

# **Tower Hamlets Housing Forum Annual Overview**

14<sup>th</sup> October 2015

# THHF Executive

THHF Executive received presentations on:

- Community Plan (consultation at draft stage)
- The Care Act and the implications for Housing Associations
- LBTH Digital Inclusion Strategy and new initiatives
- Charity Works (providing graduates who specifically want to work for the not for profit sector)
- The Whitechapel Vision
- Results of the Strategic Housing Market Assessment
- Gateway's Winter Warmers Project
- An overview of PREVENT
- Allpay products and services
- Community Plan
- Voluntary and Community Sector Strategy Refresh
- The Fairness Commission

# Children and Families Partnership Board

**Represented by Fiona Humphries – Providence Row HA**

- **REDUCING CHILD POVERTY IN THE BOROUGH** - Strategy developed and championed by the CFP. Reduction from 60.3 % (2006) to 35.5% (2014).
- **PROMOTING AND STRENGTHENING SAFEGUARDING** - Implementation of the Multi Agency Safeguarding Hub and the promotion of Safeguarding month (November 2014) which launched over 30 events across the borough. The Local Safeguarding Children's Board reports into the CFP. The Family Wellbeing model was reviewed.
- **DEVELOPING THE TACKLING GROUPS, GANGS AND SERIOUS YOUTH VIOLENCE (GGSYV) STRATEGY** - Developed to reduce the harm caused by groups, gangs and serious youth violence and its associated forms of abuse.

# Community Plan Delivery Groups and Sub-Groups

# Children and Families Partnership Board

**Represented by Fiona Humphries – Providence Row HA**

- **EMBEDDING THE CHILDS RIGHTS BASED APPROACH (CRBA)** - The CRBA is embedded within the commissioning process and the profile of the whole Child Rights Agenda has increased. A group of young commissioners were trained by UNICEF to take part in the commissioning of substance misuse services. The Council adopted the charter of child rights developed by local young people.
- **STARTED TO DEVELOP THE NEW CHILDREN AND FAMILIES PLAN 2016-19**  
- The Children and Families Plan is a partnership wide framework for how we work together to add value to the work we do to improve outcomes for children and families in Tower Hamlets.



# Health and Wellbeing Board

Represented by Steve Stride – Poplar HARCA

The Local Authority developed a joint Health and Housing action plan

- A borough wide compact for dealing with tenants with mental health problems Good Practice Guidance for Resident Referrals launched during the year
- Training to increase professionals' awareness of a safe home
- Mapped what Tower Hamlets providers are already doing to promote healthy lifestyles
- Pilot project to identify vulnerable tenants
- Partnership approach to making older people aware of assisted technology
- Tackling isolation with a borough wide needs assessment

New THHF sub group starting November 2015.



# Safeguarding Adults Board

Represented by Mike Tyrrell –  
Tower Hamlets Community Housing

- Provision of awareness training for front line housing staff by LBTH Social Services
- Contribution to the Annual Report of the Safeguarding Adults Board
- Clarifying the housing aspects of the Safeguarding Adults Board Business Plan for 2015/16



# Safeguarding Adults Board

Represented by Mike Tyrrell –  
Tower Hamlets Community Housing

- Improving definitions:
  - when someone is vulnerable and needs an assessment in relation to their health, social care or support services in the community to assist them to live as independently as possible and to feel as well as they are able, both physically and emotionally. This is **not safeguarding**.
  - when someone is especially vulnerable and for whatever reason needs a more urgent and careful assessment because there is a risk that they are (or may be) being abused or taken advantage of in some way. They may be living in their own home, someone else's home, a residential or nursing care home, hospital, hostel or be homeless. **This is safeguarding**.

# Welfare Reform Task Group

Represented by Andrea Baker – Poplar HARCA

- Partnership: LBTH teams & support agencies
- Strategic response across the Borough
- This year:
  - Consistent information for residents
  - Funding for employment & benefits solicitors
  - Implementation of crisis & support grant processes
  - Research briefings on key changes
  - Responding to early implications of UC
  - Statistical analysis & intelligence
  - Training for staff
  - Trialling Integrated Employment Service



Welfare Reform Act  
2012

The logo for Universal Credit, consisting of the letters 'UC' in a large, bold, blue font, followed by the words 'Universal Credit' in a smaller, blue, sans-serif font.

# Development Sub-Group

Led by Neal Hunt – Poplar HARCA

- **New Homes Delivered:** 610 affordable ; 463 for rent 147 Intermediate; 107 wheelchair.
- **Project 120 :** Project Team developed ; 105 cases on the list; almost 50% have properties identified.
- **Green Grid Projects:** 15 identified and developed on vacant land for resident led food growing projects.
- **Successful Housing Zone Bid :** £52m secured in phase 1; £26 m in phase 2; 6,000 new homes.



# ASB Sub-Group

## Led by Jamie Carswell - THH

- ASBPAG - set up of the group. Key support from mental health and support now being provided to vulnerable members of the community.
- RPs & Police working together - improvements in partnership working reaping rewards from reduced ASB.
- Summer Night Lights - 18 events, significant attendance and community satisfaction
- Joint working with Council over noise service: low hanging fruit, more to come!
- ASB sub-group: regular attendance and action planning now more relevant to overarching issues

# ASB Sub-Group

Led by Jamie Carswell - THH



# Common Housing Register Forum

Led by Sandra Fawcett – Swan HA

- Strong Partnership with good attendance
- Lettings Open Day - 21 March 2015
- Refreshed Common Housing Register Agreement
- Overcrowding Strategy implemented
- Under occupation targets achieved
- Successful decant process for regeneration projects
- Project 120 - successful joint working delivers results
- New Mutual Exchange Charter for all RPs
- Focus on Value for Money in advertising



# Common Housing Register Forum

Led by Sandra Fawcett – Swan HA

## The numbers for 2014/15

Demand - 19,783

Total Lets - 1,872

### By size

1 bed/ bedsits	800
2 beds	662
3 beds	313
4 beds	97

### By banding

Community Group 1	744
Community Group 2	965
Community Group 3	163
Community Group 4	0

# Public Realm Sub-Group

Led by Joe Joseph – Peabody Trust

Successful Caretakers'  
Conference held



# Public Realm Sub-Group

Led by Joe Joseph – Peabody Trust

- Positive feedback and good attendance
- Excellent feedback from Caretakers conference on 1<sup>st</sup> May
- Group work on waste management – focus on bulky refuse and recycling services
- Working on trialling new cleaning products
- Reviewed good practice in estate inspections
- Presentation on options for pest control services



# Benchmarking Sub Group

Led by Paul Bloss – Eastend Homes

- Key Performance Management Framework (PMF) KPI data collected/assessed. 11 PMF reviews held.
- Service strength/best practice presentations– ASB, repairs, customer satisfaction
- LBTH Benchmark data collected and analyzed
- Comparative service charge data collected and analyzed
- Agreement to set up a service charges good practice project
- Work to support RPs in addressing requirements of the HCAs Regulatory Framework Value For Money Standard



# Housing Management Sub-Group

Led by Jane Ball – Gateway HA



- Consolidated partnership with LBTH
- Good attendance at meetings, free debate and sharing of information and good practice
- Hold the portfolio for digital inclusion
- Welfare reform - modelling impact on impoverishment of residents and business plans
- Mutual Exchanges - support for a protocol to facilitate better matching of residents and properties



# Housing Management Sub-Group

Led by Jane Ball – Gateway HA

- Winter Warmers Initiative
- Prevent workshop against radicalisation of young people
- Closer working with health – set up of new Health and Housing Sub-group
- Tenancy Fraud
- Mental Health Protocol



# Community Involvement Network

Led by Catherine Kyne – One Housing Group

## Resident capacity building

- 7 RPs developed a joint residents training programme
- Partnership working achieved VFM objectives on training costs

## Health & Wellbeing

- Promoted healthy eating and food growing initiatives
- Mapped health & wellbeing services in the borough and promoted activities

## Youth Work

- Mapped and delivered borough wide sport programmes in partnership with third sector agencies

## Employment & Training

- Delivered employment workshops
- Supported residents into training and employment

# Community Involvement Network

Led by Catherine Kyne – One Housing Group

## STAR in the Community - Resident awards

- Led and delivered STAR awards
- Showcased community projects
- Recognised resident champions from across the Borough



# Asset Management Sub-Group

Led by Tony Hughes – Southern Housing Group

## New Heat Network Regulations 2014 – Active from December 2015

Reviewed good practice, understood regulation requirements and mapped risk

### Overheating and Employers requirements

Explored issue of overheating and inefficiencies linked to heat loss in buildings between communal heat plants and end consumer. Organisational approaches shared and measures to improve the position developed.

### Tackling condensation

Explored best practice approaches taken by RP's to inform and educate residents on the issue of identifying and managing the effects of condensation.

### Supply contracts and Local employment

Completed an audit on training and employment opportunities in service contracts. RP's invested in resident employment initiatives with evidence of positive, innovative and targeted approaches .

# Asset Management Sub-Group

Led by Tony Hughes – Southern Housing Group

## Environmental Health and Protection protocol

Joint working with Environmental Protection and Health Service through new protocol

## Fire Strategy – Strathclyde Plates update

Supported the pilot project for the use of premises information (Strathclyde) plates to assist the Borough Fire Services when responding to incidents in high risk/ high rise schemes.



Electronic images of plates to be provided to crews via appliance mobile data terminals (MDTs).

## Living roofs/ walls

Explored the issue of maintenance requirements for living roofs and walls. Members were provided with guidance, information and opportunity to work with Biodiversity team.