

2.1 The indicators from 2019-20 have been rolled forward into 2020-2021: ten monthly indicators and a further eight quarterly ones.

2.2 As previously reported to Panel, Covid-19 continues to impact on THH's ability to report on its performance:

- ❖ Not all results are available for satisfaction survey-based indicators as a number of surveys remain suspended.
- ❖ By agreement with the Council no targets have been set yet for the current year

In addition, new methodologies based on system data for the *Repairs Right First Time* and *Repairs Appointments Kept* measures are being developed but have not yet been agreed.

In August we report results for six of the ten monthly indicators [plus four of the eight measures for Quarter 1].

2.3 A Guide to how to read the detailed performance report is included as *Appendix 1*.

THH performance on these indicators to August 2020 is set out in *Appendix 2*.

2.4 Table 1 below shows, for the six monthly indicators with an August result, the direction of travel compared to the previous month.

Table 1: Direction of Travel from July 2020

Trend	Weakened	No change	Improved	All
No. of indicators August 20	6 100%	0	0	6 100%

2.5 Table 2 below shows the direction of travel compared to the same point in the previous year.

Table 2: Direction of Travel from August 2019

Trend	Weakened	No change	Improved	All
No. of indicators: August 20	8 80%	0	2 20%	10 100%

3. Housing Service Centre

3.1 The most significant changes since the last report to Panel are those to the performance of the Housing Service Centre [HSC], on both calls answered and average call wait times. All HSC staff continued to be logged on and working from home during August, covering phone calls, outbound calls, emails and social media as well as a variety of admin functions. From 17th June residents have been able to request non-emergency repairs via ContactUs.

3.2 The reasons for the drop in performance include:

- An increase in calls: on average the HSC received 715 calls per day in August compared to 500 in July
- The roll out of Windows 10 had a significant impact on the HSC. Despite planning cover for phone staff, we were impacted by system failures from 30th July whereby no staff had access to Outlook for 2 days then Outlook was intermittent for a further 5 days which ICT was unable to resolve.
- VPN connection intermittent for some staff which ICT advised was down to their internet provider.
- Data migration caused issues of misplaced or deleted folders.

3.3 The HSC received 439 [2.66%] fewer calls last month than in August 2019 but the answer rate was 21% lower.

4. Lettings

- 4.1 Lettings were suspended with lock down with empty properties held for emergency temporary use. The effect of this suspension is reflected in the average re-let times following the introduction of socially distanced viewings. This effect should diminish as the year progresses and the backlog is cleared.

5. Covid-19 impact and response

- 5.1 Services continue to be adversely affected in a number of other measures THH is monitoring but there are signs of recovery:
- Gas safety compliance, whilst still below the statutory 100% due to residents shielding or refusing access, has improved from 99.22% in May to 99.86% now; this latter figure equates to 13 non-compliant tenanted properties.
 - We are now operating a near normal repairs service
 - Rent arrears increased from 4.61% at the end of last year to 5.50% at the end of June. This has now improved to 5.22% of the rent roll.
 - Likewise, service charge collection is down £400,000 on this time last year with collection 90% of the charges due.
 - Socially distanced viewings commenced in June. The Voids Team has set itself a target of 9 viewings per week to address the backlog and to let the new build blocks such as Angela Court.
- 5.2 Office space has been adapted for social distancing and THH has begun planning for a second Covid-19 second wave.
- 5.3 THH's main perception survey has now resumed; other surveys are scheduled to do so shortly.
- 5.3 The disruption to some services due to the Covid-19 pandemic is likely to affect the performance and/or reporting of some of the indicators for some yet.

6. Recommendations

- 6.1 The Panel is recommended to:
- (i) note THH performance to August 2020; &
 - (ii) consider whether to explore in more detail any areas of service delivery

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

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

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

The % result for the month or quarter...

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

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

Results colour coded

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

Tower Hamlets Homes Residents' Panel **August 2020**

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

Overall Service

1 Overall Satisfaction: tenants 0% 0% 0% 0%

No. of tenants rating THH as excellent, good, or fair	-	-
Total No. of tenants responding	-	-

Frequency: Q

2 Overall Satisfaction: leaseholders 0% 0% 0% 0%

No. of leaseholders rating THH as excellent, good, or fair	-	-
Total No. of leaseholders responding	-	-

Frequency: Q

Customer Access

3a % non-repair calls answered 0% **68.52%** 0% **85.45%** 0%

Total non-repair calls answered	3,343	16,374
Total non-repair calls received	4,879	19,162

Frequency: M ▼ ▼

3b % repair calls answered 0% **73.07%** 0% **88.66%** 0%

Total repair calls answered	5,696	26,241
Total repair calls received	7,795	29,598

Frequency: M ▼ ▼

4a Repair calls average wait (secs) 0 **404** 0 **143** 0

Total repair calls answered	5,696	26,241
Total wait time for repair calls answered	2,299,221	3,755,376

Frequency: M ▼ ▼

Tower Hamlets Homes Residents' Panel **August 2020**

Indicator	2019/20 target	Perf in month/quarter	Monthly/quarterly target	Perf YTD	YTD target	Perf by month/quarter	Latest Result	YTD Target	Frequency	Trend	Prev. year
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4b	Non-repair calls average wait (secs)	0	423	0	210	0		M	▼	▼
	Total non-repair calls answered		3,343		16,374					
	Total wait time for non-repair calls answered		1,414,941		3,441,597					

5	Percentage of residents rating the HSC as excellent, good, or fair	0%		0%		0%		Q		
	No. of cases resolved at first point of contact		-		-					
	Total no. of cases		-		-					

6	Percentage of residents agreeing 'THH does what it says it will do'	0%				0%		Q		
	No. of residents agreeing THH did what it said									
	Total number of residents responding									

Tower Hamlets Homes Residents' Panel **August 2020**

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

Homes

7 % of repairs completed in target

2019/20 target	0.0%	98.4%	0.0%	98.7%	0.0%
No. of repairs completed in target		3,926		16,390	
Total repairs completed		3,988		16,598	

Frequency: M Trend: ▼

8 % of repair appointments kept

2019/20 target	0.0%		0.0%		0.0%
No. of appointments kept					
No. of appointments made					

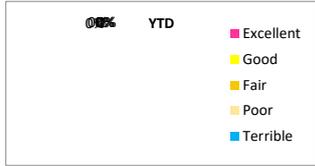
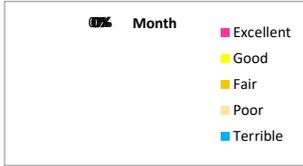
Frequency: M

9 Percentage of tenants rating the repairs service as excellent, good, or fair

2019/20 target	0%		0%		0%
No. of residents rating excellent, good, or fair		-		-	
Total No. of residents responding		-		-	

Frequency: M

	MONTH	YTD
Excellent	0	0
Good	0	0
Fair	0	0
Poor	0	0
Terrible	0	0
TOTAL	0	0



10 % of repairs completed on 1st visit

2019/20 target	0%		0%		0%
No. of repairs completed on 1st visit					
Total No. of repair completions					

Frequency: M

11 Major Works Satisfaction

2019/20 target	0%	67%	0%	66.67%	0%
No. of residents rating excellent, good, or fair		20		20	
Total No. of residents responding		30		30	

Frequency: Q Trend: ▼

Tower Hamlets Homes Residents' Panel **August 2020**

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

ASB

12 ASB: % of cases successfully resolved

2019/20 target	0%	97%	0%	97%	0%
No. of closed cases with a satisfactory outcome		106		106	
Total No. of closed cases		109		109	

Frequency: Q, Trend: ▼

Communication

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

2019/20 target	0%	76.5%	0%	76.5%	0%
No. of residents rating excellent, good, or fair		124		124	
Total No. of residents responding		162		162	

Frequency: M, Trend: ▼

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

2019/20 target	0%	75.5%	0%	75.5%	0%
No. of residents rating excellent, good, or fair		105		105	
Total No. of residents responding		139		139	

Frequency: M, Trend: ▼

Corporate

15 No. of MyTHH Registrations

2019/20 target	0		0		0
No. of MYTHH Registrations		6,371		6,371	
Target					

Frequency: Q, Trend: ▲

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

2019/20 target	0%	48.0%	0	48.0%	0%
Unique Visits		2,955		2,955	
Av. Registrations		6,160		6,160	

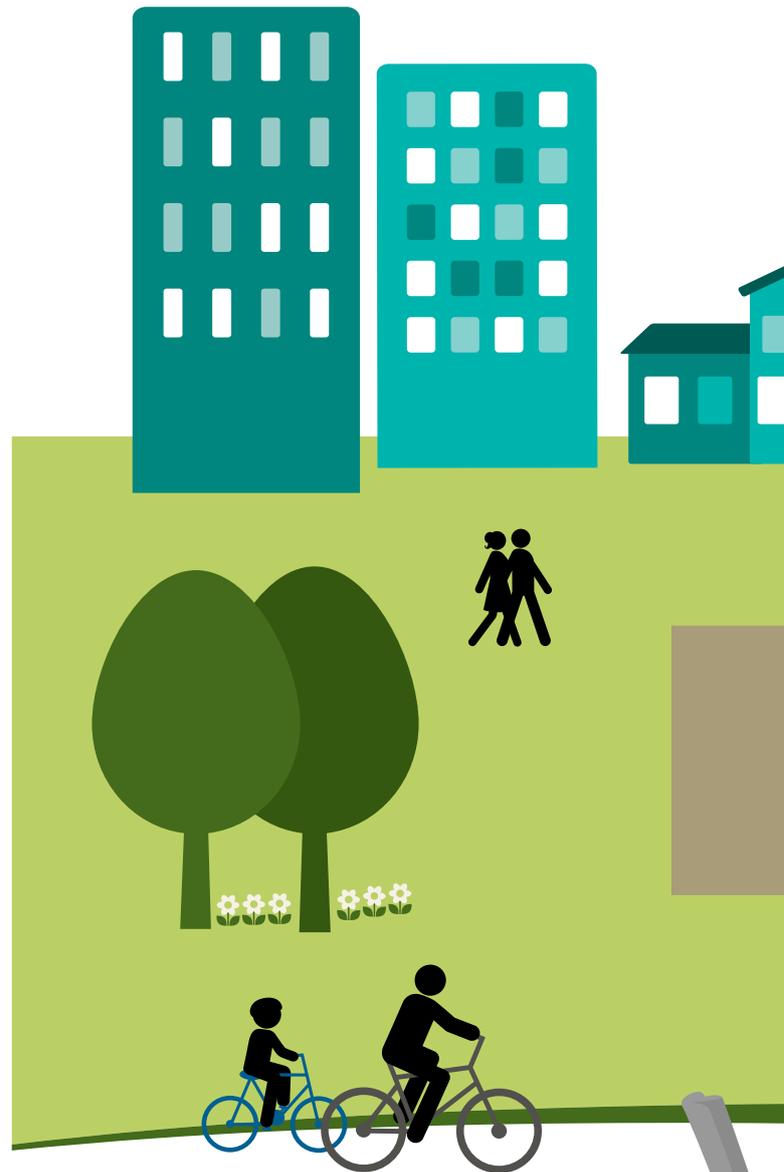
Frequency: Q, Trend: ▲

**Tower
Hamlets
Homes**

Residents' Panel **Strengthening Co-Regulation**



Residents' Panel
Strengthening Co-Regulation
Scrutiny Review Report
July 2020



 thh.org.uk  [@THHomes](https://twitter.com/THHomes)
PO Box 66355, London, E14 1GU.

If you would like to help THH improve its services, please get in touch by emailing us at scrutiny@thh.org.uk

Involving Residents in Major Works Scrutiny Dates

Involving Residents in Major Works Scrutiny - Session 1

Thursday 15th October 2020

18:00-20:00 (Virtual Meeting)

Involving Residents in Major Works Scrutiny - Session 2

Thursday 29th October 2020

18:00-20:00 (Virtual Meeting)

Involving Residents in Major Works Scrutiny - Session 3

Monday 16th November 2020

18:00-20:00 (Virtual Meeting)