Key Objectives

- To assist in the delivery of the councils strategic housing and related Community Plan objectives.

- To work in partnership with the Council and social landlords to develop good practice and continuous improvement in housing management, maintenance and the development of homes and sustainable communities in Tower Hamlets.

- Share best practice and support capacity building initiatives and opportunities for engagement amongst member Associations and residents.

	Key Tasks	**Target**	**Status / Actions**	**Lead Sub Group & Chair**	**RAG Status**	**Outcomes Achieved**
1	DIGITAL INCLUSION To identify residents who are digitally excluded and promote awareness of benefits of digital skills and access to digital skills training for those living in social housing.	Sept 2015	Review the methods and best practice approaches for identifying digitally excluded residents. Provide targeted support for residents most in need of digital Skills. Compare access to DI skills training data across the borough. Update the mapping of the community hubs with free public internet access. Increase the No of public access computers in estate areas of limited provision.	**Housing Management** Jane Ball (Gateway)		
2	WELFARE REFORM To ensure tenancies are sustainable and income streams for RP's are protected to withstand the impact of WR and build financial confidence	Sept 2015 Dec 2015	Map claimants receiving DHP and Signpost to services. Use employment, training and apprenticeship opportunities to move customers into employment. Target Benefit advice to customers in work and track the impact of reductions/withdrawal of DHP.	**Housing Management**		

3	Develop and implement a Residents awareness campaign on recycling and bulk rubbish disposal.	Mar 2016	Ascertain what PRG members already have in place. Develop agreed messages. Explore the formats to be used. Launch campaign.	**Public Realm** Joe Joseph (Peabody)		
4	Draft an Estate Inspection promise- that communicates a consistent approach to estate inspections	Dec 2015	- Ascertain what PRG members have in place. - Compare approaches and decide which aspects will make it to the promise. - Consult individual resident groups - Develop communication plan	**Public Realm**		
5	Monitor and review the effectiveness of the Environmental Health and Protection protocol	Sept 2015	Agree mechanism for reviewing the effectiveness and compliance with the new protocol.	**Asset Management** Tony Hughes (Southern Housing Group)		
6	Understand the implications of the Heat Network regulations 2014 and implement required changes to ensure compliance.	Mar 2016	Consider proposed new requirements on landlords through district and communal heat systems. Sub-group to act as platform for RP's to share approaches to ensure compliance with new regulations and develop clarity on any new obligations	**Asset Management**		
7	Respond to LBTH Scrutiny Review on ASB	Mar 2016	Implement and feedback on recommendations from the Scrutiny Review Undertake benchmarking to identify best practice. Pilot Participatory Appraisal Training.	**Anti-Social Behaviour** Kevin S Jones (THH)		
8	To understand and develop best practice around vulnerability and ASB.	Mar 2016	Produce lessons learnt report for ASB Partnership Action Group, analysing impact of vulnerability on ASB. Establish Partnership Action Group. Review cases and identify actions. Consolidate themes and key actions into best practice report.	**Anti-Social Behaviour**		
				Development		

9	Develop implement and monitor Project 120	Brought forward from 2014/15 to Mar 2016	Devise, implement and monitor a strategy that ensures the ongoing early identification of potential new homes and quality design of those homes for tenants on the category A list for rehousing. Work with developing partners to build bespoke homes for those tenants identified with more complex rehousing needs.	Neal Hunt (Poplar HARCA)		
10	Progress the development of the Housing Zone in Tower Hamlets	Mar 2016	Implement an agreed approach to the development of the Housing Zones in the borough in accordance with GLA Guidelines	**Development**		
11	Produce quarterly and annual performance indicator monitoring information to enable effective benchmarking and learning between RPs.	Ongoing and May 2016	All members of THHF to produce core PIs agreed with current Housemark LBTH benchmarking club. Share positive practice where found to further improve performance of all RPs. Identify and develop other areas of service provision for benchmarking and service delivery/performance monitoring.	**Benchmarking** Paul Bloss (Eastend Homes)		
12	Monitor agreed Performance Management Framework and hold annual reviews of RP performance	Ongoing	Monitor RP performance in agreed areas. Develop RP review timetable based on PMF compliance and performance Reviews to begin in September 2015 Share results of reviews and identification of positive practice.	**Benchmarking**		
13	Recognise the work of residents and identify the boroughs community champions.	Feb 2016	Work with strategic partners to identify community champions. Organise, promote and deliver the bi annual STAR in the Community resident awards Review Star application and nomination methodology to enable third sector and groups to apply.	**Community Involvement Network** Catherine Kyne (One Housing Group)		
14	Map out youth provision in the borough and promote the service.	Feb 2016	Share knowledge, experience and expertise and map out youth services provision in the borough, sign post RP residents to services available. Promote and deliver a joint Youth Providers & Housing Seminar	**Community Involvement Network**		

			Identify funding opportunities for investment in youth work. Work in partnership to deliver football tournaments in the borough.			
15	Develop and deliver joint learning and employment opportunities for residents.	Mar 2016	Map employment and training opportunities and signpost workshops available to residents. Deliver a RP joint residents training programme for 2015 /2016, carrying out a minimum of 12 sessions Work in partnership to promote and deliver an annual joint Job Fair.	**Community Involvement Network**		
16	In partnership with the H/ M Sub Group complete a mutual exchange project (following the Resident Scrutiny Panel review) with specific targets and outcomes. Clarifying what the CHR Forum hopes to achieve from the mutual exchange events.	Dec 2015	• Scope of project agreed by Forum Feb 2015. • Sub-Group set up and collecting data and policies on mutual exchanges • Guidance and good practice to be produced for the Partnership.	**Common Housing Register** Sandra Fawcett (Swan)		
17	Implementation of the GLA top slicing proposals (applies to 2015/18 Affordable Housing Programme).	From Apr 2015	• Presentation to Forum on requirements – April 2015 • Implementation of proposals through Council's teams linked to Housing Moves • Review of progress to Forum – 6 monthly	**Common Housing Register**		
18	Delivery of a final Common Housing Register Agreement with all Partners signed up.	Sept 2015	• Agreement revised by CHR Forum and currently with the Council's legal services department for sign off. • Chair written to Head of Legal Services. • Revised draft expected August 2015.	**Common Housing Register**		