

**Residents' Panel Virtual Zoom Meeting  
Tuesday 24th May 2022**



**Minutes and Actions**

**Attendees**

<b>Members</b>	<b>Role</b>
Daniele Lamarche (DL)	Leaseholder
Corry Blades (CB)	Leaseholder
Gibran Afzal (GA)	Tenant
Amina Rahman (AR)	Tenant
Saida Begum (SB)	Tenant
Sahra Mire (SM)	Tenant
<b>THH</b>	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
<b>Staff</b>	
Ann Otesanya (AO)	Interim Chief Executive, THH
Paul Davey (PD)	Director of Business Transformation
Gulam Hussain (GH)	Head of Regulatory Assurance and Acting Head of Neighbourhoods
Lesley Owen (LO)	Business Development Manager
Matthew Palmer (MP)	Capital Programme Delivery Manager
Elizabeth Skillen (ES)	Housing Policy and Regulations Officer
<b>Observer</b>	
Susanna Kow	Boundary TRA

<b>Actions</b>	<b>Action Owner</b>		<b>Status/ Date</b>
Provide an update on the TMO roll out and expected completion date	GH		
Provide detailed summary of how THH is learning from complaints and improving service delivery	GH		
Forward complaints report presentation to members	NH		
Include how THH manages houses converted into flats as a future agenda item	NH		
Invite LBTH Planning department to discuss process for consulting residents before erecting phone mast; include as a future agenda item	NH		

Item No	Description	Action	Status/ Date
<b>1.</b>	<b>Introduction and Welcome</b>		
1.1	DL chaired the meeting in the absence of Chris Weavers and James Wilson.		
1.2	Apologies received from Chris Weavers, James Wilson, Yasmin Begum and Nojmul Hussain		

<b>2.</b>	<b>Minutes from the previous meeting and matters arising</b>		
2.1	Minutes from the March 2022 meeting was agreed as an accurate record.		
2.2	GH reported the completion of actions and provided an update on adopting a performance measure around parking. GH explained that this is likely to progress after the completion of the TMO roll out. At present a performance measure on parking will add little value.		
2.3	DL expressed concerns at on-going delays in this regard, urging introduction of performance measures as feedback suggests the new TMO systems fall short of good practices eg website telephone contact being erroneous, letters asking residents to phone HSC to pay annual charges met with long wait times, requests to email instead etc, finance officers' records incompatible with those of colleagues etc. GH will update members around when the TMO is expected to be complete.  <b>ACTION: GH to provide an update on the completion of the TMO roll out</b>		

<b>3.</b>	<b>Message from Interim Chief Executive</b>		
3.1	AO introduced herself as the Interim Chief Executive. AO thanked the Panel for its positive work and its vital role in holding THH to account.  AO provided an update on new staffing arrangement in senior management. AO reported that the Director of Asset Management is due to leave by end of May 2022. AO also reported that they have met the newly elected members during members' induction.		

<b>4.</b>	<b>THH Board update</b>		
4.1	<p>AL provided the following update:</p> <ul style="list-style-type: none"> <li>- Formal Board meeting had been re-scheduled due to the recent election</li> <li>- New councillor Board members have not yet been appointed</li> <li>- AL is scheduled to meet the Mayor in due course to discuss the ALMO</li> </ul>		

<b>5.</b>	<b>Capital Delivery Spotlight session</b>		
5.1	<p>MP provided a presentation on the three-year Capital Delivery Programme as part of the Panel's spotlight session. The presentation covered key areas of work planned to take place around fire safety, electrical, building safety as well as the resident involvement opportunities available.</p>		
5.2	<p>Members raised some concerns and specific examples of shortcomings around previous inadequate project management and consultation during major work - MP suggested he would go back to address some of examples given and stressed that as the new lead for THH, he will work to ensure robust resident engagement takes place in order to ensure expectations are met. Moreover, the scope of the work will be undertaken more thoroughly to ascertain what is needed and to strengthen the project delivery.</p>		
5.3	<p>DL asked whether the Capital Delivery Programme would incorporate mapping exercises into their brief so as to create better records of building infrastructures and equipment which will save resources of time and capital in the long term while improving resident satisfaction rates.</p>		
5.4	<p>GH elaborated that there has been closer working relationship between the Capital delivery team and Regulatory Assurance team to help improve the delivery of work. Work included the late Cllr Pierce consulting residents on a major work block in order to identify areas for improvements. Recommendation were also made by the Panel during its scrutiny review on major works.</p> <p>Members raised a number of issues based on their experience which MP provided clarity on. Discussion included:</p> <ul style="list-style-type: none"> <li>- Giving an update on Boundary Estate</li> <li>- Recognising the need to improve communication with residents, particularly around providing non online updates</li> <li>- Agreeing to provide details around the process for</li> </ul>		

	<p>managing contractors and taking on resident feedback;</p> <ul style="list-style-type: none"> <li>- Also, how THH manages properties that are not part of a larger block or converted into flats. The latter was agreed to be added as a future agenda item.</li> <li>- DL also recommended exploring Kwest questionnaires at a future meeting to consider whether existing framework accurately captures residents' experiences</li> </ul> <p>Questions were also raised about addressing carbon-zero targets by better management of building waste and re-use and about strategies to incorporate this into future works.</p> <p><b>ACTION: To discuss how THH manages houses converted into flats at a future Panel meeting.</b></p>		
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6.	Complaints		
6.1	GH highlighted performance against Q4 Complaints data report. Figures showed that stage 1 complaints had increased by 29% from the previous year and stage 2 complaints by 137%.		
6.2	Dissatisfaction has centred mainly around repairs where there is a backlog of 2216 repairs – some are administrative due to new contracts. GH provided a context as to why satisfaction was lower as it was a result of shortage in staff and issue relating to the supply chain.		
6.3	GH reported that responding within the 10-day target remains strong, including the 20 day timeframe.		
6.4	The Housing Ombudsman has seen an increase of complaints by 113%, 88% increase in investigations and 66% complaint handling determinations were upheld across the sector.		
6.5	<p>GH outlined the reasons for complaints causes and escalations, (illustrated in the presentation paper), much of which reflects the national picture, e.g. backlog of repairs, GH outlined a breakdown of THH Ombudsman cases. GH elaborated that THH is looking at measures to speed up the complaints handling process such as recruiting more staff so that the issues can be resolved earlier. SK requested a copy of the presentation.</p> <p><b>ACTION: Forward complaints report presentation to members</b></p> <p>Members raised concerns around the following:</p> <ul style="list-style-type: none"> <li>• <i>Complaints processing in new builds</i> – SM expressed her concerns in regards to the delayed response to her query, subsequently leading to a complaint. The outcome from the complaint found that there needs to be an efficient process,</li> </ul>		

	<p>between the developer and THH, to determine whether the problem has been resolved.</p>		
6.6	<p>GH explained that this had arisen due to the onboarding process which caused gaps between the Council and THH services. As a result, measures have been put in place to address similar gaps. In addition, THH has a responsibility to ensure complaints handling and repairs are robustly addressed in line with the government's Social Housing White paper.</p> <ul style="list-style-type: none"> <li>• <i>48 hour call back</i> - GH clarified that staff now are required to call back within 2 days following repair issue being logged. This is for acknowledging the issue and improving the communication process.</li> <li>• <i>Complaints handling process</i> - AR emphasised that during the recent members' training, complaints handling process was an issue of concern. GH explained that THH is now compliant with the Ombudsman's complaint handling code which means complaints must be escalated if a resident remains unsatisfied. Further work is being undertaken to improve how THH communicates with resident during the complaint handling process.</li> <li>• THH undertakes benchmarking exercises to assess its performance against partners; this helps to improve current standards. To date, THH's performance has been stronger than its counterparts.</li> <li>• Mears is looking at recruiting staff to address the backlog of repairs</li> </ul>		
6.7	<p>THH has met with the Housing Ombudsman, who is due to meet Board. The intention is to help strengthen its complaints handling process and engagement with residents.</p>		
6.8	<p>Discussion ensued around finding long term solutions for some of the ongoing complaints issues. AO explained the robust measures in place to ensure THH moves forward positively, e.g., additional resources to tackle leaks and managing contracts as delays arose where contracts were not available for sub-letted tenancies. Efforts are being made to keep register of letting agencies etc.</p>		
6.9	<p>DL noted her quickest resolution of a leak arose when she contacted the leaseholders above who were abroad but asked their tenant to photograph and send her an image to show the water ingress was not coming from their sink; she asked whether protocols might be explored to encourage such practices and reduce delays arising from multiple visits by engineers.</p>		
6.10	<p>AR requested for a short summary of lesson learnt from THH which outlines the new measures in place and the accountability</p>		

<p>process for complaints. For the latter, GH informed that Customer Access Group, a sub – group of the Board, has a role in monitoring the Complaints handling process.</p> <p><b>ACTION: Provide detailed summary of how THH is learning from complaints and improving service delivery.</b></p> <p><b>ACTION: Forward complaints report presentation to members</b></p>		
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<b>7.</b>	<b>Performance update</b>
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7.1	<p>LO provided an update on performance for Q4 2022.</p> <p>Table 1 below shows, for all the indicators, performance compared to target.</p> <p><b>Table 1: Status 2021 - 2022 – all indicators</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #e0e0e0;">Trend</th> <th style="background-color: red; color: black;">Red</th> <th style="background-color: orange;">Amber</th> <th style="background-color: green; color: black;">Green</th> <th style="background-color: #e0e0e0;">All</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e0e0e0;"><b>No. of indicators: March 22</b></td> <td>5 29%</td> <td>7 41%</td> <td>5 29%</td> <td>17 100%</td> </tr> </tbody> </table> <p><b>Table 2: Direction of Travel from March 2021 – all indicators</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #e0e0e0;">Trend</th> <th style="background-color: red; color: black;">Weakened</th> <th style="background-color: orange;">No change</th> <th style="background-color: green; color: black;">Improved</th> <th style="background-color: #e0e0e0;">All</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e0e0e0;"><b>No. of indicators: March 22</b></td> <td>13 76%</td> <td>0</td> <td>4 24%</td> <td>17 100%</td> </tr> </tbody> </table> <p><b>Table 3: Status April 2022 – monthly indicators</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #e0e0e0;">Trend</th> <th style="background-color: red; color: black;">Red</th> <th style="background-color: orange;">Amber</th> <th style="background-color: green; color: black;">Green</th> <th style="background-color: #e0e0e0;">N/a</th> <th style="background-color: #e0e0e0;">All</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e0e0e0;"><b>No. of indicators: April 22</b></td> <td>5 50%</td> <td>1 10%</td> <td>3 30%</td> <td>1 10%</td> <td>10 100%</td> </tr> </tbody> </table> <p><b>Table 4: Direction of Travel from same month in 2021 – monthly indicators</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #e0e0e0;">Trend</th> <th style="background-color: red; color: black;">Weakened</th> <th style="background-color: orange;">No change</th> <th style="background-color: green; color: black;">Improv ed</th> <th style="background-color: #e0e0e0;">N/a</th> <th style="background-color: #e0e0e0;">All</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e0e0e0;"></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Trend	Red	Amber	Green	All	<b>No. of indicators: March 22</b>	5 29%	7 41%	5 29%	17 100%	Trend	Weakened	No change	Improved	All	<b>No. of indicators: March 22</b>	13 76%	0	4 24%	17 100%	Trend	Red	Amber	Green	N/a	All	<b>No. of indicators: April 22</b>	5 50%	1 10%	3 30%	1 10%	10 100%	Trend	Weakened	No change	Improv ed	N/a	All								
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<b>8 Any other business</b>			
8.1	<p>In regards to DLs enquiry about consulting residents before erecting mobile phone masts, GH suggested LBTH is solely responsible for issuing the contracts between the Council and the telecommunication companies. GH agreed to check if LBTH Planning department could attend a future meeting for further discussion.</p> <p>DL noted that as THH is responsible for accessing blocks, thus have responsibility to create policy and procedural frameworks in which to inform residents of their rights to representations and consultation.</p> <p><b>ACTION: Invite LBTH Planning department to discuss process for consulting residents before erecting phone mast; to be included as a future agenda item.</b></p>		
8.2	<p>DL further noted growing concerns at potential health and safety implication due to no long-term studies being made with regards to 5G microwave radiation, including views from bodies such as World Health Organisation.</p> <p>GH emphasised that the Council would undertake its own impact assessment.</p>		

<b>Date of next meeting</b>			
	19 <sup>th</sup> July. 2022, 6pm – 8pm		